

Presbyterian Española Hospital's Report to the Community 2011

We're committed to improving your health

Everyone at Española Hospital, including our employees, doctors, volunteers and board members, works hard every day to provide our community with compassionate and advanced healthcare. We are working to improve the health of the communities we serve in Northern New Mexico.

We serve our community every day. Here's how many people we served in 2010.

- 80 licensed acute care and intensive care beds
- 2,523 patients admitted to the hospital
- 28,311 outpatient visits
- 315 babies delivered
- 22,486 patients treated in our Emergency Department
- 34,203 patients cared for by our Presbyterian Medical Group providers at Española Hospital
- 9,619 patient home visits by our Home Care professionals
- 3,290 encounters by our Diabetic Resource Center in patient education, nutritional counseling, and community programs
- 882 First Born Program visits to first-time mothers and families
- More than \$3.2 million in financial assistance to patients (unaudited)

Serving the community is one of our top priorities. Here's how we helped our community in 2010.

- More than 350 jobs provided for local residents
- Community partnerships - NM Northern College (nursing and radiology students); UNM, San Juan College and PIMA (physical therapy students)
- Assistance through the Breast Cancer Care Fund for local breast cancer patients
- Free child immunizations
- Free community flu shot clinics
- Annual Community Health Fair

Our facility improvements – made possible in part by Mil Levy funds

- New state-of-the-art Sleep Disorders Center
- Installed Infant Security System in the Women's Birthing Center
- Free WiFi in our facilities for our patients and their families
- New phone system enhanced response time for patient scheduling
- Parking lot and campus landscaping improvements
- Newly remodeled Home Care and First Born Program facility
- Phase I of our Healing Garden initiated with assistance from the Rotary Club, our Hospital Auxiliary and our loyal employees.

Our community comes together to create a better place for healing and prevention

In order to provide exceptional healthcare, it takes the commitment of many individuals who, year after year, provide valuable time, energy and support to make this hospital a better place for patients and the community.

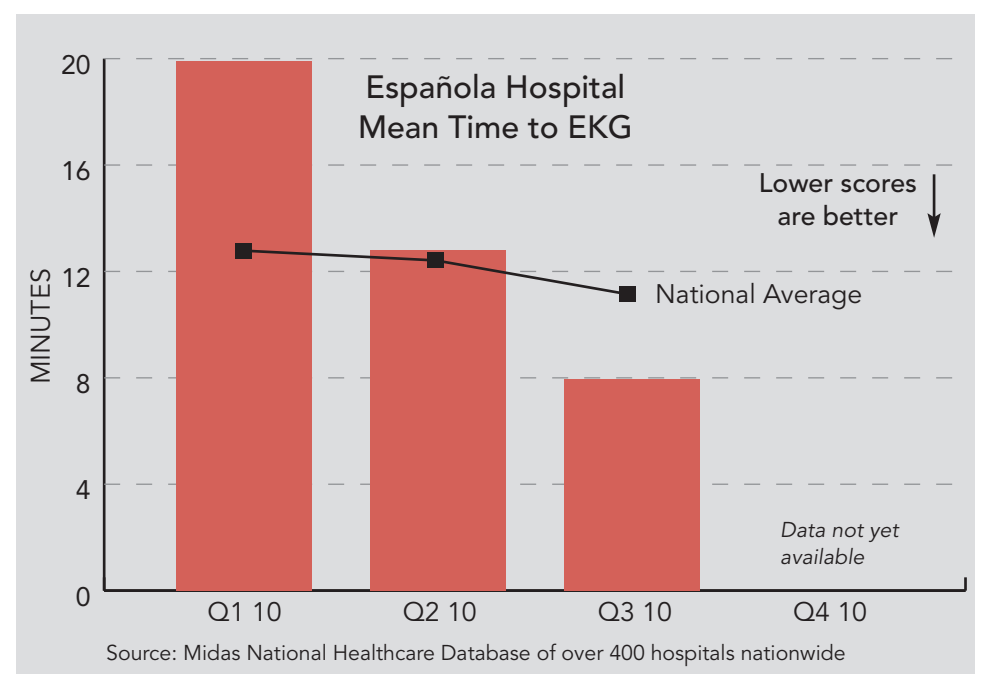
The Presbyterian Española Community Board of Trustees volunteer their time and knowledge in providing governance, leadership and direction.

Our Board of Trustees includes: Raymond Chavez (Chairman), Cathy Guillen (Vice Chairman), Joe Piuma, Josie E. Lujan, Rey Medina, Nila Montoya, Tess Casados, and Lloyd Vigil, PhD.

Community Leaders: Speaker of the House Ben Lujan; Congressman Ben Lujan, Jr.; State Senator Richard Martinez; State Representative Nick Salazar; State Representative Debbie Rodella; Rio Arriba County Commissioners Elias Coriz, Alfredo Montoya, Felipe Martinez, and Barney Trujillo; County Manager Thomas Campos; Mayor Alice Lucero; Española

Our continued focus on quality standards and practices

- We are improving the care of patients admitted through the Emergency Department for a heart attack. We worked to improve processes so that patients admitted with chest pain receive an EKG test within 10 minutes. Our most recent results show that patients at Presbyterian Española Hospital received the EKG within 7.94 minutes of admission, significantly faster than the national average of 11.11 minutes. This means that our patients with chest pain receive the care they need more quickly.



- In 2010, Española Hospital was recognized for having an extremely high number of core measure indicators at 100%. Core measure indicators are nationally recognized measures of quality patient care.
- Excellence in Home Health and Hospice Nursing Award Recipient – Cheryl Warren, RN, MA; presented by the New Mexico Nursing Association.
- The process we use when selecting employees helps us find those who perform at the highest levels in knowledge, skills, and behaviors.
- Presbyterian Home Healthcare statewide network ranked high nationally for our program to reduce Respiratory Syncytial Virus (RSV) hospitalizations in high-risk infants.
- Electronic Medical Record implementation in our Presbyterian Medical Group clinic to enhance patient care and safety.

City Councilors Cory Lewis, Greg Ortega, Roberts Seeds and Peter Valdez for their continued commitment and support to ensure quality healthcare for the citizens of Rio Arriba County.

Employees: More than 350 valuable, hardworking and dedicated employees work to make sure that patients and visitors received safe, high-quality customer care and service. Congratulations to our 2010 Employee of the Year, Mark Martinez of our Plant Services Department.

Our devoted Española Hospital Auxiliaries: Thanks to our team of Auxiliaries who continue to give more than 12,000 hours of their valuable time and thousands of dollars in fund-raising efforts to benefit our hospital. We appreciate our volunteers for all the comfort and service they provide.

In 2010 the Auxiliary was led by President Marie Millsap. Congratulations to the 2010 Auxiliary of the Year, Mary Jane Lucero, for her generosity, kindness, and devotion to Presbyterian Española Hospital.

What's ahead in 2011?

Moving forward, we are committed more than ever to:

- Break ground for our new patient tower
- Enhance each patient experience through the We're Listening to You program.
- Recruit additional physicians and nurses to serve our patients.
- Continue involvement with community and county leaders to provide services and high-tech equipment to fulfill our mission.
- Continue our journey to improve the quality of our clinical services, and share these results with the community.

Please accept our warmest thanks for your continued support as we reaffirm our commitment to serve the citizens of Rio Arriba County. The physicians and staff of Española Hospital are ready to provide you and your family outstanding and compassionate care.

Sincerely,

Brenda Romero, RN, MSN
Presbyterian Española Hospital
Administrator



Raymond Chavez
Chair, Board of Trustees
Presbyterian Española Hospital



Your community. Your hospital.

 **PRESBYTERIAN**

Española Hospital

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