

## Changing the ER Experience: New Team Provides Faster, Improved Care

### **GILA REGIONAL MEDICAL CENTER**

**(GRMC) UNDERSTANDS** that when a medical emergency occurs, you deserve fast, expert care. And we've recently taken some big steps to improve the way we provide emergency services.

At the beginning of the year, GRMC began partnering with a new ER emergency provider group, Innova Emergency Medical Associates. The group, which specializes in emergency services for rural hospitals, has worked closely with GRMC administration to boost the quality of care, speed, and patient experience in our emergency room.

"We've made it a strategic focus to improve our emergency services," explains Dan Otero, Chief Administrative Officer for GRMC. "Our goal is to provide world-class ER care to all of our patients."

### **BETTER CARE, DECREASED WAIT TIMES**

Innova Emergency Medical Associates provides a high level of expertise to patients in the emergency room.

"The group brings board certified emergency medicine physicians to GRMC's emergency room. This is a higher level of expertise than we've had in the past," says Otero. "They have integrated seamlessly with our exceptional nursing staff and are actively changing the way emergency services are provided."

In addition to providing quality care, the group has established new, innovative programs. For example, the group measures the time it takes a provider to first see a patient in the ER. The goal is to see each patient in less than 15 minutes, on average. Another goal is to have an average length of stay in the ER of less than two hours.

✎ Be prepared for your next ER visit with an ER Fact Sheet. Please send your name and mailing address to [marketing@grmc.org](mailto:marketing@grmc.org) or write to GRMC Marketing, 1313 East 32nd Street, Silver City, NM 88061.

Additionally, there will be better collaboration between the ER staff with emergency medical services and law enforcement in our community. The ER will also adjust staffing to respond to potential high-volume situations surrounding community events.

"The group understands our community's needs and has helped put into place programs that not only decrease the time patients spend in the ER, but also improve their quality of care," says Otero.

### **IMPROVED COMMUNICATION**

GRMC has also enhanced communication with emergency patients. Now, ER patients will be given estimated wait times and told how services will be provided. They will also be given contact information to share feedback.

"Changes to the ER came about because we listened to our patients. And we want to keep the lines of communication open," explains Otero. "We couldn't be happier with this new emergency services partnership and are excited for ongoing improvements."



# Extraordinary Financial Turnaround at Gila Regional

**GILA REGIONAL'S 2014 FISCAL YEAR WAS AN EXCITING ONE.** In less than 11 months, GRMC achieved a \$10 million turnaround to its bottom-line performance. This represents a 14 percent positive swing. These financial figures were verified through a third-party, state-approved financial audit.

"This was no accident," says Brian Cunningham, CEO of Gila Regional. "It was the direct result of the effort and support of our Board of Trustees,

our county commissioners, our medical practitioners, our community, and of course the incredible caregivers at GRMC. Because of a strong commitment to our communities and our caregivers, we put together a comprehensive plan and implemented it with a sense of great urgency."

This hard work accomplished at Gila Regional reflects our commitment to addressing extreme challenges while simultaneously improving our quality of care. In fact, Gila Regional's Composite Inpatient

Core Measures scores have steadily improved over the past year. These publicly reported measures are very close to being in the nation's top 10 percent.

There are still many challenges to address, but this is a clear indication that we are heading in the right direction. We look forward to continuing to serve the health care needs of our communities in 2015 and beyond.

➤ Gila Regional's 2014 Annual Report (shown at right) is now available to download from our website. To download the report, please visit [www.grmc.org](http://www.grmc.org) and click on "About GRMC." A PDF of the report can be found on the menu at left. For a report to be mailed to you, send a request to GRMC Marketing, 1313 East 32nd Street, Silver City, NM 88061.



## We are here to provide exceptional service to our patients, our customers, and our caregivers.

It has been an exciting year for Gila Regional, and we have accomplished so much. With a focus on Quality First, Gila Regional achieved a \$10 million financial turnaround in less than 11 months.

During this time, many of our Key Quality Measures also improved. In addition, 73 percent of our caregivers surveyed (312 total) rated themselves either a 9 or a 10 (on a 10-point Engagement Scale) regarding their willingness to go above and beyond for our patients, our customers, and their fellow caregivers.

We also initiated and completed an astonishing number of important projects to further improve Gila Regional's ability to serve you. These activities are all part of our efforts to achieve our mission to build the best rural hospital in the country for those we serve.

We at Gila Regional would like to take this time to thank you for your support!

In Service,

Brian Cunningham, CEO

# GRMC Auxiliary: Vital to Patient-Centered Care

**FOUNDED IN 1969 AS A WAY FOR COMMUNITY MEMBERS TO GIVE BACK TO THE HOSPITAL**, the GRMC Auxiliary is an integral part of the organization's mission to provide exceptional quality, patient-centered care.

## WHAT DO MEMBERS DO?

Auxiliary members step up to provide support and service through a wide variety of activities. In the 2014 fiscal year, these dedicated men and women donated over 19,000 hours of service. They awarded \$15,000 in health care scholarships, more than \$7,000 in hospital equipment, and served more than 1,190 donated meals.

As a nonprofit organization, the GRMC Auxiliary raises funds through donations, the Gift Shop, and flower, scrub, linen, and purse sales.

## HOW CAN I HELP?

Volunteers at GRMC are asked to give one shift per week at a regular day and time. Accommodation is made for vacation or other leave. Shifts are typically from 8 a.m. to noon or noon to 4 p.m. Volunteer assignments are based on the volunteer's interest, schedule, and the hospital's needs. GRMC provides volunteers with a free lunch from the Courtyard Café on the days they volunteer.



Above: Members of the GRMC Auxiliary

“It’s great to help others.”

—Liz Beilue, GRMC Auxiliary President

Interested volunteers can pick up an application from auxiliary members serving at the information desk in the Visitor Entrance Lobby. If you have questions, call the GRMC Auxiliary at 575-538-4074.

## GRMC Welcomes Dr. Friedman

David J. Friedman, M.D., F.A.C.S., is a board certified surgeon who brings a wealth of knowledge and expertise to Silver City. He received his medical degree from Tufts University in Boston and completed his surgical residency at Marshall University School of Medicine in Huntington, West Virginia. Through a stipend program with the U.S. Public Health Service, he worked for the service's hospital in Boston, and then went on to serve at the Indian Medical Center in Gallup, N.M., where he first fell in love with our beautiful state.

His surgical journey has taken him to places like Vandenberg Air Force Base in California, where he served as Chief of Surgery, earning him a Commendation Medal from the U.S. Air Force. Dr. Friedman has practiced general surgery in Massachusetts, as well as within New Mexico hospital systems in Las Cruces and Albuquerque. He even spent time in Iraq as the Hospital Head and General and Trauma Surgeon at the U.S. Dept. of State Diplomatic Support Hospitals in Baghdad, Tikrit, and Basra.

Dr. Friedman spent the last year in our community as a *locum tenens* surgeon, and he has been highly regarded by our caregivers and patients. In collaboration with Surgical Associates and Gila Regional Medical Center, Dr. Friedman is now making Silver City his permanent home.

## Meet & Greet with Dr. Friedman



Dr. Friedman (at right) is shown here with patient Tiffany MacDonald, R.N.

Thursday, February 19,  
2 to 4 p.m.  
Gila Regional Conference Room  
1313 East 32nd Street,  
Silver City

Refreshments will be served.



## CALENDAR OF EVENTS

@ [www.grmc.org](http://www.grmc.org)

### Corazones Unidos Cardiac Support Group

If you have suffered a heart attack, stroke, heart disease, or are at risk for these conditions, Corazones Unidos can help you. Sponsored by the Grant County Community Health Council, GRMC, and the New Mexico Department of Health.

Third Thursday of each month  
GRMC Board Room  
1313 East 32nd Street, Silver City  
Facilitator: Frank Ogas  
(575-590-2578)



**COMING IN MARCH**

John Stanley, MD  
Board Certified Family Practitioner

Cynthia Moreno, CNP  
Specializing In Family Medicine

## GoodHealth

**Good Health** is published by Gila Regional Medical Center. The information is intended to educate readers about subjects pertinent to their health, not as a substitute for consultation with a personal physician. © 2015 Printed in U.S.A.

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## Staff Members Shed Pounds, Promote Wellness

THE HOLIDAY SEASON IS A TIME TO ENJOY GREAT FOOD AND FESTIVITIES, but sometimes, some unwanted waistline expansion can result. In the GRMC Imaging Department, staff took matters into their own hands with a preholiday weight-loss challenge.

The challenge started in September, and the group weighed in every week. The rules were simple: If you gained weight, you put a dollar in the pot for each pound gained. If you lost weight, you put in nothing. At the end of the challenge, the pot would be split by the two winners.

At the end of November, the winners were announced. Diane Silva (shown in the picture below holding a gift basket) made her goal with 2 pounds to spare, and Molly Miragliuolo (not pictured), a radiology student, made her goal with 1 pound to spare. Eighteen people participated in the challenge and lost 92 pounds overall. Participants took part in the challenge just for fun and to promote wellness for the holidays.

Imaging Department weight-loss team, pictured from left to right: Lorraine Montoya, Donna Bevill, Chris Draper, Clara Dean, Ashley Fajardo, Nicole Valencia, Diane Silva, Liz Martin, and Liselle Rios. (Not Pictured: Rob Holguin, Dr. John Whitaker, Carolyn Sigma, Molly Miragliuolo, Janice Gutierrez, Mark Munoz, Priscilla Venegas, and Irma Bencomo.)

