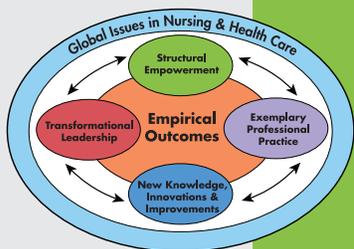


2018 Patient Care Services Quality Report



Structural Empowerment

National Certification Day

The journey to Nursing Excellence component that recognizes and encourages certification and advanced education is Structural Empowerment. Structural Empowerment is creating an environment that provides the structures and processes that encourages nursing excellence.

This year we celebrated using an 80's theme, music, food, raffles, giveaways and plenty of laughter. Your dedication and commitment to the patients of PVHMC is greatly appreciated by us all. We understand the effort required of you to obtain and maintain certification and we thank you for coming out and allowing us to celebrate your achievement.



Transformational Leadership Falls

In 2009, PVHMC ranked in the 50-75th percentile for falls with injury. The decision to form a task force to improve this nursing sensitive indicator (NSI) was made. Vicky Ancheta, BSN, RN of Telemetry 3 reached out for guidance on how to prevent falls with injury. As a result of her drive and passion to keep our patients safe Vickie was asked to chair the newly formed Fall Task Force. Five years had gone by before we began to see a significant improvement in the number of falls throughout the organization. PVHMC is now ranked in the top 5th percentile for preventing falls with injury! CALNOC – The Collaborative Alliance for Nursing Outcomes is a group that began over 20 years ago as the first database created of nursing sensitive indicators (NSIs). This year, the outstanding work of our clinical staff and the Fall Task Force led by Nurse Manager, Vicky Ancheta, BSN, RN of Telemetry 3 Station 1 will be acknowledged for "Best Performance in Preventing Injury Falls."



Empirical Outcomes Healthgrades

"Patients who choose PVHMC's Stead Heart and Vascular Center have the comfort of knowing they are part of Pomona Valley's top rated, comprehensive heart program," said Rama K. Thumati, MD, Medical Director of Cardiology Services. "We offer advanced technology and clinical innovation that allows us to deliver the highest standards of cardiac care." "The Healthgrades recognition demonstrates our commitment to provide state-of-the-art care to patients," said Richard E. Yochum, FACHE, President and CEO. "We have invested in both the physical and the human resources necessary to ensure that we have the most complete line of cardiovascular and stroke services in the region."



New Knowledge, Innovations and Improvements Flu Clinic

With an influx of patients presenting to the Emergency Department (ED) with flu-related illness, PVHMC joined a growing list of hospitals throughout neighboring counties that needed to go on diversion. In response to this 20-25% increase in our ED volume, amounting to more than 300 patients per day, we opened an ambulatory surge clinic to provide additional capacity to assess and treat minor flu-related cases, freeing up ED beds for those requiring more emergent care. While many hospitals opted to set up tented surge clinics outside, we decided that an indoor, controlled environment would be best for our patients. This was a tremendous effort that ultimately created a space where we could provide our patients the best care possible – and we are thankful to all our Associates who came together to make this happen.



Exemplary Professional Practice Diabetes Program

During the 2018 PVHMC community needs assessments, a survey was conducted to determine whether residents of the Pomona Valley Community or their family members had chronic or ongoing health conditions. The results of the survey revealed that, particularly with regards to diabetes, there were 42.4% respondents who said "yes" in 2018 compared to only 25.9% in 2015. One of the big takeaways from this community needs assessment was the necessity to focus on diabetes, obesity, nutrition, exercise, and healthy living. Strategies to address the identified community health needs for diabetes include providing free glucose screenings at health fairs and community events and to start providing free diabetes and nutrition education classes and resources. In 2018, PVHMC provided 900 free blood glucose screenings and education about diabetes risk to community members at various community events (see graphic).

Beginning in late 2018, PVHMC began hosting a Free Diabetes 101 class for the community. The class is held the 2nd Tuesday of each month in Spanish at 5pm and in English at 6pm. Community members are invited to learn about the best steps to take in living and managing their diabetes successfully.

Community-Based Glucose Screenings - 2018

Date	Event/Location	Staff (# of nurses)	Total Screenings
2/10/18	PVHC La Verne Grand Opening	11	150
4/28/18	Lemon Festival	10	81
4/28/18	HNM Festival	4	30
5/19/18	Stroke Awareness Festival	6	65
5/25/18	Hillcrest Retirement Community	7	128
6/22/18	My Sweet & Healthy Community	5	33
7/13/18	2nd Annual LA Veterans Resource Expo	7	94
7/28/18	4th Annual Family Day - Wingstop	4	28
8/31/18	LA County Fair	4	26
9/5/18	LA County Fair	7	47
9/23/18	HNM Health and Wellness Event	7	114
10/20/18	2nd Annual Charity Car Show at PVHMC	5	47
11/7/18	National Diabetes Awareness Month - Diabetes Health Fair	8	55



POMONA VALLEY HOSPITAL

MEDICAL CENTER

Expert care with a personal touch