



**PALO VERDE HOSPITAL**  
*Bringing Health & Care Together*

# PVH

Third Quarter 2019

## Program Updates

The hospital, since 2016, has participated in a state-funded incentive program called Public Hospital Redesign and Incentives in Medi-Cal Program [PRIME]. Through implementation of a plan approved over a five-year period, the hospital has received incentive dollars and special funding for meeting or exceeding established performance measures and the achievement of defined milestones.

The most important component of the program is the integration of physical and behavioral health delivery services through our hospital-based clinic and hospital outreach personnel who work to implement the required strategies for referrals, collaboration, and data retrieval. These post-hospital outreach services are designed to help residents manage chronic illnesses and conditions through education and referral to community resources.

In addition to the PRIME Program, the hospital has worked with the National Rural Accountable Care Organization, a not-for-profit organization that supports healthcare transformation. The aim of the program is to transform rural practice in order to improve care, while reducing unnecessary healthcare costs, and improve patient satisfaction. Through a working relationship with the organization, the hospital has linked into physical and behavioral health delivery services that promotes wellness for older patients while assisting them with their integrated health needs. These health and wellness services include alcohol screening, depression screening, vaccination screening and fall-prevention screening.

For additional information and/or referral, please contact Liz Manjarraz, Administrative Project Coordinator at: 760-921-5120 The telephone number for the clinic is 760-921-5239



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*The price of success is hard work, dedication to the job at hand, and the determination that whether we win or lose, we have applied the best of ourselves to the task at hand.*

[Vince Lombardi](#)

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## In This Issue

- Program Updates
- Children's Diabetic Program
- Allscripts System Upgrade
- NurseWise Program
- New Board Member
- Accrediting and Licensing Surveys
- Hospital Clinic
- New Employees

## Children's Diabetes Program

The implementation of the HRSA approved grant to educate children and their parents on the risk factors associated with obesity has concluded. Over the three-year period, grade school children were educated on healthy nutrition, exercise, and the need to control weight as a means for reducing the incidence of diabetes, particularly in the Hispanic Population.

Program components included working with school educators, educating participants on diabetes, and working with diabetic patients to control their blood sugars.

## Allscripts Electronic Health Record

In May of 2016, the hospital launched the Allscripts Electronic Health Record. In January, 2019, an upgrade of the system was implemented. We continue to work and learn the extent of the upgrades and configure changes as the need to enhance documentation are identified. System enhancements have improved payroll processing and financial tracking systems. The combined clinical and financial upgrades have already proven to enhance clinical documentation, provide more accurate charges, improve billing and coding information. We are moving towards implementing the patient portal portion of the system, which will allow patients to access select portions of their medical record.



Doctor D. Brooks, Dr. H. Sahlolbei, and Dr. A. Paglinawan learning system upgrades.

## NurseWise Program

**Have Questions?  
Ask advice from a  
nurse.**

**Call 24 hours a day,  
7 days a week.**

**1-800**

**844-7318**



## Palo Verde Hospital Community Clinic

Family Nurse Practitioner [FNP, Stacie Nellis, and members of her team, coordinate the provision of care Monday through Thursday, 9:00 AM to 5:30 PM. The clinic is licensed as an outpatient service of the hospital and is organized to deliver integrated health care services for the community. “The hospital has received much positive feedback about the clinic, and more specifically, our nurse practitioner,” stated Sandra Anaya, hospital CEO. “Stacie brings a wealth of knowledge, skill, and ability, and has helped the clinic to develop and grow.”

Nurse practitioners are advanced practice nurses who provide care to patients throughout the lifespan from newborns to the elderly. Stacie’s area of expertise is family practice.

The hospital is currently recruiting a second nurse practitioner in order to open the clinic at least 6 days a week.

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760-921-5239

## New Board Member

Rosie Rowell is the latest member of the 5-member District Board of Directors for the hospital. A long-standing resident of the community, Ms. Rowell brings added value to a dedicated and committed board that works to achieve legal and fiduciary responsibilities. Board members are responsible for the governance of the hospital while ensuring that the mission of the hospital is carried out. Trina Sartin, President of the Board works with Rosie and the remaining board members, Dr. David Brooks, Carmela Garnica, and Sam Burton, on behalf of the hospital. They are not compensated for the time they so generously give.

## Unannounced Licensing Survey

On April 9 and 10 of this year, the accrediting agency for the hospital conducted their unannounced annual survey to evaluate compliance with standards established by the Center for Medicare and Medicaid Services [CMS]. This visit was conducted as a periodic performance review to ensure progress is maintained. There were few findings and a corrective action plan was submitted. The next triannual survey will also be unscheduled and will be conducted in 2020 over a three-day timeframe.

From July 15 to July 19, the hospital underwent a triannual unannounced licensing survey, which is required for all California hospitals. Surveyors from Riverside County look at compliance with state-defined standards, CMS standards and standards that relate to medication management, infection prevention and control, and overall employee and hospital performance related to myriad hospital functions and activities. Five [5] surveyors reviewed policies and procedures, observed clinical practices and procedures, reviewed medical records and clinical documentation, and evaluated the Quality and Risk Management Program. The hospital achieved standards for licensure with few findings. A corrective action plan was submitted to address improvement opportunities. The next unannounced triannual survey is anticipated in 2022.

## Spotlight on Personneel



**Jaime Moreno**, Engineering Technician, brings to the work setting, various skills including a knack for carpentry, plumbing, and HVAC repairs. He has proven, in a short time, to be an enthusiastic worker, who is quick to respond to requests for completing special projects. He is the perfect example of “no task too big or too small,” while demonstrating pride and thoroughness in his work. He has received many compliments from multiple members of the hospital team on his willingness to “get the job done,” while paying attention to detail. Jaime has an AA Degree from Palo Verde College in Associated Arts and is certified and trained to repair HVAC Systems.



**Heather Berry BSN, RN**, was recently hired as the Director of Perinatal Services. Heather has more than 10 years experience in a leadership role coordinating obstetrical services and programs. She quickly established herself as a valuable member of the PVH team, demonstrating strong professional work ethics. She is currently working with all levels of staff to update standards of care and practice. Heather is a graduate of Sentinel University in Colorado.



**Reepak Guga**, IT Manager, received a Bachelor of Ars Degree from Occidental College in Eagle Rock, California. His Master’s Degree is in Health Administration from the University of La Verne. Reepak also earned a Lean Six Sigma Black Belt certificate from Cal Poly Pomona in 2015. The focus of Lean Sigma series is process improvement. Reepak has proven to be a dedicated and conscientious employee who at all cost, gets the job done in IT. He is here long hours while trying to meet the needs of many. He does what it takes to get the job done. He is a valuable part of our team.