

**For Advance for Nurses:**

## **REDLANDS COMMUNITY HOSPITAL RESHAPES NEW ERA FOR COMMUNITY HOSPITAL SERVICES**

### **Expansions, New Technology, Burgeoning Nursing Staff Elevates 100-Plus Year-Old Community Hospital into Major Healthcare Provider in Fast- Growing Region**

It's not only nurses who are excited about the growing campus of Redlands Community Hospital, a 205-bed facility located in Southern California, mid-way between Los Angeles and Palm Springs. The community has embraced the hospital as well, with support both financially and from community volunteers.

Few things change as fast as the health care sector in this fast growing part of San Bernardino County and Redlands has taken a leadership role in reshaping the concept of community healthcare. The hospital has been providing quality healthcare to the communities of Redlands since 1904. Now in its second century of service, the hospital has grown to more than 270 board certified physicians, 100 health plans, 1400 nurses and staff and more than 300 volunteers.

Redlands Community Hospital values its nursing staff because nurses are the "front line" of the hospital, providing the personal contact with patients necessary to maintain quality patient care. "Our skilled, experienced nurses ensure a foundation for consistent, compassionate care for every patient, while also serving as mentors for new nurses," said James Holmes, Redlands Community Hospital's chief executive officer.

In 2008, Redlands Community Hospital opened the doors of a new, three-story Surgery and Maternity Services building. Not only does this new, 72,000-square-foot wing expand the hospital's capacity to 189 beds, it also showcases the most advanced technology available today, including the robotic da Vinci surgical system.

The new campus expands healthcare in a number of ways for the Redlands community. It has allowed the hospital to serve more patients than ever before and has increased the types of healthcare services the hospital provides. Eight new surgery suites were designed with technology in mind. Each of them is larger than its previous operating rooms.

"Surgery can sometimes require as many as seven people in an operating room. Add that to the specialized equipment and monitors that are required and a surgery can get tight. We are grateful for the new space," said Lauren Spilsbury, RN, vice president of patient care services at the hospital.

Nestled in the middle of the surgery suites is a central core area where clinicians and staff can easily access sterilization machines, surgery tools, bandages and other items necessary for surgery. Having centrally located

supplies and equipment results in more efficient surgeries and reduces the amount of time patients must be under anesthesia. Similarly, the Pre-op/Post-op suite is an efficient department of beds that provide ample space for clinicians to assess patients before surgery and evaluate them after a procedure.

A building as large and technologically advanced as the new wing didn't get built overnight. Five years ago, the planning and fundraising process began, followed by years of design, construction and licensing procedures. The wing cost \$47 million to build, a portion of which was raised by the hospital's tireless Foundation team. Additional financial support was provided by grants from the Hedco and Weingart foundations, and several major donors who will have a room or department named in their honor.

Also in 2008, Redlands opened up a new Women's Health Imaging Center. The 3,300-square-foot facility provides women a warm and compassionate place to have mammograms, and other procedures, done in a comforting environment. Getting a mammogram, a breast biopsy or a bone density screening should be at the top of any woman's "to do" list, especially at Redlands Community Hospital.

"This center empowers women with knowledge and helps them make informed decisions about their healthcare," explained Radiology Director, Todd Sexton. "We are committed to elevating women's health to a higher standard of excellence by providing the best available educational tools."

This type of X-ray, can find changes in the breast up to two years before a patient or their physician can feel them. Unfortunately, many women delay having this procedure for a variety of reasons that may include fear, being too busy, or simply because they dislike the cold, clinical environment of many doctors' offices.

"The Women's Health Imaging Center is different. Our patients are greeted the moment they enter our center. They are treated like people, not a medical record number," explained Sheila Arnold, Women's Health Imaging Center Manager. "Our staff has been trained to address patients by their name, educate women about their health, and to treat everyone with respect and integrity throughout their entire visit."

Some of the services available include: digital screening mammography, fine needle cyst aspiration, breast or pelvic ultrasounds, and bone density screenings. When appropriate, these minimally invasive techniques will allow clinicians to perform breast-saving biopsies for suspected cancer without surgery, thereby minimizing pain and discomfort.

"This is a comprehensive center where a woman can receive all of the imaging services she needs in one location, and possibly within the same day," said Sexton. "Many results will be available on the same day of their visit."

Other techniques that have a longer turn around time will also be handled quickly, with results being shared with the patient and her doctor within a few days.

"Each year, our community has grown at a fast pace. Last year was no different and 2009 is shaping up to continue on this track. Our swelling

population means that more people than ever need the latest healthcare services. Our hospital has been anticipating these burgeoning needs and provides the latest equipment that our technologically advanced industry has to offer," added Holmes.

For 2009, the hospital is taking a lead role in bringing advanced surgical services to the community, expanding its applications of the da Vinci robotic surgical system to include the first GYN and general surgical procedures.

The hospital is reshaping the concept of a small community-focused hospital. "Who says you can't provide the best care with the most advanced technology just because you are in a smaller market," Holmes stated. "We have proved you can."

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