



## 2016 Commitment Award Recipient

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### Montevista Hospital

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#### TESTIMONIAL OF VALUE OF THE PERFORMANCE EXCELLENCE AWARD PROGRAM

*“Montevista has a long history of providing care in Las Vegas. What we would like is a bright future. This bright future can only be achieved by providing the highest quality, evidence-based, compassionate care to our community.”*

*Charlene Arnett, BSN, MS, FACHE  
Chief Executive Officer*

#### COMPANY INFORMATION:

Charlene Arnett, BSN, MS, FACHE  
Chief Executive Officer

Kevin Filippelli, MS, NCC  
Director of Quality, Performance  
Improvement and Risk  
Management

Provider of inpatient and  
outpatient behavioral health care  
services.

Workforce: 400+

#### HIGHLIGHTS OF ORGANIZATION

Montevista Hospital has been the leader in behavioral health care for the greater Las Vegas area for over 30 years. Montevista Hospital is a 202-bed state-of-the-art mental health facility built specifically with our patients' needs in mind. Montevista is dedicated to providing quality behavioral health care to promote growth and structure for patients and families throughout southern Nevada. We treat children, adolescents, adults, and seniors in both inpatient and outpatient settings. We also provide 60 adolescent, residential beds for our community's needs. Our treatment facility, located in the rugged, beautiful Las Vegas valley, is centrally located only a short drive from southern Utah, northern Arizona and southern California.



Montevista Hospital was opened in 1985 as a world class hospital that put all of our clinical expertise in treatment programs toward helping those who suffer from mental disorder.

Today, we have expanded our treatment to include evidence- based care that has a focus on resolving trauma-related issues, as well as a drug and alcohol program that has a reputation for helping our patients into recovery through a full continuum of care from Outpatient, Partial, IOP, and Inpatient.

We provide a full range of acute services for pediatrics through geriatrics. Our psychiatric residential treatment facility (PRTF) is one of the best in the Southwest and has an award-winning new structure that is built with adolescents in mind. We recently moved the existing Red Rock Behavioral Health Hospital, which is our senior psychiatric unit for ages 50+, to the Montevista Hospital location. With the move, we have added an additional 20 beds to better serve our senior community.

For over 30 years Las Vegas has trusted Montevista Hospital to be the treatment provider of choice. Our goal is to provide world-class psychiatric care in a treatment environment where all of your behavioral health needs can be met.

#### **OUR BELIEFS**

At Montevista Hospital, we believe in...

- ...providing the highest quality of behavioral healthcare to patients and their families.
- ...having compassion, empathy, and perseverance with patients and their families.
- ...utilizing a “team” approach to care.
- ...focusing on proactive communication with patients, families, payers and referral sources.
- ...using sound fiscal management with patient resources.
- ...encouraging employees to be “the best” in their field.
- ...being good community citizens.

#### **QUALITY AND PERFORMANCE IMPROVEMENT**

To operationalize our beliefs, Montevista Hospital engages in continuous quality and performance improvement endeavors such as...

- Maintaining deemed status with The Joint Commission, an independent, not-for-profit organization that accredits and certifies nearly 21,000 health care organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization’s commitment to meeting rigorous performance standards;
- Applying the Institute of Medicine’s STEEEP principles, ensuring that all of our services are Safe, Timely, Effective, Efficient, Equitable and Patient-centered;
- Providing behavioral health care services that “increase the likelihood of desired health outcomes and are consistent with current professional knowledge.” – *quote from the IOM*
- Focusing our systematic attention on process design, measurement, and strategies to improve processes and outcomes;
- Adopting the principles of a high-reliability organization.