



2018 Pioneer Award for Excellence Recipient



TESTIMONIAL OF VALUE OF THE PERFORMANCE EXCELLENCE AWARD PROGRAM

This performance excellence award program has helped us to codify our processes and reduce variability so we have a safer and more efficient care delivery environment for our patients. It has helped us improve as an organization. (Robert Trenchel, D.O., CEO and President)

Organization's Name

COMPANY INFORMATION:

Highest Ranking Official:
Robert J. Trenchel, DO, MPH, FACHE
President and CEO

Contact Person:
Deborah Aders, RN, MS
Vice President Patient Care Services and CNO
928-336-7558
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Type of work:
Healthcare

Workforce:
2,513 Employees
849 Nurses
434 Volunteers
512 Active Medical Staff Providers

Yuma Regional Medical Center

HIGHLIGHTS OF ORGANIZATION

Yuma Regional Medical Center (YRMC) is a 406 bed, not-for-profit health-care system dedicated to providing outstanding medical care to the residents of Yuma and surrounding communities in southwest Arizona. Our services include: Acute Care, Emergency Care, Women and Children's, Cardiac Care, Outpatient Surgical and Ambulatory Care, Wound Care, and Cancer Care. Our Primary Value: Patients come first.

APPLICATION SUMMARY

Yuma Regional Medical Center's (YRMC's) is a non-profit acute care facility providing services in the inpatient and outpatient setting. YRMC provides a patient-focused continuum of care throughout the organizations. It offers a broad spectrum of inpatient (surgical services, general medical, women and children, ICU, NICU, cardiac care) outpatient (primary care, laboratory, imaging, cancer care) and emergency services. These services are delivered directly to patients in the hospital, through physician offices and clinics, outpatient surgical services and cancer center.

The Mission of YRMC is to improve the health and wellbeing of citizens and the communities we serve through excellence, innovation and prudent use of resources. Our Vision at YRMC is to be recognized as the model regional medical center. We will work collaboratively to evolve the best system of integrated healthcare in our service area. Our Primary Value is "Patients Come First." Our Core Values are Respect, Teamwork, Integrity, Innovation, Compassion, Wellness and Excellence. Community needs assessment and organizational capability and capacity analyses provide a framework for YRMC leaders to determine the most appropriate service offerings to achieve its mission, vision, and strategic objectives. Our hospital employees, physicians, and volunteers reflect diverse backgrounds. As the only acute care facility within 60 miles, YRMC serves as the base hospital for the area's emergency medical system and operates one of the busiest Emergency Departments in Arizona. The YRMC Patient Portal, MyCare, allows patients to interact with their physicians, view most test results the same day that they are performed and will soon feature radiology images. Through a partnership with Mayo Clinic, our physicians are also able to consult electronically with Mayo physicians and experts.

To enhance population health by delivering the right care, at the right place, at the right time, YRMC created Southwest Health Collaborative, a clinically integrated network featuring nearly 190 providers. YRMC also contributes to healthcare locally and nationally through residency programs for Pharmacy and Family Medicine. The latter program boasts a 100 percent pass rate on the American Board of Family Medicine exam.

YRMC systematically evaluates processes with the goal of continuous improvement. Using the Baldrige framework, teams throughout our organization are aligned through an established set of core values, including: systems perspective, visionary leadership, patient-focused excellence, valuing people, organizational learning and agility, managing for innovation, management by fact, societal responsibility and community health, and delivering value and results. YRMC also utilizes the frame works from accrediting bodies including Det Norske Veritas Germanischer Lloyd (DNV-GL), the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP) and the Commission on Cancer (CoC).

YRMC's executive leadership is comprised of our Board of Directors and senior leaders and Medical Staff. The board members are from our community and have diverse fields of expertise and experience. Currently, physicians serve in the CEO, CMO and CMIO roles. Leadership engages year-round with stakeholders, including partners, patients, physicians, employees and community members for input in developing our strategic plan. Our Patient Family Advisory Council assures that the voices of patients and their families are always heard by leadership.

Daily operations are aligned to organizational goals through our continued use of balanced scorecards, a tool that facilitates the inclusion and contributions of employees at every level. Scorecards aim to align the organization, while ensuring that improved patient value (quality and service) remains the overarching objective. The scorecards and plan address key clinical and patient safety measures at all levels and establishes identified areas of risk and emergency preparedness. By also adding LEAN philosophy and technics we are seeing a greater involvement in front-line staff. Successes we have seen include our Emergency Department decreasing patient wait time to one of the lowest in Arizona. YRMC is a data-driven organization and gathers information related to customer experience, outcomes, readmissions, process improvement and patient safety. Information is gathered and analyzed using nationally recognized performance improvement measures. By using the standardized definitions YRMC can compare our data to national benchmarks, as well as monitor facility improvement.

As YRMC continues our journey on performance excellence, we continue to learn more about ourselves, our staff and our community. Through the use of the many tools from the Baldrige model, and by including all our customers, we have identified opportunities in areas of services we provide as well as their delivery and how they are connected to our mission, vision and values. We are also learning from our workforce and what they can provide to our organization, as well as what we can provide to help grown and enhance their knowledge and education. We will continue to learn and continually improve our performance as we provide our community with excellent patient care.