



2014 ANNUAL REPORT

RESEARCH HEART PERSONALIZED
SPECIALISTS HEALTH FAMILY FUTURE
MY EXCELLENCE PREVENTION QUALITY TECHNOLOGY
CHART EMR FAMILY CENTERED RESEARCH
PHYSICIANS WELLNESS ACCESS CONVENIENT
DIAGNOSIS COLLABORATIVE LEADING PHYSICIANS
PERSONALIZED PATIENT EXCELLENCE
PRIMARY CARE CENTERED TREATMENT ACTIVE VALUE
AFFORDABLE TECHNOLOGY COMPREHENSIVE LIFESTYLE
PATIENT COMPASSION PRIMARY CARE MY CHART
EMR MULTIDISCIPLINARY HEALTH
HEALTHY QUALITY VALUE TREATMENT SPECIALISTS

WELLNESS **INNOVATIVE**
FAMILY PERSONALIZED 
CENTERED QUALITY CARE





SADDLEBACK MEMORIAL MEDICAL CENTER

Recognized for quality, personalized care along with dedication to the community, Saddleback Memorial has an unwavering commitment to value and excellence. For more than 40 years, we have empowered our physician partners and our patients to become partners in care, investing in innovative diagnostic technologies, medical treatments and new approaches that keep people healthy and care for them when they are not.

GROWING WISELY TO DELIVER VALUE

Expanded Stroke Program Reaches More with Immediate Help

Saddleback Memorial has seen excellent results from our partnership with UC Irvine Health, which expanded our ability to provide world-class comprehensive stroke treatment and advanced care to our community. After just one year, we experienced sizable jumps in the number and type of patients we can see in the Emergency Department. Additionally, with our designation as a 24/7 Stroke Receiving Center and Joint Commission Certified Advanced Primary Stroke Center, Saddleback Memorial is seeing more cases than ever before, treating 341 “code stroke” patients in our Emergency Department, up six percent from the prior year. Since the launch of the program, we have expanded our capability to treat ischemic strokes with state-of-the-art equipment and techniques equivalent to prominent academic treatment centers. Prior to the launch of this program, cases of this type were often transferred to other area hospitals. This is a crucial development to meet the needs of our surrounding community to provide time-sensitive, life-saving treatment.

Minimally Invasive and Robotic-Assisted Cardiac Surgery Program Launches

Highly recognized cardiac surgeon, **Jeffrey D. Lee, MD**, joined the MemorialCare Heart and Vascular Institute at Saddleback Memorial, marking the launch of our Minimally Invasive Cardiac Surgery Program.



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Now Saddleback Memorial is one of just a few hospitals in South Orange County to offer residents remarkable minimally invasive heart surgeries, including robotic-assisted surgeries—a less invasive approach to cardiac surgery in which a surgeon makes a few tiny incisions instead of opening the patient’s entire chest. Highly trained in these advanced procedures with 15 years of clinical practice as a cardiothoracic surgeon, Dr. Lee serves as Saddleback Memorial’s medical director of minimally invasive and robotic-assisted cardiac surgery. He recently completed two year-long clinical fellowships in minimally invasive and robotic-assisted cardiac surgery with the world’s foremost experts at the Cleveland Clinic and the University of Maryland.

MemorialCare Cancer Institute Opens on Saddleback Memorial Campus

Saddleback Memorial has provided exceptional cancer care for more than 40 years. June 2014 marked an exciting time for our cancer care program, with the opening of the new home of the MemorialCare Cancer Institute at Saddleback Memorial. Our beautiful new facility—located near the hospital—provides state-of-the-art technology, expanded treatment options and expert clinical staff dedicated to the early diagnosis, treatment and education of patients with cancer. In a significant community effort, Saddleback Memorial Foundation raised nearly \$4.3 million for the new Cancer Institute, helping fund development of the building and new equipment. Highlights in the new facility include the TrueBeam,™ an advanced device for radiation oncology therapy that treats cancer with pinpoint accuracy and precision, the only one of its kind in South Orange County. The facility also houses a new dedicated PET/CT for imaging and tracking treatment progress.

A Quick Visit in the New Short Stay Unit

Patients who feel care is focused on their individualized needs typically respond more favorably and have a better experience. That’s what makes the opening of our Short Stay Unit so important to delivering value to our patients. This new department is dedicated to the observation of patients who require monitoring in an acute care bed due to a medical need or following a procedure, but who are not considered inpatients. In addition to making patient flow more efficient, this unit helps facilitate communication between these short stay patients and their caregivers, and supports the implementation of important clinical and procedural pathways for both medical and post-procedural patients.

LEADING PHYSICIANS

COMPASSION



QUALITY DEFINES THE VALUE PROPOSITION

Promoting a Healthy Start with Preconception Planning

Saddleback Memorial now offers Healthy Start Preconception Planning events to help educate couples planning to start a family about our excellent OB/Maternity services and build a relationship with them even before they decide to start a family. Offered 10 times a year, these well-attended events provide couples who want to get pregnant within 12 to 18 months with the latest information on reproductive health, including insights on reproductive planning, reducing risks and optimizing health. Led by our leading obstetricians, the events also offer couples the opportunity to meet one-on-one with a physician and maternity nurse specialists and tour our recently renovated labor/delivery/recovery/postpartum suites.

Valve Evaluation Team Advances Cardiac Treatment

Saddleback Memorial's new Valve Evaluation Team, a multidisciplinary group of cardiologists, cardiac surgeons, nurses, sonographers, radiologists and anesthesiologists, reviews patients with moderate to severe aortic valve disease to identify disease as early as possible and advance care as necessary. The team collaborates with the patient's primary care physician using the American College of Cardiology's Best Practice Guidelines to recommend optimal treatment strategies that improve the quality of life and prevent readmission. With innovative technologies in minimally invasive valve surgery, valvuloplasty and Transcatheter Aortic Valve Replacement (TAVR) across the MemorialCare Heart & Vascular Institute, we can significantly impact patient outcomes by improving quality of life and increasing life expectancy.

Lean Initiatives Help Improve Service and Lower Costs

Application of Lean principles is a part of our culture, helping us provide better service at reduced costs. From care redesign to patient flow, we have implemented notable improvements in our Breast Center, Emergency Department and Pharmacy. The patient process in the Breast Center has been streamlined. Some patients now have the option of having their screening mammograms read and receiving same day diagnostic testing. Our Emergency Department's STEMI and Stroke Lean Management system promotes continuous improvement and problem solving through use of visibility boards to illustrate process evaluations and highlight priorities. The Emergency Department is also implementing a team-based approach to care with a physician and nurse jointly providing patient education and aftercare instructions. Lean principles were also applied to evaluating ways to improve the rate patients get prescriptions filled and, therefore, reduce readmissions. The Pharmacy team is piloting a prescription discharge program with heart failure patients to better educate patients about the importance of their medication.





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San Clemente Location a Possible Ambulatory Health Care Campus of the Future

Following a year-long exploration of the future needs of our San Clemente community and the optimal uses for our San Clemente campus, we have embarked on a feasibility study to transform the campus from an acute care facility to what we envision as the ambulatory health care campus of the future. This project, if approved by governance, would involve a significant investment to transform the services we currently offer in San Clemente to what we believe will be a model of health care in our nation and one that is in line with trends that favor more outpatient services. The existing acute care facility would be replaced with a new three-story, state-of-the-art ambulatory care center estimated at 100,000 square feet and with sweeping ocean views. This new innovative, patient centered campus would offer superior quality, outstanding service and affordable care in a one-stop location that is easily accessible to our patients and their families. The study's findings will be presented to governance in spring 2015 with the transition to begin later that year, if the plans are approved. Until that time, Saddleback Memorial will continue to provide high quality, patient centered, acute care services at the San Clemente campus.



LEVERAGING TECHNOLOGY TO MAXIMIZE CARE

EBUS Tackles Lung Cancer Diagnosis and Staging Saddleback Memorial is at the forefront of minimally invasive endoscopic techniques for the diagnosis and staging of lung cancer. With our acquisition of Endobronchial Ultrasound (EBUS), we unite a specialized multidisciplinary team of pulmonologists, pathologists, respiratory therapists and anesthesiologists to perform this preferred method for patients who have disease limited to the chest. EBUS for lung cancer is not only highly accurate, it is also safe and cost effective. We are also experiencing significant growth in demand for our low dose CT screening for early detection of lung cancer.

VALIDATING THE VALUE WE PROVIDE



Named Among the Best For the fourth year in a row, Saddleback Memorial joined sister hospitals, Long Beach Memorial and Orange Coast Memorial, in being named "Best Regional Hospital" by *U.S. News & World Report*, the highest regional ranking a hospital can receive.

HEALTH CARE PERSONALIZED



EXCELLENCE

U.S. News ranked us as “high performing” in eight categories—diabetes & endocrinology, gastroenterology & gastrointestinal surgery, geriatrics, gynecology, neurology & neurosurgery, orthopedics, pulmonology, and urology—and #12 in the greater Orange County and Los Angeles metropolitan area.



In addition, readers of the *Orange County Register* voted to make Saddleback Memorial the #1 hospital in the *Register's* “2014 Best of OC’s People’s Choice & Critics’ Picks” awards.

Ahead of the Class in Safety The Leapfrog Group, an independent national nonprofit company that rates hospitals nationwide, honored Saddleback Memorial with an “A” Hospital Safety Score,SM awarded for the sixth time. Our sister hospitals, Long Beach Memorial and Orange Coast Memorial, received the same high rating, acknowledging all of us for a commitment to the finest quality care in the safest possible setting.



Excellence in Cardiac and Stroke Care The MemorialCare Heart & Vascular Institute at Saddleback Memorial received the *American Heart Association Get With The Guidelines® Heart Failure - Gold Plus Performance Achievement Award*, recognizing our commitment and success in implementing a higher standard of care for heart failure patients. In addition, our stroke program leaped from “Silver” to “Gold Plus” status, receiving the *American Heart Association/American Stroke Association Get With The Guidelines® Stroke - Gold Plus Performance Achievement Award*. This award recognizes our commitment to providing the most current and effective procedures and proven evidence-based stroke treatment guidelines.



Excellence in Orthopedic Care With our pledge to deliver the highest standards of quality care, Saddleback Memorial earned The Joint Commission’s Gold Seal of Approval® for our joint replacement program. The award recognizes the hospital’s dedication to continuous compliance with The Joint Commission’s state-of-the-art national standards for health care quality.

Women’s Choice Award’s America’s Best Hospitals Saddleback Memorial–Laguna Hills has been recognized as one of *Women’s Choice Award’s* “America’s Best Hospitals” for Cancer Care, based on our high Commission on Cancer standing, our oncology services and patient recommendations. We were also recognized for Heart Care, based on our treatment of heart attacks and heart failure as well as patient satisfaction scores.

CONVENIENT



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