



# healthy Times



## A Message to the Communities We Serve

As a not-for-profit community hospital, Yavapai Regional Medical Center exists for the sole purpose of providing high-quality, compassionate healthcare to the people we serve. YRMC has no "stockholders" consumed with making a profit, nor do we owe our allegiance – financial or otherwise – to a corporate headquarters in some distant state. In fact, just the opposite is true.

At YRMC, our only allegiance is to the people like you who rely on our services. Any money that remains after YRMC pays its bills is put back into the organization to help expand our programs, to replace medical equipment with the newest generation of state-of-the-art technology, and to improve existing services and add the new services your healthcare needs require.

In essence, we strive to touch the lives – and the health – of every man, woman and child living in our service area by providing the highest quality inpatient and outpatient care at our two campuses, YRMC West in Prescott and YRMC East in Prescott Valley. Complementing that care is a wide range of comprehensive and patient-friendly outreach programs and services.

Regardless of your age or your walk of life, it's our Vision to offer you a Total Healing Environment in which YRMC's physicians, staff and volunteers work in partnership with you and your family to help you find peace of mind and peace of heart, as well as physical cure and comfort, because we believe in the indivisible relationship that exists between body, mind and the human spirit.

The spirit of YRMC is one of caring for each and every patient as a unique and valuable human being. This might include:

- Welcoming a beautiful yet fragile newborn and rejoicing as he or she takes a first breath and joins our YRMC family of patients



- Helping a terminally ill father find peace and comfort, as he spends his final days surrounded by loved ones and receiving Hospice care at home
- Overseeing the recovery of an 80-year-old who has lived a good life, but is not ready to leave the loving arms of friends and family

These are just a few of the many hundreds of ways that YRMC touches the lives ... the hearts ... and the health of our patients at those times when their needs are greatest. Elsewhere in this issue of *Healthy Times* you'll read specifics about many of our services and programs, ranging from emergency room visits to participation in health fairs. You'll also get a good idea of the number of people we serve on an annual basis.

What I prefer to stress here, however, is that the sole reason for Yavapai Regional Medical Center's existence is to protect and promote the good health of everyone, regardless of medical condition or station in life, who lives in our surrounding communities. That's the way it has always been – and that is the way it shall definitely remain.

*Tim Barnett*  
Chief Executive Officer



## Online Wellness:

# Need Health Facts? Don't Get Tangled in the Web

The Internet provides a seemingly infallible source for quick information on staying healthy. But with countless sites claiming to be the premier source of healthcare information, readers should be mindful of where they get the facts.

Consider the following guide to help you navigate the Web of health information on the Internet.

**Know the source.** Understanding who is publishing the information is vital in determining its validity. Be sure to click the "About Us" tab for more information. Also, check to see if the information comes from a recognized healthcare institution with a proven reputation.

**Get a second opinion.** Find out if the advice is listed on any other site. Beware if the only solution to a certain ailment happens to be sold through the site you are on.

**Determine if it's up-to-date.** Healthcare is a constantly evolving field, with new advancements and discoveries occurring daily. Check the date the report was published.

**Check if it has been reviewed.** Find out if the site has an editorial or medical board that reviews all published copy. Be sure more than one trusted source has verified the findings.

## Your Trusted Source

Above all, it's important that you research the information thoroughly and make sure there are multiple sources backing up the information posted to the Web site. With so many sites offering quick solutions to long-standing problems, it can be hard to know whom to trust.

You can always trust Yavapai Regional Medical Center's reliable and verified information posted on our Web site. Go to [www.yrmc.org](http://www.yrmc.org) and then click on the Healthwise logo. If your condition is serious, however, consult your medical professional in person.



## Community Benefits

# YRMC Is a Community-Wide Force for Better Health



Each year, Yavapai Regional Medical Center touches the lives of tens of thousands of local people, in ways almost too numerous to count. Yet because of regulatory and other government-mandated requirements, we do count – we do compile and maintain a wide variety of patient-related facts and figures. Here, as an example, is a partial list of community benefits from 2006 (at this writing in December 2007, statistics are still being compiled):

- 1,356 babies were brought into the world at our Family Birthing Center.
- We treated 11,133 inpatients on our two campuses, YRMC West and YRMC East.
- 55,207 patients – or more than 1,000 patients a week – received emergency room care.
- The clinical laboratory completed more than 500,000 tests.
- Imaging services provided 102,119 diagnostic imaging procedures.
- 33,169 cardiopulmonary care tests were provided.
- 148,303 respiratory therapy procedures were performed.
- Our preventive medicine department recorded 59,686 visits.


# New Accreditation Process Ensures the Highest Quality of Care

The Yavapai Regional Medical Center Board of Trustees decided in late 2007 to improve YRMC's accreditation process and will transition toward accreditation by the Center for Medicare and Medicaid Services (CMS) and away from Joint Commission on Accreditation of Healthcare Organizations (JCAHO) accreditation. CMS accreditation falls under the jurisdiction of the Arizona Department of Health Services (AzDHS).

"CMS applies the health care industry's highest standards for patient care," says CEO Tim Barnett. "The AzDHS professionals who survey for CMS standards are not only very supportive of our efforts to promote comprehensive, high-quality care, they also understand how very much we value our commitment to meeting the needs of our communities.

"This change," says Barnett, "will allow YRMC to continue to focus on the quality initiatives that ensure patient safety and improve patient outcomes."

Barnett notes that the benefits of this accreditation change include savings of more than \$108,000, which is the direct cost of the Joint Commission accreditation process. The CMS survey by AzDHS is conducted at no charge.



"There is a nationwide trend toward this type of accreditation change," says Barnett. "In Arizona, more than 20 hospitals have already made this transition, and more are likely to follow. One reason is that since AzDHS is here in Arizona, its surveyors are more in touch with the needs and interests of people living in our great state.

"It is all about quality of care and adopting an accreditation process that will enable and inspire YRMC to continually improve. CMS and the AzDHS offer that process."

- The cardiac catheterization lab provided 9,233 procedures for patients needing cardiac care.
- Home Health's team of professionals made 12,412 visits to patient homes.
- Our Hospice team provided 17,002 days of care to terminally ill patients and their families.
- 60,000 households received our free community newsletter, *Healthy Times*.
- The entire community could take advantage of our Healthwise Knowledgebase at [www.yrmc.org](http://www.yrmc.org).
- Thousands of "Healthwise" and "Healthwise for Life" books were distributed – at no charge.
- Weekly hospital-sponsored newspaper columns offered a variety of health information.
- Our diabetes education classes helped hundreds of people better manage their disease.
- Our booths at community health fairs drew thousands of visitors.
- Hundreds of children learned about healthy choices at our Hands on Health program.

- Childbirth classes provided valuable information to hundreds of mothers-to-be.
- More than 20 presentations were made by healthcare experts through our Speakers Bureau.
- More than 1,000 children benefited from our Partners for Healthy Students program.
- 1,400 new parents built stronger families through our Family Resource Center.
- 298 hospitalized patients received comprehensive palliative care.
- Charity care patients received services worth several million dollars.

YRMC provides many other community benefits as well, through services and programs that range from making cash contributions to worthwhile causes, to providing local nursing students with clinical training. It's all part of the YRMC Mission "to provide comprehensive, high-quality health care consistent with our communities' needs."

## Hot Topics on Health

Yavapai Regional Medical Center is dedicated to helping our communities become healthier. As a public service, the YRMC Speakers Bureau brings health and health-related information directly to you and your community group.

We offer a multitude of topics, and all of our topics are presented by highly knowledgeable healthcare professionals and

YRMC staff members. Each presentation is approximately 30 minutes.

To arrange for a Speakers Bureau presentation at your group's meeting, please call **(928) 771-5738**. For a complete list of available topics, go to [www.yrmc.org](http://www.yrmc.org) and click on "Speakers Bureau."

## YRMC's Mission, Vision and Values

### Mission

To provide comprehensive, high-quality healthcare consistent with our communities' needs.

### Vision

Creating a Total Healing Environment – an environment in which the people of YRMC

work in partnership with patients and their families to provide peace of mind and peace of heart, as well as physical cure and comfort, because we understand the indivisible relationship that exists between body, mind and the human spirit.

### Values

- **Respect**, behaving in a way that honors self and others;
- **Integrity**, being consistent in word and deed;
- **Quality**, providing service excellence in meeting others' expectations;
- **Commitment**, demonstrating dedication to one's work, personal development, the organization, and our Mission and Vision; and
- **Accountability**, following through and answering for one's performance.



### Do you speak and understand English??

If not, YRMC will provide you with free interpreter services.

### ¿Habla y entiende el idioma inglés??

Si no es así, YRMC le proporcionará servicios de traducción sin costo.

## No Tax Dollars Used

Yavapai Regional Medical Center is a full-service, not-for-profit community hospital that relies solely on patient revenues and community support for all of its funding. No property taxes have ever been levied to fund YRMC programs or to pay for capital improvements.

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[www.yrmc.org](http://www.yrmc.org)

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