

Serving Our Communities as the *Healthcare Partner of Choice*
for Patients, Physicians and Staff.

Discover the Difference



**PALMDALE
REGIONAL**
MEDICAL CENTER



2021 Community Profile



From the CEO



Last year was full of challenges for the hospital and our community as the world faced an unprecedented pandemic with the COVID-19 virus. Even as the pandemic raged, Palmdale Regional was able to offer the quality care our patients deserve. Fortunately, vaccines are here and we are hopeful that soon we can all begin to look forward to a “new normal.”

At the hospital, there is much to celebrate. The Birth Place at Palmdale Regional is now open and welcoming babies into the world. Constructing this brand-new maternity unit was truly a labor of love. If you are expecting a new baby, we hope you will come for a tour of the Birth Place, with all private patient rooms.

Palmdale Regional has also moved forward with adding new imaging technology by updating our two CT scanners. One is now in use and the second one should be operational later this year. We also are replacing our two cardiac catheterization labs. The first one is completed and we will begin work soon on the second lab. Plans remain to add beds to our intensive care and emergency departments, and expand our nursing unit for joint, spine and bariatric care.

We look forward to continuing to grow to meet more of your healthcare needs. Palmdale Regional is committed to your health every day of the year.

Sincerely,

Richard Allen

*Chief Executive Officer
Palmdale Regional Medical Center*



Palmdale Regional Medical Center

Palmdale Regional Medical Center is an acute care hospital and medical center that serves the Antelope Valley and surrounding areas. We are a thriving community hospital, proud to offer the “high-tech” advantages of a big-city hospital and the personalized care of a hometown provider.

Centers of emphasis include: Cardiology and STEMI Receiving Center, Oncology, Emergency Medicine, Advanced Primary Stroke Center, Surgery, Neurology, The Rehabilitation & Orthopedic Institute, Orthopedics, The Rehabilitation Institute at Palmdale Regional, Bariatrics, Neurosciences and The Center for Wound Care and Hyperbaric Medicine.

The Palmdale Regional campus is designed to enhance the patient experience. Spectacular views stretch out from the hospital's hillside entrance, giving way to the beautiful landscape of the open desert. The hospital is committed to taking new approaches to patient comfort, convenience and safety.

All rooms are private and single-occupancy. The hospital industry standard of private, single-occupancy rooms provides many excellent benefits including:

- A more quiet patient experience
- Reduces infection risk
- Promotes faster healing
- Provides a closer, personal setting for family members
- Allows for confidential conversations with physicians

We offer a tobacco-free environment, as well as relaxation and meditation space for patients’ loved ones. The hospital has an open visitation policy and free parking.

Hospital History

Palmdale Regional became the newest hospital in the Antelope Valley and Los Angeles County on December 11, 2010.

Located in Palmdale, California, Palmdale Regional provides medical services to the Antelope Valley and its surrounding desert communities. The hospital is conveniently positioned off the 14 Freeway on the southern end of the Antelope Valley, just an hour’s drive from Los Angeles.

Palmdale Regional serves an approximate population of 477,000 in this diverse and highly educated community. The hospital’s reach includes Palmdale, Lancaster, Acton, Lake Los Angeles, Rosamond, Edwards, Ridgecrest and Mojave, as well as other outlying communities. Palmdale Regional has become a major employer in the region, especially as the hospital has continued to expand their programs and develop new services for the community.

The hospital embraces technology and innovation in design, materials and equipment. The building itself was built to meet or exceed the strict state of California seismic standards for earthquake readiness and durability. It is designed for enhanced patient experience, operational efficiency and future growth.



Palmdale Regional Medical Center

320,000 Square Feet
184 beds*
35-bed, 24-hour
Emergency Department

9 OR Suites
450 Nursing Staff
1 Adjacent Medical Office
Building (60,000 square feet)

STEMI Receiving Center
27-bed Rehabilitation Institute
Advanced Primary Stroke Center

*Expansion to 234 beds is planned.

Palmdale Boosts Local Economy in 2020

In addition to a significant impact on the healthcare of the community, Palmdale Regional Medical Center provides a boost to the local economy through a wide range of job opportunities. In 2020, the hospital continued to meet the needs of the community:



Patient Medical Care

Admissions: **6,778**
Bed Count: **184**
(expansion to 234 planned)
Emergency Visits: **51,049**
Total Surgeries: **5,268**

The Hospital Family

Total Employees: **957**
Total Physicians on Staff: **400**
Total Volunteers: **54**



Financial Impact

Salaries and Benefits: **\$85 million**
Capital Investment: **\$14.3 million**
Uncompensated Care: **\$44.1 million**
Local/State Taxes Paid: **\$3.6 million**

Comprehensive Healthcare Services*

Anesthesiology	Neurology
Blood Bank	Neurosurgery
Breast Surgery	Nuclear Medicine
Bronchial Thermoplasty	Oncology
Cardiology/Heart Disease	Ophthalmology
Colorectal Surgery	Orthopedics
Case Management	Pain Management
Ear, Nose and Throat	Pathology
Emergency Services	Plastic/Reconstructive Surgery
Gastroenterology	Podiatry
General Surgery	Radiology
Gynecology	Rehabilitation
Infectious Diseases	Respiratory Services
Laboratory Services	Spine
Minimally Invasive Surgery (including robotic surgery**)	Urology
Nephrology	Vascular Surgery
	Weight-Loss Surgery***
	Wound Care and Hyperbaric Medicine

* Subject to change.

** Individual results may vary. There are risks associated with any surgical procedure. Talk with your doctor about these risks to find out if robotic surgery is right for you.

*** Individual results may vary. There are risks associated with any surgical procedure. Talk with your doctor about these risks to find out if weight-loss surgery is right for you.

Specialty Services

Cardiac Services

Our comprehensive cardiovascular care includes non-invasive testing, electrophysiology procedures, open heart/CT surgery, diagnostic cardiac catheterization and interventional cardiology. Cardiologists coordinate care with other areas of Palmdale Regional, including the Surgery and Emergency Departments.

Stroke Services

PRMC is certified as an Advanced Primary Stroke Center by The Joint Commission and the American Heart Association®/American Stroke Association® for providing patients with quality, timely care when presenting signs of possible stroke.

Palmdale Regional was also awarded with the 2021 American Heart Association®/American Stroke Association® Get With The Guidelines®-Stroke Gold Plus® Quality Achievement Award

The Center for Wound Care and Hyperbaric Medicine

The team at The Center for Wound Care and Hyperbaric Medicine specializes in advanced wound healing and limb salvage by utilizing the latest in skin substitutes, hyperbaric oxygen therapy and wound VAC (vacuum-assisted closure) therapy. Since its establishment in 2003, the Center has treated more than 4,400 patients, nearly 42,000 wounds and administered more than 14,800 hyperbaric treatments.

Palmdale Regional is home to 3 advanced technology hyperbaric chambers. This therapy treats chronic, non-healing wounds by increasing the entire body’s oxygen level in a pressurized environment. The therapy delivers oxygen to the blood and body tissues.

Emergency Services

Palmdale Regional has the largest emergency department in the Antelope and Santa Clarita Valleys. The 35-bed, 24-hour department is essential to meeting the urgent healthcare needs of more than 74,000 Antelope Valley residents each year. The department is equipped with a Helipad and an EMS Intake Area for private patient hand-off. The ER Reserve* program is available online for patients with less serious, non-life threatening illness and injury to request a time at the PRMC ER.

Oncology Services

The Palmdale Regional oncology program takes an integrated, team approach, from initial evaluation and diagnosis to treatment and follow-up care. The program has an MRI, two CT scanners and additional advanced diagnostic imaging equipment. Palmdale Regional has extensive, rapid-result laboratory and pathology services. Physicians coordinate patient care with the AV Cancer

Center, located in the Medical Office Building adjacent to the hospital. Surgical oncology subspecialties include bladder, breast, colon, lung, prostate, skin, head and neck, and thyroid cancers.

Orthopedic Services

Palmdale Regional offers a comprehensive range of surgical treatments for a spectrum of orthopedic problems, including hand and shoulder, foot and ankle, orthopedic injuries, and hip and knee surgery. These services include total joint replacement, including muscle-sparing anterior hip replacement surgery. The services involve a team approach and feature advanced technology and treatments.

Neuroscience Services/ Rehabilitation Institute (Inpatient)

Palmdale Regional uses sophisticated medical technology to treat a range of neurological conditions, from stroke and brain tumors, to chronic back pain, work and sports-related injuries. A collaborative team provides one-time evaluations and continuing care for patients with neurological diseases.

The hospital's neuroscience services use CT and CTA scans, MRI and MRA scans and Carotid Ultrasonography. Our Tele-Neurology program links a team of neurologists for faster, more effective prognosis and treatment.

In December 2016, the hospital opened the 27-bed Rehabilitation Institute at Palmdale Regional, an advanced rehabilitation unit for those with disabling neurological conditions such as stroke, brain injury/trauma, spinal cord injury and for severe orthopedic issues.

The Rehabilitation and Orthopedic Institute (Outpatient)

Palmdale Regional offers rehabilitation and orthopedic services dedicated to improving a patient’s quality of life. These services help achieve optimal health and full potential for human function.

The Rehabilitation and Orthopedic Institute at Palmdale Regional staff interacts with medical professionals from many disciplines, including neurosciences, orthopedics, gerontology, hematology, oncology and general medicine. Therapy services are provided to hospitalized patients and to outpatients.

* ER Reserve should be used only if you decide your care can wait until the time you select. Do not wait if your symptoms or conditions worsen or if you need immediate care immediately since delays may complicate your condition. If you are unsure of your condition or if your condition worsens, then please go to the nearest emergency room or call 9-1-1. Some insurance plans may not cover an ER visit if it is deemed urgent care or may apply a different copay. Please check your covered benefits with your insurance provider for details.

** Individual results may vary. There are risks associated with any surgical procedure. Talk with your doctor about these risks to find out if weight-loss surgery is right for you.



Weight-Loss Surgery**

Palmdale Regional offers three weight-loss surgery procedures: adjustable gastric banding, gastric bypass and gastric sleeve surgery. Patients receive help every step of the way, from pre-op education through post-op support. The hospital's Weight-Loss Surgery program is fully accredited by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP).

Specialty Programs

Healthy Journey

Designed just for adults aged 55+, this program’s goal is to enhance the health and wellness of its members. Membership is free. Healthy Journey offers member benefits including health information, discounts, screenings, special events, extra comforts for inpatient stays at Palmdale Regional and more. For more information and how to enroll, call 661-382-6602.

Referral and Registration Center

Whether patients need to find a primary care physician or a specialist, the Referral and Registration Center provides free physician referrals. Patients can also get information about services at Palmdale Regional, its facilities, classes, events and more. A call to 800-851-9780 or a visit to **palmdaleregional.com** is all it takes.

REGIE

Palmdale Regional patients can save time by pre-registering with REGIE online, anytime, for diagnostic testing, inpatient admission and outpatient surgery. To pre-register, the patient or his or her doctor can visit www.palmdaleregional.com and pull down the REGIE link from the Patients & Visitors tab.

Veterans Choice at PRMC

At Palmdale Regional, we are committed to delivering high-quality care to all veterans in the community. Those enrolled in Veterans Administration (VA) healthcare may be able to receive care here at Palmdale Regional (a non-VA facility) using a Veterans Choice card, if certain guidelines are met. To learn more about Veterans Choice, call 866-606-8198.

The Birth Place Is Here!

In mid-August 2021, The Birth Place opened its doors. Less than a week later, we welcomed our first baby, Aiyana, a baby girl weighing 6 lbs. 7 oz. The Birth Place is a 33,000-square-foot space featuring 25 private patient rooms, six labor/delivery/recovery suites and two surgical suites.

The unit's family-centered environment is designed to enable moms and partners to spend as much time as possible with the new baby before leaving the hospital. The first hour after the birth, known as the Golden Hour, is set aside for mom, baby and partner to enjoy uninterrupted bonding, skin-to-skin contact and first breastfeeding.

Should a new baby require specialized care, trained professionals care for the baby in the newborn nursery. Skilled labor and delivery nurses specializing in childbirth provide competent, compassionate care to make the birth a positive experience.

If Cesarean birth is necessary, the hospital has two specially equipped operating rooms, where the physician, a support person and labor and delivery nurses will be with mom.

Learn more at palmdaleregional.com/maternity



First baby born at The Birth Place
Aiyana, weighing 6 lbs. 7 oz.
Williams Edwards Photography



Quality Recognition and Services at Palmdale Regional

Palmdale Regional Medical Center proudly serves our community with hospital care recognized for quality. As a reflection of our commitment to excellence, we're honored to have earned the following awards.

Accredited by The Joint Commission

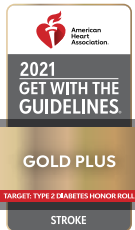


'B' for Patient Safety in Leapfrog's Spring 2021 Hospital Safety Grade



Stroke Care*

American Heart Association/American Stroke Association Get with the Guidelines® - Stroke Gold Plus Quality Award



The Joint Commission's Gold Seal of Approval® and the American Heart Association/American Stroke Association's Heart-Check Mark for Advanced Certification for **Primary Stroke Centers**



American Heart Association
American Stroke Association
CERTIFIED
Meets standards for
Primary Stroke Center

*For patients recovering from stroke and other disabling conditions, Palmdale Regional provides comprehensive inpatient care at the Rehabilitation Institute - the region's only acute rehabilitation unit.

Weight-Loss Surgery

Accredited by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program



Blue Distinction® Center for Bariatric Surgery by Blue Cross® and Blue Shield®



Aetna Institutes of Quality® for Bariatric Surgery



One of America's Best Hospitals for Bariatric Surgery by the Women's Choice Award®



Heart Care

"High Performing" for Heart Failure by U.S. News & World Report



Certified STEMI Receiving Center by the American Heart Association®

American Heart Association®/American Stroke Association® Get With The Guidelines® - Stroke Gold Plus Quality Achievement Award 2020



Spine Surgery

Blue Distinction® Center for Spine Surgery by Blue Shield of California and Anthem Blue Cross



Knee and Hip Replacement Surgery

Blue Distinction® Center+ for Knee and Hip Replacement by Anthem Blue Cross





Education

Educational opportunities at Palmdale Regional include physician lectures and seminars, community health events and educational classes, as well as support groups for bariatric and cancer patients.

Please use the phone numbers below for more information:

- Physician lectures/seminars: 661-382-6602 (Physician Relations Office)
- Community health events: 661-382-6601 (Marketing Office)
- Educational classes and general questions regarding available classes: 661-382-5021 (Education Office)
- Bariatric support groups: 661-382-5051 (Bariatrics Coordinator)
- Cancer support groups: 661-208-4799 (AV Cancer Center, directly adjacent to the hospital)
- CME/Grand Rounds for Healthcare Providers – Contact Medical Staff Office at 661-382-5517

Volunteering

Palmdale Regional volunteers contribute many hours of service and financial assistance to the hospital. They supplement the services of the hospital staff in many ways and can be identified by their maroon jackets with a “Volunteer” monogram and nametags. Among many other services they provide, the volunteers check in all visitors to the hospital using a new security system that provides an appropriate level of safety and confidentiality to patients, employees, physicians and visitors. They also deliver books and magazines from the volunteer library to the hospital’s patients, and accompany patients and visitors to requested locations and offices.

Uninsured

Palmdale Regional has full-time on-site staff dedicated to helping uninsured patients qualify and enroll in local and state health benefits.

Dedicated to the Community

Palmdale Regional is committed to actively making a difference in the community through “Community Service Excellence.” In addition to high-quality healthcare for residents, we are proud to provide free community health and wellness classes and services.

PRMC offers seminars given by experts on a variety of health topics, including heart health, organ donation, senior health, weight loss, Hands-Only™ CPR, nutrition, fitness and various cancer issues.

The hospital also supports and donates generously to charitable, educational and nonprofit organizations, including:

- | | |
|----------------------------------------------------------|----------------------------------------------------------|
| American Heart Association®/American Stroke Association® | City of Hope, Antelope Valley |
| American Red Cross® | Antelope Valley Economic Development & Growth Enterprise |
| Chambers of Commerce | Local school district functions |

Community Service Excellence Highlights

Celebrating Survivors, Spreading Awareness

In September 2018, the hospital joined City of Hope in the 1st Annual Walk/Run. A total of \$55,000 was raised. Palmdale Regional was one of the sponsors of this event.

Commitment to Quality

Palmdale Regional Medical Center is committed to providing high-quality healthcare in a compassionate and efficient manner.

In partnership with the medical staff and community, the hospital’s goal is to be recognized as the leading provider of innovative healthcare in the region. The hospital participates in these national quality initiatives:

Core Measures

Centers for Medicare and Medicaid Services (CMS)

Patient Safety Initiatives

California Hospital Patient Safety Organization (CHPSO)

Patient Safety First Collaborative

National Quality Initiatives

American Heart Association®/American Stroke Association®
Get With The Guidelines®

California Hospital Engagement Network (CalHEN)

Collaborative Alliance for Nursing Outcomes (CaINOC)

Health Services Advisory Group of California (HSAG)

Institute for Healthcare Improvement (IHI)

The Joint Commission ORYX® for Hospitals

Sustainability

Palmdale Regional’s facility-wide sustainability program includes reusable sharps and pharmaceutical waste containers through Stericycle®; paper recycling through Shred-it; pallet recycling; and can and bottle recycling.

The Surfacide Helios® Triple Emitter UV-C Disinfection System at Palmdale Regional is an evidence-based solution that peer-reviewed studies find effective at reducing the presence of multi-drug resistant bacteria, such as C.diff, MRSA, CRE, VRE and Acinetobacter, in the ‘hard surface’ environment. A growing body of evidence suggests that contaminated environmental surfaces can contribute to the transmission of healthcare-associated pathogens (HAIs). These surfaces act as sources from which healthcare workers may contaminate their hands or by direct transmission to susceptible patients.

By installing energy efficient, durable LED lighting throughout our facility, including our parking areas, we’re helping to reduce maintenance and energy costs. This will in turn result in more resources being re-routed to better serve our patients.

Palmdale Regional also completed the installation of 27 high-tech surveillance cameras throughout the parking lots that surround the entire hospital. Our surveillance cameras deter criminals and provide protection from crimes against persons and property, including vandalism.

We can now provide the Palmdale Sheriff’s Station with positive suspect and vehicle identification, and assist with the arrest and prosecution of offenders. This includes surveilling crimes that occur in the immediate surrounding businesses and communities.





PALMDALE REGIONAL MEDICAL CENTER

38600 Medical Center Drive

Palmdale, CA 93551

661-382-5000

palmdaleregional.com

Find us on 

COVID-19 protocols remain in effect at Palmdale Regional Medical Center; masks must be worn while in our hospital. Physicians are independent practitioners who are not employees or agents of Palmdale Regional Medical Center. The hospital shall not be liable for actions or treatments provided by physicians. For language assistance, disability accommodations and the non-discrimination notice, visit our website. 21199170-217900 9/21

