

HEALTH NEWS *from*

SUMMER 2019

# palmdale

REGIONAL MEDICAL CENTER



*New urgent care now open*

Providing quality care close to home seven days a week!

**Touchdown in the ED**

A rising football star shares his story

**New ICU program**

Dedicated to critical care



*Compliments of*

**PALMDALE  
REGIONAL**  
MEDICAL CENTER



# FROM THE CEO

## Discover the difference at Palmdale Regional



Since our opening in December 2010 it has been, and remains, an honor for Palmdale Regional Medical Center (PRMC) to meet the healthcare needs of the residents of the Antelope Valley and beyond.

Along the way we have grown from a community hospital into a trusted network of providers helping to deliver the future of healthcare to the region, all while staying committed to providing sophisticated capabilities in an easily accessible location.

From our all-private rooms, designed with a comfortable patient experience in mind, to our ongoing plans for enhancements, you'll find that Palmdale Regional is a hospital with a difference that is worth discovering.

Another difference to discover? Quality care that gets recognized and awarded. I'm proud to share that PRMC has earned 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. We also recently launched an intensivist program in our ICU that will add to our ability to manage the care of those patients who need it the most.

It is our privilege to be Palmdale's hospital. Our path forward is paved with an unwavering commitment to adding new services, programs and technologies. We look forward to earning your continued trust in the years to come.

Sincerely,

**Richard Allen**  
Chief Executive Officer

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## Your **NEW** doctor is just a phone call or click away

**NEED A DOCTOR?** Our physician referral line and online physician directory are available to help you find a primary care provider or specialist.

**Call 800-851-9780** for personal help in English and Spanish, Monday through Friday from 8 a.m. to 5 p.m. PST, except for holidays.

After hours, visit [palmdaleregional.com/doc](http://palmdaleregional.com/doc) where you can search our physician directory and request an appointment.



**EASY AND CONVENIENT**

# Discover the DIFFERENCE

A speedy response for a rising star.

During his time as a fan favorite on the Palmdale Falcons high school football team John Ward Jr. chalked up enough winning moves to fill both defensive and offensive highlight reels. Chasing down tackles, rushing for yardage and stopping the run were all in a day's work for this varsity standout. But on the night that he got injured on the field, quick timing of a different sort was in the game plan.

Ward was tackled during a Friday night game and he knew right away that something was wrong. The pain in his ankle had him fearing the worst. He was helped off the field and, after the final play, his mother took him to the Emergency Department at PRMC. "I'm glad Palmdale Regional is in our neighborhood," says Ward. The last thing this heavily-recruited hopeful needed was an injury to derail his dreams of playing college ball.

The injured athlete was in the right place for swift care. The ED at Palmdale Regional, the largest in the Antelope and Santa Clarita Valleys, cared for more than 71,000 patients in 2018. This busy 35-bed department is designed for quicker treatments and reduced wait times. It boasts a special waiting area for those patients with non-life-threatening injuries or illnesses who still need urgent medical care and a quick triage area for rapid assessment of each patient's condition.

It was Ward's first time in Palmdale's busy ED. He was seen within 10 minutes and X-rays were taken quickly. The results came back and showed no fracture, but they did show a high ankle sprain. "The care that I got there was great," says a now fully recovered Ward. He has since committed to playing with UCLA and his future as a Bruin looks bright. ■

Learn more about our award-winning care at [palmdaleregional.com/difference](http://palmdaleregional.com/difference).

## A commitment to excellence

Palmdale Regional Medical Center is committed to providing high-quality care to support the best possible patient experiences. As a testament to this focus on quality, the hospital has been recognized in a number of areas, including awards and certification for advanced stroke care, cardiac care and bariatric (weight-loss) surgery.

Achieving these honors and distinctions demonstrates that the staff and providers at Palmdale Regional are dedicated to following evidence-based practices that have been shown to positively impact patient outcomes. Here are recent awards that the hospital has earned.

Now a Certified Advanced Primary Stroke Center



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



Blue Distinction<sup>®</sup> Center  
Bariatric

# URGENT CARE *arrives in Rosamond!*

A new urgent care facility is now open to provide quality care close to home for residents throughout southern Kern County.

Rosamond Urgent Care sees patients seven days a week and provides treatment for a wide range of non-life-threatening conditions, from cold and flu to sprains and allergies. School/sports physicals, select vaccines, EKG testing and other services are also offered. The center is located at 2559 West Rosamond Boulevard, Suite D, and is open from 8 a.m. to 8 p.m. Monday through Friday, and from 9 a.m. to 3 p.m. Saturday and Sunday. No appointments are needed. ►





A ribbon-cutting ceremony was held in January to celebrate the opening of the new facility.

Sean Morrisroe, director of development for Palmdale Regional Medical Center, says that the idea to open a facility to serve this part of the region has been “on the radar for quite a while.”

“Palmdale Regional really understands that the area needs these services,” he says. The new facility serves residents of Rosamond, Mojave, Boron, California City and Edwards, including Edwards Air Force Base.

Located in a shopping mall with easy access and parking, the newly remodeled medical office space has five exam rooms with all new equipment. A dedicated staff works to get patients treated as quickly and comfortably as possible, and can connect them with health resources, if needed.

“It’s important for the community to know that if someone doesn’t have a primary care provider, we can connect them with a high-quality provider to help them manage their ongoing health,” says Martin Kleinbart, market director who oversees the urgent care center. He has been involved with the project from the start, helping to locate the building for the facility and now working on ways to optimize the care provided.

“We’re looking at what specialties are needed to serve the community and what’s the best way of delivering that,” Kleinbart notes.

From the opening in mid-January through the month of March, more than 950 patients were seen at the urgent care center. “It’s gone very well,” Kleinbart says of the warm reception they’ve received from the community. “It’s been very gratifying.” ■

**To learn more, visit [rosamondurgentcare.com/services](http://rosamondurgentcare.com/services).**



*“The staff was caring and knowledgeable... A great experience... beautiful, clean and welcoming atmosphere and building.”*

– Rosamond Urgent Care patient

## Get to know the care providers



Questa Edwards,  
FNP-C



Rajwinder Kaur,  
FNP-C

Treatment at the new urgent care center is provided by certified Family Nurse Practitioners (FNP-C) Questa Edwards and Rajwinder Kaur. Edwards has been a nurse for 11 years, most recently working in urgent care, pediatrics and primary care. Kaur was previously an emergency room nurse at Palmdale Regional for five years before moving to the new center. They are both excited to support the healthcare needs of local residents and help make services more accessible in the community.

# Your questions about the new *Rosamond Urgent Care answered*



Immediate care for minor, non-life-threatening conditions is now

available at Rosamond Urgent Care. Nurse Practitioner **Questa Edwards, FNP-C**, explains what you need to know about this convenient walk-in facility and what she loves most about helping patients here. Edwards is a certified Family Nurse Practitioner (FNP-C) with a Master's of Science in Nursing (MSN) who brings advanced training and more than a decade of clinical experience to her position.

**Q: What is urgent care and when should a patient come to Rosamond Urgent Care?**

Urgent care is an option between your primary care provider and the emergency room. You would come to see us for things like allergies, minor burns, coughs, colds, minor cuts and ear infections. We also offer physicals, EKG testing, medication refills and some blood testing. **If you have an emergency, like chest pain or shortness of breath, call 9-1-1 or get to your nearest emergency room.**

**Q: What can patients expect when they come to Rosamond Urgent Care?**

First, you will be greeted by a staff dedicated to making sure that you get treated quickly and efficiently. After a brief registration, a medical assistant takes your vital signs. Next, you are seen by a nurse practitioner. If needed, we can test on-site for things like flu, strep and urinary tract infections. After diagnosis, we provide you with a care plan and information about other resources if needed. Finally, we check back in within 48 hours to see how you are feeling.

**Q: How important is it to have a center like this in the community?**

It is very important. Because of our location, it's so much easier to come and see us here. That lets us really focus on the symptoms that you're having right at that time. Our expanded hours make us an especially convenient option and because no appointment is necessary, you can just walk right in.

**Q: Why would you recommend Rosamond Urgent Care to a friend?**

We provide quality care in an easily accessible location. As a nurse practitioner in an urgent care setting, I have the opportunity to assess you as a whole, offer a diagnosis and provide a plan of care. I just love when I get to see you without the symptoms that brought you here – when you're able to say, "Yes, I'm so much better." That's my favorite part of the job. ■



**Call Rosamond Urgent Care at 661-256-6365 or get directions, hours and more information at [rosamondurgentcare.com/contact](https://rosamondurgentcare.com/contact).**

# Palmdale Regional adds new service for critically ill patients

The recently launched program is another step to improve patient care.



Syed Ahmed, MD

**Palmdale Regional has entered into an agreement with Sound Physicians Critical Care service to provide a comprehensive Intensive Care Unit (ICU) program, including 12-hour daytime in-house intensivist staffing (all board-certified physicians) and a robust quality management program.**

Sound Critical Care (SCC) is a nationally recognized leader in critical care medicine that serves over 30 ICU programs across the country, including numerous large, high-acuity facilities. Palmdale and SCC share the common goals of advancing clinical quality and outcomes for patients, improving efficiency and enhancing the patient care experience in the hospital, all while working within a team environment.

Physicians will continue to admit and care for ICU patients with the critical care service providing consultation and co-management. The SCC quality program will focus on multidisciplinary rounding, a team-based quality improvement program and implementation of evidence-based guidelines.

“Research shows that outcomes, mortality rates and lengths of stay are all improved when care is managed in this way,” says Syed Ahmed, MD, who has joined Sound Physicians to provide both clinical care and leadership of the program as the ICU Medical Director.

Ahmed also emphasizes that intensivists are an important resource for family members waiting for news of their loved ones. “We have noticed that families are happier because specially trained physicians are available to communicate with them about the patient’s condition,” says Ahmed. “The ICU nurses are also happy to have intensivists here from 7 a.m. to 7 p.m. seven days a week to help provide clinical acute care to the patients.”

“Our goal is to always provide the best possible care for our patients and to give the highest of quality services to those patients who are the most vulnerable,” says Richard Allen, CEO of Palmdale Regional, about the recently launched program.

Joining Dr. Ahmed in providing coverage are Imran Sharief, MD, and Reza Kermani, MD, all fellowship trained physicians. ■

For more information about services at Palmdale Regional visit [palmdaleregional.com](http://palmdaleregional.com).

# Palmdale boosts *local economy*

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 2018, the hospital continued to meet the needs of the community:

## Patient medical care

Admissions: .....	<b>8,529</b>
Bed count: .....	<b>184</b> (expansion to 234 planned)
Emergency visits: .....	<b>71,494</b>
Total surgeries: .....	<b>6,133</b>



## The hospital family

Total staff: .....	<b>1,078</b>
Total physicians on staff: .....	<b>429</b>
Total volunteers: .....	<b>40</b>



## Financial impact

Salaries and benefits: .....	<b>\$80.1 million</b>
Capital investment: .....	<b>\$5.3 million</b>
Uncompensated care: .....	<b>\$32.4 million</b>
Local/state taxes paid: .....	<b>\$4.3 million</b>

*Connect  
WITH US!*

Find us on  

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661-382-5000

### HEALTH NEWS FROM PALMDALE REGIONAL MEDICAL CENTER

<b>Richard Allen</b> Chief Executive Officer	<b>Sanjaya Khanal, MD</b> Medical Chief of Staff	<b>Julie Montague</b> Director of Marketing
	<b>Bassel Hadaya, MD</b> Past Medical Chief of Staff	
	<b>Syed Ahmed, MD</b> Medical Vice Chief of Staff	

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