Discover the Difference

Knee replacement surgery gave her back the active life she wanted

Babies on Board!
New Maternity Center to open this fall

‘It’s what a hospital should be’
Veteran lauds quality care, community outreach
Since its opening in 2010, Palmdale Regional Medical Center has worked hard to improve lives in the Antelope Valley. For the past year, we have encouraged you to “Discover the Difference” at Palmdale Regional.

That difference begins with high-quality care. In the past year PRMC was recognized for its high level of service for bariatric and stroke care, as well as earning the highest grade in the valley for hospital safety from the Leapfrog Group. Our 1,100 employees, including 400 doctors, have an unwavering commitment to your health.

PRMC continues to expand to meet your needs. We’ll be opening a new, 33,000-square-foot maternity center in the fall, which will include 25 private patient rooms. Additionally, we are replacing equipment in the imaging and laboratory departments with newer, upgraded technology. We plan to add beds in the intensive care and emergency departments, as well as build out a nursing unit for joint, spine and bariatric care, while continuing to provide private rooms for every patient in a safe and modern facility — all of this without requiring taxpayer subsidy.

Lastly, we are deeply involved with many regional partners to make the Antelope Valley a supportive home for businesses and people. It’s an honor to serve this community, and please know that we remain committed to discovering more and better ways to help it prosper.

Sincerely,

Richard Allen
Chief Executive Officer

ON THE COVER: Barbara Hofbauer, knee replacement patient, and her grandchildren.

Antelope Valley Board of Trade® (AVBOT)

“Healthcare is so critical to our area and our growth, and Palmdale Regional provides an opportunity for top-notch doctors and other healthcare professionals to be employed here in the Antelope Valley.”

For more from our partners, turn to page 8.
A Special Relationship with Veterans

Palmdale Regional Medical Center’s service area includes approximately 30,000 veterans, as well as active duty service members and their families. The hospital is proud to offer quality healthcare services to its local heroes and their loved ones.

To well-known community member, Kevin Sanders, Veteran, U.S. Marine Corps, the hospital’s effort to serve the military community has not gone unnoticed. “Palmdale Regional is a true partner in the community and that gets a lot of my respect,” the former Chamber of Commerce Board member says. “I’m always impressed by the hospital’s involvement.”

Sanders is also a two-time Palmdale Regional patient who was pleased with his emergency room experience. When he arrived with a severe dog bite, he was treated and out the door in an hour-and-a-half.

“If I had to get care, I would choose Palmdale Regional over anyone else,” Sanders says. “And that’s from my heart.”

A FOCUS ON SERVICE
His patient experience aside, Sanders is grateful to Palmdale Regional for its support of the local military community, much of it at nearby Edwards Air Force Base.

“I have relationships with lots of vets,” Sanders says. “Whenever I hear that someone needs medical care, I tell them to go to Palmdale Regional.”

Sanders is especially touched by the hospital’s outreach efforts. These initiatives have included Palmdale Regional staff building 56 homes for veterans in the Antelope Valley.

“Palmdale Regional shows up to support and do things to educate the community,” Sanders says. “It is what a hospital should be, what a large employer should be, in my opinion.”

— Kevin Sanders

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Palmdale Regional is proud to support the men and women of the military, who sacrifice every day to make our country a better place.

See Kevin’s story: palmdaleregional.com/kevin

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ON THE MOVE
after double knee replacement

*Palmdale Regional made the difference for active grandmother Barbara Hofbauer*

Barbara Hofbauer had been struggling with her aching knees for years, and increasingly was spending her life in a chair.

But Barbara had a goal.

“Bottom line,” she says, “is I wanted to be able to make sure that I could play with my grandchildren, who were very little at the time.”

So when Barbara was told she needed a double knee replacement, she knew she needed to follow through. And she knew where she wanted it done. ➤

*Barbara Hofbauer and husband Steve.*
“I was glad that I chose Palmdale Regional Medical Center because I live in Palmdale, and I know it’s a newer hospital. I thought it was going to be a better choice.

“And once we got here, it was clear why we came. We’d heard so many good things.”

YOU CAN DO THIS
Barbara says the staff was “very kind, very knowledgeable and very encouraging.” She was especially impressed by the physical therapists in the Rehabilitation Institute at Palmdale Regional Medical Center. “The first day they took me in for therapy, they were asking me to do things, and I kept saying, ‘I can’t do that.’ And they said, ‘Yes, you can.’ I said, ‘No, I can’t do that.’ They kept pushing me and that’s what I appreciated.” The rehab was challenging, but it also opened Barbara’s eyes to possibilities. She spent a year walking before deciding, on her 41st wedding anniversary, to join a gym. Then she started working with a trainer. “I am just so much better because of it,” she says. “I’ve lost almost 30 pounds since February.”

And those grandkids?
“Now they’re 5 years old and I can run around the yard with them,” says Barbara, adding that she recently took them on an all-day visit to Disneyland®.

“I have to tell you,” Barbara replies, “I would not have been able to do that prior to my knee surgery.”

HELPING THE COMMUNITY
And, the Hofbauers say, Barbara is not alone. “Absolutely everybody that I’ve spoken to who’s had a procedure, or has been hospitalized and had to have surgery, they have always been very positive about their experience at Palmdale, with the administration and the staff,” says her husband Steve, who was elected mayor in 2018. He sees the employees helping around town, including a recent event to build housing for returning veterans.

“That’s the kind of stuff that makes a difference when the community comes out and they see all those shirts that say ‘Palmdale Regional,’” Steve says. “That sends a message to the community that they’re stepping up and walking their walk.”

Barbara is walking her talk: staying active. Post-surgery, she says, “you have to be doing more than just sitting in a chair. I don’t want to go through surgery again.”

Her experience was powerful enough that she points others to replicate it. “I know somebody that’s going to have the same procedure and they live in the area. I said, ‘Go to Palmdale Regional.’”

See Barbara’s story:
palmdaleregional.com/barbara

Rehabilitation Institute
The Rehabilitation Institute at Palmdale Regional is designed to help patients with disabling physical or neurological conditions restore function and enhance their quality of life. The unit includes 27 private rooms and specialized areas for training and activities.

CONDITIONS ADDRESSED INCLUDE:
- Stroke
- Brain trauma
- Brain injury
- Spinal cord injury
- Complex orthopedic issues

Learn more: palmdaleregional.com/rehab
Compassionate and Creative Care

Heather LeBlanc does what it takes to care for patients.

“I always try to remember — this patient is not just a room number, he or she’s a human being,” — Heather LeBlanc

Sometimes, Heather LeBlanc says, being a good nurse resembles being one of her all-time favorite TV characters.

Like the time a patient was brought to the hospital for an emergency and arrived without cell phone or car keys. When it was time to be discharged, he told Heather that his wife was out of town and he had no way to contact her. He felt stranded and stressed.

“I said, ‘Well, does your wife have Facebook?’ We were able to jump on Facebook and get him in contact with her and make those connections and it changed the whole situation,” LeBlanc says. “I used to love MacGyver. As a kid I looked up to him. And you really do have to ‘MacGyver’ situations, you have to look outside the box.”

In her five years as a nurse at Palmdale Regional Medical Center, LeBlanc has been honored multiple times for excellent care. It takes creativity, she says, and empathy.

“I always try to remember — this patient is not just a room number, he or she’s a human being,” she says. “This patient was somebody’s infant that they brought home from the hospital. This patient was a child at one time. They might have been a grandmother. I get emotional talking about it because it means so much to me.”

That patient-caregiver relationship, Heather says, is helped by every patient room being private at Palmdale Regional. “It makes a world of difference for them to have their privacy, their space, to allow for family to come,” she says. “Families are so essential in the patients’ getting better.”

Speaking of family, Heather says her colleagues at Palmdale — including nearly 400 nurses and 400 doctors — are part of hers.

“Everybody wants to do the right thing and everybody is there for the patients,” she says.

As a member of the community, Heather often runs into people who recognize her in a checkout line and thank her for the care she provided them or a family member. “It all comes down to doing what it takes to ensure the best possible care for the patient and establishing those relationships with all of the teams to get the work done,” Heather says.

Discover the Difference

PRMC’s Community Impact

- 8,529 Patient Admissions
- 71,494 ER Visits
- Over 1,000 Jobs
- $80 Million in Salary and Benefits

Statistics from last full year, 2018

See Heather’s story: palmdaleregional.com/heather
Palmdale Regional Medical Center will add an important new service later this year when it unveils its Maternity Center. The center is expected to open this fall, and the hiring of staff will begin in early summer.

The center will include:
- A 33,000 square foot maternity and labor unit
- 25 private patient rooms
- 6 labor/delivery/recovery suites
- 2 surgery suites

A neonatal intensive care unit (NICU) is being built now, but will not be part of the initial opening.

The maternity center is just one part of the effort to expand and update services at Palmdale Regional. A new MRI unit will be operational in February, while construction to replace two cardiac catheterization labs and two CT scanners begins then, too. It’s part of the effort to provide the most complete, modern and high quality healthcare experience in the Antelope Valley.

Find expansion plan updates: palmdaleregional.com/expansion
Partner Spotlight

BRET BANKS
Antelope Valley Board of Trade® (AVBOT)
Palmdale Regional is a member of AVBOT and supports its Business Outlook Conference every year.

“I've actually had a minor surgery at Palmdale Regional. It's an amazing facility, the care that I was given was terrific. I think it's important to our region to have a facility like that.”

MELISSA NESMITH
City of Hope, Antelope Valley
The hospital sponsored the Antelope Valley City of Hope organization’s initial Together4Hope Walk/Run, helping to raise $55,000.

“There are a lot of great institutions that offer services that are down the hill. Palmdale Regional shows the local population that they don’t need to go out of the area to get the high quality of care. It can happen right here.”

PJ DELGAUDIO
Greater Antelope Valley Economic Alliance (GAVEA)
Palmdale Regional has supported the GAVEA Round Table Report, which is the statistical guide for the area, and is represented on its board.

“The ultimate goal is to make sure we have a safe and healthy community. Palmdale Regional has always been available and willing to help.”

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HEALTH NEWS FROM PALMDALE REGIONAL MEDICAL CENTER

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