

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

*The Healthcare You Deserve – Close to Home.*



**PALMDALE  
REGIONAL**  
MEDICAL CENTER



# *2018* Community Profile



## From the CEO



**Palmdale Regional Medical Center (PRMC)** has been dedicated to providing quality care, delivering innovative services and exceeding expectations since opening in December 2010. On December 11 2017, the hospital proudly celebrated its seventh anniversary — reflecting on our past and looking toward a bright future.

Over the years, PRMC evolved from a community hospital into a family of healthcare providers, delivering a broad range of advanced medical services to the residents of the Antelope Valley. To meet the changing healthcare needs of our community, we make it a priority to seek out opportunities to add new programs, services and technology.

**PRMC has experienced tremendous growth and achieved many notable accomplishments, including:**

- Affiliation with Keck Medicine of USC for urological, colorectal and breast cancer care
- Opening of a new USC office next door to the medical center
- Comprehensive Bariatric Center (MBSAQIP®) designation from the American College of Surgeons, in addition to Center of Excellence recognition from Cigna® and Blue Distinction® from Blue Cross®/Blue Shield®
- Get With The Guidelines®-Heart Failure Silver Plus Award from the American Heart Association®
- Get With The Guidelines®-Stroke Silver Plus Quality Achievement Award from the American Heart Association®/American Stroke Association®

The Rehabilitation Institute at Palmdale Regional kept busy during its first year, assisting the recovery of patients with physical or neurological problems such as stroke, spinal cord injury, and brain injury or trauma. Thanks to the Institute, individuals no longer need to travel over 40 miles from the Antelope and Victor Valleys for this level of specialized rehabilitation.

The hospital is proud to play an active role in the healthcare of the communities we serve, supporting community initiatives and charities dedicated to the health and wellbeing of Antelope Valley area residents.

We hope that the patient-centered services, staff and skilled physicians at the hospital help make PRMC your healthcare provider of choice. As a trusted name in the region, you can count on us to continue to help shape the future of healthcare in southern California.

Sincerely,

**Richard Allen**

Chief Executive Officer  
Palmdale Regional Medical Center



# Palmdale Regional Medical Center

**Palmdale Regional Medical Center (PRMC)** 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, 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 PRMC 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. All rooms are private and single-occupancy. The hospital is committed to taking new approaches to patient comfort, convenience and safety.

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.

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

## Hospital History

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

Located in Palmdale, California, PRMC 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.

PRMC 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. PRMC has become a major employer in the region, especially as the hospital has continued to expand the programs developed at the former Lancaster Community Hospital.

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

\*Expansion to 234 beds is planned.

# 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 2017, the hospital continued to meet the needs of the community:



## The Hospital Family

Total Employees: ..... **846**  
Total Physicians on Staff: ..... **421**  
Total Volunteers:..... **54**

## Patient Medical Care

Admissions: ..... **9,178**  
Bed Count: ..... **184**  
(expansion to 234 planned)  
Emergency Visits: ..... **74,238**  
Total Surgeries: ..... **7,364**



## Financial Impact

Salaries and Benefits: ..... **\$80.6 million**  
Capital Investment: ..... **\$6.6 million**  
Uncompensated Care: ..... **\$38.5 million**  
Local/State Taxes Paid: ..... **\$3.9 million**

- Anesthesiology
- Blood Bank
- Breast Surgery
- Bronchial Thermoplasty
- Cardiology/Heart Disease
- Colorectal Surgery
- Case Management
- Diabetes Management
- Ear, Nose and Throat
- Emergency Services
- Gastroenterology
- General Surgery
- Gynecology
- Infectious Diseases
- Laboratory Services
- Limb Salvage
- Minimally Invasive Surgery (including robotic surgery\*\*)
- Nephrology
- Neurology
- Neurosurgery
- Nuclear Medicine
- Oncology
- Ophthalmology
- Orthopedics
- Pain Management
- Pathology
- Plastic/Reconstructive Surgery
- Podiatry
- Radiology
- Rehabilitation
- Respiratory Services
- Spine
- Urology
- 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 PRMC, including the Surgery and Emergency Departments.

Because of demonstrated success adhering to the latest treatment guidelines, PRMC received the 2017 American Heart Association Get With The Guidelines® Heart Failure Silver Plus Quality Achievement Award.

### Stroke Services

PRMC was also awarded with the 2017 American Heart Association/American Stroke Association Get With The Guidelines® Stroke Silver 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.

PRMC is home to the region's only Hyperbaric Oxygen 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

PRMC 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 73,000 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 PRMC 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. PRMC 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.

The hospital also has neuro-oncology services to diagnose and treat tumors of the brain, head, spinal cord, back and neck. PRMC is also now affiliated with Keck Medicine of USC to provide physician expertise in the areas of urologic, breast and colorectal cancer. For more information, visit [www.palmdaleregional.com/usc](http://www.palmdaleregional.com/usc).

### Orthopedic Services

PRMC 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

PRMC 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.

PRMC'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 PRMC 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

PRMC 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.

\* 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.



The PRMC Rehabilitation and Orthopedic Institute 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.

### Weight-Loss Surgery\*\*

PRMC 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. PRMC's Weight-Loss Surgery program is fully accredited by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP).

### Specialty Programs

#### Direct Doctors Plus®

Whether patients need to find a primary care physician or a specialist, Direct Doctors Plus provides free physician referrals. Patients can also get information about services at PRMC, its facilities, classes, events and more. A call to 800-851-9780 or a visit to [www.palmdaleregional.com](http://www.palmdaleregional.com) is all it takes.

#### 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 PRMC and more. For more information and how to enroll, call 661-382-6602.

#### REGIE

PRMC 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](http://www.palmdaleregional.com) and pull down REGIE link from the Patients & Visitors tab.

#### Veterans Choice at PRMC

At PRMC, 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 PRMC (a non-VA facility) using a Veterans Choice card, if certain guidelines are met. To learn more about Veterans Choice, call 866-606-8198.

# Palmdale Regional Medical Center 2017 Milestones

## Celebrating 7 Years

On December 11, 2017, PRMC celebrated seven years of providing residents of the Antelope Valley with quality, big-city healthcare services with a hometown feel. The hospital staff enjoyed cupcakes in honor of the special day. PRMC is proud to have served well over a half million patients since opening its doors. The hospital will continue its commitment to meeting the needs — and exceeding the expectations — of the community it serves.

## Affiliation with the University of Southern California (USC)

Patients are finding hope through the alliance PRMC formed with Keck Medicine of USC to develop specialty urological, colorectal and breast cancer services. Now patients do not have to travel to Los Angeles to access technologically advanced treatment and clinical excellence. Keck Medicine of USC moved into a new office directly next door to the hospital at 38660 Medical Center Drive, Suite A200.

Through USC physicians, patients at PRMC receive diagnoses and treatment that reflect USC technology and academic research — including minimally invasive surgery\* using the da Vinci® Robotic Surgical System and minimally invasive laparoscopic surgery. For more information, visit [www.palmdaleregional.com/usc](http://www.palmdaleregional.com/usc).

## The Rehabilitation Institute at Palmdale Regional

The Rehabilitation Institute at Palmdale Regional, located on the second floor of the hospital, saw a successful first year after opening in late 2016. The unit offers adults high-quality, specialized rehabilitation treatment for conditions such as stroke, brain injury/trauma, spinal cord injury and for severe orthopedic issues. The therapy and rehabilitation is designed to restore function and enhance quality of life. The interdisciplinary team, led by a physician, includes nurses, social workers, case managers, and physical, occupational and speech therapists.

The Institute features 27 private rooms, specialized areas for training and activities, and advanced technology, including the Vector Gait and Safety System®. Before the unit opened, local residents had to travel over 40 miles from the Antelope and Victor Valleys for this level of specialized rehabilitation.

Visit [palmdaleregional.com/tritour](http://palmdaleregional.com/tritour) for a virtual tour of the Rehabilitation Institute.



\* Individual results may vary.

# Recognition: Accreditations and Awards



- Accredited by The Joint Commission
- Licensed by the State of California



- 2017 American Heart Association/American Stroke Association Get With The Guidelines® Stroke Silver Plus Quality Achievement Award



- 2017 American Heart Association Get With The Guidelines® Heart Failure Silver Plus Quality Achievement Award



- Cigna® Center of Excellence for Bariatric Surgery
- Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP) – Fully accredited Bariatric Center



- Platinum Award from OneLegacy for raising awareness in community on the importance of organ donation





## Education

In an effort to support the medical professionals of tomorrow, the Palmdale Regional Volunteer Auxiliary distributed scholarships in April 2017 to local high school students interested in entering the medical field. The scholarships were awarded to seven recipients and were in the amount of \$1,000 each.

Educational opportunities at PRMC include physician lectures and seminars, AARP classes, 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 and AARP classes: 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 661-382-5516

## Volunteering

PRMC 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 the many services they provide are delivering books and magazines to patients from the volunteer library, and accompanying patients and visitors to requested locations and offices.

PRMC volunteers actively participate in a number of hospital events and activities. These include a program that awards scholarships to students pursuing careers in the medical field and working with community members on the PRMC Auxiliary. Our volunteers also work closely with the Antelope Valley Chapter of the Mended Hearts program, a community-based, nationwide heart patient support group.

## Uninsured

PRMC has full-time onsite staff dedicated to helping uninsured patients qualify and enroll in local and state health benefits.

## Dedicated to the Community

PRMC 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 Cancer Society®**
- American Heart Association®**
- American Red Cross®**
- Antelope Valley Board of Trade**
- Antelope Valley Boys and Girls Club**
- Chambers of Commerce**
- Greater Antelope Valley Economic Alliance**

## Community Service Excellence Highlights

### Celebrating Survivors, Spreading Awareness

In April 2017, 68 teams registered for the Relay for Life event at Quartz Hill High School. The 447 participants included 156 cancer survivors. A crowd of visitors estimated at 1,500 also attended the event throughout the weekend. A net total of \$110,000 was raised, with \$35,000 in sponsorships. Palmdale Regional was one of the Top Presenting 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, PRMC'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)

## National Quality Initiatives

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

California Hospital Engagement Network (CalHEN)

Collaborative Alliance for Nursing Outcomes (CalNOC)

Health Services Advisory Group of California (HSAG)

Institute for Healthcare Improvement (IHI)

The Joint Commission ORYX® for Hospitals

## Patient Safety Initiatives

California Hospital Patient Safety Organization (CHPSO)

Patient Safety First Collaborative

## Sustainability

PRMC has made recycling a priority with Stericycle®. The facility-wide program is in every nursing station, staff lounge and administrative area, educating staff on the materials to be collected. The facility incorporates environmentally friendly materials, ENERGY STAR® products and natural features wherever possible.

The hospital was built to be energy efficient, featuring an elaborate pneumatic tube system and a self-monitoring system that identifies maintenance needs. PRMC consistently implements programs to cut paper usage as well as energy usage, with initiatives such as the "Lights Out" program.





# PALMDALE REGIONAL MEDICAL CENTER

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661-382-5000

[www.palmdaleregional.com](http://www.palmdaleregional.com)



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. 180291 3/18