More than 200,000 babies are born in Orange County and surrounding counties every year, with about 10 percent of those newborns requiring critical care. The enormous responsibility of giving thousands of infants a chance at healthy lives rests largely on CHOC Children’s.

For decades, CHOC has risen to that challenge by offering highly specialized care in neonatal intensive care units (NICU) on its main campus in Orange, at CHOC Children’s at Mission Hospital, and at St. Joseph Hospital.

And this July, CHOC will take another step forward in its vision for a better approach to care by opening a new NICU that includes all private rooms. This feature will allow parents to stay close to their newborn receiving intensive care, bond privately with their baby, and know that when they say good night to their infant, they are just a few feet away.

The 25,000-square-foot unit nearly triples the size of the hospital’s previous Level 4 NICU, which included an open layout that grouped patients in pod-style beds. Located on the fourth floor of the Bill Holmes Tower on CHOC’s main campus in Orange, the new unit creates a homey atmosphere with sleeping quarters and storage space outfitted in warm colors and wooden accents.

Because CHOC recognizes that no one’s vision of parenthood includes a NICU stay, these features are designed to help parents feel more comfortable while their infants receive highly specialized care for extended periods of time.

In addition to enhancing the patient and family experience, private NICU rooms are a new standard for improved patient outcomes. Private rooms reduce noise and infection levels. Further, studies show that benefits for babies cared for in single-family rooms include higher weight at discharge and more rapid weight gain. Also, they require fewer medical procedures and experience less stress, lethargy and pain. Researchers have attributed these findings to increased maternal involvement.

A private-room setting also provides space and privacy sought by parents to breastfeed, practice skin-to-skin bonding, and be more intimately involved in their baby’s care. Further, individual rooms allow parents to stay overnight with their newborn, and give staff more access and interaction with the family and patient.

In addition to private rooms, CHOC’s new NICU includes other features that will enhance patient care. Should an infant need a sudden surgical procedure, two rooms within the unit can quickly be converted into space for surgeries. The unit will also include a unit for life-saving extracorporeal membrane oxygenation, or ECMO, a life-saving treatment that takes over the heart’s pumping function and the lungs’ oxygen exchange. Rooms that adjoin can be used to accommodate triplets or other multiples.

Safety features include same-handed rooms, wherein equipment is positioned in the same location among all rooms to reduce human error; room-adjacent nursing alcoves; and an in-unit nutrition lab for the preparation, storage and fortifying of breast milk and formula.

CHOC’s new NICU also features a family dining space; a room dedicated for siblings complete with toys and video games; a lactation room; parent shower and restroom; and other amenities to ensure the comfort of the entire family. A special mural will display photographs of former CHOC NICU patients who are now thriving with bright futures ahead.

For several decades, CHOC has served infants requiring the highest level of care. With the unit’s opening, CHOC’s neonatal services now include 72 beds at CHOC Orange and the CHOC Children’s NICU at St. Joseph Hospital, and 22 beds at CHOC Children’s at Mission Hospital. In addition, a team of premier CHOC neonatologists care for babies at hospitals throughout Southern California.

A suite of specialized services comprises the CHOC NICU: the Surgical NICU, which provides dedicated care to babies needing or recovering from surgery; the Small Baby Unit, where infants with extremely low birth weights receive coordinated care; the Neurocritical NICU, where babies with neurological problems are cohorted; and the Cardiac NICU, which provides comprehensive care for neonates with congenital heart defects.

With the new NICU, in addition to CHOC’s other NICUs, a team of board-certified neonatologists, and special units just for the smallest of babies, or those needing complex surgery, Orange County — the entire West Coast, really — is more dedicated than ever to giving babies a healthy start.

To learn more about CHOC’s neonatology services, visit choc.org/nicu.
Did you know

THAT BETTER HEALTH CARE IS NOW AVAILABLE FOR LESS COST THAN YOU THINK?

St. Joseph Hoag Health has teamed up with leading health insurance carriers to offer innovative, cost-effective plans to businesses in Orange County. It’s a way for everyone to get what they want — better care, better health, and all at a lower cost.

Contact us at (949) 381-4777 or visit sjhh.org/employers to learn more and to sign up for ongoing updates.

St. Joseph Hoag Health
Hoag • Mission • St. Joseph • St. Jude
sjhh.org/employers
We live in the age of rankings and top 10 lists. From the best graduate schools to the fastest-growing small businesses and most employee-friendly employers, the public increasingly relies on third-party rankings to choose between competing brands, businesses and service providers.

Certainly, nowhere is this trend more pronounced than in health care and the endless “best hospital” lists that rank institutions based on quality of care and other factors.

But what is quality health care? And how can patients evaluate the quality of care they receive?

According to Christy Mokrohisky, VP of population health management at St. Joseph Heritage Healthcare, quality health care for patients is as simple as getting the right care at the right time.

For St. Joseph Hoag Health, this means offering a full continuum of care that empowers patients to access services from multiple sites and sources – from Acute Care to Recovery & Rehab Care to Community-Based Care – ultimately connecting care receivers to urgent care, wellness services, and everything in between.

Making sure patients get the right care at the right time starts with Population Health Management (PHM), the use of large amounts of patient data to determine population-wide health trends and solutions, and then leveraging those findings through personalized care. ”The purpose of health care is to improve the health of patients, but we have built a system that often intervenes too late, when a person is very sick and needs expensive hospital services,” Mokrohisky explained. “Population Health Management is all about knowing who our patients are, offering services to keep them healthy and intervening with care as soon as symptoms begin. We use data to be proactive and preventive on the individual patient level to arrive at a new level of care.”

Mokrohisky said that PHM is about engaging patients, and asking the right questions, to encourage better outcomes. Are patients engaged enough in their health? Do they understand what might happen if they don’t take the prescribed action? "A diabetic may feel good enough on a day-to-day basis, for example, to start missing the at-home blood-sugar tests," she said. “However, daily diabetic monitoring is important because it alerts us to problems. When we know what the problems are, we can intervene with the right care and ultimately change behavior to increase their chances for successful, long-term outcomes.”

St. Joseph Heritage Healthcare uses the “Triple Aim” approach, established by the Institute for Health Care Improvement, to assess the quality of care:

1. Improved Health. Promoting wellness and reducing the risk of illness or disease.
2. Enhanced Patient Experience. Measuring and tracking a particular population’s experience of care, including quality, access and reliability.
3. Reduced or Managed Cost. The goal of measuring and controlling the per-capita cost of care.

For forward-thinking businesses that invest in PHM, the ROI can be dramatic. After its first year, Western Digital’s on-site wellness center that is operated by St. Joseph Hoag health, reported employee participation rates of more than 50 percent and a $1 million savings in both its productivity and cost of claims. Adding to the good news was an increase in anecdotal employee satisfaction leading to a noticeable boost in morale and a happier, healthier population.

At St. Joseph Hoag Health, wellness has become a crucial component of efforts to build healthier communities. This approach is shifting the traditional focus away from treating illness to preventing illness. This new model of care puts the patient at the center of the process, rather than the doctor or provider, and allows individuals to take greater control over their wellbeing and health care.

To learn more about how St. Joseph Hoag Health can help you to increase the quality of care you offer your employees, contact Shelly Summers at 949.381.4777 or visit our website at stjosephhoaghealth.org/For-Employers.
350 CLINICAL TRIALS
1 GOAL

Research can save lives. Charlotte’s rare disease went undiagnosed until she was 3½ years old when CHOC metabolic specialists discovered she had glycoprotein storage disease 1a. That’s why the Research Institute at CHOC Children’s has over 350 research studies, including Phase 1 research, in more than 30 specialties to provide patients, like Charlotte, with access to new treatment options. Our scientists work to translate the latest advances in molecular profiling — including whole genome sequencing — to meet the individual needs of their patients at every stage of their young lives. At CHOC, every study, every specialist, every person works toward a common goal.
Learn more at choc.org/research
Selecting the Best Employee Health Care Benefits

As business leaders look for the best health plans to offer employees in 2018, look for innovative options that offer high-quality coverage and convenient access to integrated care, at a competitive price.

Comprehensive Health Care Offerings for Employers

With an expanded footprint of over 200 sites of care across the Southland, MemorialCare offers employers of all sizes comprehensive health care options, close to their employees’ workplaces or homes.

“We offer direct-to-employer plans such as the MemorialCare Health Alliance, for large employers like the Boeing Company,” says Barry Arbuckle PhD, president and CEO, MemorialCare, “but we don’t take a one-size-fits-all approach. Businesses of all sizes can choose from among several innovative health plan options designed to meet the needs of their employees. These include the Vivity HMO with Anthem Blue Cross and seven leading Southern California health systems, and a PPO accountable care option, Aetna Whole Health, which can deliver immediate and sustainable savings to employers.”

Aetna Whole Health - MemorialCare

Our locally based accountable care model centers on the relationship between the primary care doctor and patient. We strive to reach members where, when and how they live, and improve the quality, efficiency and affordability of their health care by:

• Engaging them with proactive, doctor-driven outreach.
• Closing gaps in care and enhancing their health care experience.
• Sharing data to identify at-risk patients sooner and quickly get them the care they need.

This approach helps patients and their doctors make smarter health care decisions. And employees can get better results, without paying more.

Anthem Blue Cross - Vivity

Available in Los Angeles and Orange counties, Vivity brings together Anthem Blue Cross and seven top health systems, each with their own clinical distinctions, to create a first-of-its-kind health plan. At the heart of the Vivity model is an overarching focus on collaboration, cooperation and shared accountability. Health systems and providers are incentivized to work together to increase efficiency, contain costs, improve outcomes and deliver a better member experience.

• It’s a plan employers can offer with high-quality coverage at a competitive, predictable cost.
• Many of the best doctors and hospitals are brought together as a team.
• Members are connected to their health 24/7 with convenient online tools.

New Locations in Orange County

MemorialCare includes five hospitals, 350 primary care physicians, 2,200 specialists, and numerous freestanding imaging centers and surgical centers. New sites opened recently in Huntington Beach, Fountain Valley and Irvine, all offering convenient, comprehensive care.

Orange Coast Memorial Health & Wellness Pavilion, Fountain Valley

A new dedicated Health and Wellness Pavilion opened earlier this year at Orange Coast Memorial in Fountain Valley. The Pavilion includes primary care, pediatrics, women’s services, specialty care, radiology, a lab draw station, outpatient pharmacy and a conference space for community classes and seminars.

MemorialCare Medical Group - Huntington Beach Health Center

Conveniently located on Beach Boulevard in Huntington Beach, MemorialCare’s newest health center includes primary care, pediatrics, sports medicine, advanced imaging, dialysis services, occupational medicine and a lab draw station.

Specialty Pediatric Care in Irvine

Earlier this year, the Children’s Outpatient Specialty Center in affiliation with Miller Children’s & Women’s Hospital Long Beach opened on Barranca Parkway in Irvine at the same complex as MemorialCare Medical Group and MemorialCare Imaging Center.

The new Miller Children’s outpatient site is meeting the growing demand from Southland patients and their families who need access to pediatric specialty care without a lengthy wait. Orange County residents now have immediate access to pediatric ENT, GI, pulmonary, orthopedic and neurology care.

Employers can visit MemorialCare.org/works or call 714-377-2960 to learn more about convenient, accessible health care for employees.
THANK YOU TO THE ENTIRE TEAM AT HOAG ORTHOPEDIC INSTITUTE FOR ACHIEVING THE FOLLOWING QUALITY INDICATORS:

5-STAR HOSPITAL QUALITY RATING FROM U.S. CENTERS FOR MEDICARE & MEDICAID SERVICES (HOI WAS AMONG TWO PERCENT OF HOSPITALS NATIONWIDE AND WAS THE ONLY ORANGE COUNTY HOSPITAL AWARDED ALL FIVE STARS)

LOWEST READMISSION RATE FOR HIP AND KNEE REPLACEMENT IN THE COUNTRY AS RECOGNIZED BY BECKER’S HOSPITAL REVIEW

HIGHEST NUMBER OF JOINT REPLACEMENT PROCEDURES IN THE STATE OF CALIFORNIA FOR FIVE CONSECUTIVE YEARS

RECOGNIZED WITH A PRESS GANEY “GUARDIAN OF EXCELLENCE AWARD” FOR REACHING THE 95TH PERCENTILE IN PATIENT EXPERIENCE

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For more information about the award-winning orthopedic program or to find a physician, visit HOIExperts.com/Awards or call 855-577-3928.
Murrieta was incorporated as a small community that rapidly grew to become the largest city in Southwest Riverside County, with a population of 115,000. Today, Murrieta offers all of the comforts of urban living with a hometown feel. Murrieta has a trade population of 700,000 within 30 minutes and is conveniently located midway between the Los Angeles and San Diego markets. This makes the city an attractive destination for businesses and visitors alike, as it is close to everything Southern California has to offer.

Murrieta’s population consists of a young, well-educated and highly skilled workforce that moved to the city to enjoy its quality of life, top-rated school district and nationally renowned public safety. Early on, the city recognized the necessity of building a strong healthcare infrastructure to meet the needs of a rapidly growing Southwest Riverside County. This focus is quickly turning Murrieta into the healthcare hub of the region, and the city is proud to be seen as the destination for quality medical care.

The city’s healthcare facilities, both big and small, are accessible and reliable for Murrieta and surrounding communities to utilize. The North Murrieta Technology Corridor, zoned largely for office research park, now boasts Loma Linda University Medical Center, a full-service hospital complete with an emergency room, cardiac center, an upcoming neonatal intensive care unit and a professional medical office building on campus. The next two anchors are underway: Kaiser Permanente’s first medical office building in the region, with plans to expand on their large campus; and HealthSouth, a brain and spinal rehabilitation hospital.

Located in Central Murrieta, near the intersection of I-15 and I-215, is the Rancho Springs Medical Center, which is a state-of-the-art hospital that had a major expansion just a continued on page B-34
MEMORIAL CARE HEALTH SYSTEM

The Right Employee Health Care Benefits and the Best Care

We partner with employers to enhance the quality of health care and reduce costs.

At MemorialCare, our personalized employer health care plan solutions include:

- An expansive network of award-winning hospitals, urgent care, imaging, surgical and dialysis centers – close to work and home
- More than 350 primary care physicians and 2,200 specialists
- Direct-to-employer options that fit your business

Participating with all carriers in full network HMOs and PPOs. MemorialCare is the featured Orange County accountable care partner in Aetna Whole Health and Vivity Anthem Blue Cross.

Visit MemorialCare.org/works or call 714-377-2960.
Nearly 10,000 Orange County Heart Walk participants gather at Angel Stadium of Anaheim each year to raise funds to fight against cardiovascular disease and stroke.

Orange County Companies Urged to Step Up and Save Lives From Heart Disease and Stroke

Debra North has been a cardiac survivor all her life - she had her first heart attack during birth. Diagnosed with myxomatous mitral valve prolapse, a type of degenerative heart valve disease that would someday require surgery, she has experienced the arduous task of living with a heart defect. In 2006, Debra had a valve repair, followed by a valve replacement in 2016. Now, a year after her latest surgery Debra is back to exercising and living a heart-healthy lifestyle.

In 2006, Lisa Satchfield suffered a debilitating stroke. It left one side of her brain impaired, paralyzed half of her body and affected her ability to walk, talk, write or read. Determined to be an example to other stroke survivors, Lisa completed two months of inpatient rehabilitation and through the American Heart Association’s “Start Training” program went on to complete her first marathon in February 2008. To date, Lisa has completed more than a dozen half marathons and continues to inspire other survivors.

Deb and Lisa’s stories are a testimony to the lifesaving power of medical research. It is this kind of breakthrough research that the American Heart Association (AHA) funds through dollars raised at the annual Orange County Heart & Stroke Walk. The 2018 event takes place at Angel Stadium of Anaheim on March 24, 2018.

Now in its 38th year, the Orange County Heart & Stroke Walk is an annual event that brings the community together to help achieve the AHA’s 2020 goal of improving the cardiovascular health of all Americans by 20 percent while reducing deaths from cardiovascular diseases and stroke by 20 percent.

Executive Challenge

It takes a community to fight heart disease and stroke and everyone has the opportunity to make a difference and help hearts in need.

The American Heart Association is challenging local executives to use their leadership skills and personal networks to raise funds for the 2018 Heart & Stroke Walk in support of the AHA’s mission of building healthier lives, free of cardiovascular diseases and stroke.

To join the challenge, company executives are encouraged to set a personal fundraising goal of $5,000 or more and raise the amount by March 24, 2018. The Executive Challenge is not about corporate sponsorship. Funds can come from a personal donation or fundraising.

To date, the following executives have personally raised $5,000 or more to help in the fight against Heart Disease & Stroke. Special thank you to the 2018 Heart Walk Executive Leadership Team that includes Adam Roth, CEO of Roth Staffing Companies, L.P. and 2018 Heart Walk Chair; John Beerling, Trojan Battery; Don Bobo, Edwards Lifesciences; Colleen Buffington, CNI College; Suzanne Richards, KPC Healthcare; Dwayne Richardson, Placentia-Linda Hospital; Billy Spears, Hyundai; and Kim Striegel, Wells Fargo.

Additionally, thank you to the 2018 Construction Cabinet Members Mike Bolen, CEO, McCarthy Building Companies, Inc. and Chair of Construction Cabinet; Andrew Soffa, SASCO; Clint Fawcett, McCarthy Building Companies, Inc.; Craig Cherf, McCarthy Building Companies, Inc.; Craig Donaghy, Air Treatment; Payman Farrokhyar, Southland Industries; Don Murray, Murray Company; Ed Capparelli, Standard Drywall, Inc.; Jay Pitch, Performance Contracting Inc.; Joel Nasers, McCarthy Building Companies, Inc.; Jon Woodworth, Rosendin Electric, Inc.; Michael Pearlman, Crichtfield Mechanical, Inc.; Randy Highland, McCarthy Building Companies, Inc. and Co-Chair; Rustin Roach, Schuff Steel; Ryan Moore, Sunstate Equipment Co.; Brian Clancy, Sunstate Equipment Co.; and Steve Danke, Enclos for your generous donations.

The goal of the Orange County Heart & Stroke Walk, supported locally by Healthy For Good Sponsors Fountain Valley Regional Hospital & Medical Center, Los Alamitos Medical Center, Placentia-Linda Hospital and title sponsors McCarthy Building Companies, Inc. and SASCO, is to raise $2.1 million for the fight against heart disease and stroke.

The Heart & Stroke Walk provides an opportunity for the community to help build awareness of heart disease and stroke – the nation’s No. 1 and No. 5 killers – and raise funds to support cardiovascular research. Every dollar raised at the event means another dollar toward research, another discovery, another life saved.

AHA-funded research has contributed to many important advances in cardiovascular science and medicine, including CPR, life-extending drugs, pacemakers, bypass surgery, the heart-lung machine and surgical techniques to repair heart defects.

Funds raised at the Heart & Stroke Walk also benefit the AHA’s efforts to improve patient care, advocate for better health, and educate the public, including populations at risk, through community outreach programs.

For information about the Executive Challenge, visit www.OCHeartWalk.org or contact Danielle Sapia at 949.885.1537 or danielle.sapia@heart.org.
2017 Orange County Heart & Stroke City-Wide Executive Challenge

Thank you to the following executives who have personally raised $5,000 or more to help in the fight against Heart Disease & Stroke. Together they helped The Orange County Heart & Stroke Walk raise over $1.8 Million Dollars.

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• Healthbridge Children’s Hospital • New Era Cap Foundation • Specialty Restaurants Corp.
few years ago. Award-winning Rady Children’s Hospital of San Diego operates a neonatal intensive care unit at Rancho Springs Medical Center and is now constructing a stand-alone, three-story pediatrics healthcare center close to the hospital. They will provide top-quality pediatric care, which will be welcome by local families.

In order to meet the growing needs of nearby retirement communities, multiple senior healthcare developments are now calling Murrieta home. These include Renaissance Village and The Vineyard. Facilities include assisted living and memory care with an additional skilled nursing construction underway along the I-15 corridor in Murrieta.

With all of these services already provided within city limits, Murrieta continues to expand on the healthcare front because the need for the region is still there. The Economic Development team welcomes inquiries about locations and further information on the flourishing City of Murrieta.

For more information, contact Bruce Coleman, Economic Development Director, at bcoleman@MurrietaCA.gov or 951.461.6021.
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