



VOICES OF RMCHCS

JANUARY - FEBRUARY, 2022

FROM THE DESK OF DON SMITHBURG, I-CEO



At Rehoboth McKinley Christian Health Care Services, we're preparing for a strong 2022, building on the milestones we accomplished this year. While COVID-19 presented evolving challenges with new variants, the pandemic couldn't hold back the progress we achieved together.

We are proud of making long-overdue improvements and expanding services to better serve Gallup and northwest New Mexico.

- **New and improved services:** We added orthopedics, re-established urology care, and began renovating our Women's Health Unit.
- **Investing in improvements:** Key projects sidelined for years finally got underway, like creating more robust IT security systems and installing a new nurse call system.

I especially want to thank all of our team members for their commitment to enhancing safety and our patients' experiences. The progress made over the last year would not be possible without their hard work. Perhaps the most notable news is our patient satisfaction scores will reflect an increase to 3 out of 5 stars when the federal government posts them publicly next year on its Care Compare website. This is an extraordinary accomplishment in a short time, and I'm proud of the contributions by everyone at RMCHCS to making measurable improvement!

Every day you inspire us to continue building a better community. Our team is 500 strong, caring for you, right at home. In 2021, we:

- Administered more than 19,000 COVID-19 vaccines.
- Treated over 15,000 people in our emergency room.
- Provided nearly 73,000 outpatient visits.
- Performed almost 1,600 surgeries.
- Delivered more than 200 babies.



There's more to come in 2022. We look forward to sharing good news about our clinical quality, reinvestment plans and other new ways to serve our community. Start your new year on a healthy note by getting your flu shot and COVID-19 vaccine or booster. Call (505) 863-1820 to schedule your appointment.

For more than 100 years, our physicians, nurses and support teams have made a difference in this community. Together – with you – we look forward to the next century. It is such an honor to serve with you at RMCHCS.

We're open for business and here for good.

Happy Holidays!

RMCHCS MAKES STRIDES TO IMPROVE PATIENT EXPERIENCE SCORES

Surveys provide important feedback about the experience patients have at our hospital. More than a year ago, the RMCHCS Patient Experience Committee established four areas for improvement across our facilities: how our doctors and nurses communicate with patients, how caregivers respond to patient needs and how clear discharge directions are.

The committee meets monthly to review these responses, which are also shared with the Centers for Medicare and Medicaid Services (CMS). CMS then uses this information to compile our patient survey star rating listed on the CMS Care Compare website.

The committee also leads training on topics like empathy, leadership rounding, hospitalization through the eyes of our patients, hearing the voice of our patients and every voice matters in patient care. It recently featured a session about highly reliable organizations and the important part patient experience plays in achieving our goals.

In September 2020, RMCHCS had a 1-star rating for patient experience. Due to the committee's intense focus on education, transparency and information sharing, our patient satisfaction scores will reflect an increase to 3 out of 5 stars when the federal government updates its Care Compare website next year. Thank you to the RMCHCS Patient Experience Committee for leading this work and to all physicians, nurses and support team members for their dedication to giving our patients the best experience possible!

We appreciate our patients' candid feedback. If you receive a survey about your experience at RMCHCS, please share your honest opinions so we can continue to improve.



COVID-19 UPDATE



COVID-19 vaccines are safe, effective and can prevent serious illness and hospitalization. If you have not received your vaccine or booster, please call (505) 863-1820 to schedule an appointment. There is no out-of-pocket cost for the COVID-19 vaccine. However, please have your insurance information should be available.

- Ages 12 years and older: Monday - Friday from 8a.m. - 4p.m.
- Ages 5 - 11: Monday - Friday from 8:30 - 11a.m. and 1 - 4p.m.

When scheduling an appointment, please keep in mind:

- All appointments take place at the College Clinic at 2111 College Drive in Gallup.
- All patients must remain for 15 minutes of observation immediately after receiving the vaccine.
- Boosters may only be administered at least six months after completing your primary vaccination series.
- A parent and/or guardian must be present with patients under 18 years old.
- If you are experiencing COVID-19 symptoms, call (505) 236-1074 to schedule a test. At your appointment, remain in your vehicle and staff will administer a test outside.

REHABILITATION/WELLNESS CENTER



After making several enhancements to our services in 2021, the Rehabilitation and Wellness Center at RMCHCS is excited to better support the health of our community in 2022. Our team of skilled clinicians takes pride in serving all patients, including those with specialized needs not served elsewhere in the Gallup area. Our more than 9,000-square-foot clinic is equipped to treat patients from infants and seniors to athletes and those recovering from surgery.

Among our new improvements are full-time occupational therapy services for hand, elbow, wrist and neurological impairments that impact daily activities such as cooking, bathing, dressing, grooming, fine motor skills and the ability to return to work.

Our post-COVID-19 physical therapy program provides specialized treatment for people with long-term physical symptoms from the virus including endurance, balance and coordination.

We now offer wheelchair and seating services. Our physical and occupational therapy support team works with local vendors to offer customization and fitting.

Please contact us 8a.m. - 5p.m. at (505) 863-7136 with any questions about our services.

RADIOLOGY DEPARTMENT



RMCHCS is and proud to provide high-quality imaging care to our community. The radiology team provides 24/7 coverage for imaging needs, including MRIs, ultrasounds, CT scans, limited special procedures, bone density scans and more. Its mammography services are nationally accredited by the American College of Radiology.

The department consists of a radiologist, radiology/ultrasound technicians and support staff. Together, the radiology team has well over 200 years of imaging experience. Each is trained to address individual needs and communicate with patients' physicians to relay results quickly, accurately and efficiently. The team plays a vital role in RMCHCS' ability to maintain Acute Stroke Ready Certification from DNV-GL, ensuring high clinical standards and 24/7 emergency response.

Happy New Year!

RMCHCS Hospital Services:
1901 Red Rock Drive
(505) 863-7000

College Clinic
2111 College Drive
(505) 863-1820

Family Medical Clinic
2111 College Drive
(505) 863-1855

Home Health & Hospice
211 East Aztec Avenue
(505) 863-7041

Rapid Care
1850 East Hwy. 66
(505) 488-2603

Red Rock Specialty Clinic
1900 Red Rock Drive
(505) 863-7200

Rehabilitation & Wellness Center
1910 Red Rock Drive
(505) 863-7136



January Awareness & Recognition Days

- National Blood Donor Month
- Cervical Cancer Awareness Month
- January 1, New Year's Day
- January 12, National Pharmacist Day
- January 17, Martin Luther King, Jr. Day
- January 25, National IV Nurses Day

February Awareness & Recognition Days

- American Heart Month
- Black History Month
- February 1, Chinese New Year
- February 1-7, Patient Recognition Week
- February 4, Go Red for Women
- February 7-11, Pride in Foodservice Week
- February 7-13, Peri-Anesthesia Nurse Week
- February 13-19 Cardiovascular Professionals Week
- February 14, Valentine's Day
- February 21, President's Day

