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Beautiful Facility,
State-of-the-Art Technology,
but what make us successful is...



...our **PEOPLE**



DEAR friends

Ridgecrest Regional Hospital has an incredible team that is compassionate, caring, and talented. We recognize our people as one of our greatest strengths. We are proud to have dedicated staff and physicians, whose commitment and efforts have led us to expand our services to the community.

Please join me in congratulating our service awards recipient, and employee of the year Pam Glantz, who joined RRH as a Registered Nurse in the Surgery department in May of 1996. Her extensive experience and in-depth knowledge ensures she is able to provide all RRH patients with excellent wound care. Pam actually saved the life of an attendee by administering the Heimlich maneuver.



I'd also like to welcome our new providers; Ghassan Mohsen, M.D. (Cardiology), Michael Leung, D.D.S. (Dental), Doris Delgado, RDN (Dietician), Brettney Daugherty, DNP (Family Practitioner) and Gerald Dungo, NP (Nurse Practitioner). ~Jim Suver, CEO

BOARD OF DIRECTORS 2015 - 2016

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Thanks to our friends and donors, Ridgecrest Regional Hospital's **Emergency Department** now has a new portable ultrasound unit. The hospital also received \$50,000 towards its high-definition endoscopy equipment!

You can be a part of the good work that happens at Ridgecrest Regional Hospital by supporting our

ANNUAL FUND FOR Excellence

OUR 2016 ANNUAL FUND FOR EXCELLENCE will focus on breast cancer awareness and early detection through the purchase of a GE Health care Ivenia Automated Breast Ultrasound unit or ABUS. This technology is the state-of-the-art and will complement the other incredible changes coming to our Women's Imaging department.

Did you know that 40% of women have dense breasts, yet 90% of them do not know they have dense breasts? Having

dense breasts can increase a woman's risk to develop cancer by 1-6 times. **Women are getting their mammograms, yet in the dense breast population, up to 50% of cancers are still being missed.** We can change that with this advanced technology. Together our efforts can result in saved lives!

For more information, please contact Tamara Tilley at (760) 499-3955, by email at tamara.tilley@rrh.org, and check us out of the web at www.rrh.org.



2015 EMPLOYEE OF THE YEAR *Pamela Glantz*



Pam Glantz began her career at Ridgecrest Regional Hospital as a Nursing Assistant in May of 1996. Pam expanded her clinical knowledge through experience and continual education, serving in many clinical areas including the Medical Surgical Unit; Surgery; Home Health and assumed her role as Wound Care RN in 2011.

Her passion for wound care management and patient education is evident in all her patient encounters. Her clinical expertise is sought in collaboration on wound management by nursing and physicians daily. Pam places patient care and advocacy first, often arranging complex discharge care plans.

We are proud and honored that to have Pam at Ridgecrest Regional Hospital. Well deserving of Employee of the Year!"

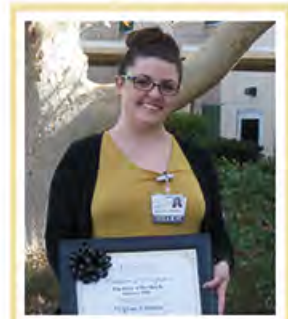
~Sandy Gilliam MSRN
Administrator Patient Care Services

EMPLOYEES OF THE MONTH

January, 2016 and February, 2016



LYNDZEY CANE
JANUARY 2016



MEGHAN ASLANIAN
JANUARY 2016



ELISE LITTLETON
FEBRUARY 2016



ZACHARY SANDOVAL
FEBRUARY 2016

Daily, minute by minute, they continue to provide excellent care with high quality standard, and always strive to exceed patient's expectations. Ridgecrest Regional Hospital has an incredible team that is compassionate, caring, and talented. We recognize our people as one of our greatest strengths. Every month we recognize the achievements and hard work of a select few from our team and thank them for all that they do.

COMMUNITY HEALTH NEEDS ASSESSMENT SURVEY **PRIZE DRAW** *announcement*

*Executive Assistant
Tamara Khalifeh
with Rosalie Ferguson,
winner of survey
prize draw.*

Ridgecrest Regional Hospital (RRH) is excited to present an iPad Air 2 to Rosalie Ferguson, the winner of the Community Health Needs Assessment survey prize draw.

We received close to 1500 responses, and we would like to express our heartfelt gratitude to everyone for taking a part in this survey. We truly value the information you have provided.

Your input will help RRH and its Board of Directors assess health care needs and concerns in our community in order to shape its strategy to not only improve the current health care services, but to expand and offer new services locally.

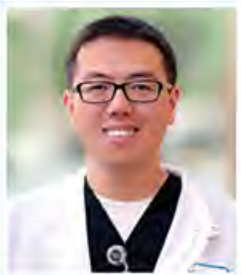


*Pink Ladies & Blue Men Auxiliary
2016*



NEW PROVIDERS IN RIDGECREST

MICHAEL LEUNG, D.D.S. DENTISTRY



After attaining an undergraduate degree in Bachelor of Science from the University of California San Diego (UCSD), Dr. Leung pursued Doctor of Dental Surgery at the USC School of Dentistry. During his time there, he recognized his passion and desire to provide dental services to the underserved. He has worked at a community health center providing dental services to a primarily rural and underserved population and was part of the National Health Service Corps (NHSC).

In early 2016, he moved to the community of Ridgecrest to practice at the Rural Health Clinic. In his spare time, he enjoys hiking, traveling, reading, business, and investing.

GERALD DUNGO, N.P. NURSE PRACTITIONER

Gerald Dungo is a nurse practitioner at the Rural Health Clinic and at Urgent Care.

Gerald holds a Masters Degree in Nursing as a Family Nurse Practitioner from University of Phoenix. He completed a Bachelor in Nursing degree from Brandman University in Irvine CA and an Associates Degree in Nursing from Golden West College, Huntington Beach CA.

Gerald's passion is working with geriatric patients; and, he has a growing enthusiasm for working with all ages of underserved individuals. He likes learning more about evidence-based and urgent care medicine. He likes to spend time with his family, his friends and his dog. He especially enjoys watching animal planet, eating diverse kinds of foods, and traveling to different states.

National Board Certification: American Nurses Credentialing Center



BRETTNEY DAUGHERTY, D.N.P. NURSE PRACTITIONER



Brettney Daugherty is a nurse practitioner at the Rural Health Clinic.

She graduated from the University of San Francisco with her Doctorate in Nursing Practice (DNP) as a family nurse practitioner. She attended nursing school at UCLA (University of California, Los Angeles), where she received her Masters of Science in Nursing.

She believes that everyone deserves quality health care. In addition to educating and empowering her patients, in her free time she enjoys music, camping, and water sports. However, what she looks forward to most is her annual family vacation to explore different parts of the world together.

DORIS DELGADO, R.D.N. DIETITIAN

Doris Delgado is a Registered Dietitian Nutritionist at Ridgecrest Regional Hospital.



She comes to us from Mayo Clinic, College of Medicine. There she completed extensive training in diabetes management, renal/dialysis, Intensive Care Units, level 1 trauma care, pediatrics, oncology/hematology, liver, lung, heart, pancreas, kidney and bone marrow transplant, GI, malnutrition, bariatrics, and nutrition support.

To make an appointment with Doris, please call (760) 499-3780.

- Diabetes management/gestational diabetes
- Chronic kidney disease management
- Weight management
- Pediatrics
- Bariatric
- Alternative nutrition therapies
- Gastrointestinal disorders/disease nutrition management
- Malnutrition
- Nutrition support
- Oncology/hematology
- Transplant
- Cardiology nutrition therapy

GHASSAN MOHSEN, M.D. CARDIOLOGY



Dr. Mohsen joins the community of Ridgecrest from his most recent private practice experience at the New York University Medical Center and New York Methodist Hospital.

Dr. Mohsen earned his doctorate of medicine (M.D.) degree from the Saint Louis University, and is board certified in Internal Medicine and Cardiovascular Disease. He completed his postdoctoral training in Internal Medicine at Saint Louis University and his cardiology fellowship at Tulane University in New Orleans.

Dr. Mohsen is a general cardiologist with expertise and certification in advanced non-invasive cardiac imaging including echocardiography, nuclear cardiology, and vascular ultrasound (RPVI). By incorporating lifestyle modifications into his overall approach, he focuses not only on treatment of cardiovascular disease, but also its early detection and aggressive prevention.

He is fluent in Spanish, enjoys playing piano and is active in football and swimming. He looks forward to being a leader in improving the cardiovascular health of the community of Ridgecrest and encourages all members to join in this effort.

LIFE AT Bella Sera

with resident Beatrice Harrison

Beatrice has been a resident of Ridgecrest for nearly 26 years. She moved to Bella Sera in September 2015.

Beatrice recently had eye surgery and is pretty excited about how she can now watch television and clearly see the world around her. She says she is very diligent about putting in her eye drops 4 times a day, on time, every time, and appreciates that nurses at Bella Sera are attentive and helpful with her eye drops schedule.

When asked about her favorite person at Bella Sera she says, "It's difficult for me to name just one person or even a couple, because I like so many people here. I really like my room-mate as well as all the girls at breakfast table. I am fond all the nurses here and I enjoy chatting with them as they make me feel warm and comfortable. All the nurses here at Bella Sera are very hard working, helpful and courteous."

In addition to her shopping trips with other residents at local retail stores, in-home manicure, pedicure service and her hair stylist visits, one of her most pleasant experiences at Bella Sera is about having her clothes washed and done the way she likes it. "They are very careful with my clothes; they know I don't like a wrinkle. They will also spot clean and carefully hand wash my neck pillow for me", she states.

She makes a special note about having religious freedom at Bella Sera. "We have church service on weekends, residents have communion in their own rooms for when we're not feeling so well, and I have also, on occasions seen Buddhist preachers visit other residents", she added.

Her favorite activity at Bella Sera is helping fellow residents, and in fact, she is sometimes referred to as the pink lady volunteer, as she is often found helping other residents get to their rooms, bringing to them and sharing with them her magazines, and lifting their mood when they're feeling unwell.



RESIDENT ACTIVITIES at Bella Sera

- Coffee socials and happy hours
- Birthday socials
- Walks
- Bingo
- Night owl
- AM exercise
- Shirley on piano
- Sensory group
- Manicure/pedicure
- Express art
- Happy fit
- Jewelry making
- Reading club
- Gardening
- Game night
- Charades
- Arts and crafts
- Movie nights
- Shopping trips
- Chair yoga
- Church
- Cooking
- Trivia
- Learning sign language
- Under 55 group fun



Meet our new ACTIVITIES COORDINATOR Joylene Orong

Joylene joined at RRH in early 2016 as an Activities Director at Bella Sera, after having worked in the same role at the Tehachapi Valley Healthcare District. She has also previously worked at Ridgecrest Healthcare as a CNA.

She finds her current role very satisfying as she enjoys working with the elderly, hearing their life stories and learning from their wisdom, as well as encouraging them to engage in group activities to enhance their experiences at Bella Sera.



STEPS TO *Reduce the Risk of* **HEART DISEASE**

— *Dr. Ghassan Mohsen (cardiologist)*

Today I want to share with you a patient encounter I had with Bert (name changed for this article), who comes to see me for the first time. At 45 yrs, Bert is average height and build, doesn't take any medication and smokes half a pack a day. In addition to walking 3 miles two times a week with his wife, he is an active man, hardly sitting down when at work and frequently playing tennis with his kids.

Bert: "Listen Doc, my brother just had a heart attack, he is only 55 years old!"

We couldn't believe it because he was a strong guy! He hiked 5 miles on the weekends, but he did smoke a pack daily for 30 years. Now he can barely walk a block without sitting down. He hadn't had a check up for 5 years.

I just turned 45 years old, and I'm asking myself.... Could this happen to me...? What can I do now to reduce my chances of heart disease....?"

Doc: Heart disease is the number one killer of both men and women in the United States. Over 600,000 people die from cardiovascular disease each year.

Cardiovascular disease includes conditions affecting the structures and functions of the heart. Both coronary artery disease and vascular disease are included in these alarming statistics.

Although having a first degree family member with heart disease increases your chances as well, you can take charge and make changes in several key areas of your health to protect yourself.

THE TOP FIVE MODIFIABLE RISK FACTORS ARE: OBESITY, SMOKING, ELEVATED CHOLESTEROL, HIGH BLOOD PRESSURE, AND DIABETES.



RESEARCH SHOWS THAT IF ALL THESE RISK FACTORS ARE ELIMINATED, HALF OF THE DEATHS COULD BE PREVENTED. Despite this knowledge in the medical field, studies suggest that this message isn't getting across to the public.

The best way to begin is to find out about your own body. First, know the normal levels of vital signs for your age and gender. A check-up is needed to get a baseline of where to start from.

The American Heart Association (AHA) suggests that getting cholesterol levels, blood pressure, BMI, waist circumference and hemoglobin A1c checked once a year will create a history and help to foresee problems before they cause a life-threatening event

LEARNING THE WARNING SIGNS OF A *Heart Attack*

and when to get help can also make a difference. The AHA lists warning signs of a heart attack as: chest pains but only some feel like the "movie heart attack." Most start slowly, with mild pain or discomfort. Women may also experience other symptoms, particularly shortness of breath, nausea and back, neck or jaw pain. It is important not to wait to get help if you suspect something isn't right because every minute counts.

CALL 911 INSTEAD OF THINKING YOU CAN MAKE IT BECAUSE YOU WILL ALSO RECEIVE TREATMENT FASTER.

Small changes you make today regarding your lifestyle will make a big impact on your long-term cardiovascular health and vitality.

- ♥ *Quit smoking immediately*
- ♥ *Visit your physician to have your blood pressure, cholesterol and blood sugar checked*
- ♥ *Exercise at least 30 minutes daily to get your heart rate up*
- ♥ *Eat a well balanced diet low in saturated fat and sodium*

meet our PATIENT FINANCIAL SERVICES TEAM



Our friendly Patient Financial Services Department is here to help you with your billing and insurance questions. We are located in the Annex building next to Center Pharmacy. We accept all insurances including:

- ✓Blue Cross
- ✓Blue Shield
- ✓Cigna
- ✓GEHA
- ✓PacifiCare
- ✓UFCW
- ✓TriWest (PGBA)
- ✓United Health Care

We will bill your insurance carrier as a courtesy to you. We have a financial assistance program for those patients that are under-insured or uninsured. We have certified Covered California representatives to help you with your application.

You can opt to pay your bill on our website at www.rrh.org, by phone 760-499-3009 or 760-499-3010, or at our cashier window located in the annex building.

Keeping its commitment to be a leader in providing the highest quality medical care and services, Ridgecrest Regional Hospital brings to its ICU...

the pulse of innovation

DYNASCOPE CENTRAL SURVEILLANCE

The DS-7600 series of central monitors lets us stay connected with our patient whether they require telemetry or hardwired surveillance. With their small footprints and large

screens, the instruments in this series provide exceptional, flexible monitoring capabilities that make them a superb choice for busy hospital environments.

other USEFUL NUMBERS TO NOTE



Medicare billing:
760-499-3004 or 760-499-3011

Medi-cal billing:
760-499-3005 or 760-499-3008

All Other insurances:
760-499-3003, 760-499-3012 or 760-499-3119



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CONNECTED

6th Annual Butterfly Release

Saturday, May 7th
at 11am

Please join Ridgecrest Regional Hospital and Hospice for the *6th Annual Live Butterfly Release*. The community is invited to help raise funds for Hospice by sponsoring a Painted Lady Butterfly in memory or in honor of a loved one.

The celebration will include the recitation of names, an inspirational poem, release of Painted Lady Butterflies, and a reception to follow.

Each Painted Lady Butterfly is \$20

Call RRH Hospice at (760) 499-3617 for more information.

Enrollment forms are available at Hospice
or at www.rrh.org
and can be mailed to Hospice:
Ridgecrest Regional Hospital
Attn: Tera Moorehead
1653 Triangle Dr., Ridgecrest, CA 93555

**Ridgecrest Regional Hospital
Front Lawn**

