

# GRMC

## HEALTH CURRENTS

ADVANCED MEDICINE. PERSONAL TOUCH.



### PATIENT CARE

## The heart of our mission

It seems obvious enough that patient care should be the core mission of every hospital. At GRMC, we take that mission to heart. Every decision, every investment, every action is done with the patient's best interest in mind.

Our concerted efforts to ensure that patients are at the center of everything we do is evidenced by recent major awards and recognitions. Healthgrades, a leading expert that rates and evaluates hospital quality based solely on clinical outcomes, has recognized GRMC with the Patient Safety Excellence Award™ for the second year in a row! This puts us in the **top 10 percent in the nation for patient safety** and among only 458 award recipients nationwide—47 of which are in Texas and only 2 of which are in the San Antonio/New Braunfels area. Healthgrades also recognized GRMC for Outstanding Patient Experience™, again putting GRMC in the **top 10 percent**

**of the nation** based on patient experience surveys. Please read more on these achievements inside this newsletter.

### Growing to meet your needs

The GRMC facility is in its final stages of a multi-year remodeling project. We are completing construction on our second cardiac catheterization lab and seventh operating suite, as well as expanding The Birthing Center, which will include a new triage suite for expectant mothers, a continuing care nursery, and remodeled labor and delivery suites. In addition, many other upgrades throughout the facility and campus have been completed to provide better patient care experiences

in almost all clinical areas.

We are grateful for the significant community support that has helped us accomplish our patient-centered mission. For example, **GRMC was recently the recipient of a GVEC Power Up Grant**, providing \$20,000 toward the remodel of the new Inpatient Rehab Unit's showcase kitchen. Patients who have experienced a debilitating injury or illness often need to relearn basic household skills, such as meal preparation. The needs of patients and their families were definitely at the core of our concerns as we designed this essential element of the Inpatient Rehab Unit.

The annual Guadalupe County Bras for a Cause event generated awareness and funds for cancer care in our community. Through the dedication and enthusiasm of this fundraising group and their supporters, **GRMC received a \$40,000 endowment** for the care of uninsured or underfunded patients needing cancer care at our facility.

**Join us!** GRMC will continue to spread awareness for cancer prevention through its second annual Mammos and Mimosas event on the morning of Saturday, Oct. 6. This free event will offer free-flowing mimosas, local vendors, pampering stations, munchies, door prizes and more. As the attendees from last year can attest, the mimosa party is a whole lot of fun!

Guadalupe Regional  
MEDICAL CENTER

Advanced Medicine. Personal Touch.



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healthgrades™

# Patient Safety and Patient Experience

Guadalupe Regional  
MEDICAL CENTER



A CULTURE OF CARING

## Our ongoing commitment to patient care excellence

GRMC is the proud recipient of Healthgrades' recognitions for Patient Safety Excellence™ and Outstanding Patient Experience™ in 2018, putting us in the **top 2 percent** of all eligible hospitals in the nation to receive both awards.

This distinction recognizes GRMC's excellent performance in safeguarding patients from serious, potentially preventable complications and providing a positive experience for patients during their hospital stay. Plus, this recognition goes hand-in-hand with other highly positive results related to patient surveys, Hospital Compare website updates, quality metrics and other established systems that show GRMC's patients are extremely pleased with their customer experience and GRMC's ongoing commitment to excellent patient care.

### SHAPING OUR CULTURE OF CARING

Patient experience is the sum of all interactions, shaped by the organization's culture of caring. At the core of GRMC's culture is an ongoing, continuous, concerted and conscious effort to provide excellent communication and compassion in every single interaction. GRMC staff recognizes that each member of the team is crucial to that overall and aligned effort.

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#### Clear communications

Just being in a foreign healthcare environment can be confusing and even scary. Not knowing what will happen next or what to expect only exacerbates those fears. GRMC employees are trained to begin every patient (and family member) interaction with a welcome, a clear introduction of who they are and their role in the patient's care, an explanation about what will happen next and how long it is expected to be, and an expression of appreciation for allowing us the privilege to care for the patient.

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#### Hourly Rounding®

The GRMC nursing staff checks in with all inpatients on an hourly basis to anticipate and address patient needs, including comfort and pain control.

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#### Discharge callbacks

Since 2014, an automated callback system has been used to call all inpatients

within 48 hours of hospital discharge. Information from these callbacks ensures that we are quickly addressing patient issues and improving outcomes.

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#### Nurse call system

A new, state-of-the-art electronic nurse call system was installed this year to improve patient safety, communication and clinical workflow in all inpatient areas. This streamlined system makes it easy for patients to connect quickly with their nurse, assuring a rapid response to needs and questions.

Each of these practices and tools provides a proactive means to engage, listen to, communicate with and support our patients, their loved ones and other team members. The culture of caring at GRMC begins with a commitment to excellence from every single staff member—a characteristic that is expected from day one and every day thereafter.

# The true measure of success

As the old saying goes, “The proof is in the pudding!”

While we’re delighted to be recognized by national ranking organizations and receive awards for our service, the true measure of GRMC’s success comes directly from our patients. Letters and

comments from patients and families are our most treasured rewards for a job well done by our employees, physicians and volunteers.

Whenever possible, we share these letters and comments with all of our staff and especially with those who are mentioned. The letters and comments

capture the essence and compassion of the personalized, patient-centered care we provide—and further remind us and reinforce for us that our main goal is to provide healing and comfort.

Below are a few of the many positive comments Guadalupe Regional Medical Center has received in the past few months:

“I drive from New Braunfels to Seguin to see my doctor so I can have my procedure done at GRMC. I tell everyone how great your facility and the staff that comes with it are.”

“Every person we interacted with was excellent! You can definitely tell that they enjoy what they do. They addressed all of our concerns quickly and respected our wishes during my C-section. It was an awesome experience.”

“I felt like a queen. I have never been to a five-star hotel, but now I can say I have.”

“I was treated exceptionally well while I was there! Your staff members are really the finest, most caring people that I know. All of your staff is wonderful! I was very scared and emotional and your staff helped me because they really cared about me. Thank you so much for being there when I needed you! God bless all of you!”

“All the nurses listened to our wants and needs and respected them. Very professional, yet comfortable atmosphere. Loved our stay here!”

“The nurses were outstanding! They took a very scary situation for my son and made it a little less scary and a little more bearable, yet professional. Everyone was fabulous and treated my son with outstanding care!”

“I was given amazing care by every staff person I encountered...Each and every one was caring and compassionate. They constantly asked how I was doing. I felt taken care of and supported the whole time I was there...I cannot say enough good things about GRMC and the staff there.”

“There is no better service that could have been given. The best doctors that I know—very considerate. I highly recommend this hospital. They are the best.”

“Everyone I came in contact with, from the person who cleaned my room to the doctor, was extremely pleasant.”



# A unique way to give

There are many ways to give to Guadalupe Regional Medical Foundation (GRMF), such as cash donations, estates, bequests and more. But did you know that you can donate to GRMF while you shop on Amazon?

AmazonSmile is a simple and automatic way for you to support GRMF every time you shop—at no added cost to you! When you shop AmazonSmile, you'll find the exact same low prices, vast selection



Elaine Bennett,  
CEO of Guadalupe  
Regional Medical  
Foundation

and convenient shopping experience as on Amazon.com, with the added bonus that Amazon will donate a portion of the purchase price to GRMF. Simply visit [smile.amazon.com](https://smile.amazon.com) and log in with your Amazon credentials. On your first visit to AmazonSmile, you will select "Guadalupe Regional Medical Foundation" to receive donations from eligible purchases before you begin shopping.



## SAVE THE DATE:

Pistols & Petticoats

A night of Western entertainment benefiting Guadalupe Regional Hospice Services.

**Saturday, November 17th**

For more information, visit [grmedfoundation.org](https://grmedfoundation.org).

Let your passion be your legacy. Visit [smile.amazon.com](https://smile.amazon.com) and start shopping!



## Sharing our light

GRMC is proud to announce the crowning addition to the construction project in progress on the hospital campus: a high-efficiency LED lighting system that spans the full skyline of the buildings stretching from the Wellness Center to the Patient Tower.

The idea for this project was born out of the need to improve lighting and safety on the campus. It was further inspired by the city of Seguin's historic downtown fountain lights and the recent water tower lighting system on the 123 Bypass.

The system has an almost unlimited capacity for color

selections and combinations, but the most consistent color displayed will be GRMC blue, reflected in its logo and throughout the hospital's "river of life" decor. An exploration into the significance and connotations of the color blue reinforces the many characteristics that GRMC strives to provide in its service to the community: stability, trust, confidence, integrity, safety, expertise and cleanliness.

Furthermore, the color blue is associated with health and healing. The saying "true blue" reflects loyalty and trustworthiness, and the expression "blue ribbon" represents top quality. The blue skyline that will henceforth be seen from the GRMC campus will be a reminder to its staff and physicians of



Robert G. Haynes,  
FACHE, CEO

their important mission to provide expert and compassionate care to the thousands of patients treated here each year.

Seasonal and special event color changes will also be implemented throughout the year, a means of adding cheer and unity to the community and complementing the other beautifully lit features in Seguin.

Just as a lighthouse brings illumination and safety to those who pass by it, GRMC's new lighting system is meant to transmit a similar message: The hospital is steadfastly available to serve the community at every hour of every day, as the hub of quality healthcare in the region.

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