

GRMC

HEALTH CURRENTS

ADVANCED MEDICINE. PERSONAL TOUCH.



Now more than ever, safety remains our priority

In uncharted territory, safety takes on new significance. As our world, nation and state take on the challenges of COVID-19, we at GRMC continue to make patient, staff and visitor safety our number 1 goal.

Like most of Texas, our region has been blessed to have minimal cases of the coronavirus. Nevertheless, GRMC has implemented a robust response plan to prevent contagion and to quickly diagnose and treat positive cases.

A healthcare leader

We are fortunate to have Bhupinder Sangha, MD, on staff. Board-certified

in internal medicine, critical care and nephrology, Dr. Sangha has ample experience taking care of respiratory illnesses related to viruses complicated by acute respiratory distress syndrome. His expertise and experience have been instrumental and reassuring. All of our community physicians have been engaged and coordinated in their response for the sake of patient well-being.

New protocols

Following guidance from the state and related health agencies, GRMC has implemented protocols for limiting and checking all visitors into the facility and for ensuring staff health and safety.

Until further notice, wearing masks is required of all staff, patients and visitors. Social distancing guidelines are being followed, and we are ensuring sufficient stock of personal protective equipment. We also have the supplies and testing technology for COVID-19 available.

Next steps

As the state loosens its mandates, we are also re-establishing normal routines to ensure that our community continues to obtain ongoing medical care. Elective surgeries and diagnostic tests are being scheduled. In order to accommodate our laboratory patients, we have established a system to draw blood specimens from patients while they sit in their cars in our parking lot, if so desired. Be assured, GRMC continues to be here for you and your family.

Guadalupe Regional
MEDICAL CENTER

Advanced Medicine. Personal Touch.



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GRMEDCENTER.COM

SUMMER 2020

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Our safety and quality earn an 'A'



In recognition of the nation's highest quality hospitals, **The Leapfrog Group**, a national watchdog organization of healthcare employers, announced this spring that GRMC has been recognized as a Top Hospital in the nation. This puts GRMC in the top tier of the nation's hospitals for those who prioritize safety and quality in patient care.



Performance across many areas of hospital care is considered for the competitive award, including preventing infections, reducing C-sections, using technology to reduce medication errors and implementing surgical volume standards for safety.

The Leapfrog Hospital Survey compares hospitals' performances on national standards of patient safety, quality, efficiency and management structures that prevent errors, providing a comprehensive picture of how patients fare at individual institutions.

A top choice

In addition, GRMC has been found to be in the top 4 percent of the nation's hospitals based on the comprehensive criteria of the **Women's Choice Award**, which was developed to evaluate and recognize healthcare providers who are dedicated to **safe patient care**. Since

approximately 80 percent of healthcare decisions are made by women, this award was developed to specifically inform their choices toward high-quality organizations.

Furthermore, GRMC was recognized

by **Healthgrades for Outstanding Patient Experience** for the third year in a row. We are honored to be named among the top 5 percent of U.S. hospitals for Patient Experience in 2020.

Outstanding achievements

In national standardized patient satisfaction surveys, GRMC exceeds national, state and regional averages in every single service area, including:

- Transition of care from one area to another
- Cleanliness
- Communication about medications

- Discharge information
- Doctor communication
- Nurse communication
- Quietness
- Staff responsiveness
- Overall hospital rating
- Likelihood of recommending the hospital



NEW! CLEAR SPRINGS URGENT CARE

Bridging the community's medical needs

Guadalupe Regional Medical Center continues to grow in size, scope of services and outreach. The once small-town hospital that first opened its doors on the outskirts of Seguin in 1965 has blossomed into a comprehensive provider of medical, surgical, obstetrical and specialty services for a seven-county region. Nationally recognized for its quality, safety and patient satisfaction achievements, GRMC is consistently “on the grow.” In fact, GRMC is more than just a medical center—it is a regional health system.

Right place, right time

As a regional health system, GRMC's focus is on providing access to care at the right place and at the right time. We recognize that there are often medical situations that do not require the full scope of an Emergency Department, but which may require more timely attention than a scheduled doctor's office appointment can provide. As a result, the Guadalupe Regional Urgent Care Center has now opened its doors on Highway 46, amid quickly developing neighborhoods and businesses and across from the famed Clear Springs Restaurant.

The new center is positioned to provide a needed bridge between primary care and emergency care, linking the strength of our Seguin-based specialists with the highly skilled providers at this center. The center will provide convenient access to care while bridging the distance between Seguin and New Braunfels.

Daily, 24/7 care

Open 365 days a year (including all holidays), from 7 a.m. to 7 p.m., the Guadalupe Regional Urgent Care Center is staffed with board-certified providers who are trained and experienced in caring for people of every age—from newborns to seniors.



 **VISIT grmedcenter.com**
to take a virtual tour of the
new urgent care facility.

The center has on-site x-ray capability and is technologically connected to the team of board-certified radiologists at GRMC for timely imaging analysis. Laboratory equipment is also available for on-site diagnosis of flu, strep throat and urinary tract infections. Specialty support is available through well-established relationships with local orthopedists; cardiologists; ear, nose and throat specialists; gynecologists; and more.

Local businesses will also benefit from the new center at Clear Springs. Work-related injuries can be quickly and expertly treated at the center, with continuity and follow-up care provided by physicians within the GRMC health system.



Need care now?

The Guadalupe Regional Urgent Care Center at Clear Springs is located at:

1761 S. State Highway 46, Suite 104,
New Braunfels

Call **830.433.7816**.

Meet our highly skilled **urgent care providers**



Jason Powell, PA



Russell Steitle, FNP



Diane Toney,
FNP-BC

Clear Springs welcomes new PCP

The building block for all good medical care begins in the same place—with the primary care provider. A family doctor who knows your history, chronic conditions, personality and healthcare goals is essential at every stage of life.

Brett Earnest, MD, is the newest addition among many excellent family medicine physicians on the GRMC medical staff. Dr. Earnest has been practicing in New Braunfels for eight years, and he is now delighted to begin a new chapter providing medical direction for the new urgent care center and establishing his own primary care practice at the Clear Springs location.

Genuine, compassionate and loyal

After completing his medical training and obstetrics fellowship at UT Southwestern, Dr. Earnest and his wife established roots and started their family in New Braunfels. Described as genuine, compassionate and deeply loyal, Dr. Earnest is extremely well-regarded as both a physician and a friend.

Asked about his practice philosophy and values, Dr. Earnest replies that he believes in each patient's inherent worth and demonstrates that by getting to know and respect each patient—and by delivering effective and efficient care. He especially enjoys treating all ages of patients and a wide range of conditions and helping keep families healthy. While practicing state-of-the-art modern medicine, Dr. Earnest is a strong adherent to the traditional values and loyalty to patients associated with old-fashioned family physicians.

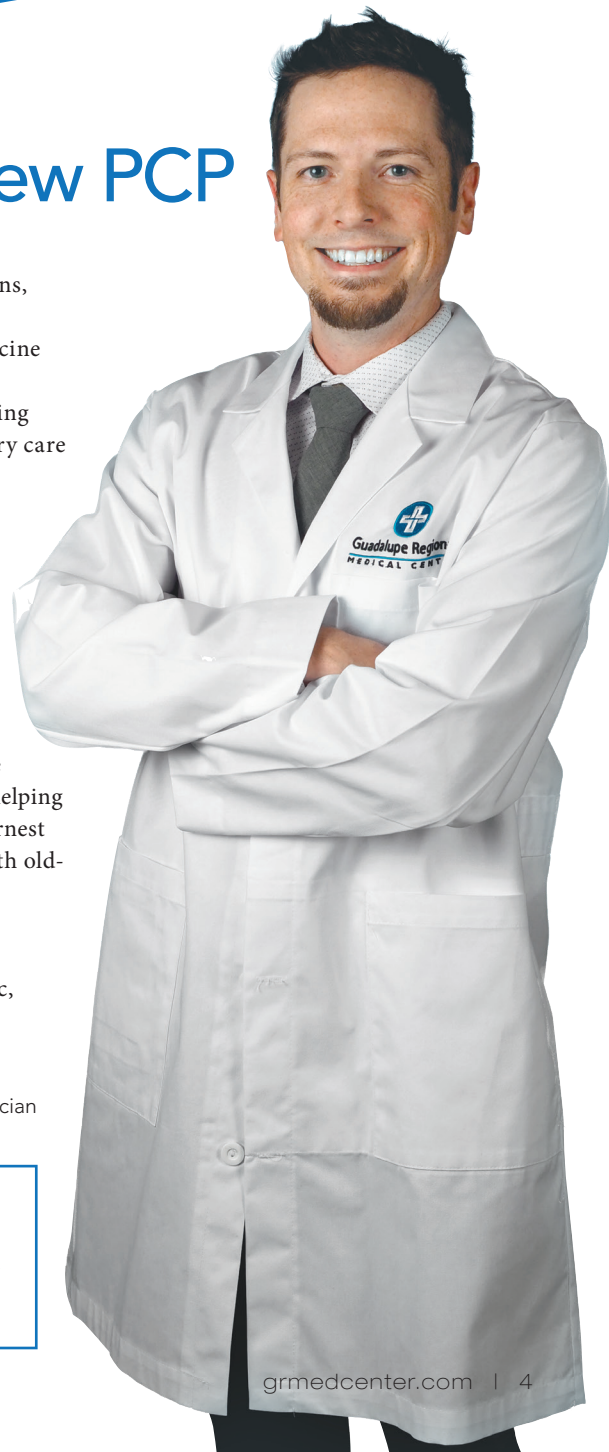
Dr. Earnest's commitment to community is evident in his regular rotations at the Volunteers in Medicine clinic; his leadership role in the Boy Scouts; his active involvement with his church and his children's school; and his enjoyment of music, theater, and outdoor activities with his wife and family.

Brett Earnest, MD
Board-certified primary care physician



NEED A CHECKUP?

Dr. Earnest is currently accepting new patients.
Call **830.433.7815** to make an appointment.



Urgent vs. Emergency

Where do you go when you need medical care quickly—say for a bump, a bruise or a bellyache? Urgent care centers can manage many minor illnesses and injuries. But some symptoms call for emergency care.



Go to a **primary care** provider for:

- ✓ Annual wellness visits
- ✓ Chronic disease management
- ✓ Immunizations

If your doctor has walk-in appointments or same-day appointments, your primary care physician can see you for many minor illnesses and injuries if their schedule allows.



Go to **urgent care** for mild or minor:

- ✓ Allergic reactions or rashes
- ✓ Cuts, burns or wounds
- ✓ Headaches
- ✓ Illnesses, such as colds, sore throats, earaches and low-grade fevers
- ✓ Injuries, such as back pain, sprains and strains
- ✓ Nausea or vomiting
- ✓ Lacerations and stitches



Call 911 or go to the **ER** for:

- ✓ Allergic reactions with trouble breathing, hives or swelling
- ✓ Chest pain that lasts for more than a few minutes
- ✓ Difficulty breathing
- ✓ Heavy bleeding, severe burns or deep wounds
- ✓ High fever with a headache or stiff neck
- ✓ Injury to the neck, spine or head, especially with other symptoms
- ✓ Passing out, fainting or seizures
- ✓ Poisoning or overdose
- ✓ Serious injuries, such as broken bones
- ✓ Severe and persistent vomiting or diarrhea
- ✓ Sudden severe headache or pain, such as in the jaw or arm
- ✓ Sudden confusion, weakness, loss of balance, face drooping, blurred vision or slurred speech

Play it safe.

This chart is not medical advice or a complete list. If you think you have something serious or life-threatening, seek emergency care right away.



Find convenient care near you. See our new urgent care location and learn more about our Emergency Department at grmedcenter.com.

Sources: American College of Emergency Physicians; National Institutes of Health

Community comes together

An essential component of good health and well-being is as simple as having food for nourishment. Unfortunately, there are many families around the nation and in our region who struggle with food insecurity. With the COVID-19 outbreak and ensuing job losses and uncertainties, the shortage of groceries became a forefront issue for families who had never imagined being in a food line.



Elaine Bennett,
Guadalupe
Regional Medical
Foundation CEO

GRMC and GRMF collaborated with City Manager Steve Parker and the local food bank to quickly develop a Mega Food Distribution event in May, providing a food lifeline to over 6,000 regional families. A similar event was held June 18 in the Seguin Coliseum.

Other sources of community assistance have come from local businesses, the school district and hundreds of volunteers who stepped up to provide over \$20,000 worth of in-kind contributions for the hospital's frontline staff. Hundreds of hand-sewn cloth masks and supplies of hand sanitizer were generously provided to GRMF and our Guadalupe Healthcare Network for staff and local physicians.

We understand that almost everyone needs a hand at some point in their lives. We are glad to be in a position to coordinate and provide that help for those in current need.

A world-class diagnostic center for women

In the meantime, GRMF continues to help plan for the hospital's future.

Our current focus and greatest need is the Women's Imaging Center. We have already raised \$375,000 of the \$500,000 needed for the construction of this world-class diagnostic center for women, expected to be completed by November.

The private, convenient and beautifully appointed center will offer 3D breast imaging and ultrasound, image-guided stereotactic biopsies, pelvic ultrasounds, and bone density studies.

Every dollar donated will have a great impact in bringing advanced preventative, diagnostic and therapeutic care to the women of our community.



Donations can be made at
grmedfoundation.org.

Thankful of our healthcare heroes and you

Throughout my long career in healthcare, I have always considered those who care for patients to be heroes. Regardless of the provider's role, each one is essential.

Whether that role is cleaning the patient's room, preparing their meals, giving a bath, listening to their story, dispensing medications, performing a breathing treatment, responding to emergencies, diagnosing the illness or performing a procedure or surgery—every single healthcare provider is indeed a hero.

Thank you—to the heroes who serve, and to the community for your heartwarming parade and signs, for your contributions and support, and for recognizing these heroes. Thank you for your continued confidence in our healthcare system. As always, it is indeed my privilege to represent the hundreds of heroes who work and practice at GRMC.



Robert G. Haynes,
FACHE, CEO

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