

# & Onward & Upward

Community Memorial Healthcare Looks to the Future



## A Message from Mick Zdeblick President & CEO

### HELLO FRIENDS AND NEIGHBORS!

Spring has sprung and we are well on our way to summer. In addition to the beautiful flowers that are blooming around

our community, we're seeing a lot of exciting growth here at Community Memorial. I'm thrilled to share the highlights with you in this update.

We're committed to making high-quality care easily accessible throughout the community. You will see inside that we have added new locations, providers, and services across the system. We've added a new Health Center in Ojai that delivers both primary and specialty care. We've onboarded some new physicians in key specialties. We've added Pharmacy and Lab services to make care more convenient to your work and home. And we're now offering innovative tests to help detect cancer, and free kits to help curb substance use disorder.

We've accomplished all this while working diligently to maintain an exceptional level of care. I'm particularly proud that we have earned Healthgrades' Outstanding Patient Experience Award™ for the second consecutive year. Awards and accolades are nice, of course, but our highest honor is serving you. We have even more expansion in the works right now, as we are fully committed to meeting and even exceeding the needs of our community so you can always Expect More from Community Memorial Healthcare.

*Mick Zdeblick*

Mick Zdeblick  
President & CEO



## Twice as Nice!

Patients rate us highly, AGAIN.

**Twice in a row! We are thrilled to share that after winning Healthgrades' 2022 Outstanding Patient Experience Award,™ our Ventura Hospital was honored a second time in 2023.**

Based on patient survey data that Healthgrades obtains from the Centers for Medicare & Medicaid Services, this designation puts Community Memorial Hospital – Ventura in the top 15% of hospitals nationwide for patient experience. The Hospital also achieved four Healthgrades 5-star ratings in the areas of neurosciences, pulmonary, gastrointestinal, and critical care.

## Welcome New Physicians

We're happy to offer access to three new doctors who joined our Health Centers' roster in the last few months.

**Nicholas Fettman, MD – Otolaryngology**  
**Sumit Mehta, MD – Gynecologic Oncology**  
**Mana Lazzarotto, DO – Family Medicine**

## Look for the Wave!

A wave of signage reflecting our new name and new logo is going up across Community Memorial Healthcare. Installation on the Ventura Hospital campus is nearly complete, and we plan to have new signage up at all of our locations by this September. In addition, you'll soon start noticing our new wall graphics and window signage on Main Street.



## New Health Center Opens in Ojai

We're thrilled to announce that our newest Health Center is now open in Ojai, thanks to generous gifts from the Otis and Bettina Chandler Foundation and Ojai Valley Hospital Foundation. Home to primary care, as well as other specialties like geriatric medicine, orthopedics (spine and general), and obstetrics, we are looking to expand the specialties available in the next few months.

As an Academic Medical Center, the office is staffed by both resident and faculty physicians. The newly designed space welcomed local residents with an Open House on May 30. The clinic is beautifully appointed and features 20 impressive pieces of art from local artists and patrons.

The art collection is part of our system-wide Operation Picasso, an effort to tap into the art of healing throughout our facilities. Learn more about this initiative below.

**Address: 1320 Maricopa Hwy, Suite D, Ojai**  
**Phone: 805-948-6730**

### Operation Picasso The Art of Healing

In 2004, Ojai Valley Hospital Foundation Guild members Barbara Hirsch and Neva Williams began a project that would bring together Ojai's vibrant art community and Community Memorial Hospital – Ojai.



From left: Featured artists Marie McKenzie, Christopher Noxon, Cindy Pitou Burton, and Lindsay Thomson, with Operation Picasso Lead, Richard Amend.

The idea was to harness the healing power of art to enhance the well-being of patients and visitors at the Hospital and our Continuing Care Center. Local artists and patrons donated approximately 200 original works of art to create a serene, positive atmosphere in the Hospital and Continuing Care Center.

Art therapy has been used to help a broad range of people, from children traumatized by war to cancer patients, to people struggling with mental illness. Now a growing field called neuroaesthetics focuses on the power of the arts and aesthetic experiences to physically alter our bodies and minds.

Since then, renowned local artist Richard Amend, supported by the Foundation Guild, took Operation Picasso to new heights. Amend devotes his time and talents to maintain, curate, and advance the project. Today, the Community Memorial Art Collection includes more than 2,000 pieces, featuring more than 150 local artists, whose work is displayed at both Hospitals and in our network of Health Centers.

## Substance Use & Useful Resources

Unfortunately, Substance Use Disorder (SUD) is rampant across the country, and is growing in our community as well. Individuals and their families trying to cope with the grip of addiction need support and solutions to find their way to wellness. Community Memorial offers a wide range of services through our expanding Addiction Medicine Program. From resources in our Hospitals and Health Centers to efforts in the community, we

are committed to helping patients at every step of the way through recovery. Highlights of our program include:

- Providing Substance Use Navigators to our Hospital patients, and extending services to high-risk and underserved populations
- Offering individual and group therapy with skilled social workers, therapists, and other clinicians
- Educating staff about SUD, addiction services, and the best way to refer patients from departments like our Emergency Room and Mother/Baby

- Stocking Health Center exam rooms with free Harm Reduction Kits containing NARCAN® and fentanyl test strips
- Sponsoring educational events in the community about available resources
- Adding more Addiction Medicine specialists to our team

To learn more, please visit our website at [mycmh.org/SUD](http://mycmh.org/SUD).

### GALLERI™ FROM GRAIL

## The Test That Screens for More Than 50 Types of Cancer

When cancer is diagnosed early,<sup>1</sup> before it has time to spread, the overall 5-year cancer-specific survival rate is 4 times higher than when cancer is diagnosed late. That's why doctors recommend certain routine cancer screenings, such as colonoscopy, mammography, or PSA tests. About 3 out of 4 new cancer cases and cancer-related deaths are due to cancers with no recommended screening.<sup>2</sup> The Galleri™ test helps to get ahead of cancer when it's most treatable.



Galleri™ is a blood test that screens for a signal shared by more than 50 types of cancer. The test is given through a single, simple blood draw and can be ordered during a regular visit with your healthcare provider. If a cancer signal is detected, the results can also predict the tissue type or organ associated with the cancer signal. Galleri™ looks for cancer before symptoms appear, when there may be more treatment options. The test is especially useful for people who are over the age of 50, have a family history of cancer, or are immunocompromised. Some of the more common cancers the Galleri™ test can find include:

- Anal cancer
- Esophageal cancer
- Liver cancer
- Pancreatic cancer
- Breast cancer
- Kidney cancer
- Mesothelioma
- Stomach cancer
- Cervical cancer
- Leukemia
- Oral cancer
- Uterine cancer

The Galleri™ test typically costs \$949 as an out-of-pocket expense. Community Memorial is committed to doing more for our patients and our community. That's why we are the first health system based in Ventura or Santa Barbara County to offer the test for \$799.

Talk to your doctor about referring you for the Galleri™ test at Community Memorial, or visit [mycmh.org/galleri](http://mycmh.org/galleri) for more information.

<sup>1, 2</sup> Footnote references can be found at [mycmh.org/galleri](http://mycmh.org/galleri)



## A Joint Effort Working With Our Joint Replacement Navigator



The decision to have a joint replacement can take years. Most patients and their physicians prefer to start with noninvasive treatments such as pain medication, physical therapy, cryotherapy, or cortisone injections. As the joint continues to deteriorate over time, these methods become less effective. That's when it's time to consider a joint replacement.

Community Memorial Healthcare orthopedic surgeons perform total hip, shoulder, and knee replacements, as well as partial hip and knee replacements. Patients are supported every step of the way by Orthopedic Patient Care Navigator Kathryn Harada, FN, BSN, CNOR.

The joint replacement journey begins with a special class Kathryn teaches. Beyond the actual surgical procedures, the class covers improving one's health in advance of surgery (pre-hab), preparing the home for a safe return, and the role of occupational and physical therapy in the recovery process.

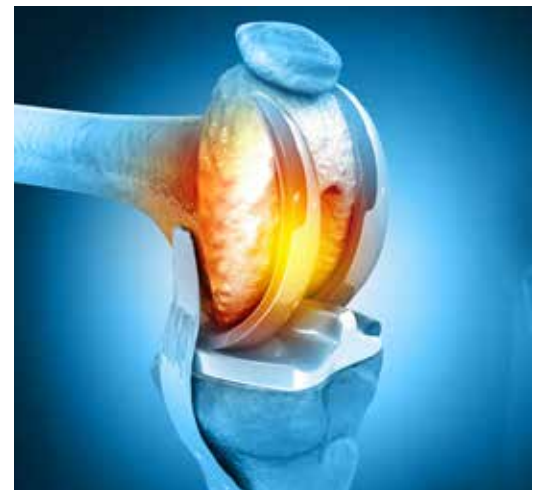
After a joint replacement patient takes the class, Kathryn stays in touch to answer questions, help coordinate appointments, and serve as a liaison between the patient and their physicians.

**On the day of surgery, patients are reassured by the sight of Kathryn's familiar face in the operating room. As a CNOR (certified perioperative nurse), she is specially trained to assist surgeons during surgery and work with patients before, during, and after a surgical procedure.**

Physical and occupational therapy starts in the Hospital. If a patient needs more therapy and medical equipment to for a smooth recovery, Kathryn provides them with resources and assistance prior to

discharge. Even after the patient is sent home, she will check in to see how they are doing.

Enhancing patient satisfaction is the most important aspect our program, and we've seen our Orthopedic Navigator Program succeed in some other ways, including shortening patient stays, lowering readmissions and infection rates, and reducing clinical variations. The Hospital was recently named a Blue Cross Blue Shield Blue Distinction® Center for Knee and Hip Replacements & Spine Surgery.



Visit [mycmh.org/joint](http://mycmh.org/joint) to learn more about our program and expert physicians.

## Lab & Pharmacy Updates — for Your Convenience

**Located on our Ventura Hospital campus, our Outpatient Pharmacy supplies medication for both hospitalized individuals and community members looking to fill or refill prescriptions.** As a hospital-based retail pharmacy, we provide a higher level of service and expertise, shorter wait times, and immediate access to a wider variety of medications than other pharmacies.

Our Pharmacy offers FREE prescription delivery to all our Hospital and Health Center patients. Same-day and standard USPS delivery options are available!

**Same-day delivery service is available.** All other areas are eligible for standard USPS delivery. To phone in a prescription, call 805-948-5175.

Camarillo	Newbury Park	Thousand Oaks
Carpinteria	Oak View	Santa Paula
Fillmore	Ojai	Simi Valley
Port Hueneme	Oxnard	Ventura

**Online scheduling for Lab appointments is now available at Community Memorial Hospital – Ventura in the Mountain Tower.** Accredited by the College of American Pathologists, our Laboratories perform both inpatient and outpatient testing. We have outpatient lab draw stations at our Hospitals in Ventura and Ojai and at our Community Memorial Health Center in Camarillo. Your electronic results are accessible 24/7 through our FollowMyHealth patient portal. **To schedule your Lab appointment, visit [mycmh.org/lab](http://mycmh.org/lab).**

**Blood draws for medical tests are now available at several of our Health Centers.** If you have an appointment at one of our Health Centers and have a lab order from your visit, or a standing order, you can likely take care of it right at the Health Center.



## Caring for Our Community Caregivers

According to AARP, there are 4.1 million unpaid family caregivers in California. Their meaningful, challenging work is valued at \$81 billion annually — an \$18 billion increase in unpaid contributions since 2019.

Caring for an ill parent, child, spouse, friend, or loved one is a challenge, regardless of your relationship to the person you care for. It can be stressful and overwhelming. If the person you are caring for is a parent, there can be a difficult role reversal to deal with. At Community Memorial Healthcare, we understand how challenging this invaluable work can be. That's why we launched our free Caregiver Navigator Program. Now, you don't have to manage your loved one's care alone.

Created for patients of our Community Memorial Health Centers, the program provides resources and support to those caring for patients with complex medical illnesses, mental health issues, substance use disorder, Alzheimer's/dementia, or developmental challenges. Our specially trained caregiver navigators help by:

- Assessing needs and identifying areas for improvement
- Facilitating access to the appropriate level of care services
- Addressing caregiver needs by connecting to home health, respite care, mental health, and other community resources
- Assisting with communication and coordination with healthcare providers
- Creating opportunities for caregiver education
- Providing emotional support and help establishing a self-care plan

If you are currently caring for a patient of our Community Memorial Health Centers, you are eligible for this program. Call 805-948-5803 to learn more.

Keep reading for more updates.

## GENEROUS DONATIONS HELP US DO MORE So You Can Expect More

Although we are a single, integrated health system, Community Memorial Healthcare benefits from the efforts of two foundations: Community Memorial Foundation and Ojai Valley Hospital Foundation. This setup enables each foundation to work with donors in their respective community and focus on each Hospital's specific needs.

### Community Memorial Foundation



**The 49th Annual Benefactors' Ball, *A Magical Night on the High Seas***, was a big success. Guests got into the spirit, with more than a few sporting "pirate" eye patches and head scarves. Revenue from the Ball and other sources in 2023 allowed Community Memorial Foundation to purchase \$1,076,751 in vital equipment for Community Memorial Hospital – Ventura:

- Hemodynamic system to monitor patients undergoing procedures in the Cath Lab
- Portable ultrasounds for rapid bedside imaging
- AccuVein® vein-visualization device for IV placement
- New gurneys, stretchers & wheeled walkers
- OmniBed Carestation for the Level III NICU
- Sterile tubing welder for the Laboratory

### Ojai Valley Hospital Foundation



**Both of the Guild's fundraising events for 2023** were well-attended. *The Hop*, a 50's-themed shindig, was held under the stars at Soule Park Golf Course. The annual *Nightingale Ball*, held at the Ojai Valley Inn Farmhouse, drew more than 300 guests. Thanks to the generous Ojai community, Ojai Valley Hospital Foundation was able to fund \$783,000 in vital equipment for Community Memorial Hospital – Ojai and its adjacent Health Centers:

- Ongoing financial support for the Emergency Department, including 24/7 physician coverage
- A portable x-ray machine
- A bladder scanner
- A Lucas chest compression system
- Funding for new clinical offices

**There's no such thing as a small donation when it's coming from a big heart. Whatever you can give, it all adds up to a better, more efficient, and effective healthcare system.**



To learn more or make a gift to either Foundation visit [mycmh.org/giving](https://mycmh.org/giving).

## Nurturing New Nurse Internship & Residency Programs

The pandemic drew attention to a problem U.S. hospitals had been dealing with for several years: the national nursing shortage. Many hospitals had to bring in "travelers" — nurses who work for healthcare staffing agencies who are brought on to fill in at understaffed healthcare organizations. We utilized travelers as necessary, but we looked for a more long-term solution by establishing Nurse Internship and Nurse Residency Programs.



Our Nurse Internship Program was developed in collaboration with Cal State University Channel Islands and Ventura College. It is mutually beneficial, enabling the schools to provide current nursing students with real world experience and the Hospital to invest in its future workforce.

The program has three levels. Nurse Intern I is for nursing students who have more than a year to finish their nursing program and have basic skills, and Nurse Intern 2 is for students with less than one year of nursing school left. Both levels work in the Hospital, performing nursing assistant duties, and working with experienced nurses to develop their nursing skills. We also added a Nurse Intern III position, for when a Nurse Intern II graduates, but has not yet passed their NCLEX exam. This is a bridge position as the Nurse Intern III is soon to be working as a Registered Nurse at Community Memorial Healthcare — either interviewing for open positions or waiting for a Nurse Residency or New Graduate Program to start. Interns can choose to work in one of four areas: adult acute care, critical care, maternal child health, or emergency medicine.

Founded in 2017, Community Memorial's 18-week Nurse Residency Program is rooted in evidence-based training and onboarding practices for newly minted nurses. Residents have already graduated and passed the National Council Licensing Examination. Nurse Residents start with didactic work, move on to hands-on training in our on-site simulation lab, and finally get to work with patients with supervision of their preceptor.

Both the Internship and Residency Programs are highly selective. Applicants must submit a letter of recommendation from a faculty member at their school. The Residency Program typically gets 200 – 300 applicants for just 15 spots.

Each program gives new or future nurses an opportunity to practice in real time as they learn. Along the way, they become familiar with Community Memorial protocols, teams, processes, and documentation. Not surprisingly, many choose to stay on, and the programs have a 90% retention rate!