

# FY 2017 Accomplishments

## Best of the Desert

Once again St. Mary was voted Best Hospital in the Region as well as Best Place to Have a Baby. We were also esteemed as Best Urgent Care and Best Medical Group. More than 245,000 reader votes were submitted in the poll.



6,891

CLINICAL ENCOUNTERS  
IN THE CLINIC'S  
HEALTHY BEGINNINGS  
PROGRAM



## The Region's First OB Emergency Department

We established the region's first OB Emergency Department for the care of expectant mothers.

## Women and Infants Services

We received national attention through a story from Vox media for our work to improve quality and safety in our Women and Infants Services.



12,632

CLINICAL ENCOUNTERS  
PROVIDING LACTATION  
SERVICES FOR MOTHER  
AND BABY CARE



We provided \$33.1 million in community benefit investments averaging \$2.7 million per month

STAFF PROVIDED  
**28,704**  
CLINICAL ENCOUNTERS  
TO UNINSURED AND  
UNDERINSURED PATIENTS



1,327

ENCOUNTERS PROVIDING  
DIABETES COUNSELING,  
EDUCATION AND SELF-CARE



3,145

ENCOUNTERS WITH PERSONS  
SUFFERING FROM DEPRESSION,  
PTSD AND SUBSTANCE ABUSE

## Women's Choice Award for Patient Safety from America's Best Hospital

The award acknowledged our ranking in the top decile for patient safety in our care of mothers and children as well as women's services.



6,519

ENCOUNTERS PROVIDING  
NUTRITION AND OBESITY CARE  
INCLUDING NUTRITION CLASSES

1,878

UNINSURED PERSONS PROVIDED  
ENROLLMENT INTO HEALTH INSURANCE

## One Year Anniversary with Providence Health

July 1, 2017 marked the first year anniversary of our joining Providence Health and Services to become PSJH.

## Accredited by the Joint Commission

We were accredited by the Joint Commission to pursue our Stroke Receiving Center designation.



**6,519** encounters to address obesity, including free nutrition classes offered in Adelanto, Hesperia, Phelan and Piñon Hills.

**221** local residents participated in free physical education classes in low income communities — logging in 3,681 hours!

## Urgent Care and Outpatient Radiology

We prepared the way to offer two new services and increase our network offering: Urgent Care and Outpatient Radiology.

## Reduced Sepsis Rates

We made great strides in our efforts to reduce sepsis rates among our patient population.

**286** students at a Hesperia school completed Youth Wellness pilot program. It will extend to additional High Desert schools for the 2017 - 2018 school year.

**\$1,869,217**

IN HOSPITAL FINANCIAL AID AND CARE PROVIDED TO THE UNINSURED

## Our Efforts to Improve Both Patient Satisfaction and Caregiver Engagement Include:

- Improvement action plans following last year's survey.
- A new Questions and Answers column in our caregiver newsletter.
- A Leadership Video Series to keep caregivers informed of hospital initiatives.
- Efforts toward increased communication concerning our new partnership and Providence St. Joseph Health parent company.

Support of Healthy City campaigns in Adelanto, Apple Valley, Hesperia, Snowline and Victorville promoting nutrition, physical activity, weight loss, environmental improvements and the passage of healthy ordinances.

**391**

STUDENTS WERE PROVIDED WITH HEALTH CAREER ASSISTANCE

**5,754**

PRIMARY CARE ENCOUNTERS PROVIDED IN CLINICS AND WITH A MOBILE MEDICAL SERVICE

## Record Breaking Fundraiser GALA:

We held our most successful fundraising GALA in our history, raising more than \$304,000 to support our ministry. We continue to celebrate the generosity of our community stakeholders and supporters.



**FIT 4 LIFE 5K OBSTACLE CHALLENGE**

**863**

PERSONS WERE PROVIDED TRANSPORTATION ASSISTANCE TO RECEIVE HEALTH SERVICES

## Employee Giving

We experienced a record year in Employee Giving to support our mission, exceeding \$240,000.