



Memorial Medical Center

December 2018

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Our Mission

Making Communities Healthier

Our Vision

To be a place where:

People choose to come for healthcare,

Physicians want to practice, and

Employees want to work.

Our High Five Guiding Principles

These principles guide our actions and decision making and define what our community can expect from us as a healthcare partner.

•Delivering high quality patient care

•Supporting physicians

•Creating excellent workplaces for our employees

•Taking a leadership role in our communities

•Ensuring fiscal responsibility

Memorial Staff, Medical Staff, Board of Trustees and Community:

Introductory CEO Remarks

We are now approaching the end of 2018, and the completion of my fifth year as CEO of Memorial Medical Center. "Quality" and "Safety" have been the guiding priorities in every decision that I've made in each of the last five years. These priorities apply not only to our patients but to our very valued employees as well. We are an integrated team composed of our Board of Trustees, medical staff and employees who actively support each other in the provision of high quality care, and a safe working environment. I have promised the people of Las Cruces and Southern New Mexico that Memorial Medical Center will evolve from a community hospital to an integrated regional medical referral center. To accomplish this we have set high standards in everything that we do. I can think of no better evidence of our accomplishments than the results of surveys by outside independent parties through which we received: a perfect survey of our laboratory services by The Joint Commission on Accreditation of Healthcare Facilities (JCAHO); the award of full Accreditation of our Cancer Center Program as the only accredited cancer center program in southern New Mexico; two awards of Center of Excellence for our Bariatrics program; full accreditation of our Chest Pain Center; and the reduction of nationally tracked patient harms by over 70%. During this time we have dramatically increased our physician satisfaction scores, our surgeon satisfaction scores, and our employee satisfaction scores through our efforts that recognize and respect the valued input of each team member. These achievements have been a result of focused determination in putting quality and safety first among all priorities.

Memorial Transport Team Now Providing Safe Transfers

Thanksgiving weekend didn't quite go as planned for a pregnant mother in Deming. When the family brought her to the ER there in premature labor, their emergency



Memorial Transport Team



Maternal Fetal – NICU - PICU

team quickly called Memorial requesting transport to our ER. Once here, she and the unborn baby were cared for by our Maternal Fetal Medicine specialist, Dr. Maria Velasquez. Memorial has just started a Maternal Fetal (mother/unborn baby), Neonatal, Pediatric emergency transportation service. This type of specialized emergency transport allows babies and children to receive care without having to go to Albuquerque or El Paso. Memorial has the only Level III Neonatal Intensive Care Unit, and the only Pediatric Intensive Care Unit in southern New Mexico. Now, we have the specialized transportation ready to bring these patients here, to the closest hospital with the highest level of care in the region.

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Memorial Bariatric Weight Loss Program Earns Near Perfect Survey from The Joint Commission



After a full day and thorough inspection in the hospital as well as the practice, The Joint Commission surveyor had only one minor finding as she discussed the survey report with the Bariatric Surgery team at Memorial. Within 12 hours, the Memorial Surgical Weight Loss Team, led by bariatric surgeon, Dr. Frank Felts, was awarded a Disease-Specific Care certification (DSC) by The Joint Commission. DSC certifies that the Program delivers consistent, high quality care according to a national standard. The Joint Commission surveyor complimented Dr. Felts and staff about several 'Best Practice'



procedures that she intends to share with other bariatric programs. Memorial started the Bariatric Surgery Program less than two years ago. In that time, it has earned two national accreditations for quality and safety. We couldn't be more pleased and proud of Dr. Felts, Karla Felts-Bariatric Program Director, and the entire Memorial surgical weight loss team for this outstanding, hard-earned, and well-deserved achievement. To learn more about surgical weight loss and Dr. Felts, click on this link: <https://memorialweightlosscenter.com>



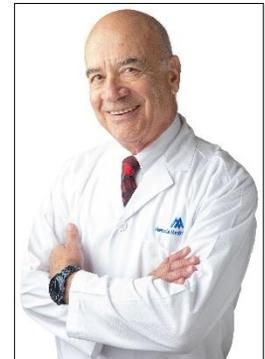
Dr. Gaudencio Pavia Joins the Memorial Physician Practices Family

Gaudencio Pavia, MD, an Internal Medicine Specialist, has cared for many Las Cruces over the past 20 years. We couldn't be more pleased that Dr. Pavia has recently chosen to join Memorial Physician Practices under the name Memorial Internal Medicine-Mall Drive. Dr. Pavia's office location remains the same, at 1180 Mall Drive in Las Cruces, and **appointments may be made by calling 575-523-4344**. We extend a warm welcome to Dr. Pavia and his patients.

Memorial
Internal Medicine
MALL DRIVE

Welcome Dr. Louis Benevento

To address the growing need for adult primary care specialists, Memorial Physician Practices recently welcomed much-loved, long-time Las Cruces Internist, Dr. Louis Benevento, to the Memorial Internal Medicine-Telshor location. Dr. Benevento joins Dr. Edna Juarez and Dr. Syed Ahmed at this practice which is located on the west side of the Memorial hospital campus, 2450 S. Telshor, Building D. We extend a warm welcome Dr. Benevento's current patients, and encourage others to see him at his new office location. **Same day or next day appointments may be made with Dr. Benevento, Dr. Juarez, or Dr. Ahmed by calling 575-556-6470.**



Memorial Cancer Center – "We Fight Back"

Cancer is a serious diagnosis and a tough fight. At Memorial Cancer Center **We Fight Back**. We recently invested more than \$14 million in upgraded facilities and the latest technology. We believe that patients should be able to stay close to home to get nationally accredited care with highly experienced, credentialed doctors, nurses and technicians. No other cancer program in this region is nationally accredited, nor does their team have all our credentials. Memorial's partnership with UNM Comprehensive Cancer Center means that our patients have the advantage of individualized, state of the art care from a team that includes doctors from one of the nation's top cancer programs. As part of our **We Fight Back** ad campaign, we asked several Memorial Cancer



*Lynn Fletcher, RN, CPPS
Lynn recently earned her
Certified Professional in
Patient Safety credentials.*



*Memorial Cancer Patient,
Heather Hume*

Center patients to share the story about their personal fight against cancer. To hear Heather Hume's breast cancer story in her own words, click on this link: <https://youtu.be/SVmhgwMFSpM>.

Patrick Leung, PharmD, One of Only Nine Critical Care Pharmacists State-Wide

New Mexico has only 9 Board Certified Critical Care Pharmacists, and Patrick Leung is the first, and only, one in Las Cruces who has this credential. After extensive studies, Patrick, Pharm D, BCPS, PhC, BCCCP, passed the national Board of Pharmacy Specialties' Critical Care Pharmacy exam. Patrick is the Manager of Pharmacy Clinical Services at Memorial and the Pharmacy Residency Program Director at Memorial's Family Medicine Residency Program. We congratulate Patrick on this exceptional achievement. Through his expertise and dedication to his profession, Patrick is a key contributor to the fact that Memorial has become one of the leading hospitals in quality and safety. We are proud of his accomplishment and exceptionally proud to have him on our team!



Memorial Lab Adds Rapid Testing For GBS Infections

Memorial's Lab has recently introduced a new rapid test (recently approved by the Centers for Disease Control) for a type of Strep infection that affects the digestive and reproductive tracts in men and women. This Group B Strep (GBS) becomes a greater concern when it infects the unborn or newborn baby of an infected mother. The infected baby can experience mild fever or more severe symptoms if untreated with antibiotics. With this new test, results from our lab are available in just over 60 minutes, allowing the doctor to determine right away if the patient needs antibiotics. This helps us provide quick treatment for those infected with GBS as well as being good stewards in our use of antibiotics.



ER Director Kat Kurupas Appointed to National Advisory Council

LifePoint Health, Memorial's parent company, has invited our ER Director, Kat Kurupas, BSN, RN, CPPS, to sit on their Emergency Department Advisory Council. We congratulate Kat on this honor, and are very pleased that a Memorial employee has been invited to be a voice for the entire company. We are very proud to have nurses of Kat's caliber and expertise on the Memorial team.

In Closing...

During this time of Hanukkah and Christmas and other seasonal celebrations, we want to take a moment to thank each of you who has entrusted us to care for you or a loved one. Memorial has a legacy of caring for our community for more than 65 years. It is an honor and a privilege that we take to heart very seriously every day of the year. We also thank our exceptional auxiliary volunteers, staff, nurses, and physicians for making Memorial an outstanding health care system. We wish you and your family the very best during the holidays, and good health in the year ahead.



Auxiliary holiday luncheon (above)

Memorial employee families visit with Santa (right)



Happy Holidays & A Healthy New Year,

John Harris, CEO
Memorial Medical Center