

HEALTHCARE

An Advertising Supplement to the Orange County Business Journal • July 18, 2016





U.S. News Names CHOC Children's One of the Nation's Best Children's Hospitals

From treating the most complicated cases of epilepsy and repairing complex urological conditions, to curing cancer and saving premature lives, CHOC Children's physicians and staff are committed to delivering the highest levels of safe, quality care. That commitment has earned CHOC its most recent accolade: inclusion on the coveted U.S. News & World Report's Best Children's Hospitals rankings. CHOC ranked in eight specialties: cancer, neonatology, neurology/neurosurgery, pulmonology, orthopedics, gastroenterology and GI surgery, diabetes and endocrinology, and urology, which earned a "top 25" spot.

According to U.S. News, the Best Children's Hospitals rankings are intended to help parents determine where to get the best medical care for their children. The rankings highlight the top 50 U.S. pediatric facilities in 10 specialties, from cancer to urology. Of the 183 participating medical centers, only 78 hospitals ranked in at least one specialty. For its list, U.S. News relies on extensive clinical and operational data, including survival rates, clinic and procedure volume, infection control measures and outcomes, which can be viewed at <http://health.usnews.com/best-hospitals/pediatric-rankings>. An annual survey of pediatric specialists accounts for 15 percent of participants' final scores.

"The Best Children's Hospitals highlight the pediatric centers that offer exceptional care for the kids who need the most help," says U.S. News Health Rankings Editor Avery Comarow. "Day in and day out, they offer state-of-the-art medical care."

Dr. James Cappon, chief quality and patient safety officer at CHOC, points to the survey as an invaluable tool for him and his colleagues to evaluate programs and services, determining best practices, and making plans for the immediate and long-term future.

"CHOC is certainly honored to be recognized once again by U.S. News. But our dedication to serving the best interests of the children and families in our community is what truly drives us to pursue excellence in everything we do. Our scores, especially in the areas of patient-and-family-centered care, commitment to best practices, infection prevention, breadth and scope of specialists and services, and health information technology, for example, reflect our culture of providing the very best care to our patients," explains Dr. Cappon.

2015 Leapfrog Top Hospital

CHOC's culture of excellence has earned it numerous accolades, including being named, multiple times, a Leapfrog Top Hospital. The selection is based on results of The Leapfrog Hospital Survey, which is considered the gold standard for comparing hospitals' performances in the areas of safety, quality and efficiency. In particular, the survey focuses on three critical areas: how patients fare; resource utilization; and management structures established to prevent errors. Performance across many facets of hospital care, including survival rates for high-risk procedures and ability to prevent medication errors, is considered in establishing the qualifications for the award.

"Leapfrog Top Hospitals have lower infection rates, better outcomes, decreased length of stay and fewer admissions," says Leah Binder, president and CEO, The

Leapfrog Group. "By achieving Top Hospital status, CHOC has proven it prioritizes the safety of its patients, is committed to transparency, and provides exemplary care for children and families in Orange County."

Additional recent honors for CHOC include the gold-level CAPE Award from the California Council of Excellence; Magnet designation for nursing; gold-level Beacon Award for Excellence, a distinction earned twice by CHOC's pediatric intensive care unit team; "Most Wired Hospital;" and The Advisory Board Company's 2016 Workplace Transformation Award and Workplace of the Year Award.

Inspiring Greatness

Inspiring the best in her team—and leading by example—CHOC's president and CEO Kimberly Chavalas Cripe was recently named a winner of the EY Entrepreneur of the Year® 2015 Award in the "Community Contributions" category for Orange County and Inland Empire. Considered the world's most prestigious business award for entrepreneurs, the Entrepreneur of the Year awards program recognizes leaders who demonstrate excellence and extraordinary success in areas such as innovation, financial performance and commitment to their business and communities. Winning entrepreneurs are selected by an independent judging panel comprised of previous award winners.

Cripe was appointed the top leadership position at CHOC when the hospital was struggling with massive financial losses. Her vision led to a rebound—ahead of forecasts—in financial performance, and established CHOC as the region's dominant pediatric provider. With her eye always on the horizon, Cripe led CHOC in the construction of the Bill Holmes Tower, which houses highly complex services, as well as enhanced patient and family amenities. Opened in 2013, the tower stands as a beacon of excellence and innovation.

Most recently, Cripe embarked upon yet another ambitious and visionary initiative: creating a pediatric system of care for children, teens and adolescents with mental illness. As part of this critical endeavor to address the alarming deficiency of pediatric mental health services, CHOC is building an inpatient mental health center. The center will provide a safe, nurturing place for children ages 3 to 18, in addition to specialty programming for children younger than 12. CHOC is also expanding outpatient mental health services. To learn more, visit www.choc.org/mentalhealth.

About CHOC

Children's Hospital of Orange County (CHOC Children's) is exclusively committed to the health and well-being of children through clinical expertise, advocacy, outreach, education and research that brings advanced treatment to pediatric patients. Affiliated with the University of California, Irvine, CHOC's regional health care network includes two state-of-the-art hospitals in Orange and Mission Viejo, many primary and specialty care clinics, a pediatric residency program, and four clinical centers of excellence - the CHOC Children's Heart, Neuroscience, Orthopaedic and Hyundai Cancer Institutes. For more information about CHOC, visit www.choc.org.

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UC Irvine Health

Convenient locations are at the heart of expansion

Healthcare consumers seek compassionate and high-quality care. But those services must be easily accessible to where people live and work. UC Irvine Health is meeting the demand for convenience and excellence by continuing to open additional primary and specialty care offices throughout the region.

On July 1, primary care practices in Yorba Linda and Brea joined the UC Irvine Health system, adding to the fast-growing network of strategically located offices throughout Orange County and in the Inland Empire. Many of these locations offer primary and specialty care as well as laboratory and radiology services. A major advantage of the UC Irvine Health system is that patients who need more complex care have access to Orange County's only academic medical center, UC Irvine Medical Center in Orange, and a medical staff of nationally recognized physicians.

Convenience and quality

"Consumers today are seeking convenient and affordable high-quality healthcare services," says Teresa Conk, UC Irvine Health chief strategy officer. Patients also want assurance that someone is coordinating their care, managing referrals to specialists and overseeing transitions to or from the hospital, she adds. UC Irvine Health patients who need referrals are connected to a system of more than 500 world-class specialty physicians.

At some locations, primary care doctors are joined by specialists in dermatology, gastroenterology (digestive disease care), neurology, otolaryngology (ear, nose and throat), podiatry, pain management, rheumatology and obstetrics/gynecology.

"The value and benefit of coordinated healthcare cannot be underscored enough," she says. "For example, a patient with joint pain seen by a primary care physician can be referred the same day to the rheumatologist in the neighboring office. Lab tests can be done onsite. All of the information on the medical records will be accessible to each care team member, creating an exceptionally coordinated experience."

Several UC Irvine Health locations also offer walk-in care — no appointment needed — or same-day appointments as well as after-hours urgent care.

Easy access, extended hours

"Many consumers can't make it to their doctor's office during work hours," Conk says. "Consumers want to be seen quickly, receive services as close to home or work as possible and have evening and weekend access. This is the foundation of UC Irvine Health's philosophy of providing on-demand primary care."

Doctors want to be allied with a prestigious and highly organized network of providers, says Dr. Manuel Porto, president and chief executive officer, University Physicians and Surgeons.



UC Irvine Health locations

To learn more about UC Irvine Health primary and specialty care physicians [visit ucirvinehealth.org](http://ucirvinehealth.org)

To make an appointment, **call 877-UCI-DOCS.**

For a complete list of UC Irvine Health locations, [visit ucirvinehealth.org/locations](http://ucirvinehealth.org/locations)

"There is an advantage to patients having their physicians practice medicine that is associated with a top-flight academic medical system like UC Irvine Health," he says. "Our physicians are continually recognized by Best Doctors in America®. These are physicians who are not just recognized for their ability to teach and train but also for their leading-edge clinical innovation, leadership in their field, and adherence to practicing evidence-based medicine for the betterment of their patients."

UC Irvine Health to provide care for Boeing employees and dependents

UC Irvine Health will join MemorialCare Health System and other regional hospitals and physician groups in providing a customized health plan option in California for almost all of Boeing's employees and their dependents in the Long Beach, South Bay and Orange County areas.

Boeing has about 15,000 employees and 22,000 dependents in California, most of those in the Southern California region. This Preferred Partnership is designed to improve health, enhance the patient experience and make healthcare more affordable for Boeing and those employees who choose it. It is a first-of-its-kind direct-to-employer contract in the state and one of only a few in the country.

"UC Irvine Health is pleased to offer members of the Boeing family convenient access to the latest evidence-based medicine across a wide range of primary and specialty care," said Howard J. Federoff, MD, PhD, vice chancellor of health affairs, and CEO, UC Irvine Health. "As Orange County's only academic medical center, we are deeply committed advancing each person's health by preventing disease, managing chronic conditions and offering novel treatments when needed."

This health plan option will be part of Boeing's open enrollment this fall, with services beginning Jan. 1, 2017. The program centers on keeping people healthy and out of the hospital by focusing on best practice, evidence-based prevention, diagnoses and treatments to identify and treat underlying health problems before they become chronic conditions.



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UC Irvine Health

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UCI Executive Health Can Help You Manage Your Health

For most busy people, having a physical exam is something to do after everything else is finished. The UCI Executive Health Program offers a prescription for wellness that is efficient and can easily fit into even the most demanding schedule. Among the most comprehensive examinations available anywhere, our evaluation can usually be completed in less than three hours. It includes intensive one-on-one attention, personal follow-up and top-flight testing – all delivered in one location. It is part of the nationally recognized UCI Health Care system, and includes sophisticated testing, highly skilled physicians and an experienced professional staff.

The exam begins with a detailed medical history and a personal in-depth discussion between you and the physician, with time to discuss any specific concerns or symptoms you have. Once this is completed, a thorough physical exam is conducted, including screening for cardiovascular disease, cancer,



UC Irvine Executive Health

respiratory ailments, vision, hearing, nutrition and fitness. A comprehensive laboratory analysis is also included. Depending on your age or risk factors, further tests may be recommended by the physician.

The results of the physical, along with recommendations are reviewed with you, in detail, by the physician, approximately two weeks after your exam. This discussion can take place by phone if that is more convenient for you. An in-depth analysis is performed to assess your risk for heart disease, cancer, diabetes and osteoporosis; and assess your nutrition, fitness, stress management, safety and weight management. From this information, a specific action plan can be developed to help you improve your health.

For additional information about The UCI Executive Health Program, please call 714.427.5832 or visit our website at ucirvinehealth.org/executivehealth.

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The Changing Health Care Landscape and How It Impacts Employees
Q&A with the CEO of St. Joseph Hoag Health

Dr. Richard Afable, president/CEO of St. Joseph Hoag Health, recently discussed how his organization is transforming health care delivery in Orange County, and what it means for employers seeking to increase productivity and decrease costs.

Q: Does the cost of health care correlate to the patient's health?

Dr. Afable: Cost does correlate to a patient's health status. Insurers are now saying, "We agree, so let's create new programs by which we, the payer, can work with you, the employer, to improve the health of your employees." And employers see a reduction in costs and an increase in productivity because their employees are healthier and happier.



Dr. Rick Afable, MD, MPH, FACP
 President/CEO
 St Joseph Hoag Health

At St. Joseph Hoag Health, we are partnering with insurers, brokers, and employers to build health programs specifically tailored to employees. Our collaboration optimizes clinical outcomes and service because we are converging around the consumer. The improved clinical outcomes, or health, results in decreased costs.

Research has shown that healthy employees are better able to contribute to long-term company goals: productivity, lower costs (or better affordability) and a better relationship with employees.

This new model of care provides a better solution to address the needs of employers. The new value proposition involves integration and convergence on the employee — as opposed to separate systems, which are less than ideal.

Q: The new model for care seems to eliminate the misconception that health providers only want to hospitalize employees or provide more care unnecessarily. Is this a more comprehensive approach to health care?

Dr. Afable: Absolutely. Our new business model does not add anything new — it's just reconfigured for increased effectiveness, efficiency, and better outcomes. By bringing all parties together, we have a greater opportunity to innovate and try new ways to improve health, reduce cost, improve service, and enhance the overall experience for employer and employee. By continuing to innovate, we'll continue to improve outcomes. Employers are asking employees to take a more active role in their own health and it's working.

Q: How does this convergence around employees work in practice?

Dr. Afable: I'll give you an example. St. Joseph Hoag Health analyzed claims data for Western Digital to create a customized program that would meet the specific needs of employees.

Our analysis revealed some common problems that were afflicting employees. In collaboration with Western Digital and the broker-consultant, we built a specific program at their on-site wellness clinic to address the issues. In the old days, this would have hurt our financial model by reducing the number of surgeries, procedures, and imaging studies that we, as a health provider, would have done.

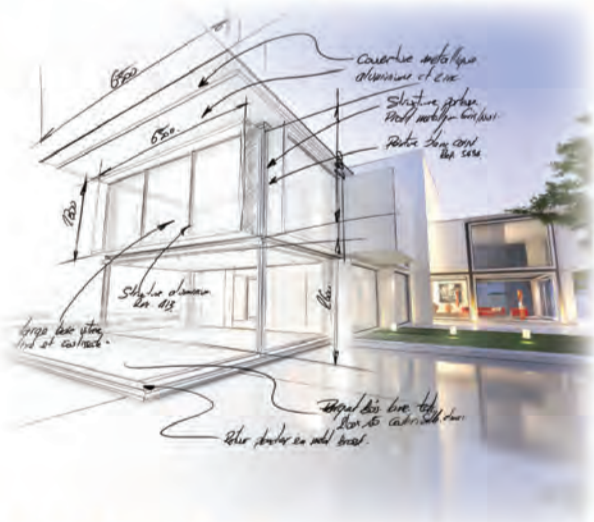
Instead, this program has reduced the number of expensive procedures and studies. And we're happy for it, because we have alignment around our partnership — the new business model rewards better health.

Today, our incentive is based on keeping more employees in better health rather than doing more procedures. St. Joseph Hoag Health is committed to keeping our communities healthy, and this new model is helping to make that a reality.

Contact Shelly Summers for more information — Shelly.Summers@stjoe.org or 949.381.4777.

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MemorialCare Health System: Transforming Health Care in Southern California

MemorialCare Health System continues to focus on delivering the best value possible to patients, employers, health plans, clinicians and communities throughout Southern California. As a future-focused organization, MemorialCare offers customized, innovative networks and products to employers seeking to control health benefit expenses while ensuring quality care for their workforce.

The goals are to provide the best possible care, bend the cost curve and create even better patient experiences. That's what employers say they want for their employees and their bottom line—and MemorialCare has listened.

MemorialCare is also pursuing direct-to-employer customized contracts, partnering with employers, health benefits experts and health plans. In this transformational health care delivery model, MemorialCare accepts responsibility and some financial risk for an employer's health care cost trend and quality expectations. Success in this "pay-for-value" model depends on delivering high quality and competitive pricing that's been MemorialCare's hallmark for more than a century—and the health system continues to eagerly embrace this challenge.

Locations Close to Home and Work

With strategically placed hospitals and more than 200 care locations stretching from South Orange County to Long Beach and the South Bay, MemorialCare is uniquely positioned to provide exceptional health, wellness, prevention, chronic disease management and treatment in the right location, with the right services and at the right price for employers, health plans and patients. Thanks to technological advances, for example, many surgical patients who spent days in a hospital now receive care in easily accessible outpatient centers without an overnight stay. MemorialCare is unveiling even more health care centers, innovative programs, progressive partnerships and comprehensive services where people live and work.

Health Care Advantages for Employers

Employers benefit from MemorialCare's innovative health plan partnerships with new product options designed to meet employer needs. These include the Vivity HMO with Anthem, MemorialCare and six other leading Southern California health systems. Aetna Whole Health provides a PPO accountable care option that can deliver short-term and sustainable savings to employers. Success in these and other models is based on the ability to engage patients and impact the cost-of-care.

MemorialCare's commitment to alternative payment models extends to Medicare. This year, Medicare intends to have 30 percent of its population in alternative payment models and 50 percent by end of 2018. MemorialCare was selected to be early participants in Medicare's Bundled Payment for Care Improvement initiative with performance and financial

accountability for episodes of care within certain specialties. It was also chosen to participate in the Next Generation ACO which provides unique opportunities to coordinate care, achieve high quality standards and share in savings if goals are achieved.

Strong Physician Relationships

MemorialCare's physician relationships give it significant strategic leverage necessary in the changing health care environment with physicians developing and championing critical initiatives key to delivering clinical excellence. Critical to this broad ranging, pluralistic approach is the commitment to offer physicians affiliation choices best meeting their needs and attracting the best and brightest to MemorialCare. The pillars of MemorialCare Medical Foundation—MemorialCare Medical Group employment model and Greater Newport Physicians (GNP) IPA—continue to grow, providing hundreds of thousands of patients choices of over 350 primary care physicians and 2,200 specialists.

New primary care and specialty sites, ambulatory surgery, imaging and dialysis centers, many with physician partners like GNP and Monarch HealthCare are opening throughout the Southland. The 2,000-member MemorialCare Physician Society drives best practices, clinical standards, innovations and care coordination inside and outside the hospitals.

Strategic Partnerships

MemorialCare's strategic partnerships transform health care, increase outpatient offerings, create efficiencies, broaden population health and strengthen its comprehensive, integrated delivery system to benefit communities. With UC Irvine Health, new primary care health centers relieve physician shortages and increase access to care.

Population health initiatives with health plans and patients reduce readmissions and help better manage chronic conditions. Affiliations with Miller Children's & Women's Hospital improve accessibility to highly specialized pediatric physicians and programs. Academic partnerships increase availability of highly trained physicians, nurses and other clinicians.

Transforming Health Care in Orange County and Beyond

MemorialCare has been preparing for health care's transformation for decades. Its growth and diversification from a hospital system to an integrated and diversified health care delivery network gives MemorialCare a substantial competitive advantage that serves it well in 2016 and beyond.

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Global Medical Centers

Orange County Burn Center's Nationally Recognized Burn Surgeons Recommend Important Safety Tips

by Suzanne Richards, CEO of Healthcare Operations, KPC Health

The Orange County Burn Center, located at Orange County Global Medical Center, is an intensive care burn unit with seven private beds and is staffed by skilled and experienced burn treatment professionals, who provide compassionate care that is vital to recovery. Our outpatient burn center works with our patients by addressing their short- and long-term, physical and emotional needs. Our dedicated team of physicians, nurses, therapists and medical professionals are committed to providing high-quality care to our patients while optimizing both functional recovery and aesthetic outcomes. Utilizing the newest technologies, we strive to minimize pain and expedite recovery.

Our medical center's expert team of specialists includes, but is not limited to: Pediatric Intensivist, Pulmonologist, Skin Grafting Specialist, Critical Care Nurse, Psychologist/Psychiatrist, Child Life Therapist, Rehabilitation Specialist, Occupational Therapist, Physical Therapist, Respiratory Therapist, Speech Therapy, and Nutritionist. We provide patients with first-rate, efficient emergency services to treat varying types of burns including: contact burns, chemical burns, scald burns, flame burns, electrical burns, friction burns (including road rash) and skin conditions, including: toxic epidermal necrolysis and Stevens-Johnson Syndrome. We also provide comprehensive inpatient and outpatient rehabilitation, and hold monthly burn survivor support group meetings.

Not only are we able to provide our patients care for burn injuries, as one of only two Level II Trauma Centers in the county, we provide emergency burn management programs and treatments, including outpatient burn management, as well as critical and intermediate care. Our medical center is dedicated to educating the community on burn prevention. Recently, our burn center has seen a dramatic increase in burn injuries as a result of e-cigarette malfunctions.

Over the past few months, our medical center has seen four burn patients as a result of e-cigarette explosions. One man, a 23-year-old in Tustin suffered severe burns and lacerations to his face after an e-cigarette he was smoking exploded. According to a local CBS report, "He had to be taken to surgery immediately so that the part of the E-cigarette that was embedded in his tongue had to be removed, and then his tongue had to be repaired, along with the lip area around it," said Andrea Dunkelman, Medical Director of the Orange County Burn Center. Another patient, a 34-year-old man in Mission Viejo, suffered burns to his thigh after the batteries to his e-cigarette exploded in his pocket. In a recent *Orange County Register* report, Orange County Fire Authority Spokesman Captain Steve Concialdi said, "E-cig batteries should never come in contact with metal or copper like keys or change."

As both victims endured serious injuries and burns, it is important for e-cig smokers to remember:

1. Do not let your e-cig and/or its batteries come into contact with metals, copper or iron.
2. Check with your e-cig manufacturer to ensure all e-cig batteries are properly installed.



In a *My News LA* article, Orange County Fire Authority Spokesman Captain Larry Kurtz stated, "These devices are more dangerous than people realize," Kurtz said. "Here you have a device that combines high heat and a battery in close proximity and sometimes these accidents happen." In fact, this past May, the Food and Drug Administration announced e-cigarettes would now be regulated under federal authority, which may require new health warnings and limit sales to minors. Lastly, as a health precaution, although tobacco-free, smoke inhalation into the lungs can cause lasting damage.

With the summer months heating up, several media outlets have recently featured severe burns to children and infants due to severe water and playground temperatures. According to an ABC 7 report, a mother was filling a play pool with water, when the extremely hot water came out of the sprinkler head attached to the hose and caused second degree burns over 30% of her infant's body. In another recent story on ABC *World News Tonight*, several children received second and third degree burns on playground equipment like slides. It is important to remember, **hot liquids can**

burn a child's skin four times more quickly and deeply than an adult. These burns can lead to severe pain, disfigurement and other long-term consequences. It is critically important for parents to test water and surface temperatures before exposing young children.

Adults should also take precaution this summer as skin cancer is becoming a growing epidemic in this country. According to skincare professionals, the best defenses against skin cancer are clothing and sunscreen. SPF typically ranges from 2 to 50+, and indicates how much sun protection an average person would receive if they used the sunscreen product. For example, if you select a sunscreen with an SFP of 15, you'll be protected 15 times more than if you hadn't used it.

Lastly, summer barbeques are a popular event in Orange County. However, according to the American Burn Association, 70% of campfire burns are caused by embers rather than flames, and usually occur the next morning. Here are few helpful tips when barbequing this summer:

- ▶ Don't bury hot charcoals in sand. It might extinguish the flames, but coals can smolder for up to 24 hours – and sand locks in the heat. In addition, sand covered coals are a hidden hazard, especially to children who may view a fire pit as a sandbox.
- ▶ To safely extinguish coals, drench them in water, wait five minutes and drench them again. If water is not available, simply let the coals burn out, without burying them.

If you should suffer a burn:

- ▶ Seek medical assistance as necessary; preferably at a burn center.
- ▶ Immediately flush or submerge the burn with cool tap water for at least five minutes.
- ▶ Do not put any cream, oil, butter, Vaseline or anything else on the wound.
- ▶ Do not put ice on the wound – ice can damage the skin; especially in children, whose skin is thinner than adults'.

Please keep in mind these safety tips and advice. However, accidents do happen. **For more information, please call Orange County Burn Center at 714.972.BURN (2876).** We greatly look forward to serving our patients and ensuring that each person enjoys life in great health.



Dr. Andrea Dunkelman
Medical Director
Orange County Burn Center



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