

# Mesa View celebrates four years

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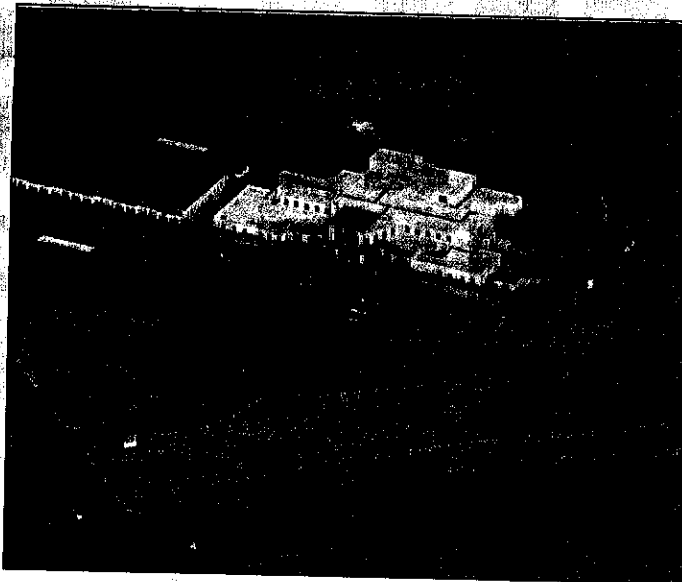
A few years ago, the old Mesquite rodeo grounds sat alone at the end of a dusty trail, and valley residents had to go to St. George or Las Vegas for most of their medical services.

The opening of Mesa View Regional Hospital four years ago not only changed the physical landscape at the western edge of the city, but changed the health care landscape as well.

Since the hospital opened, many physicians have moved to Mesquite to practice medicine and have privileges to treat patients at MVRH. These include specialties in emergency medicine, radiology, pathology, internal medicine, OB/GYN, pediatrics, ear, nose and throat, general surgery, urology and family medicine. Other specialists that perform surgeries and are a part of the medical staff include orthopedics, ophthalmology, dermatology and podiatry — all who have established satellite offices in Mesquite. Many other physicians who specialize in cardiology, neurology, nephrology and plastic surgery have privileges at Mesa View and see patients here in Mesquite.

The hospital has continued to add services. Swing beds were added to allow patients who have surgery to remain at Mesa View for rehabilitation or who need a place after acute care but are not ready to go home. Mesa View and the Veterans Administration started a new service that allows veterans in need of lab work to have it done locally, reducing travel time for veterans.

Outpatient infusion services have been added for people who need blood or other IV infusions. A pre-op clinic was established



Aerial view of Mesa View Regional Hospital and associated medical offices. The opening of the hospital four years ago ushered in a new health-care era for Mesquite and surrounding communities.

David Bly / Desert Valley Times

to allow surgical patients to come to the hospital prior to their surgery and get the preliminary work taken care of prior to the day of their surgery.

A new transcutaneous electrical nerve stimulation (TENS) therapy system for pain management was implemented. An advanced infant security system has been installed. Mesa View Physical Therapy has a brand new facility and the latest technologies.

Mesa View has recently pur-

chased new equipment that will make the most advanced surgical technologies available in Mesquite. This equipment allows for advanced procedures in breast surgery and joint replacement.

"All of us involved with the surgery department are very pleased when we can provide new procedures that improve the patient experience and outcomes," says Juliette McGugin, surgical services director.

In November 2007, Mesa View implemented a radiology pic-

ture archiving and communication system that has brought improved care and greater convenience to patients. The system allows physicians, staff and radiologists to view digital images fed from any of the hospital radiology systems within seconds. The images can be viewed locally or remotely from anywhere in the world.

The hospital is also in the process of implementing other computer systems in preparation for the completion of the new elec-

tronic medical record. One such system, Pro-MED, will go live the week of July 14 in the emergency department. Pro-MED is a computer system that is designed to improve the efficiency of handling emergency patients and tracking their movement through the department.

"Technology advances are improving the ways we provide care to patients," says Scott Milne, director of information services.

"Mesa View is on the leading edge of technology and we will continue to identify and implement upgrades that will help us provide the best care available."

Besides the tremendous amount of community support and sponsorships the hospital has new community programs have been introduced as well.

Healthy Woman is a brand new program at Mesa View dedicated to empowering women with the knowledge and confidence to make informed healthcare and well-being decisions for themselves and their loved ones.

A new program called Senior Circle will also be available through Mesa View in October. Senior Circle is an organization for those ages 50 and over that offers fellowship, activities, hospital benefits, health education, local and national discounts and travel for only \$15 a year.

Mesa View is constantly looking at new services it can provide to the community and is currently recruiting for several physicians with specialties not available at this time. Additionally, other health care services, like dialysis centers, are not affiliated with MVRH, but probably would not be here if the hospital wasn't. The hospital has provided

• See MESA on D4

## MESA

Continued from D1

excellent care to many people during these four years. Since October 2004, 679 babies have been delivered safely. More than 30,000 people have been treated in the emergency department. More than 3,500 surgeries have been performed and about 3,700 patients have been admitted to the hospital.

The hospital has also given more than 10,000 flu shots in the annual "Drive by Shootings."

Safe care is a top priority and the miniscule rate of infection at Mesa View is one more

example of that. Data from 1995 indicates that, nationally, hospital infection rates were 9.8 per 1,000 patient days and recently hospitals have reported rates as high as 39.4. The MVRH goal is to have no infections and is close to that with an infection rate of only .5 per 1,000 patient days since the days the doors were opened. That means that for every 2,000 days there is a patient in the hospital, only one patient might get a hospital-caused infection.

The problems in Las Vegas at the endoscopy center have been in the news, but Mesa View has performed 2,000 endoscopy cases with no infections.

In addition, the data for the first quarter of 2008 indicates that MVRH is the top-scoring hospital in its parent company of 120 hospitals for overall patient

satisfaction for emergency care and third for overall quality of care for inpatient services.

When survey respondents were asked if they would recommend this hospital to others if they needed emergency care, 78 percent indicated that they definitely would and 15 percent said they probably would. Mesa View was also second in employee satisfaction with 98 percent of employees satisfied with working at the hospital.

"We have a great team of people who always put our patients first," says CEO Sue Conley.

"We are all here because we want to be here and we all truly love our hospital and the people we serve. We want to make a positive difference in people's lives and in the communities we serve. We also want to thank to all the people who support us."