

HEALTH NEWS from

WINTER 2020

South Texas HEALTH SYSTEM

DORA BROWN'S “*stroke*” *of luck*

HOW ADVANCED
TECHNOLOGY HELPED
SAVE HER LIFE

South Texas
Health System
McAllen

certified as a
Comprehensive
Stroke Center

New benchmarks in
quality healthcare

More services and new
technology help raise the bar

DAISY and BEE
Award winners

Recognition for clinical care
and compassion for patients

 SOUTH TEXAS
HEALTH SYSTEM
DEFINING Healthcare®

SOUTH TEXAS HEALTH SYSTEM®

FROM THE CEOs

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New technologies
and services

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Celebrating clinical skill
and compassion

CARING FOR THE COMMUNITY

Making a difference for
the Rio Grande Valley

At South Texas Health System (STHS), we are on a journey to become nationally recognized for our clinical outcomes and great patient experiences. As 2020 gets underway, we look back at 2019 and see that it was a year unlike any other. For instance, South Texas Health System McAllen, South Texas Health System Heart and South Texas Health System Edinburg all were awarded an "A" from The Leapfrog Group's Fall 2019 Hospital Safety Grade ratings, making South Texas Health System the only healthcare system in the Valley where all participating hospitals were rated an "A." South Texas Health System Heart also earned a "50 Best" and a "100 Best" designation in the entire U.S. for Cardiac Care by Healthgrades® in 2019, and just received America's 100 Best Hospitals for Cardiac Care Award™ and the Coronary Intervention Excellence Award™ for 2020. These awards are recognition of the unrelenting focus on quality care and meeting the highest patient safety standards from doctors, clinical team members, volunteers and support teams.

South Texas Health System McAllen had an especially notable year by becoming the first and only Level II Trauma Center in Hidalgo County. It also became the first and only DNV – GL Certified Comprehensive Stroke Center in the upper valley in recognition of its clinical best practices, as well as designation as a Breast Imaging Center of Excellence by the American College of Radiology. They also opened the first and only inpatient physical rehabilitation unit in the City of McAllen in 2019. In addition, South Texas Health System Heart is preparing to open an outpatient Intensive Cardiac Rehabilitation services program, and South Texas Health System Behavioral will be offering a new Employee Assistance Program called "Stronger Together" to local employers. Finally, South Texas Health System Edinburg will break ground in 2020 on a new, \$109 million patient tower to expand its services to the community.

Individually, these accomplishments and upcoming new programs are impressive. But collectively, they reflect that our community is growing and South Texas Health System is expanding to help meet the community's needs. Also, they are examples of how we are making quality healthcare more accessible and closer to where you live. We thank you for the opportunity to care for you and your family and wish you a happy and healthy 2020!

LANCE AMES

CEO, South Texas Health System Edinburg/
South Texas Health System Children's

BRENDA IVORY, MSN

CEO, South Texas Health System Heart

TODD MANN

CEO, South Texas Health System McAllen

JOE RODRIGUEZ

CEO, South Texas Health System Behavioral

We are South Texas Health System



South Texas Health System
Children's



South Texas Health System
Edinburg
Edinburg Regional
Rehab Center



South Texas Health System
Heart



South Texas Health System
McAllen



South Texas Health System
Behavioral



Cornerstone Regional
Hospital

*This hospital is
directly or indirectly
owned by a
partnership that
includes physician
owners, including
certain members
of the hospital
medical staff.*



South Texas Health System
ER Ware Road



South Texas Health System
ER McColl



South Texas Health System
ER Monte Cristo



South Texas Health System
ER Weslaco



South Texas Health System
ER Mission



South Texas Health System
ER Alamo

Quick thinking SAVED HER LIFE



TIMING + TECHNOLOGY + A SKILLED DOCTOR = A GREAT OUTCOME

When Dora Brown woke up on the morning of August 17, she realized she could not see clearly and had double vision. She kept opening and closing her eyes, hoping it would clear. Then she realized she had no control over her arms and legs. Her immediate thought was to call her husband, but her phone was downstairs. "It was a miracle I made it down to the first floor. I slid myself down the steps and struggled to get to my phone to call my husband," says Brown. "I called him and when I spoke it was all gibberish. He called 911 and he and the ambulance arrived at my house at the same time. Then I passed out."

When Brown arrived at South Texas Health System McAllen, she was taken straight to the catheterization lab, where Endovascular Neurologist Ameer Hassan, DO, began the procedure to remove the clot from Brown's brain. "Mrs. Brown had an acute ischemic stroke in the basilar artery," says Dr. Hassan. "In patients with this type of stroke, typically 20-30% will die, and 20-30% will have poor functional outcome. Mrs. Brown is one of the few that have complete functional recovery and are able to do everything they used to do. She is a living testimonial to how successful a mechanical thrombectomy is."

TRULY A MIRACLE

In addition to surviving her stroke, Brown is also a breast cancer survivor, and says it is by the grace of God that she is still here. "Dr. Hassan is a miracle worker, and the rest of the medical staff are angels," says Brown. "After the procedure, speech and physical therapists came to evaluate me and said I didn't need any therapy. I was lucky I had my stroke when I did, because Dr. Hassan was supposed to be elsewhere, but he ended up being here at South Texas Health System McAllen. The way everything came together was truly a miracle."

Brown was so impressed by the care she received and with her whole patient experience, she is recommending the hospital for McAllen Chamber of Commerce's customer service award. "I did not realize how many people were involved in my care. They all did this with a smile and I just love them," she says. ■

Learn more:
mcallenmedicalcenter.com/brown

Recognizing the symptoms of a possible **STROKE**

Just **B.E. F.A.S.T.**



BALANCE: Does the person have a sudden loss of balance or coordination?



EYES: Has the person lost vision in one or both eyes or have they had sudden double vision?



FACE: Ask the person to smile. Does one side of the face droop?



ARMS: Ask the person to raise both arms. Does one arm drift downward?



SPEECH: Ask the person to repeat a simple phrase. Is it slurred or strange?



TIME: is critical! If you see any of these signs, call 9-1-1 immediately.

**Do not wait to get help –
call 911 immediately.**

Bringing a higher level of care

2019 WAS A BANNER YEAR FOR SOUTH TEXAS HEALTH SYSTEM



Here are just a few examples and highlights:

LEVEL II TRAUMA CARE COMES TO THE UPPER VALLEY

South Texas Health System McAllen (STHS McAllen) is proud to be designated as the first and only Level II Trauma Center in Hidalgo County, demonstrating its commitment to providing the highest quality of care for all community members. This Trauma Level II designation, along with its “A” rating for patient safety by The Leapfrog Group, is why more people are choosing STHS McAllen for their healthcare needs.

The hospital sees 33,000 ER visits each year and has a mortality rate lower than both state and national averages.

“The Rio Grande Valley’s regional trauma system has been strengthened by the designation of STHS McAllen as a Level II Trauma Center, and we are not stopping there,” says CEO Todd Mann. “In fact, we are on a journey to become a designated Level I Trauma Center and we appreciate the support of our community and elected officials as we seek that designation. But make no mistake, whether we are a Level I Trauma Center or a Level II Trauma Center, we offer a higher level of care and treatment in the upper valley which has earned us this special designation by the State of Texas and the American College of Surgeons.”

Learn more: mcallenmedicalcenter.com/level2trauma

FREESTANDING EMERGENCY DEPARTMENTS RECOGNIZED

We are proud to announce that the American College of Cardiology (ACC) has awarded South Texas Health System ER Weslaco, South Texas Health System ER Mission, and South Texas Health System ER Monte Cristo with the Freestanding ED Cardiac Care Certificate! We are the first and only ACC-certified freestanding emergency departments in the state of Texas and second in the nation for Cardiac Care.



Top: The team of trauma physicians who provide critical care to those in need. **Bottom:** The staff of South Texas Health System Weslaco celebrates their recognition.

to the Rio Grande Valley

FIRST PATIENT GRADUATES FROM NEW INPATIENT PHYSICAL REHABILITATION UNIT

Following surgery, Vietnam War Veteran Roberto Vela went through intense therapy at the newly opened facility. He was thrilled that the excellent care he received was close to home, so family members could visit him while he was recuperating.

The new unit boasts 18 beds, treating patients as they recover from strokes, fractures, brain injuries, and other general debilitating conditions, and incredible views of the city of McAllen. Physical rehabilitation nurses provide 24-hour care, and each patient's therapy plan is customized to his or her needs. Occupational therapists help patients work on activities of daily living, and speech therapists treat those with swallowing and voice and language deficits. Social workers and case managers act as the patient's healthcare liaison to ensure a smooth transition into and out of rehabilitation.

Learn more: mcallenmedicalcenter.com/inpatientrehab



MAKING THE GRADE – AGAIN

South Texas Health System McAllen, South Texas Health System Edinburg and South Texas Health System Heart were awarded an "A" in The Leapfrog Group's Fall 2019 Hospital Safety Grade program. This designation is earned for protecting patients from harm and meeting the highest safety standards in the U.S., according to Leapfrog, a nonprofit hospital watchdog. Leapfrog's grades are based on U.S. hospital safety data regarding errors, injuries, accidents and infections.



Learn more: southtexashealthsystem.com/leapfrog

RIDING IN STYLE

STHS Children's unveiled a fleet of remote-controlled vehicles that can be operated by patients, with the guidance of nursing staff, on their way to surgery. The vehicles provide a distraction for the young patients as they prepare to enter the surgery suite, and helps ease their anxiety while in the hospital. ■

Learn more: edinburgchildrenshospital.com/child



Top: Vietnam War Veteran Roberto Vela, center, was the first patient to graduate from the new inpatient rehabilitation unit. **Bottom:** Young patients get ready to make their way to the surgery suite in style.

Center of Excellence in Robotic Surgery

Right here in the Rio Grande Valley

Faced with surgery? In the right candidates, advanced, minimally invasive robotic-assisted surgery can offer a shorter hospital stay, faster recovery and reduced scarring. Robotic-assisted surgery with the da Vinci® is used for a number of procedures, including:

- Gallbladder surgery
- Gastrointestinal procedures
- Hernia surgery
- Other general surgeries
- Gynecology procedures

Talk to your doctor to see if robotic-assisted, minimally invasive surgery is right for you.



For more information about robotic surgery, visit edburgregional.com/robotic

Get social with us      

Individual results may vary. There are risks associated with any surgical procedure. Talk with your doctor about these risks to find out if robotic surgery is right for you.



1102 W. Trenton Road
Edinburg, TX 78539
edburgregional.com

caring for the COMMUNITY



Brenda Ivory, CEO STHS Heart, Todd Mann CEO STHS McAllen, State Representative Oscar Longoria, Chuck Stark, Regional VP

Top: South Texas Behavioral Health Center recently held their first annual "A Never Event" Suicide Awareness Walk for all STHS staff outside their facility in Edinburg. Guest speakers included local news anchor Nicole Hickl and Dr. Ruben Pinero. The walk will be open to the public next year in an increased effort to spread awareness about suicide prevention.

Middle: Representatives from all STHS facilities volunteered for the 2019 Back-To-School In Style Shopping Event with the United Way of South Texas. Our staff and administrators served as "Shopping Buddies" for several of the 150 middle school students chosen to receive a \$150 gift card to Target.

Bottom: STHS leadership attended RGV Partnership Day at the state capitol in Austin to share some of our current and future hospital/ER projects with state leaders.

CELEBRATING THOSE WHO CARE

The DAISY Award is a program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. South Texas Health System is proud to be a DAISY Award Partner, recognizing one of our nurses with this special honor every quarter.

Want to say thank you to a South Texas Health System McAllen certified nurse assistant, patient care technician, unit clerk, sitter, technician or monitor technician? The BEE Award celebrates employees who are Being Exceptional Everyday.

To nominate a nurse for an award, visit the link below the specific hospital.

Congratulations TO OUR WINNERS!

STHS Heart

DAISY Award Winners

1st quarter:

Georgette Flores, RN, CCU

2nd quarter:

Francoise Castillon, RN, PCCU

mcallenhearthospital.com/daisy

BEE Award Winner

1st quarter:

San Juanita Martinez, PCP, PCCU

2nd quarter:

Efrain Ortiz PCP, PCCU

STHS Edinburg

DAISY Award Winners

1st quarter:

Joni Vennell

2nd quarter:

Angelo De Chavez

edinburgregional.com/daisy

STHS McAllen

DAISY Award Winner

1st quarter:

Halina Quintanilla, RN

2nd quarter:

Peter Pestana, RN

mcallenmedicalcenter.com/daisy

BEE Award Winners

1st quarter:

Carmen Pompa, CNA

2nd quarter:

Javier Lopez, CNA

mcallenmedicalcenter.com/bee





DEFINING Healthcare®

c/o Marketing Department
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2020 HEALTHY HEARTS 5K

“STAYING ALIVE” RUN/WALK

SATURDAY, FEBRUARY 8, 2020

START TIME: 8:30 a.m.

LOCATION: South Texas Health System Heart

AGE DIVISION: 14 and under, 15-19, 20-29, 30-39, 40-49, 50-59, 60 and up

REGISTRATION DEADLINE: Early registration ends January 28. Registration deadline is Wednesday, February 5, at 11:59 p.m. Registration is limited so register early!

FEES:
Individual - \$20 early / \$30 late
Couple (any 2 people) - \$35 early / \$50 late
Kids aged 5 to 12 - \$10
Teams of 10 - \$150; Teams of 20 - \$300

PACKET AND T-SHIRT PICK-UP
FRIDAY, FEBRUARY 7, 2020

South Texas Health System Heart Lobby
1900 S. D St., McAllen, TX



Register online at: southtexashealthsystem.com/healthyhearts5k
Online registration only. No event day registration.

Dress in a disco-themed costume.

Prizes awarded to the best costumes!



PRIZE CATEGORIES:

1st, 2nd, 3rd place medals

for each age division

men/women and disco-themed costume prizes



#healthyhearts5k

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Español: southtexashealthsystem.com/es

Get social with us



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