



# Tri-City Medical Center



## ANNUAL REPORT TO THE COMMUNITY

2015 + AN EXCLUSIVE AFFILIATION

(855) 222-8262 (TCMC) • [Tricitymed.org](http://Tricitymed.org)

# DELIVERING QUALITY CARE



Tri-City Medical Center

AND

UC San Diego Health



## Tri-City Medical Center Enters into an Exclusive Affiliation with UC San Diego Health

This is a long-term strategic affiliation designed to enhance the delivery of high quality health care to patients in North San Diego County. The affiliation between UC San Diego Health (UCSDH) and Tri-City Medical Center (TCMC) is focused on creating a cost effective, clinically integrated network of care. Tri-City Medical Center will continue to operate as a District Medical Center in an alliance with UC San Diego Health Care as the network's northern San Diego hub. Through the affiliation, patients of Tri-City Medical Center will have local access to UC San Diego Health experts for neurosurgical and certain other designated subspecialties of care as well as continued access to comprehensive psychiatric services. If needed, patients of Tri-City Medical Center will also have access to tertiary and quaternary care services of UC San Diego Health. These include highly specialized and advanced diagnostic, imaging, surgical, oncologic and cardiac services, along with clinical trial interventions, that typically are found only in academic health centers.

Through a shared strategic plan, Tri-City Medical Center and the University will jointly recruit physicians, develop customized clinical programs based on local patient needs, and integrate information technology and care pathways to improve clinical outcomes, practice protocols and patient satisfaction. TCMC and UCSDH also intend to collaborate to increase the number of insurance plans under which Tri-City Medical Center is an authorized provider. Through the affiliation with UCSDH, Tri-City Medical Center will become a contracted provider under UC HealthNet Blue & Gold HMO and a provider under the Blue Shield/UC Care PPO product.

The UC San Diego Health Care Network is a collective of regional health care providers that includes UC San Diego Health System and faculty physicians, community hospitals, medical groups and physicians based in San Diego, Riverside and Imperial Counties. Affiliates of UCSDH are collaborating to develop systems, infrastructure, care pathways and quality initiatives that will provide high-value health care for the benefit of patients, health plans and employers.



# CLOSE TO HOME

## Memorable Quotes

“For patients to receive the best possible health care, community physicians, local hospitals and academic health providers must integrate systems of care and align clinical, research and administrative expertise,” said **Patty Maysent**, interim CEO, UC San Diego Health. “With this exclusive affiliation, the combined strengths of UC San Diego Health and Tri-City Medical Center will be synergized to better serve the primary and specialty needs of patients in Carlsbad, Oceanside, and Vista.” Maysent added that collaboration among health care providers is key to creating a sustainable health care delivery system in Southern California. As part of an inter-connected system of care, hospitals can deliver services that are affordable and efficient, accessible, and of measurable quality.

In the words of our CEO **Tim Moran**, “We considered a number of health care providers in San Diego County before making this decision. By affiliating with UC San Diego Health, Tri-City Medical Center will greatly expand the depth and breadth of specialized medical and surgical services available to our community. Connecting to the region’s only academic health system will also benefit our clinical teams, helping them to gain access to novel research and education of UC San Diego School of Medicine.”

“We are pleased to be aligned with UC San Diego Health, a nationally recognized academic health system,” said **Larry Schallock**, chairman, Tri-City Healthcare District. “As public institutions, both Tri-City Medical Center and UC San Diego Health are committed to providing the highest quality health care services to our community.”

Union Tribune news columnist **Logan Jenkins** writes, “There’s never been any doubt that Oceanside’s public hospital has provided good, even excellent, care to its patients. There’s never been any doubt that Tri-City Medical Center doctors, nurses, support staff and volunteers have deserved roses every day...So what changes? In a word, firepower....Tri-City patients will be able to see UCSD’s specialty doctors at Tri-City or, in difficult cases, at one of UC San Diego’s hospitals in La Jolla or Hillcrest. In fields like neurosurgery and cardiology, the high-tech cavalry is coming. More talent, youth, patients...For this surge of firepower, Tri-City doesn’t just get a rose today. For stepping up to its promise, it gets the whole rose garden.”



UCSD HEALTH SCIENCES BIOMEDICAL RESEARCH FACILITY IN LA JOLLA

# TRI-CITY MEDICAL CENTER

## Welcome to Tri-City Medical Center's Annual Report to the Community.

The objective of this report is to present to you—the stakeholder—the achievements of your community medical center during this past year.

## OUR MISSION

*To advance the health and  
wellness of those we serve.*



## WHO WE ARE

Tri-City Medical Center has served its community since 1961 and is a Gold Seal approved full-service, acute-care hospital in Oceanside, CA. with 397 beds and partnership with over 700 physicians practicing in 60 different specialties. Its Gold Seal of Approval® from the Joint Commission recognizes its commitment to safe and effective patient care for the residents of the community it serves. It operates the only Level III Neonatal Intensive Care Unit (NICU) in North County as well as an Orthopaedic & Spine Institute, Cardiovascular Health Institute and Neuroscience Institute along with the Tri-City Wellness Center in Carlsbad, CA, recognized as one of the best wellness centers in San Diego County. It also specializes in women's health, robotic surgery, cancer and emergency care.

Tri-City Medical Center has continuously operated with the goals of providing to the communities it serves the most advanced medical service, the best medical education, and the most caring emotional support.

## WHO WE SERVE

### We serve patients within our district....

Oceanside: 195,777 (40.39%)  
Carlsbad: 107,273 (7.66%)  
Vista: 111,878 (30.24%)  
**414,928**

**...and throughout San Diego County**  
12.9% of the 3,222,558 residents in our county



# TO THE COMMUNITY WE SERVE

## Tri-City Healthcare District's Board Of Directors



**FROM LEFT TO RIGHT: Cyril F. Kellett, MD, Treasurer; Laura Mitchell, R.N., B.S.N., P.H.N., Assistant Treasurer; Ramona Finnila, Secretary; Larry W. Schallock, Chairperson; Julie Nygaard, Board Member; James Dagostino, DPT, PT, Vice Chairperson; RoseMarie V. Reno, R.N., A.C.N., B.S., Assistant Secretary.**

“ The board is pleased to offer this annual report to the community making good on our commitment in keeping Tri-City Medical Center independent by creating a strategy to affiliate ourselves with a well-respected world renowned healthcare system which will enable us to better serve our community. I am also pleased with the board support in maintaining our financial stability and the collaborational efforts put forth in working with our administration and medical staff. ”

LARRY SCHALLOCK, CHAIRMAN OF THE BOARD

# A MESSAGE FROM OUR CEO



CEO Tim Moran

My first year at Tri-City has been an interesting one to say the least!

My primary objectives since I came to Tri-City Medical Center were to focus on:

1. Patient care
2. Primary care physicians
3. Our relationship with the community we serve
4. The campus redevelopment plan
5. An exclusive affiliation with a trusted healthcare system

Thanks to the support of our board, we have been focused on several initiatives that will ensure the future growth of Tri-City Medical Center:

- **Patient care** is and always will be our primary focus and everything we do will be centered around ensuring we keep patient care at the top of our minds. We have embraced new and innovative processes throughout the hospital where we all are held accountable for our respective responsibilities insuring we consistently focus on improving our communication and relationships with our patients and our staff. We continually promote the value of the healthcare services we offer to our community and we consistently work on new delivery models that improve our patient care and well-being.
- Our **redevelopment plan** will include improving the patient process of our Neonatal Intensive Care Unit (NICU) and our Obstetrics (OB) area; building a new parking structure to provide ample parking for our guests; meeting our seismic requirements by 2030 and rebuilding our emergency department which is the third busiest in the County to meet the needs of over 70,000 people that go through our Emergency Department each year.
- We are working diligently to consistently recruit **primary care physicians** to our service area to increase our primary care base. We recently opened our first primary care clinic this past January with four highly respected and recognized physicians. This is our first venture into what will be our future primary care network.
- We will continue to encourage our **community relationships** in all three cities we serve and be a visible presence through community breakfasts, sponsorships of events, speaking opportunities, and board memberships in Chambers of Commerce and other community boards.
- Of course the culmination of this year will be the **affiliation with UCSD Health Systems**. With the approval of our Board of Directors, we have entered into an exclusive affiliation with UCSD Health, where there are two healthcare organizations working together to be in a better position to not only ensure the future care of our current patient base, but to also take care of more patients in North County. This will give us an opportunity to bring more physicians to Tri-City Medical Center, develop a clinically integrated network by sharing resources and increase our managed care program working together. Long term our fundamental goal is to be the healthcare provider of choice in North County and increase our market share. We are all extremely excited about the affiliation with a world renowned academic healthcare institution.

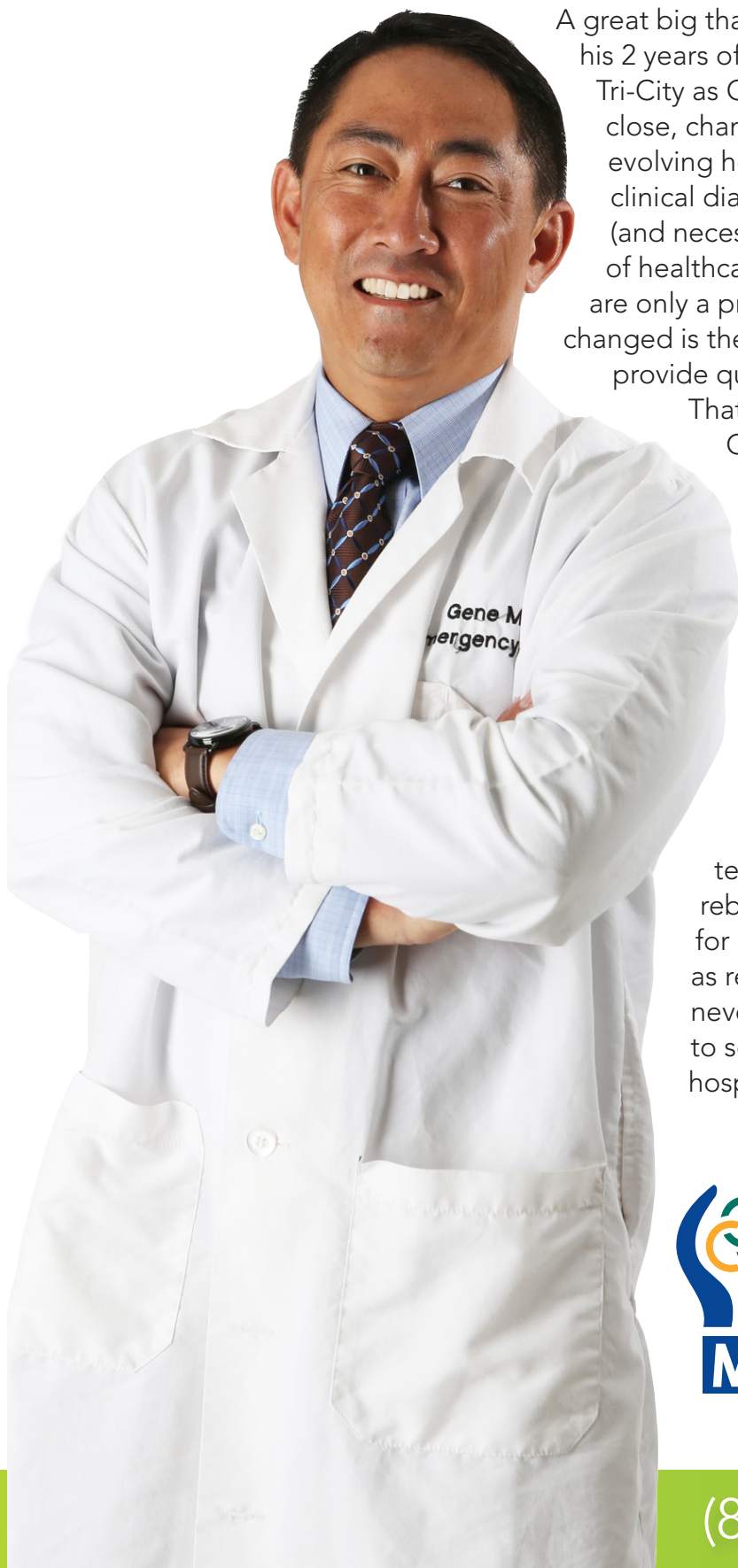
In closing, this has been an exciting year for us and I look forward to continuing the progress we are making to ensure Tri-City Medical Center continues to provide the highest quality healthcare services to our community in a safe, respectful and efficient manner.

A handwritten signature in blue ink that reads "Tim Moran".





## A WORD FROM OUR CHIEF OF STAFF



A great big thank you to my predecessor, Dr. Worman, for his 2 years of service to the medical staff and community of Tri-City as Chief of Staff. As another year comes to a rapid close, changes and challenges abound. From rapidly evolving healthcare reform, to a complete revamping of clinical diagnoses codes called ICD-10, to ever increasing (and necessary) pressures to help decrease the cost of healthcare delivery, the challenges we faced in 2015 are only a precursor for what lies ahead. But what hasn't changed is the commitment of Tri-City's medical staff to provide quality care right here in our north coastal region.

That commitment was reflected in Tri-City Medical Center being recognized by national consumer watchdog, the Leapfrog Group, as the only north county hospital in San Diego to receive a Grade A in safety five times. Additionally, Tri-City was recognized by US News with four American Heart and Stroke Association Achievement awards, with no other San Diego hospital receiving more than two. As regional hospitals continue to struggle and close, the effect on healthcare in those communities is universally devastating. Tri-City's medical staff is working collaboratively with our administrative team and governing board to begin efforts to rebuild our aging facility to ensure local healthcare for generations to come. The need for your support as residents of the Tri-City Healthcare District has never been greater, and I thank you for the privilege to serve as Chief of Staff of our wonderful community hospital.

GENE MA, MD, FACEP



# DID YOU KNOW?



## In Fiscal Year 2015, TRI-CITY MEDICAL CENTER:

- Cared for **70,090 people** in our Emergency Department (avg. 192/day)
- We are the 3rd busiest Emergency Department in San Diego County.
- Delivered **2,578 babies** into our community (avg. 7/day).
- Helped new parents find hope by bringing health to **620 premature babies or newborns with special needs** in our Level III Neonatal Intensive Care Unit. (The *only one* in North County San Diego!)
- Treated **1,791 inpatients** with heart-related conditions.
- Delivered top-level treatment to **617 stroke patients**.
- Assisted **1,354 adults** with mental illness to find stability and hope within our behavioral health unit walls.
- Worked alongside our physicians on **30 clinical research studies** on interventional radiology, pregnancy, oncology, diabetes and infection control & treatment.
- Continued to provide care through our Institutes: **Cardiovascular Health Institute, Orthopaedic & Spine Institute & Neuroscience Institute** - the first provider in the county to offer robotic spine surgery using the Mazor Robotic Renaissance™ System. We also now have a hip preservation program, cutting edge options for joint replacement, and a nationally recognized shoulder program.
- The Cardiovascular Health Institute recently celebrated its 5-year anniversary.
- We serve over **3 Million** residents in San Diego County.
- We have over **32 acres** with over **650,000 ft<sup>2</sup>** of building space.





# AWARD WINNING CARE

Tri-City Medical Center holds over 20 accreditations, awards & achievements. The most recent include:



Tri-City Medical Center earned its **5th consecutive A grade** in the national Hospital Safety Score program recognizing its exceptional patient safety record.

The Hospital Safety Score is the gold standard rating for patient safety, compiled under the guidance of the nation's leading patient safety experts and administered by The Leapfrog Group, a national, independent nonprofit.

**The ONLY hospital in North County San Diego to receive an A. 1 of ONLY 6 hospitals in San Diego County to receive an A rating.**



Tri-City Medical Center received the Mission: Lifeline® Gold-Plus & Get With the Guidelines Gold-Plus Award from the American Heart Association for providing life-saving heart attack & stroke treatment.

**We are the ONLY hospital in San Diego County to have both.**

## Fully Accredited by Joint Commission

The Joint Commission, the national organization that establishes standards for healthcare quality and safety, has again awarded Tri-City Medical Center its Gold Seal of Approval and accreditation. The three-year period is the maximum possible and recognizes areas such as patient rights, medication management and infection control.



Received award of recognition for completing **500th Mazor Robotics' Renaissance™** surgery case in April 2015.

We have performed over 900 Mazor cases at Tri-City Medical Center. The **thousandth** Mazor case in all of California was performed here, August 2015.

## DID YOU KNOW?

...that Tri-City Medical Center is one of the largest employers in North County with an employee count of over 2,000 and an annual payroll of approximately \$190 million in salaries and benefits? These are dollars that go right back into our community.

# REINVESTING IN OUR COMMUNITY

As a district hospital, all revenue generated gets reinvested into the facility. This has allowed Tri-City Medical Center to provide the following in the last year:

- Provided over **\$6.2 Million** in charity & uncompensated care.
- Awarded **\$475,000** in grants to organizations that support our healthcare district.
- Gave over **\$500,000** to community educational programs, non-profit organizations, and event sponsorships.
- Salaries and benefits of employees which consists of over **\$190 Million** does not include the income of doctors with privileges at Tri-City Medical Center or their staff.
- Recruited needed physicians in multiple specialties including **Obstetrics and Gynecology, Urology, Cardiology, and Primary Care** - including family practice and internal medicine.
- Created the **Tri-City Primary Care Network** to bring you quality primary care close to home.
- Implemented the American Orthopaedic Association's **Own the Bone® Program**, a system aimed at better identifying, evaluating, and treating patients that suffer from an osteoporosis or low bone density-related fragility fracture.
- Continue to provide the **District Resident Benefit Program** that includes free flu shots, cafeteria discounts, valet parking, and more.
- TCMC sponsors **over 100 events** per year. These events take place each year and contribute to the growth and community of the Tri-City area.
- The Tri-City Hospital Auxiliary which began in 1961 contributes about **78,000 volunteer hours** every year with an average of **650 active participants**.



## DID YOU KNOW?

...that while Tri-City Medical Center receives \$8.5 million from tax revenues, it gives back over \$12.8 million to the community in the form of charity, uncompensated care, grants & sponsorships?



# Tri-City Medical Center in Fiscal Year 2015....



- Ended the year with excess of revenue over expenses of **\$4.4 Million**.
- Achieved liquidity in excess of **\$35 Million**.
- Derived income from operations improvements in excess of **\$6 Million**.
- Invested last year over **\$6.4 Million** in Capital and Equipment Improvements.
- Provided support to community organizations in excess of **\$975,000** either as grants or as community activity sponsorships.



Through the generous support of our community and employees, in fiscal year 2015, The Tri-City Hospital Foundation raised **\$1,611,209**.

With these funds, our medical center received:

- A \$500,000 grant toward the purchase of the GE Healthcare Revolution™ CT Imaging System.
- A new 3D Ultrasound that will allow physicians to see the heart in stunning, 3D detail.

This equipment was purchased recently, and is already being used to quickly and accurately detect abnormalities.

## Future Focus:

Tri-City Medical Center's NICU cares for hundreds of babies every year. As the only Level III NICU in North County, it is equipped to care for critically ill newborns. Unfortunately, some babies have to be moved to facilities over an hour away from their families and loved ones, simply because there is not enough room to care for them.

Plans are currently underway to renovate and expand the Neonatal Intensive Care Unit (NICU) & labor/delivery – a \$1.2 million dollar project that is 100% funded by donor support.



[www.tricityhospitalfoundation.org](http://www.tricityhospitalfoundation.org)

# LOOKING TO THE FUTURE...

## Neonatal Intensive Care Unit & Labor/Delivery Remodel



We have begun the remodel of these two imperative departments and expect construction to be fully completed August 2016.

We anticipate that this will assist us in welcoming 400 to 500 more babies each year. This is in addition to the 2500 births that are currently at Tri-City Medical Center each year.

Construction efforts are largely funded by the Tri-City Foundation and the first completely remodeled Labor & Delivery room opened October 2015. The first remodeled Neonatal Intensive Care Unit room will officially open in November 2015.

Rooms can be named after you or your family! For more information on donating a room visit:

[www.tricityhospitalfoundation.org](http://www.tricityhospitalfoundation.org)



## Facility Improvements to Come...

- Build/retrofit hospital to be seismically compliant.
- New emergency Department to take care of the 70,000+ people that go through our emergency room each year.
- New parking structure.
- New Obstetrics Unit and Neonatal Intensive Care Unit (NICU).
- New campus behavioral health and urgent care adjacent to the new Emergency Department.





# Tri-City Wellness Center



**Tri-City Wellness Center  
6250 El Camino Real**

Opened in 2009, Tri-City Wellness Center is the only true hospital-owned fitness center in North County.

## What makes it unique?

The Tri-City Wellness Center focuses on health, fitness & clinical integration that creates an overall wellness centered environment to balance the body and mind. More than just a place to come and workout, the primary focus of the Wellness Center is to improve the quality of life of its members and the community through innovative programming, continuous support and education, top-notch amenities, and a cutting-edge approach focused on preventive health management, and safe and effective disease management – for people in all stages of their health and wellness journey.

## FAST FACTS:

- Over 3600 members and growing!
- Corporate membership program
- On site Physical Therapy & Cardiac Rehab
- **Pacific Cancer Fitness** Program
- Parkinson's **Minds in Motion** Program
- Home to Alzheimer's Group & many more!



## Do you know about the Lucky 13?

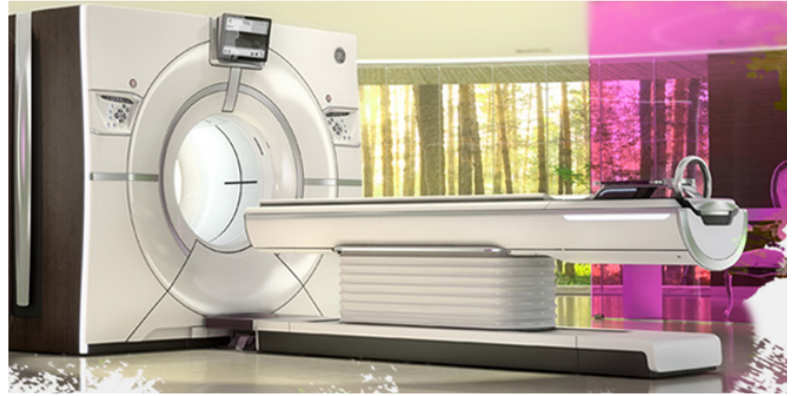
As part of our commitment to advancing health and wellness, we hold a program making it possible for thirteen (13) lucky North County residents who have never trained for a 1/2 marathon to achieve their fitness dreams by offering a comprehensive training & fitness program. This special group, all of whom have or are currently overcoming health challenges, train with fitness experts at the Tri-City Wellness Center in Carlsbad to prepare for the Carlsbad Marathon's 13.1-mile race to be held January 17, 2016!

**Get to know our current amazing Lucky 13 team and follow their journey at  
[www.tricitymed.org/lucky13](http://www.tricitymed.org/lucky13)**

# IMPROVING YOUR CARE

## GE Healthcare Revolution™ CT Scanner

In May 2015 the board approved the purchase and installation of the most advanced computed tomography (CT) scanner on the market enabling radiologists to make the quickest, most accurate diagnoses possible for patients.



Revolution CT delivers uncompromised image quality and clinical capabilities through the convergence of coverage, spatial and temporal resolution – all in one. This scanner is designed for use across multiple clinical areas.

The GE Revolution CT scanner is expected to be operational as early as *December 2015* which would make Tri-City Medical Center the first provider to offer this medical imaging technology in San Diego County.

## EPIQ 7 PHILLIPS Ultrasound System

EPIQ 7 features the most powerful architecture applied to ultrasound imaging. The goal is quick and accurate diagnosis the first time and in less time. Premium ultrasound today demands improved clinical information from each scan, faster and more consistent exams that are easier to perform, and a higher level of confidence, even for technically difficult patients. The EPIQ 7 delivers all this and more.

The EPIQ 7 can be used in an array of areas including...

- Women's Health
- General Imaging
- Critical Care
- Vascular Care
- Interventional Cardiology
- Interventional Radiology
- Cardiology
- Emergency Medicine
- Liver Imaging
- Regional Anesthesia

Tri-City Medical Center is the only facility in San Diego County that has this advanced technology.





**Mazor Robotics' Renaissance™** is a specially-designed surgical guidance system that allows surgeons to perform safer and more accurate spine surgeries. For patients, this means better clinical outcomes with less pain, fewer complications and shorter recovery time. Renaissance is in daily use in leading hospitals with thousands of successful cases worldwide.

Tri-City Medical Center is the only facility in San Diego County that has this advanced technology.

This system is transforming spine surgery from freehand procedures to highly accurate, state-of-the-art procedures with an over 98% accuracy rate in placing screws in the spine.

For more information on Mazor visit [Tricitymed.org/mazor](http://Tricitymed.org/mazor)

**NICView webcam** is a passcode-protected portal that enables parents to view their infants that are receiving specialized care in the NICU (Neonatal Intensive Care Unit). An unobtrusive camera mounted close to the bed delivers streamed video images around the clock, so that families can watch their newborn anytime, anywhere – on any device with internet access.

Tri-City Medical Center was the first hospital in San Diego County to offer the system, which provides comfort to family members and friends around the world.

For more information about our NICU or NICView visit [Tricitymed.org/baby](http://Tricitymed.org/baby)



## Vivify Home Health Monitoring Systems

In an effort to decrease hospital readmissions, Tri-City Medical Center and Tri-City Home Health have begun the use of an electronic remote patient monitoring equipment. Each Vivify Health kit includes a state-of-the-art tablet, blood pressure cuff, pulse oximeter, and body weight scale. The tablet enables patients to answer questions about their health from the comfort of their own home, sending the information directly to a confidential computer portal monitored by a registered nurse. The nurse then carefully reviews the patients status and recommends appropriate care if any unusual symptoms exist.

**There are limitations and qualifications to be considered eligible for this new system. For more information please contact Tri-City Medical Center's Readmission Reduction Coordinator at (760) 940-7124.**





**NATIONALLY** RECOGNIZED FOR PATIENT SAFETY

# THANK YOU

FOR ALLOWING TRI-CITY MEDICAL CENTER TO CARE FOR YOUR FAMILY **CLOSE TO HOME**

The Leapfrog Group Hospital Safety Score is a recognition of a hospital's leadership in patient safety compared to all hospitals nationwide. Since the conception of the Leapfrog Group's hospital safety scoring, Tri-City Medical Center has consistently received an "A" for patient safety.

Tri-City Medical Center is **1** of only **6** hospitals in all San Diego County to receive an "A" rating.



## Clinical Research at Tri-City

The mission of Tri-City Medical Center is for us to be the hospital of choice for healthcare needs by providing the highest quality healthcare. Research is an important part of fulfilling that mission. Our involvement in clinical research trials throughout San Diego County is crucial to finding better ways to prevent, detect and treat diseases.

Currently, TCMC has 24 to 31 clinical trials in the areas of drug, device, and biologicals, such as antibody therapeutics, being conducted at any given time. Sponsoring institutions consist of AstraZeneca, Bayer Healthcare, Cemptra, ContraVir, DeBiopharm, Janssen, Lutonix, Mazor, ParaTek, and Pfizer. Participating sites are Boston University, eStudy Site, North County Oncology, The Neurology Center of Southern California, The OrthoSpine Institute, San Diego Imaging and the VA San Diego HealthCare System. Studies focused on various cancer types, diabetes, stroke, vascular occlusions, flu, infections and hepatitis. We also have patients that participate in several cancer and joint registries which follow patients post treatment or surgery. We have served over 75 study subjects during the last fiscal year 2014-2015 with no serious adverse events.



For more information please see our website at [Tricitymed.org/Clinicalresearch](http://Tricitymed.org/Clinicalresearch). The TCMC Clinical Research Department can also be reached at **760-940-7806**.

## WE WANT TO HEAR FROM YOU



Each and every member of our community is important to the success of Tri-City Medical Center. It is owing to the community we serve that Tri-City exists at all and we take all feedback that we receive into account during our decision making process. Contact a patient relations specialist at Tri-City Medical Center by phone, email, or mail.

- CALL** 760-940-3350
- EMAIL** [Inquiry@tcmc.com](mailto:Inquiry@tcmc.com)
- MAIL** Attn: Patient Relations  
Tri-City Medical Center  
4002 Vista Way  
Oceanside, CA 92056



# WORLD CLASS CARE CLOSE TO HOME

With over 100 physicians to choose from in our primary care physician network, we know you'll find the right doctor for you.

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CLOSE TO HOME



EST. 1961

PERSONALIZED CARE FROM  
NORTH COUNTY'S  
BEST PHYSICIANS

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Choose an affiliated physician with  
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or call us at **855.222.TCMC(8262)**

▶ **2015**

Tri-City Medical Center's friendly and helpful staff today





# OUR PRIMARY CARE PHYSICIANS WANT TO GET TO KNOW YOU



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- Group exercise studios
- Individualized personal training
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- Executive locker rooms
- Complimentary lockers, towels & toiletries

**Call Today  
(760) 230-8662**

or register online at  
**[Tricitywellness.com](http://Tricitywellness.com)**

Cannot be combined with any additional offer. Single-use pass.  
May not have used new member offers.

**Tri-City Wellness Center**  
6250 El Camino Real • Carlsbad, CA 92009