



Northern Nevada  
MEDICAL CENTER

*Honoring Life's Journey*



**2018** Community Profile



ern Nevada  
CAL CENTER

ISITOR

INFORMATION



## From the CEO

---



At Northern Nevada Medical Center (NNMC), we take great pride in “honoring the life’s journey” of the patients we care for each day. Our patients and their family members are our guests, and we strive to deliver exceptional healthcare to every guest we serve.

We exceed your expectations by recruiting compassionate and highly-trained physicians and clinical staff. Additionally, we implement technology that helps us provide the most advanced care possible.

Our commitment to your journey remains, and we are proud to share our latest achievement – The Leapfrog Group Spring 2018 “A” Grade for Patient Safety. This designation benchmarks NNMC as one of the top hospitals in the country for safety.

We are proud of our accomplishments. We hope this report will provide you with a glimpse of all that NNMC has to offer in providing advanced and compassionate patient care and service.



**Alan Olive**  
*Chief Executive Officer*  
*Northern Nevada Medical Center*



Back Pain



Hip & Knee



ACC  
Accreditation  
Services



In collaboration with  
American Heart Association  
Hospital Accreditation



**American Heart Association  
American Stroke Association  
CERTIFICATION**  
Meets standards for  
**Primary Stroke Center**



Total Joint  
Replacement



Spine Surgery



# *Northern Nevada Medical Center*

## **Hospital Overview**

When it comes to choosing a hospital, we feel that quality and convenience are paramount. What is now called Northern Nevada Medical Center began as Sparks Family Hospital in 1983, and has since grown in a tradition of providing quality healthcare in a comfortable, accessible environment, providing peace of mind to the thousands of patients served by the hospital each year.

Northern Nevada Medical Center is a 108-bed acute care hospital, and is the only local hospital offering all private rooms, featuring stunning views. The hospital is located on 23 hillside acres at 2375 E. Prater Way in Sparks, Nevada. Two medical office buildings adjacent to the hospital offer comprehensive outpatient services.

In late 2016, an affiliate of NNMC acquired a majority interest in the Quail Surgical and Pain Management Center, which offers patients access to advanced technology for multiple outpatient surgeries.

Northern Nevada Medical Group provides healthcare for the entire family. Services include family and geriatric medicine, internal medicine, podiatry, cardiology, neurology and sports medicine.

The hospital primarily serves the communities of Sparks, Spanish Springs, Reno, Fernley, Fallon, Carson City, Lake Tahoe and surrounding areas in Nevada and California. NNMC is also a provider of Prominence Health Plan, serving many of its members each day.

The hospital provides physicians and patients with many of the latest technological innovations for diagnosis and treatment of even the most acute clinical conditions. Northern Nevada Medical Center is accredited by The Joint Commission (TJC) and licensed by the state of Nevada.

The hospital is owned and operated by a subsidiary of Universal Health Services, Inc., a King of Prussia, PA based company, which is one of the largest healthcare management companies in the nation.



# Northern Nevada Medical Center *Boosts Local Economy*

Whether through the quality care it offered patients or through the numerous job opportunities it provided that boosted the local economy, NNMC continued to serve as a community partner in 2017.

## Patient Medical Care

Admissions: .....	<b>4,588</b>
Bed Count: .....	<b>108</b>
Emergency Visits: .....	<b>25,224</b>
Operating Room Visits: .....	<b>5,541</b>
Inpatient Surgeries: .....	<b>1,813</b>
Outpatient Surgeries: .....	<b>3,728</b>
<b>Specific Procedures:</b>	
Robotic Surgeries: .....	<b>214</b>
Spinal Surgeries: .....	<b>212</b>
Total Joint Replacements: .....	<b>779</b>



## The Hospital Family

Total Employees: .....	<b>633</b>
Total Physicians on Staff: .....	<b>464</b>
Total Volunteers: .....	<b>52</b>



## Financial Impact

Salaries and benefits: .....	<b>\$41.2 million</b>
Capital Investment: .....	<b>\$2.39 million</b>
Uncompensated Care: .....	<b>\$29.1 million</b>
Local/State Taxes Paid: .....	<b>\$1.6 million</b>

# Healthcare Services\*

Bariatric Surgery\*\*  
Behavioral Health – Senior Bridges  
Chest Pain Center  
Diagnostic Breast Care Center  
Diagnostic Imaging  
Emergency Medicine  
Endocrinology  
Family Medicine - Northern Nevada Medical Group  
Gastroenterology  
General Surgery  
Gynecology  
Heart & Vascular Institute  
Heartburn and Reflux Center  
Infectious Diseases  
Internal Medicine - Northern Nevada Medical Group  
Joint Care Center of Excellence  
Laboratory Services  
Nephrology  
Neurology  
Otolaryngology  
Orthopedic & Surgical Institute  
Pain Management Center  
Primary Stroke Center  
Pulmonology  
Radiology  
Rehabilitation - Inpatient & Outpatient  
Speech therapy  
Occupational therapy  
Physical therapy  
Spine Care Center of Excellence  
Urology  
Wound Care Center

*\*Subject to change*

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



## Specialty Services

### Acute Inpatient Rehabilitation

The Inpatient Rehabilitation Center is designed to help patients recovering from stroke, injury, surgery or other disabling condition. The eight-bed unit features private patient rooms and a multidisciplinary team, comprised of licensed physical, occupational and speech therapists, as well as 24-hour medical and nursing care.

### Diagnostic Breast Care Center

Staffed by board-certified radiologists and certified mammography technologists, the center is accredited by the American College of Radiology (ACR). Accreditation means that the center adheres to the highest standards and guidelines for obtaining and interpreting mammograms.

### Diagnostic Imaging

The advanced diagnostic imaging technology at NNMC is designed to get results to your physician quickly, so he or she can make a diagnosis and recommend treatment for you as soon as possible. Your physician can access your results immediately, from any location, through our secure imaging website.

### Emergency Medicine

The Emergency Department is open 24/7 and is staffed by board-certified physicians and a highly trained emergency medicine nursing team. Certified as a Primary Stroke Center by The Joint Commission and as an accredited Chest Pain Center by the American College of Cardiology, staff is trained to handle the most critical cases.



## Heart and Vascular Institute

The Heart and Vascular Institute at NNMC provides comprehensive cardiac and neurologic services to help patients maintain heart, blood vessel and brain health.

### CHEST PAIN CENTER



When a heart attack strikes, minutes matter. The Chest Pain Center at Northern Nevada Medical Center is accredited by the American College of

Cardiology for staff's proven ability to quickly assess, diagnose and treat patients displaying symptoms of a possible heart attack.

The Chest Pain Center also offers the "Know Your Heart" program. Patients pay a \$35 fee and receive a baseline EKG and wallet-sized card. The EKG record is then placed on file at NNMC to help expedite patient care in the event of a cardiac emergency.

### PRIMARY STROKE CENTER



Stroke is a medical emergency that affects the brain. When a stroke occurs, mere minutes can mean the difference between recovery and long-term speech, sight or movement complications. It's critical to get professional medical care at the first warning signs of stroke.

At NNMC advanced technology for stroke is available and a rapid-response team of neurologists, emergency department physicians and nurses is always at the ready to assess and treat patients presenting with possible stroke. Through the use of advanced technology, Tele Neuro allows neurologists to assess patients remotely so diagnostic testing and treatment can be provided more quickly.

### GEROPSYCHIATRIC BEHAVIORAL HEALTH - SENIOR BRIDGES

The Senior Bridges Program offers inpatient and outpatient services for adults, ages 50 and older, who are experiencing emotional or mental health difficulties. This is the only behavioral health program in the region that is located within a full-service hospital. This means that NNMC can treat a patient's medical and behavioral health concerns in the same facility.



### Heartburn and Reflux Center

At the NNMC Heartburn and Reflux Center, patients are tested and treated for GERD (gastroesophageal reflux disease), using sophisticated technologies such as barium X-ray, endoscopic procedures, esophageal pH monitoring and more.

NNMC is the first hospital in our community to offer an innovative surgical procedure called Transoral Incisionless Fundoplication (TIF). This treatment can offer relief from acid reflux without surgical incisions.

### Orthopedic and Surgical Institute

The Orthopedic and Surgical Institute at NNMC combines advanced medical technology with highly trained healthcare professionals to provide high-quality orthopedic and surgical services.

#### ROBOTIC SURGERY\*

By providing surgeons with greater visualization, enhanced dexterity, greater precision and ergonomic comfort, the da Vinci Surgical System makes it possible for more surgeons to perform minimally invasive procedures involving complex dissection or reconstruction. This ultimately raises the standard of care for complex surgeries, translating into numerous potential patient benefits. Robotic surgery using the da Vinci System may offer a number of benefits to patients, including:

- Less loss of blood
- Lower risk of infection
- Shorter recovery times
- Quicker return to work and normal activities
- Reduced scarring
- Reduced pain and trauma to the body

#### BARIATRIC/WEIGHT-LOSS SURGERY\*

Bariatric surgery helps people lose weight by reducing the size of the stomach or bypassing part of the intestines. After surgery, patients eat less food to feel full and satisfied. NNMC provides laparoscopic sleeve gastrectomy, which is an alternative to laparoscopic banding.

### GENERAL SURGERY

The NNMC General Surgery Program conveniently offers a hospital location in Sparks and an office location in Fallon. The general surgery staff performs a variety of open, laparoscopic and minimally invasive surgical procedures for a number of conditions and injuries.

### JOINT REPLACEMENT SURGERY – HIP AND KNEE



As a premier orthopedic hospital in Nevada, NNMC's Joint Center of Excellence is the only program in northern Nevada to earn The Joint Commission's gold seal of approval in both knee and hip replacement surgery. These certifications recognize NNMC's commitment to the highest level of care for its hip and knee replacement patients. Certification demonstrates dedication to continuous compliance with The Joint Commission's stringent standards, including medication management and infection prevention control.

### SPINE SURGERY



Patients at the Orthopedic and Surgical Institute are evaluated and treated for a wide range of degenerative and congenital spine disorders, including scoliosis, spinal stenosis, ruptured or herniated discs and fractures of the spine, arthritis of the spine, spinal infections and tumors of the spinal column.

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



### HAND, SHOULDER AND ELBOW SURGERY

Evaluation and treatment are available for hand, shoulder and elbow injuries, arthritis, congenital deformities, upper extremity joint replacement, and carpal tunnel syndrome, tendon problems, rotator cuff problems, sports-related injuries and instability problems of the shoulder.

### FOOT AND ANKLE SURGERY

Evaluation and treatment are available for many problems of the foot and ankle, including deformities, bunions, hammertoes, diabetic foot disorders, ligament fractures and other trauma of the ankle and leg.

### VARICOSE VEIN TREATMENT PROGRAM

NNMC offers various treatments for chronic venous insufficiency and varicose veins including sclerotherapy (vein closure), phlebectomy (vein removal) and the advanced Venefit® procedure.





## Direct Doctors Plus<sup>®</sup>

Direct Doctors Plus<sup>®</sup> is NNMC's free physician\* referral service. A simple call or email connects patients with English- and Spanish-speaking representatives. The service is available Monday through Friday, from 5 a.m. to 5 p.m. PT.

**To find a doctor, call 775-356-6662 or visit [nnmc.com](http://nnmc.com) and complete the online form.**

## Outpatient Rehabilitation and Sports Medicine Center

The Outpatient Rehabilitation Center provides physical, occupational and speech therapies that can help patients return to productive living. Each patient receives a therapy plan tailored to his or her individual needs. This may include exercise, manual physical therapy and other modalities. Therapists also work with patients' family members to educate them on how to support the patient during the recovery process.

In the summer of 2017, NNMC was proud to open a new center for rehabilitation in South Reno. Patients now have access to two convenient locations for outpatient rehabilitation, one in Sparks and the new location in South Reno.

## Pain Management Center

Physicians at NNMC offer evaluation, treatment and follow-up for a wide range of pain conditions, on an inpatient and outpatient basis. NNMC remains committed to innovative care, patient education and personalized services. The Pain Center is the first program in the nation to earn The Joint Commission's Gold Seal of Approval<sup>®</sup> in Back Pain.

## The Wound Center<sup>®</sup>

The Wound Care Center<sup>®</sup> at NNMC offers advanced treatment using scientific advances in wound care, including the region's first physician-supervised hyperbaric oxygen chamber. This is used in the treatment of hypoxic wounds and necrotizing soft tissue infections. The Wound Care Center<sup>®</sup> is a hospital-based outpatient service staffed by a multidisciplinary team of doctors and nurses.

\*With limited exceptions, physicians are not employees or agents of this hospital.

# RECOGNITION:

## Accreditations & Awards

---



Northern Nevada Medical Center is proud to be Nevada's first hospital to achieve all of the following Joint Commission certifications:

- Back Pain – *(first program in the country)*
- Total Joint Replacement – Hip
- Total Joint Replacement – Knee
- Spine Surgery



ACC  
Accreditation  
Services



In collaboration with  
American Heart Association  
Hospital Accreditation



### Cardiology

NNMC has achieved chest pain center accreditation by the American College of Cardiology for meeting or exceeding national care standards for acute cardiac medicine.



American Heart Association  
American Stroke Association  
**CERTIFICATION**  
Meets standards for  
**Primary Stroke Center**

### Stroke Services

Certified as a Primary Stroke Center, NNMC demonstrates compliance with nationally developed standards for advanced stroke care. Emergency department staff is ready 24/7 to treat patients presenting with symptoms of possible stroke.



### Radiology Services

Accredited Hospital American College of Radiology – CT, Mammography, MRI, Nuclear Medicine, Ultrasound

## Healogics™

### Wound Care & Hyperbaric Medicine

The Wound Care Center® at NNMC has been recognized by Healogics, Inc. with the Center of Distinction Award seven times and the Robert A. Warriner III, MD Center of Excellence Award five times. In 2016, the Wound Care Center was a President's Circle honoree.

### Reno Sparks Chamber of Commerce 2017 Large Business of the Year:

*Outstanding Patient Care and Service  
Excellence Outcomes*

## UHS

### Top Performer: UHS Hospital Management Conference 2017

#### ACUTE CARE DIVISION

- Patient Safety
- Most Improved Patient Experience

#### INFORMATION TECHNOLOGY

- Best Performer, Meaningful Use



# *Prominence Health Plan*

## A NAME YOU WANT TO KNOW

Prominence Health Plan has a variety of health insurance options available to fit your needs.

- Employer group-sponsored plans
- Medicare Advantage options

These health insurance options are available to eligible residents in Douglas, Lyon, Storey, and Washoe counties and Carson City.

Learn more about Prominence Health Plan and all we have to offer you and your family.

**Call 775-770-9300, talk to your broker or visit [prominencehealthplan.com](http://prominencehealthplan.com)**



**Prominence Health Plan is affiliated with  
Northern Nevada Medical Center and Northern Nevada Medical Group.**





## — Honoring Life's Journey —

Our mission is to provide excellence in clinical care that our patients will recommend to their families and friends, physicians prefer for their patients, purchasers select for their clients, and our employees can be proud of.

Our vision is to be recognized as the provider of choice for healthcare services in our community, where we are trusted by our patients, families, and physicians to provide a safe, caring, and compassionate experience.

Although our Mission and Vision summarize what we do and how we do it, it is our "Why" that truly captures the spirit of our hospital. NNMC employees, physicians,

leadership, and board recently collaborated to formulate our "Why" Statement. The statement summarizes why we dedicate our lives to helping humanity and the dignity and respect we show to our patients and their family members at a time when they are most vulnerable. Our Why: "Honoring Life's Journey."

NNMC will continue to provide for the health and wellness needs of our growing community by offering new programs and services and convenient locations. Our goal is to truly Honor the Life's Journey of our patients by providing the exceptional quality care and compassionate service that our patients deserve.

In addition to the comprehensive range of inpatient and outpatient medical services we offer, NNMC is also committed to the communities it serves. From Advantage programs for area employers to wellness and prevention programs, we are dedicated to the better health of our neighbors.

### Advantage Programs

This is a health partnership program for area employers. Employees and retirees of area businesses who join the free Advantage Program receive free and discounted health and wellness services and invitations to special events and seminars, health fairs, screenings and classes.

**Senior Advantage:** Adults ages 62 and older, who are Medicare-eligible, pay a \$10 one-time fee. Senior members can have their Medicare Part A deductible waived when they are inpatients at NNMC.

**Northern Nevada Medical Center is a preferred provider of more insurance plans than any other hospital in the area, including the Nevada Business Group on Health and their members:**

Atlantis Casino	Carson Nugget
Resort Spa	Carson Tahoe Health
City of Reno	Club Cal Neva
City of Sparks	National Council of
Click Bond	Juvenile and Family
Douglas County	Court Judges
School District	Baldini's Sports Casino
NV Energy - North	Peppermill Resort
Washoe County	Spa Casino
Washoe County	
School District	

**To learn more about Northern Nevada Medical Center and our services, call 775-331-7000 or visit [nnmc.com](http://nnmc.com)**

## Wellness and Prevention Programs

### COMMUNITY HEALTH FAIRS

On the first Thursday morning of every month, NNMC hosts a Community Health Fair in the Main Lobby of the hospital. Community members receive free or low-cost preventive health screenings, including:

- Vitamin D 25 Hydroxy (test for Vitamin D deficiency)
- High-Sensitivity C-reactive protein (determines risk for heart and vascular disease)
- EKG (electrical activity and overall function of heart)
- Thyroid Stimulating Hormone (TSH) screening (identifies over/under-active thyroid gland)
- T4 (thyroid function screening)
- Hemoglobin A1C (routine diabetic dietary screening)
- ABO/RH (blood typing)
- Complete Blood Count (CBC) (determines viral/bacterial presence and red/white blood cell counts)
- PSA (prostate cancer testing)

NNMC also offers informative "Ask the Doctor" sessions, as well as blood pressure and body fat screenings, all free of charge.

### Paid Testing Includes:

- Lipid profile including cholesterol, triglycerides and HDL/LDL ratio - \$20
- Complete chemistry panel with computerized report on 14 blood chemistry levels - \$20

*We are unable to bill insurance for health fair services, but we provide a receipt for patients to submit to their medical insurance company for reimbursement.*



## *Northern Nevada Medical Group Offers Care for the Entire Family*

**775-352-5300**

Northern Nevada Medical Group provides healthcare for the entire family. Services include family medicine, internal medicine, podiatry, cardiology, neurology, and sports medicine.

### **Cardiology – Satellite Offices**

#### **Fallon**

1020 New River Parkway, Suite 200

#### **Winnemucca**

395 West Minor Street

### **Sparks/ Spanish Springs**

#### **Cardiology**

Sparks Medical Building  
2385 East Prater Way, Suite 302

#### **Family/Internal Medicine**

5975 South Los Altos Parkway, Suite 100

#### **General Surgery**

Sparks Medical Building  
2385 East Prater Way, Suite 205

#### **Neurology**

Sparks Medical Building  
2385 East Prater Way, Suite 205

#### **Podiatry**

Sparks Medical Building  
2385 East Prater Way, Suite 205

#### **Family/Internal Medicine**

5070 Ion Drive, Suite 200

### **Reno**

#### **Cardiology**

5575 Kietzke Lane

#### **Family Medicine**

5575 Kietzke Lane

### **Fallon**

#### **Family Medicine/General Surgery/Podiatry/ Cardiology**

1020 New River Parkway, Suite 200

### **Other Services**

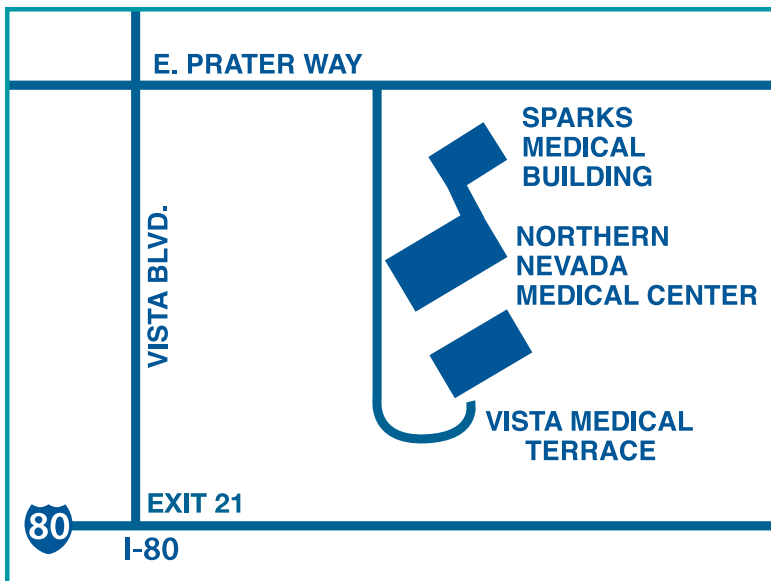
#### **Prominence Health Plan**

1510 Meadow Wood Lane Reno, NV 89502

#### **Quail Surgical and Pain Management Center**

6630 S. McCarran Blvd., Suite C25  
Reno, NV, 89509  
775-827-7555





2375 E. Prater Way • Sparks, NV 89434 • 775-331-7000

[nnmc.com](http://nnmc.com)



*Physicians are independent practitioners who are not employees or agents of Northern Nevada Medical Center. The hospital shall not be liable for actions or treatments provided by physicians. For language assistance, disability accommodations and the non-discrimination notice, visit our website.*

181604 4/18

