



# Sharing our Vision for a Healthier Tomorrow



YUMA REGIONAL MEDICAL CENTER



## A Letter from the Board Chair, John Sternitzke



As a Yuma native, and local business owner, I am honored to serve as the current Chairman of Yuma Regional Medical Center's Board of Directors. Our primary role as a Board is to set the vision and strategic direction for the organization. Execution of that vision, led by the CEO and executive leadership team, is purposefully focused on patients and the needs of our greater community. That's why we're constantly listening and exploring ways to advance care for all of Yuma County. We listen, we learn and then we collaborate to deliver the best care possible.

In 2015 we welcomed a new President and CEO, Dr. Robert Trenchel. Our Board tasked Dr. Trenchel with focusing on three primary objectives: improving access to care, including primary care; reducing emergency department wait times; and improving quality of care and the overall care experience. This long-term vision would take focus and innovative thinking.

Under the direction of Dr. Trenchel, the YRMC care team has worked tirelessly to transform care delivery – from improving quality and service to creating a culture of innovation and improving access to care. Today our community has access to 495 providers and 52 specialties – more than ever before.

Having grown up in Yuma, I remember the days when a handful of physicians provided care for our entire community. Today, we are so much more than that small community hospital. In fact, many of our longtime, highly respected physicians and caregivers are still here, working alongside a new team of dedicated providers. We are grateful for their unwavering commitment to patient care.

When I reflect on the advancement of healthcare in our region over the last 10 years, I see a team of employees who care deeply for their community. Everything that we have accomplished together is a result of the leadership and commitment of the people who arrive every day to care for their community.

Together we are focused on a single common purpose of "Building a Healthier Tomorrow." When I look forward, I am optimistic about the future of healthcare for our region. And, while healthcare is a highly complex industry, and I know it won't always be easy, I am excited about our next 10 years, as we continue to advance care.



**Rooted in the Community: YRMC providers and employees plant trees to beautify the canal walking path**

# Our Shared Purpose

# Building a Healthier Tomorrow



## CEO Message from Robert J. Trenchel, D.O., MPH

I began my role as President and CEO at Yuma Regional Medical 9 years ago. It was the summer of 2015 and 114 degrees on the day our moving van arrived. And, while the heat took some getting used to, the organization and community were a refreshing welcome.

Since then, it remains an honor to work with our Board and leadership team to drive improvements. Our Board is thoughtful, creative and strategic. To achieve the Board's directives, in 2015, we began focusing on attracting and retaining top medical professionals to improve access to care; expanding emergency services while improving emergency room experiences; and engaging employees in finding innovative solutions to improve quality of care and experiences for patients and their family members.

I am extremely proud of the achievements of our teams over these last 10 years. Today, we have more providers and more appointment times than any other time in our history. The addition of our nationally recognized family medicine residency program has expanded care, adding over 40,000 patient visits annually. Over 30% of physicians who complete their residency here choose to stay in Yuma. We have expanded emergency services and reduced cost, eliminating more than \$80 million in charges, while simultaneously improving the patient experience. As we recruited more local specialists, we have enhanced access and reduced air transfers to other facilities by 9%. And, most importantly – patient surveys and online reviews show a significant improvement in the patient experience and our employee engagement scores are higher than ever. But, we still have more work to do.

We continue to spark new ideas around our common purpose of “Building a Healthier Tomorrow.” New opportunities light the way as we further develop healthcare career pathways in Yuma and surrounding communities. Our future includes a state-of-the-art health career center, new services in south and east counties and continued recruitment of top-notch physicians and health professionals. The future is very bright.



# Ten years of expanding care. Ten years of a healthier community.

Over the past decade, Yuma Regional Medical Center's journey has been driven by our community's needs and feedback. Guided by Community Health Needs Assessments and daily patient insights, we've identified critical areas of need and responded by expanding our services and improving our processes.

Our progress is reflected in a timeline showcasing ten years of achievements. With a data-driven approach, we've tackled long-standing health concerns efficiently. While many healthcare organizations take years to develop new services, we've swiftly addressed significant needs thanks to our dedicated staff's efforts.

This dedication ensures that our vision of delivering high-quality healthcare close to home becomes a reality. Each milestone on our timeline marks past successes and our commitment to a healthier future for our community.

## Advancing care begins with understanding and listening to the needs of our community

### COMMUNITY FINDINGS

#### 2013

- Cancer care identified as top community need
- Shortage of primary care and specialists
- Quality of emergency care declining + aging facility

#### 2014

- High percentage of physicians over the age of 55
- Physicians requesting on-call coverage

### DELIVERABLES AND RESULTS



#### 2014

- Opened Cancer Center
- Opened Family Medicine Center, now serving 40,000+ patients annually



#### 2016

- Opened new 72-bed Emergency Department
- Earned Level III Trauma designation

#### 2013

- Created Family & Community Medicine Residency Program



#### 2015

- Bariatric Surgery Program earned MBSQIP Accreditation
- Welcomed new CEO, Robert J. Trenchel, D.O.





## 2016

- High percentage of diabetes and heart disease
- Continued need for primary care and specialists
- Foothills/East County population growth
- Quality of physicians/care improving

## 2019

- Behavioral health identified as a top community health need
- Continued need for primary care and specialists
- Data shows a high percentage of substance use

## 2022

- Mental health and substance use rise as top community health need
- Access to healthcare improves
- Recruitment remains a top priority
- Customer service/experience needs identified



## 2018

- Opened Foothills Walk-in Clinic and Primary Care



## 2020

- Awarded the AHA Quest for Quality Award for our commitment to leadership and innovation
- Recruited 206 cumulative providers
- Expanded to 35 services



## 2023

- Opened Behavioral Health Center
- Opened Foothills Health Campus
- Opened Endoscopy Center
- Applied for psychiatry residency and recruited first program director
- Hired first Chief Experience Officer

## 2017

- Expanded services to 16 specialties



## 2019

- Nationally recognized as a Forbes best employer
- Recruited 149 cumulative providers
- Services expanded to include 30 specialties



## 2021

- One of three hospitals in the nation to win the Baldrige Quality Award for quality management systems
- Opened a COVID vaccine clinic at Civic Center



58

Graduates  
since 2013

2,000+

Applicants  
annually for eight  
resident positions

19,000+

Primary care patients  
seen every year by  
residents at the Family  
Medicine Center

31%

of graduates  
stay to practice  
in Yuma

100%

Pass rate on  
American Board of  
Family Physicians  
board exams

1,500+

Annual community  
volunteer hours by  
medical residents

## Cultivating a world-class physician training program

To attract, train and retain the best talent in the region, Yuma Regional has continually introduced programs to develop healthcare careers and provide ongoing medical education. There is an undeniable link between learning in a community and choosing to stay after graduation. Investing in growth through training helps retain team members across the board. Our graduate medical education programs ensure we build a stable, highly skilled provider base to serve our community.

### FAMILY AND COMMUNITY MEDICINE RESIDENCY PROGRAM

With national projections for physician shortages in the current and coming years, especially of family medicine doctors, we wanted to make sure we were prepared so it didn't affect us as a rural healthcare area. Our three-year **Family and Community Medicine Residency Program** was established in 2013 for physician graduates interested in pursuing a career caring for primary care patients. Today, the program's impact reaches beyond patient care and improved appointment wait times. It has sparked new energy across our health system and community, garnering worldwide awards and recognition.

Focused on patient- and family-centered care, the program is affiliated with the College of Medicine at the University of Arizona, Midwestern University in Glendale and Mayo Clinic in Scottsdale. Our program continuously has met or exceeded accreditation requirements by the Accreditation Council for Graduate Medical Education, which means our residents are getting the training they need to provide high-quality patient care.

Under the leadership of Kristina Diaz, M.D., a Yuma native, our residents contribute around 1,500 volunteer hours annually. They support local events like Teddy Bear Clinics, sports physicals and the Mentor Me M.D. program. Through our newly launched School Healthcare Program, they mentor local elementary students, teach health-related topics and inspire future careers in healthcare.



*"I find connecting with children from diverse backgrounds incredibly fulfilling. To be a mentor and caregiver to these students truly blends the unique aspects of YRMC's community and medical residency program that we love. Perhaps one of these children will become a doctor or nurse for the next generation."*

Ludny Charles, M.D.  
CLASS OF 2024 ALUMNI



Family and Community Medicine Program Alumni



Shawn Sunu, D.O. connecting with an athlete at AWC



## Covering more ground

In 2019, we added a **Sports Medicine Fellowship Program** to offer physicians a year-long specialization to broaden their knowledge and experience in caring for active patients. Our community's active lifestyle offers fellows numerous opportunities to treat complex cases in soccer, football, running, baseball and softball. The influx of winter visitors, including active seniors engaged in golf, tennis and pickleball, adds to the rewarding challenge of keeping everyone active.

A new **Psychiatry Residency Program** is currently under development. Psychiatry is a dynamic and exciting field focusing on whole-person care and offering varied practice settings and subspecialization opportunities. This program aims to meet the growing community need for mental health services and prevent future shortages of qualified professionals.



# Physician recruitment and retention

## They come for the work. They stay for the community.

Up to 86,000 physicians could be needed in the U.S. by 2036, and according to the Association of American Medical Colleges, rural areas like ours would be hit hardest. Yuma Regional is addressing this with an enhanced recruitment and retention strategy focused on both physicians and advanced practice professionals (APPs).

We are meeting these needs head-on by expanding residency programs to train more physicians locally, offering incentives to retain experienced professionals and enhancing support for APPs to meet growing healthcare demands. Key challenges such as limited residency slots and an aging physician workforce nearing retirement are being tackled through innovative workforce planning. Additionally, we're adapting to the evolving healthcare landscape by accommodating providers' preferences for reduced hours and better work-life balance, ensuring sustainable healthcare delivery for our community.

One out-of-the-box recruitment tactic we have had success with is our Career Adventure Weekend. This action-packed weekend

attracts around 20 medical residents and students, showcasing our organization and community. Recruitment initiatives like this have successfully filled roles in over 17 specialties, from family medicine and pediatrics to cardiology and orthopedics. In addition to our provider retention initiatives, our state-of-the-art technology, diverse patient population and amazing community all work together to ensure great talent thrives and stays in Yuma.

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***"The recruitment and retention of highly skilled physicians and advanced practice professionals is our team and leadership's heart and driving force. We are committed to serving our community and building a healthier tomorrow – one provider at a time."***

**Tonia Ensunsa, CPRP**

**DIRECTOR OF PROVIDER ADMINISTRATION & RELATIONS**

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## Welcoming new providers

**+35**  
Physicians

**+15**  
APPs  
(Advanced Practice  
Professionals)

Across all specialties  
in **FY2024**

**+6**  
Physicians

**+1**  
APP

Committed to start  
in **FY2025** to date







Celebrating  
10 years of  
comprehensive  
cancer care



# A Decade of Dedication

Transforming lives with compassion, support and innovation



YUMA REGIONAL MEDICAL CENTER  
CANCER CENTER





## Letter from Abhinav B. Chandra, M.D.

### Hematologist/Oncologist, Medical Director, Yuma Regional Medical Center Cancer Center and Institutional Research

The opening of Yuma Regional Medical Center Cancer Center in 2014 marked the beginning of comprehensive cancer care close to home, family and friends. Our sole focus is the patient's care journey – providing personalized, innovative care for each individual's emotional, physical and spiritual needs. We have assembled an outstanding multidisciplinary team of physicians, nurse practitioners, nurses, therapists, pharmacists, social workers, dietitians, chaplains and other specialized clinicians, collaborating across specialties and clinics. Together, we treat all types of cancer and blood diseases, offering screenings, prevention education, early detection, advanced diagnosis, targeted therapies, clinical trials, complementary therapies and support programs.



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***“Under Dr. Chandra’s leadership, the Cancer Center’s impact on patients and families, as well as notable advancements in care, technologies, research and recognition, have been nothing short of extraordinary. Our medical team at the Cancer Center is a true demonstration of the value that comes with attracting leading experts and top talent to our community.”***

**Dr. Robert J. Trenchel**  
YRMC PRESIDENT AND CEO

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### ADVANCEMENTS OVER THE PAST TEN YEARS HAVE BEEN IMPRESSIVE AND NUMEROUS

- Yuma County’s cancer mortality rate was among the lowest in the state from 2016 to 2020, attributed to:
  - Opening of the Cancer Center
  - Recruitment of specialists
  - Advanced clinical research
  - Increased the number of trials now available in Yuma
- Proud member of the Mayo Clinic Care Network for enhanced physician collaboration
- Recognized as one of 17 non-federal centers in the U.S. for clinical trial enrollment of diverse patient backgrounds
- Partnered with Myriad Genetics for accessible genetic testing
- New, state-of-the art technologies, including:
  - TrueBeam® linear accelerator for precise radiotherapy
  - da Vinci robotic surgical system for advanced surgeries
- Comprehensive supportive services:
  - Cancer Resource Center
  - Nutrition counseling
  - Spiritual care
  - Resource center
  - Survivorship clinic
- Third-party recognitions, staff certifications and medical/community partnerships reinforce program effectiveness

Our research program is the cornerstone of knowledge. It promotes advances in cancer care and enhances our ability to translate discoveries into appropriate care solutions. By cultivating a vibrant research culture, creating a supportive environment and emphasizing the benefits, we empower staff to contribute to valuable research that ultimately benefits patients.

At the convergence of early detection, prevention, treatment, research and compassion, the Cancer Center works tirelessly to find tomorrow’s answers for patients today. Together, we can fight cancer and find hope and promise for healthier tomorrows.





Yuma County  
among the lowest  
cancer mortality  
rates in Arizona  
in 2023

## Fast, precise radiation oncology treatment

In June 2024, we opened a new linear accelerator to offer our radiation oncology patients the latest technology, the Varian TrueBeam® linear accelerator (LINAC) for non-surgical cancer treatment. This advanced linear accelerator delivers personalized radiotherapy quickly and accurately. It minimizes exposure to healthy tissue while targeting tumors precisely, using high-dose radiation in just minutes per session. Its real-time 3D imaging reduces radiation, ensuring pinpoint accuracy. In most cases, patients can receive treatment with no incisions, less recovery time and no hospital stays.

We are also excited to have begun work on replacing our original linear accelerator to add a second, state-of-the-art machine to help expand access to care, treatments and appointments for our patients.





## Pursuing promise with research

Every drug, diagnostic test, device, technique and technology in medicine today was once part of a clinical research study. Clinical research helps ensure the safety and effectiveness of promising advances in patient care.

We invest in clinical research programs because we know their value in improving healthcare for our patients. Supported by the Foundation of YRMC and the McDaniel Foundation, our research programs are recognized by top organizations like the American Society of Clinical Oncology. Our commitment to revolutionizing research and its role in healthcare education attracts new partnerships, like Arizona Western College's \$500,500 grant from the Flinn Foundation.

Our work is making a difference for not only our patients but also patients nationally and internationally. The MONARCH-E trial resulted in complementary therapy for aggressive breast cancer as a standard of care. The Phase II DREAMM-7 study had a significant impact on the treatment of multiple myeloma. Ongoing research into breast, lung, leukemia, multiple myeloma and melanoma cancers promises renewed optimism for creating healthier futures.



## In addition to cancer, we're advancing healthcare through comprehensive institutional research and patient care excellence

**30+**

**Peer-reviewed  
publications**

Our research has been vetted and disseminated through leading scientific journals.

**20+**

**National  
Presentations**

We actively share our findings with broader audiences, fostering collaboration and knowledge exchange.

**1,500+**

**Citations**

Our work has resonated with the scientific community, generating a significant positive impact.

**#1**

**"Best Publication"  
Award**

This prestigious recognition in 2020 underscores our cancer research's exceptional quality and significance.

**1/17**

**Recognized  
Centers**

Our Cancer Center was identified as one of 17 Cancer Centers addressing healthcare disparities in the U.S.



## A journey of resilience, hope and care

Donna Phipps, a two-time cancer survivor, used courage and resilience to beat cancer twice. It all began unexpectedly in 2005 with a breast cancer diagnosis, which she bravely overcame by 2006. Little did she know more challenges awaited her.

In a sudden turn of events, Donna found herself at Yuma Regional Medical Center's emergency room, diagnosed with brain tumors affecting her motor skills and cognitive functions. Emergency surgery was crucial to relieve the pressure on her brain, yet it was followed by more devastating news. She had stage four non-small cell lung cancer that spread to her brain and adrenal gland.

Reflecting on her initial struggles post-surgery, Donna recalls, "I knew I was in there somewhere, but I just couldn't get out." Determined to fight despite the overwhelming prognosis, she found strength in her family and the dedicated team at the Cancer Center. With her support network, Donna embarked on a rigorous treatment regimen, staying positive and actively participating in her recovery journey. "I decided early on to stay positive and be a partner in my recovery."

From navigating the challenges of radiation treatments, marked by a custom-fit mask that left physical marks, to enduring the side effects of immunotherapy and Keytruda, Donna faced each hurdle with unwavering strength. "Knowledge is power," she says. "They involved me in the conversation and made me part of the decisions."

Her journey, marked by milestones from a wheelchair to walking short distances again, underscores her tenacity. "If this is as good as it gets, I'll take it," she affirmed, grateful for every small victory in her recovery. After 34 rounds of treatment spanning two years, Donna triumphantly declares, "I'm cancer-free today because of God's grace, my resilient family and the exceptional team at the Cancer Center. My experience with the Cancer Center speaks for itself—I'm cancer-free after two years of immunotherapy. It worked for me. I am living proof."

Throughout her experience, Donna shares a message of hope and gratitude, acknowledging the kindness and expertise of her medical team. "They cared for me as a friend," she emphasizes, praising their unwavering support through her darkest moments. "There's a lot of caring, especially on those dark days when I needed to be lifted up. Just a hand on my shoulder, a simple smile. It went a long way. These folks are in these positions for a reason. I believe they have a god-given talent to do this."

As Donna looks forward to her post-cancer journey, she leaves a profound testament, "If I can help one person find courage or strength through my story, it's worth sharing." Her journey, defined by faith, family and compassionate care, is an inspiring reminder of the power of resilience in the face of adversity.



Donna Phipps, Cancer Survivor





## Caring beyond medicine

Within the halls of the Yuma Regional Medical Center Cancer Center lies something truly special—a vibrant exhibit called Art Heals. Officially unveiled in the fall of 2016, it's not your typical gallery. It's more like a warm embrace from the community. Local artists have poured their hearts onto the canvas for almost a decade, creating windows into serenity, hope, healing and joy. Walking through the Cancer Center's halls, patients and visitors stumble upon these artworks. Calming landscapes and bursts of color greet visitors in waiting areas and comfort patients in treatment spaces.

This summer, we are excited to launch the third installation of Art Heals. We continue our tradition of showcasing artworks chosen by a committee of fellow patients and survivors who understand the cancer journey.

## Weaving a Legacy

As you begin the art walk in the Cancer Center, the "Weaving a Legacy" tapestry is the first piece to greet you. A tangible symbol of our community's spirit, it was crafted from ribbons woven by those who first walked through these doors during the grand opening event, alongside contributions from cancer patients and their loved ones. Each thread speaks of unity and resilience, reflecting the tight bonds that tie us together, whether as family, friends or caregivers.

This tapestry is a beautiful work of art. It's also a tribute to the courage and strength of every individual who has faced the challenges of cancer. Every ribbon, strip of cloth and colorful memento tells a story of perseverance and hope, offering a source of inspiration for all who pass by.

As you gaze upon this powerful creation, you can't help but feel the warmth of community and the shared journey of healing. It's a reminder that, even in our most challenging moments, we are never alone.

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***"We don't accomplish anything in this life alone...and whatever happens is the result of the whole tapestry of one's life and all the weavings of individual threads from one another that creates something."***

**Sandra Day O'Conner**

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**Steve Martinez (right) and grandson Brennon**





## Freedom's Flight

Jaqueline Garris, a stage 3 Inflammatory Breast Cancer survivor, vividly recalls how the Art Heals exhibit made her chemotherapy mornings more bearable. "The artwork gave me hope and motivation to keep fighting," she shares. Each visit to the Cancer Center became a journey through a gallery of solace and strength. One particular acrylic painting in the waiting room stood out to her. It was vibrant with yellow, pink and a hint of purple—a stark contrast to the dark times she faced. This piece, "Freedom's Flight" by local artist Brianna Campbell, captured her attention and heart.

Brianna Campbell, the artist behind "Freedom's Flight," explains her vision, "The painting was inspired by a ballet called *Firebird*. I used bright colors like flames, softened with purple, to symbolize how overcoming hardships can make our moments of joy shine even brighter." Her choice of colors and the dynamic energy of the piece were meant to evoke a sense of rising above adversity, much like the dance that inspired it.

For Jaqueline, this painting became more than just a beautiful image; it was a beacon of hope during her darkest hours. "It signified that I WILL RISE above anything. I BEAT cancer," she says with pride. After posting about her admiration for the painting on Facebook, she was deeply touched when a kind woman, moved by her story, delivered the painting to her home the next day.

The artwork wasn't just a painting; it became a powerful symbol of Jaqueline's journey, reminding her daily of her strength and resilience. It whispered encouragement to her each time she gazed upon it, affirming that amidst the darkness, there was light and that she could emerge from her struggles stronger than before.

Jaqueline's message to the artists involved in Art Heals is one of deep gratitude, "Thank you for sharing your beautiful talent. It heals, brings joy, inspires and gives patients hope."

Through intertwined stories like Jaqueline and Brianna's, Art Heals continues to connect souls, offering comfort and inspiration and exemplifying how caring extends far beyond medicine.



**Erica Martinez , R.N., Nurse Navigator and Artist**

## Healing through art and care

Erica Martinez, R.N., a nurse navigator at Yuma Regional Medical Center Cancer Center, blends her roles as a healer and an artist in the Art Heals exhibit. Raised in Yuma, Erica began her art journey at age seven, raffling her first painting to a family member. Initially self-taught, she turned to art to cope with the emotional weight of her work. Now, she specializes in acrylic pour paintings, often exploring themes of caregiving and healing. This year, her collection features wave-inspired pieces like "Turquoise Tide" and "Pink Kahuna," inspired by a beloved patient. Erica views her art as a metaphor for life, navigating through challenges to find beauty and purpose. Her dual roles allow her to touch lives physically through her compassionate care as an oncology nurse and spiritually through her evocative art. She supports her community by balancing these worlds, showing that healing comes in many forms.

# we believe

each day is a gift



**“Don’t get me wrong, cancer isn’t a gift. It just showed me what the gifts in my life are.” – Anonymous**

In July 2014, we opened the doors to our Cancer Center with a promise to deliver comprehensive, state-of-the-art cancer care right here, close to home. Ten years later, our commitment is stronger than ever, and as we look to the future, we continue to focus on the gifts of life, family, community, legacy, hope and time. We believe in the gifts each day brings because we believe in a hopeful future, celebrating moments both big and small.



YUMA REGIONAL MEDICAL CENTER  
CANCER CENTER

[yumaregional.org/WeBelieve](http://yumaregional.org/WeBelieve)



# Advancing care with cutting-edge robotics surgery

## A minimally invasive approach that maximizes recoveries

In 2019, Yuma Regional Medical Center introduced the latest advancement in minimally invasive surgery: its first da Vinci robotic surgical system. Unlike traditional surgery, where surgeons operate using handheld instruments through a large incision, robotic-assisted surgery offers a more advanced option for many conditions and specialties. This cutting-edge technology requires only a few small incisions, reducing pain and quicker recoveries.

Yuma Regional's investment in robotic surgery has transformed patient care and attracted top talent in the medical field. "Many physicians, especially those trained in robotics, seek out health systems with robust programs," explains Liz Chapin, R.N., Vice President and Assistant Chief Nursing Officer, emphasizing the importance of Yuma's now five advanced robotic systems. "We've been able to recruit top-tier surgeons to Yuma, creating a cycle where excellence attracts excellence." Simon Lavotshkin, M.D., one of the nation's leading robotics surgeons, exemplifies Yuma Regional's commitment to pioneering medical care.

As demand grew, so did Yuma's capabilities, with Dr. Lavotshkin ranked #1 on the West Coast and #3 in the U.S. for da Vinci procedures in 2023. He shared his knowledge with 12 new robotics surgeons. Today, Yuma leads the world as one of the busiest health systems in da Vinci use globally, underscoring its status as a leader in robotic surgery.

By prioritizing innovation, technological advancements and surgical excellence, Yuma Regional Medical Center continues to advance healthcare, create meaningful experiences and improve the lives of everyone around us.



**Simon Lavotshkin, M.D.**  
One of the most experienced da Vinci  
general surgeons in the United States



**5**

### da Vinci Xi Systems

Cutting-edge robotic systems operated by experienced surgeons

**12**

### da Vinci Surgeons

Deliver high-quality care with advanced treatments and modern techniques

**5**

### Surgical Specialties

General Surgery, Bariatric, Colorectal, Thoracic, Gynecology and Urology use the da Vinci surgical system

**3,300+**

### Patients

Treated since 2019 using robotic-assisted surgery

# Continuing to transform and innovate heart care

At Yuma Regional, we're on a journey to redefine cardiovascular care with innovation and excellence. Over the past decade, we've made significant strides in advancing medical treatments and technologies. As we look to the future, our commitment remains to provide our community with the highest standard of care, ensuring that every step forward brings us closer to a brighter, healthier future.



## TRANSCATHETER AORTIC VALVE REPLACEMENT (TAVR) PROCEDURE

Opening new possibilities for heart care, TAVR offers a minimally invasive solution for patients that are not candidates for open-heart surgery, replacing defective heart valves without needing chest incisions.



## WATCHMAN™ DEVICE

With the introduction of the Watchman Device, we've pioneered a permanent AFib solution that transforms lives. It enables most patients to discontinue anticoagulant therapy within 45 days.



## CHEST PAIN PROGRAM DNV-CERTIFIED

We are proud to have received our newest certification in May 2024. This represents a pivotal milestone, reinforcing our commitment to providing exceptional, timely care when it matters most.



## Expanding vascular services to meet community needs

In response to our community's growing need for accessible vascular care, we're proud to introduce our comprehensive vascular services. Until this spring, patients with vascular care needs would have to travel out of town for care and, if in an emergency, likely be transferred to another healthcare facility. This service is more than just a new offering. It's a promise to our neighbors that we'll fulfill the gaps in specialized care, ensuring every patient receives the attention they deserve, regardless of the hour.

When patients enter our care, they are met with a dedicated team specializing in various vascular conditions—from peripheral artery disease (PAD) to chronic wounds stemming from venous or arterial inefficiencies. But our commitment doesn't stop there. We're forging partnerships with primary care providers, ensuring that every step of the journey is seamless and tailored to each patient's unique needs. It's care and connection that genuinely make a difference in the lives of those we serve.



# A focus on patient experience

## Connecting to Purpose

Every decision we make is driven by our deep commitment to our patients and their families. We build a healthier tomorrow by caring for the heart and soul, not just the body.

Meet Joan Cox, our Chief Experience Officer (CXO). Joan's passion is enhancing the patient journey, whether you're in the hospital or visiting as an outpatient. She knows that when our staff is happy and engaged, our patients receive the best care. Joan and her team work tirelessly to foster these meaningful connections.

Joan's role as a senior leader is more than strategic—it's personal. She collaborates closely with others to ensure our care not only meets but exceeds expectations, truly reflecting what our community values.

### HEALTHCARE IS A HUMAN EXPERIENCE

Patients come to us seeking healing, and while advanced medical technologies are crucial, the human touch remains at the core of our care. That's why, in 2023, we created the CXO role to deepen these connections and honor each patient's and their families' holistic experience.

### LISTENING AND RESPONDING

In our continuous quest to improve, we actively listen to patient feedback. Joan expanded our feedback collection to include patients in the hospital and those receiving care in our clinics. This initiative is a testament to our commitment to truly understanding and addressing patient needs no matter where patients are in their healthcare journey.

As an example of how we used feedback, we introduced patient experience representatives who support non-clinical needs and offer companionship, whether in the hospital or visiting outpatient services.

### ENGAGING OUR TEAM

We've created special programs to help employees and physicians connect with their motivations and align with our purpose. Our physicians receive communication coaching through the Practicing Excellence program to enhance patient satisfaction and foster a supportive, healing environment.

### HONORING OUR COMMUNITY

We pride ourselves on serving a diverse community, including a large Native American population. Our partnership with the Indian Health Service (IHS) underscores our dedication to respecting and meeting their unique healthcare needs. Through our collaborations, we have improved billing processes to ensure clarity and transparency, enhanced communication to foster understanding, tailored care delivery to align with specific cultural needs, and ensured every patient receives respectful and personalized healthcare.



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***“Our goal is to make the organization accessible for all community members. For some, that means optimizing technology. But for some, that means maintaining the humanity and ensuring that the human connection is at the forefront of what we do.”***

**Joan Cox**  
CHIEF EXPERIENCE OFFICER

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**Behavioral Health Center Team**

## Transforming lives through compassionate behavioral health care

In Yuma, every voice matters. This sentiment guides us and is why we conduct a Community Health Needs Assessment (CHNA) every three years. During the 2022 assessment, over 700 residents shared their voices, and it was evident that our community urgently needed expanded mental health care services. This insight fueled our decision to swiftly enhance mental wellness support in Yuma County.

On February 6, 2023, we celebrated a significant milestone with the opening of our Behavioral Health Center. This state-of-the-art inpatient facility is a testament to our commitment to mental health, offering a range of services, including inpatient psychiatric care and short-term adult psychiatric care. With the capacity to care for up to 24 patients at a time, we can now provide essential mental health care close to home. This is crucial for our community, as this service wasn't offered in Yuma, forcing individuals to seek care far from home. Now, patients can receive the care they need while staying connected to family and friends, profoundly impacting our community.

This fall we'll take another significant step forward by adding a second outpatient care location – Behavioral Health *East*. Outpatient care is critical to recovery and long-term mental health management. In addition, this location will also serve as the primary outpatient clinic site for our future pioneering Psychiatry Residency program.

This program, designed to train the next generation of mental health providers, is a vital part of our strategy to address the evolving needs of

our community and significantly expand access to crucial mental health services so patients and families can thrive.

Eyuel Terefe, M.D., Psychiatrist at YRMC, highlighted the gravity of the situation, "Nearly 40% of adults in Yuma County reported suffering from depression for two years or more." Such mental health burden is especially prevalent among younger adults, indicating a critical disparity that needs immediate attention. Integrating training and patient care under one roof ensures our future physicians are deeply connected to their community. This holistic approach is essential for sustaining high-quality mental health care in Yuma County.

Through the continued advancement of local behavioral health, we've seen a significant uptake in patient participation. "By expanding our services and integrating training with care, we're building a future where community members of all ages can access the mental health support they need."

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***"We are building the foundation for a future where our community, patients, and families can access the care and resources they need to attain mental health wellness and optimize their lives."***

**Eyuel Terefe, M.D.**  
**PSYCHIATRY RESIDENCY PROGRAM DIRECTOR**  
**AND CLINICAL CHAIR OF BEHAVIORAL HEALTH**

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## FEBRUARY 2023

Opened our  
Behavioral  
Health Center

# 24

Inpatient  
care beds

# IOP

Intensive Outpatient  
Program

Structured outpatient treatment program, consisting of at least 3-hour sessions offered three days a week provided by a team of highly qualified professionals.

## FALL 2024

New Behavioral  
Health clinic opens



The Snoezelen Room in the Behavioral Health Center (sponsored by the Foundation of YRMC) is a multi-sensory environment intended to stimulate the patient's senses and evoke a calming and therapeutic effect. This room serves as an alternative treatment to medications, allowing patients to build coping skills to help increase their autonomy.





**Emergency Department Team**

## For life's medical emergencies

### We are here, right where and when you need us

YRMC's emergency team cares for patients when every minute counts. Our two emergency departments are equipped with advanced technologies and staffed by emergency specialists and clinicians 24 hours a day, 7 days a week. Our care teams include board-certified emergency medicine physicians, advanced practice providers, nurses and medical assistants who collaborate with respiratory therapy, radiology, pharmacy, laboratory and case management to care for patients during an emergency.

In 2016, our main campus opened as a Level III Trauma Center. It is equipped to provide immediate evaluation, stabilization, diagnostics,

and advanced trauma life support, with transfer capabilities to higher-level centers if necessary. We offer dedicated diagnostic imaging—ultrasound, X-ray, CT scans—and an on-site pharmacist to manage medication needs. Patients with suspected heart attacks have direct access to our cardiac cath lab and stroke care includes telemedicine consultations with Mayo Clinic neurologists.

Our Foothills Campus emergency department opened in July 2023, improving accessibility to emergency care for East County residents. Both emergency departments share staff and processes, ensuring seamless care.

#### JUST FOR KIDS



At the main campus, we provide specialized pediatric emergency care in a child-friendly environment. Board-certified emergency physicians treat all ages, with pediatric specialists available 12 hours daily.

#### REDUCING WAIT TIMES



Serving over 70,000+ patients annually, Yuma Regional emergency departments strive to minimize wait times while prioritizing critical cases. Innovations like virtual triage for faster order entries, EKGs and lab work help expedite patient care.

#### POD-BASED CARE TEAMS



In 2018, we introduced pod-based care teams, where providers and nurses are assigned to specific areas within the emergency department. This system reduces patient stay times by improving efficiency and communication.



# A laser focus on measurement

## “If you cannot measure it, you cannot improve it.” – Lord Kelvin

In our emergency department, every detail matters because every patient matters. Our team’s dedication to quality care is reflected in how we meticulously track and review daily metrics for trauma, stroke, heart attacks, and more. Partnering with our Patient Experience team, we constantly work to enhance our patients’ visits and ensure they receive the best care possible.

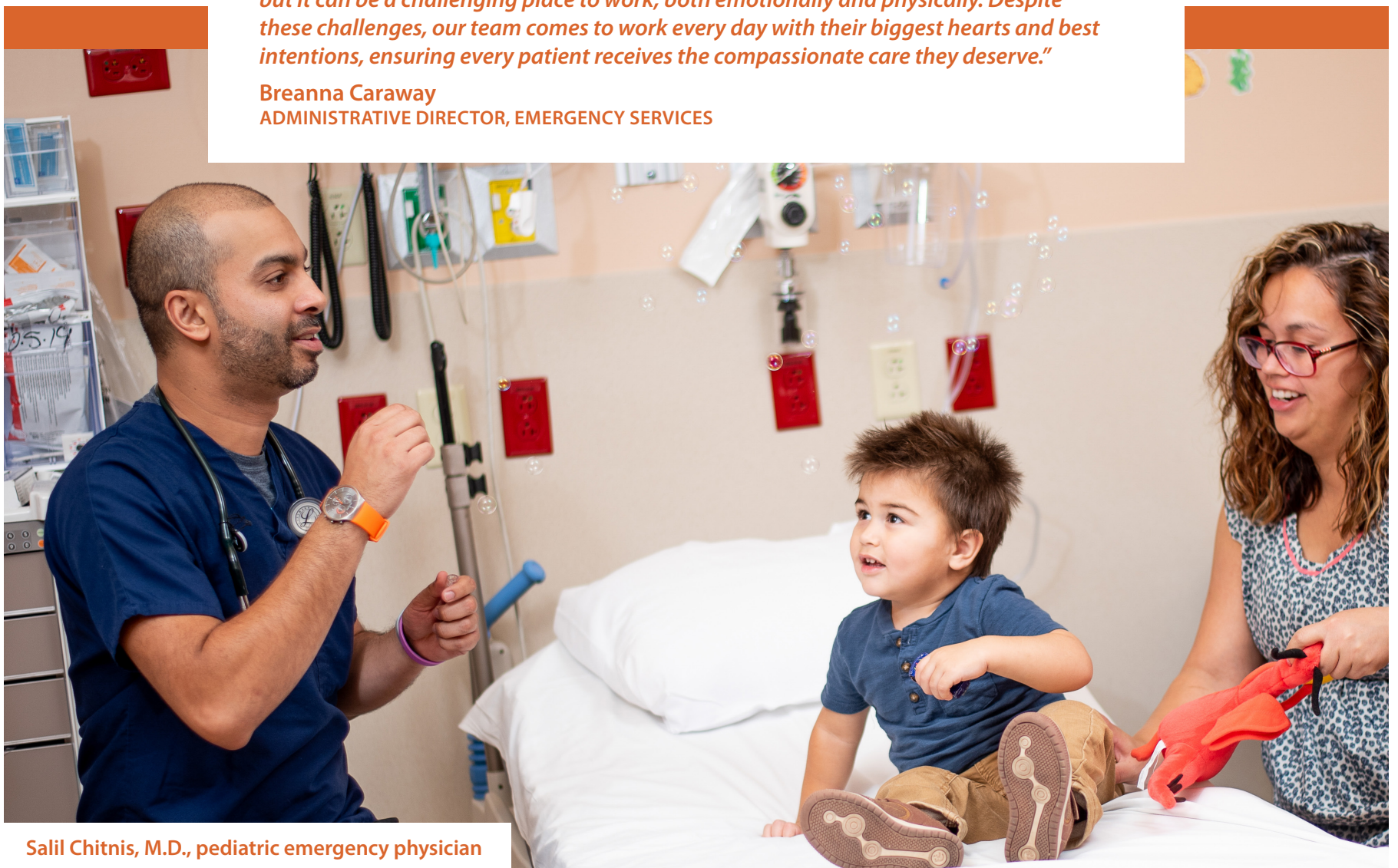
We understand that emergencies are stressful. That’s why we focus on reducing wait times and streamlining processes to make our patients’ experiences as smooth as possible. Our patients’ positive reviews and heartfelt feedback are testaments to our commitment. One patient shared, “Whenever my husband and I have been in the hospital, they

have treated us very well. Thank you for your dedication and effort.” Another noted, “Emergencies are nerve-wracking, but my experience here has always been positive. Thanks, Yuma Regional, for upping your game to keep our community healthy and safe.”

These words inspire us to continue focusing on compassionate care and efficiency. We aim to create a supportive environment where every visit addresses the patient’s immediate health needs and provides resources for continued well-being after they leave. At Yuma Regional Medical Center, we aim to make sure patients feel valued and cared for every step of the way.

*“The emergency department is not only perhaps an intimidating experience for patients, but it can be a challenging place to work, both emotionally and physically. Despite these challenges, our team comes to work every day with their biggest hearts and best intentions, ensuring every patient receives the compassionate care they deserve.”*

**Breanna Caraway**  
ADMINISTRATIVE DIRECTOR, EMERGENCY SERVICES



Salil Chitnis, M.D., pediatric emergency physician



# we believe

## commitment fosters community

To us, Yuma County is our home. All 5,519 square miles of it. That's why we believe in supporting our community's many non-profit organizations. By partnering to build a healthier tomorrow, we are all creating a better place to live, work and grow.



YUMA REGIONAL MEDICAL CENTER

[yumaregional.org/WeBelieve](http://yumaregional.org/WeBelieve)