2007 was a turbulent year for residents in need of hospitalization in the City of Inglewood. Three local area hospitals had already closed. MLK Hospital shut its doors in August, 2007; Robert F Kennedy Medical Center in December, 2004; and Daniel Freeman Memorial Hospital in September, 2007. And after years of losing money, reductions in services and layoffs, the two local Centinela Freeman Hospitals were also on the verge of closing. However, before this could happen, Prime Healthcare Services (PHS) purchased the ailing Centinela Hospital facility. PHS already owned seven successful community hospitals in California and with the purchase of the now re-named Centinela Hospital Medical Center; it acquired a flagship facility for its growing hospital system.

In order to prove commitment to the health of the community three pledges in support of the medical center.

1. Prime Healthcare Services would bring much-needed long-term financial stability to the hospital.
2. Centinela Hospital Medical Center’s doors would remain open to anyone in need of medical care.
3. Preserve all existing services, including its Emergency Department, would continue to be available.

“As we have with our other community hospitals, we intend to provide Centinela Hospital Medical Center with all of the tools necessary to deliver the unique range of high quality health care services that the community has come to depend on.” A $20 million capital improvement plan to provide much-needed upgrades to the medical center was announced.

Now, after seven years of ownership, Prime Healthcare Services has fulfilled those pledges by investing over $ 89.4 million in capital equipment of which over $19 million has been spent in 2014 alone. The following are some of the capital improvements seen at Centinela Hospital Medical Center.

- Implemented an electronic medical record.
- Installation of a central tracking system
- Structural improvements- upgrades to surgical suites, a new nurse call-light system, parking lot refurbishments and a new security monitoring system.
- In-room patient monitoring equipment.
- State-of-the-art upgrades to the hospital’s two existing cardiac catheterization labs.
- A new 64 slice CT scanner, a digital x-ray system and a new nuclear medicine scanner for the imaging department.
- New surgical systems including, new anesthesia machines, sterilization equipment, operating tables and surgical tools.
- New computer workstations and office personal computers throughout the hospital.
- Radiology technology- digital integrated communication system (PACS).
- New digital physician voice recognition dictation system.
- A newborn infant security system for the hospital nursery.
These changes have had a dramatic positive impact on the quality of care provided at Centinela Hospital Medical Center and on improved employee morale as well. For example, the number of patients seen at the hospital’s level II Emergency Department has increased from 80 patients per day in 2006 to over 200 per day in 2014. This was partly due to the 32% increase in the number of fire department paramedic runs to the hospital. However, even though the number of patients seen in the Emergency Department has nearly tripled since 2006, the average wait time to see a physician has markedly decreased. Over 50% of our patients are seen by a qualified emergency physician in under an hour. We believe that our Emergency Department physicians are some of the best and brightest specialists in their field and that our nursing and support staff are outstanding.

The high level of care that we provide directly results in better patient outcomes. For heart attack patients transported to our Emergency Department with blocked arteries, our multi-disciplinary care team is able to restore the flow of blood to their heart within 90 minutes after the first contact by paramedics. We also provide comprehensive emergency services for children and have received recognition as an Emergency Department Approved for Pediatrics (EDAP) facility.

CHMC has not only saved health care access to residents of the communities that we serve, but has also preserved jobs. After initial layoffs in 2007, Centinela Hospital is now the largest employer in the City of Inglewood with 1,500 highly skilled and dedicated employees and over 400 members on its medical staff. Centinela Hospital has also expanded its relationships with insurers and currently has contracts with over 30 providers including: Anthem Blue Cross, Health Net, Aetna, United Healthcare and LA Care.

Validating these efforts, the hospital has been named one of the nation's top performers on key quality measures by The Joint Commission, the nation’s oldest and largest standards-setting and accrediting organization for hospitals for three years in a row. Centinela Hospital earned quality keys in the areas of heart attack care, heart failure care, pneumonia care and surgical care. The Joint Commission recognition is based on data reported about evidence-based clinical processes that are shown to improve care for these conditions. Centinela Hospital is one of only 1,099 hospitals in the U.S. earning the distinction of Top Performer on Key Quality Measures for attaining and sustaining excellence in accountability measure performance.

To be recognized as a top performer on key quality measures Centinela Hospital earned 95% or above on all performance targets. Says Linda Bradley, CEO of the hospital, “This is a great accomplishment for the hospital and for our community as well. Excellent care is something all patients expect and deserve and all hospitals work to achieve. It is not an easy goal to reach; it takes the knowledge, teamwork and dedication of our physicians and the entire hospital staff.” In addition to being included in The Joint Commission’s “Improving America’s Hospitals” annual report, Centinela Hospital is recognized on The Joint Commission’s Quality Check website (www.qualitycheck.org).

Centinela Hospital has also received numerous quality distinctions including the Distinguished Hospital Award – Clinical Excellence in 2010, 2011, 2012 and 2013, top ranking in the nation and the state for stroke care, and Truven Healthcare Analytics (formerly Thomson Reuters) Top 100 Hospital for 2012, 2013, 2014 and 2015. The hospital has also received national recognition for our quality of patient care and medical excellence from healthcare ranking organizations such as: Healthgrades, Comparion Medical Analytics and The Leapfrog Group.

Listed below is the complete list of honors and awards the hospital received in 2014:


**CLINICAL ACHIEVEMENTS**

- Hospital is fully accredited by The Joint Commission (TJC)
- Laboratory Services are fully accredited by the College of American Pathologists (CAP)
- Imaging services accredited by the American College of Radiology (ACR)
- The Neonatal Intensive Care Unit is certified by the California Children's Society (CCS)
- Emergency Department Approved for Pediatrics (EDAP) certified by Los Angeles County
- Truven Health Analytics named Centinela Hospital a 100 Top Hospitals™ in the Nation 2012, 2013, 2014 and 2015
- Recognized by The Joint Commission as one of the Top Performers on Key Quality Measures 2012, 2013 and 2014
- Ranked as One of the Top 25 Hospitals in the Nation With the Highest Value-Based Purchasing Scores by the Centers for Medicare & Medicaid Services
- Received an A for Hospital Safety by The Leapfrog Group 2012, 2013, 2014
- Received the Zero Hero Award from the Southern California Patient Safety First Collaborative for maintaining zero Early Elective Deliveries in 2013

**2014 MEDICAL EXCELLENCE AWARDS:**

- Top 10% in Nation:
  - Cardiac Care
  - Orthopedic Care
  - Heart Attack Treatment
  - Pneumonia Care
  - Heart Failure Treatment
  - Pulmonary Care
  - Interventional Coronary Care
  - Stroke Care
  - Neurological Care
  - Vascular Care
- #1 in California:
  - Cardiac Care
  - Vascular Surgery
  - Heart Failure Treatment
  - Neurological Care
  - Pulmonary Care
  - Stroke Care
  - Top 10% in California:
    - GI Care
    - Orthopedic Care
    - GI Hemorrhage
    - Pneumonia Care
    - General Surgery
    - Spinal Fusion
    - Heart Attack Treatment
    - Spinal Surgery
Interventional Carotid Care

2014 PATIENT SAFETY AWARDS:
- Top 10% in Nation:
  - Overall Hospital Care
  - Overall Medical Care
  - Overall Surgical Care
  - General Surgery
  - Pulmonary Care
- #1 in California:
  - Overall Medical Care
  - Pulmonary Care
- Top 10% in California:
  - Overall Hospital Care
  - Overall Surgical Care
  - Cardiac Care
  - GI Hemorrhage
  - General Surgery
  - Heart Attack Treatment
  - Heart Failure Treatment
  - Neurological Care
  - Stroke Care
  - Vascular Care

CLINICAL RECOGNITIONS
- Recipient of the Distinguished Hospital Award – Clinical Excellence
- America's 100 Best Hospitals for Pulmonary care
- America's 100 Best Hospitals for GI care
- America's 100 Best Hospitals for General Surgery
- America's 100 Best Hospitals for Critical Care
- Top 5% in the Nation for Cardiology Services
- Top 5% in the Nation for Treatment of Stroke
- Top 5% in the Nation for Overall Pulmonary Services
- Top 5% in the Nation for Overall GI Services
- Top 5% in the Nation for General Surgery
- Top 5% in the Nation for GI Medical Treatment
- Top 5% in the Nation for Critical Care
- Five Star recipient for Treatment of Heart Failure
- Five Star recipient for Hip Fracture Treatment
- Five Star recipient for Treatment of Stroke
- Five Star recipient for Treatment of COPD
- Five Star recipient for Treatment of Pneumonia
- Five Star recipient for Esophageal / Stomach Surgeries
- Five Star recipient for Treatment of GI Bleed
- Five Star recipient for Treatment of Bowel Obstruction
- Five Star recipient for Treatment of Sepsis
• Five Star recipient for Treatment of Pulmonary Embolism
• Five Star recipient for Treatment of Respiratory Failure
• Recipient of Stroke Care Excellence Award
• Recipient of Pulmonary Care Excellence Award
• Recipient of GI Care Excellence Award
• Recipient of General Surgery Excellence Award
• Recipient of Critical Care Excellence Award

The hospital has also been moving rapidly to comply with SB1953 to seismically retrofit the West Tower building and also expand the emergency department to 52 beds. The increase in the size of the emergency department is vital as over 60,000 patients come through its doors annually. This ambitious seismic re-construction and renovation program will enhance Centinela Hospital’s ability to provide nationally recognized care to underserved constituencies. Additional campus improvements include a new emergency power plant and electrical system; a new clinical lab and remodeled physical therapy area; new 8th floor nursery; installation of a third state-of-the-art cardiac catheterization lab and new main lobby, admitting and front entrance areas. Additionally a new Maternity Unit project is underway and plans are in place for a geropsych unit.

GROWTH OF DEPARTMENTS & SERVICES:
• Emergency Department
• Clinical Lab
• Physical Therapy
• Nursery
• Cardiac Catheterization Lab
• Maternity Unit

As part of its commitment to the community, in 2013, Centinela Hospital provided medical treatment to 5,000 uninsured individuals through our Emergency Department and admitted 1,400 uninsured patients to the hospital. The charges generated on providing care to these uninsured patients were nearly $100 million. Centinela Hospital also hosts an annual community health and safety fair at which hospital staff provide free health screenings and information to over 1,000 community members. Staff also participated in numerous local health events providing vital health screenings to individuals with limited access to medical care. Also, the hospital routinely supports various non-profit community organizations with sponsorships, donations and in-kind services. Below is a listing of the community groups and events that the hospital has been involved with:

COMMUNITY ORGANIZATIONS
• American Red Cross
• Center for Lupus Care
• City of Inglewood
• El Segundo Chamber of Commerce
• Hawthorne Chamber of Commerce
• Inglewood Airport Area Chamber of Commerce
• Inglewood Homeless Collaborative Stakeholders Group
• Inglewood Partners for Progress
• Inglewood Unified School District
• Los Angeles County Fire Department
• Los Angeles County Medical Association
• Manhattan Beach Chamber of Commerce
• South Bay Family Health Care Clinic
• South Bay Workforce Investment Board Healthcare Workforce Advisory Group
• South Los Angeles Healthcare Round Table
• Surgeons of the Earth
• Zeta Phi Beta Sorority
• Venice Family Clinic

2014 COMMUNITY EVENTS
• Annual Centinela Hospital Medical Center Health and Safety Fair
• Inglewood State of the City presentation
• El Segundo Chamber Medal of Valor luncheon
• City of Hawthorne senior center presentation
• Inglewood Unified School District Walk-a-Thon
• Inglewood Chamber police and fire appreciation luncheon
• Los Angeles Business Journal Healthcare Leadership Awards luncheon
• Los Angeles Business Journal Women Making a Difference luncheon
• HASC Hospital Hero awards luncheon
• South Bay Family Clinic health fairs
• El Segundo Firefighters Golf Tournament
• Inglewood Chamber golf tournament
• George Dotson Town Hall meeting presentation
• Alex Padilla Town Hall meeting presentation
• Alex Padilla car show/health fair

“We look forward to working with Centinela’s medical staff and employees, as well as community leaders, to maintain this hospital’s long and storied tradition of medical excellence and of providing quality healthcare services to patients regardless of economic status. We are 100-percent committed to this hospital and to provide the support that it needs to be the very best, most compassionate health care for the people of this community.” –Prem Reddy, MD, Founder and CEO, Prime Healthcare.