

# Green Valley Forum Club

Brett Lee

Chief Administrative Officer

Wednesday, April 19<sup>th</sup>, 2023



# Our Purpose & Ambition

*We help people get well and live healthier by providing safe, quality healthcare, building enduring relationships with our patients, and providing value for the people and communities we serve.*

# Hospitals



## NORTHWEST MEDICAL CENTER

**300 BEDS**

**Key services:**

- Cardiology/CT Surgery
- Bariatric Program
- Total Joint & Spine
- Digestive Disease
- Urology
- Heartburn Center
- Labor & Delivery



## ORO VALLEY HOSPITAL

**146 BEDS**

**Key services:**

- Orthopedics
- Cardiology
- Behavioral Health
- Digestive Disease
- Sleep Lab
- Post Acute Care

# Hospitals



## NMC-SAHUARITA

### 18 BEDS

#### Key services:

- Cardiology
- Orthopedics
- General Surgery
- GI
- Spine
- Primary Care
- Multi-Specialty Physician Clinic



## NMC-HOUGHTON

### 52 BEDS

- Robotic Surgery
- Cardiac Catheterization
- Gyn/UroGyn
- Orthopedics
- Primary Care
- Multi-Specialty Clinic

# Access Points

-  **Hospitals (four)**
-  **Urgent Cares (three)**
-  **Surgery Centers (four)**
-  **Freestanding Emergency Rooms (two)**
-  **Primary Care Clinics** (30+ providers in 10 locations)
-  **Specialty Care Clinics** (60+ providers in 35+ locations)
-  **Outpatient Services** (imaging, therapy, lab, sleep lab)

# Strategic Initiatives

# Growing with the Community

## Northwest Medical Center Sahuarita

### Services Added Since 2021

- Podiatry
- Robotic Surgery – Orthopedics
- Telehealth
  - Neurology, Pulmonology, Infectious Disease
- 24/7 Cardiology coverage
- Duval Mine Multi-Specialty Clinic
- Urogynecology

### Additional Services to Come

- Urgent Care
- MRI Imaging
- Second Floor Expansion
- Urology



# Growing with the Community

## Northwest Medical Center Sahuarita





# Quality & Safety

# A Journey to High Reliability

## What is a High Reliability Organization (HRO)?

*Organizations that operate in complex, high hazard environments where error can be catastrophic and consistent excellence in quality and safety is demonstrated over long periods of time. Common examples of where high reliability performance is demonstrated are nuclear submarines and airlines.*

## How do we get there in healthcare?

*A relentless focus on safety, quality, and process improvement.*

- Leadership commitment to culture
  - **Everyone** “speaks up”
  - Daily Safety Huddles
  - Patient Family Advisory Councils

# Quality & Safety

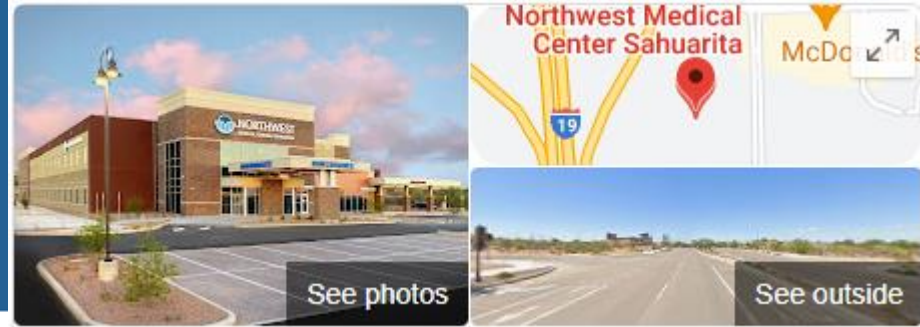


Accredited by the  
Joint Commission



No Serious  
Safety Events  
since opening!

# Patient Feedback



## Northwest Medical Center Sahuarita



Website

Directions

Save

4.2 ★★★★★ 903 Google reviews

★★★★★ 5.0 /5 Mar 8, 2023

Had to check into the ER and surprisingly was admitted within minutes. Had immediate care from an awesome male nurse with tests and prognosis in a couple hours. Doctor was awesome facility was fantastic. It may be small, but it is a big hospital for care.

★★★★★ 5.0 /5 Feb 13, 2023

I can't begin to tell you how grateful I'm for saving my life, I went in for bronchitis and my asthma all the nurses doctors I'm so grateful to them very friendly and professional I'm actually crying right now again I can't thank you enough thank you NW. Medical Center in Sahuarita, What an amazing group of people you have working for you

★★★★★ 5.0 /5 Feb 6, 2023

I retired from healthcare, so I have high expectations. Northwest Medical Center in Sahuarita far exceeded my expectations. From intake to treatment to discharge, everything ran smoothly, and more importantly, my issue was well taken care of. I received excellent discharge instructions and when I got to the pharmacy my prescriptions were waiting for me.

# Caring for the Community



**802,500+**

**Total Patient Encounters**



**1,700+**  
*Babies Born*



**122,500+**  
*ER Visits*



**44,200+**  
*Surgeries*



**3,000**  
*Total Employees*



**90+**  
*Employed  
Providers*

# Serving our Neighbors



**\$65.4 million**  
Charity &  
Uncompensated Care



**\$50.8 million**  
Property & Sales Tax



**\$173.2 million**  
Capital Investments



**\$32 million**  
Dollars Spent Locally



**\$291.6 million**  
Salaries, Wages, Benefits



**\$1.6 million**  
Financial Impact Each Day!

# Impacting Sahuarita and Green Valley



**63,000**

**Total Patient Encounters**



**19,000+**

*ER Visits*



**2,400+**

*Surgeries*



**\$4.5 Million**

*Charity &  
Uncomp. Care*



**\$1.3 Million**

*Property, Sales,  
GRT Taxes*



**\$14.4 Million**

*Payroll*



# **NORTHWEST HEALTHCARE**

**NORTHWEST | ORO VALLEY | SAHUARITA | HOUGHTON**