

Renown Regional Medical Center

Renown Regional Medical Center is an accredited, 808-licensed bed, general and acute-care hospital serving communities in northern Nevada, northeastern California and adjacent areas of Oregon and Idaho. A not-for-profit hospital offering a full range of medical, diagnostic and ancillary services, Renown Regional provides the only designated Level II trauma center between Sacramento and Salt Lake City. It is the teaching facility for the professional development of the region's healthcare professionals.

Renown Regional provides healthcare services regardless of race, creed, sex, national origin, handicap, age or ability to pay. People in our community have access to Renown Regional services in specialties including cancer, heart, neurosciences, orthopedics, surgery, intensive care and women's and children's health.

As part of an integrated health network, Renown Regional Medical Center provides many services to the community that otherwise would require that people travel to other cities to receive care. These programs, services and technology include a Level II trauma center; a pediatric intensive care unit; TomoTherapy High Art System; biplane angiography; a dedicated PET/CT scanner; a Joint Commission-certified Primary Stroke Center; comprehensive amputee services; an ABRET-accredited Epilepsy Monitoring Lab; an Intersocietal Commission-accredited Echocardiography Lab; multi-specialty da Vinci Robotic Surgery Program and a Chest Pain Center using the D-SPECT heart camera. Renown Regional also offers access to the largest number of clinical research trials in the region.

Renown Regional comprises the Medical Center and three Centers for Advanced Medicine; these house medical specialty and subspecialty practices. In partnership with the more than 950 physicians on its medical staff, Renown Regional offers more than 40 physician specialties, including cardiac surgery, cardiology, endocrinology, geriatrics, gynecologic oncology, infectious disease, neurosurgery, orthopedics, otolaryngology, pediatric anesthesia, pediatric endocrinology, pediatric gastroenterology, pediatric neurology, pediatric oncology and hematology, perinatology, plastic surgery, psychiatry, pulmonary medicine, radiation therapy, radiology, rheumatology and urology.

In the fiscal year ending June 30, 2010, Renown Regional Medical Center total hospital admissions and patient days excluding newborns were 26,364 and 140,077, respectively. Renown Regional also provided care for 76,674 emergency-room visits and 124,414 outpatient visits.

During fiscal year 2010 Renown Regional Medical Center provided the following community benefits:

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|---------------------------------------|----------------------|
| Subsidized Health Services | \$ 104,128,819 |
| Community Health Improvement Services | 8,206,813 |
| Health Professions Education | 1,950,787 |
| Research | 448,084 |
| Cash and In-Kind Contributions | 1,117,037 |
| Other Benefits | 163,249 |
| Total Community Benefits | \$116,014,789 |

Technology and advanced medicine

In fiscal year 2010 Renown Regional Medical Center continued its tradition of fostering advanced medicine for our region. This commitment to skill, expertise and technology benefits our community by making the latest medical treatments and techniques available close to home.

In Oct. 2009 Renown Health’s Institute for Heart & Vascular Health and the region’s first Chest Pain Center began offering a new technology called Laser ablation, a coronary laser treatment used to treat the arteries in the heart. Devang Desai, MD, interventional cardiologist with Sierra Nevada Cardiology Associates, was the first physician to perform this procedure in northern Nevada. Dr. Desai is also the only physician outside of Las Vegas in the state of Nevada certified to use the laser for coronary cases.

Laser ablation is a minimally invasive procedure that helps restore blood flow to heart muscle by producing pulsed bursts of ultraviolet (UV) light energy that vaporize blockages in the arteries. This energy is transmitted along flexible glass fibers encased in tiny catheters, which can be passed through the arteries right to the location of the blockage. The FDA-cleared device, known as the Spectranetics excimer laser ablation system, is one of the most effective solutions and is only available in northern Nevada at Renown’s comprehensive catheterization laboratory.

Renown Regional Medical Center is the first and most experienced provider of the da Vinci® Robotic Surgical System. Owner of two da Vinci® Robotic Surgical Systems, da Vinci® provides patients with one of the most effective, least invasive treatment alternatives for complex cardiothoracic and gynecologic procedures.

The da Vinci® Robotic Surgical System offers 3D high-definition imaging and up to ten times magnification that presents a clearer picture of the surrounding tissue and

structures in and near the site of the surgery. The minute size of the da Vinci[®] instruments and the way the system enhances the surgeon's hand and wrist movements gives the surgeon more dexterity, versatility and precision.

In June 2010 Renown Health announced the creation of the Renown Institute for Robotic Surgery, a new institute created to continue enhancing surgical capabilities with the da Vinci surgical system. As a part of the institute, medical team members provide clinical research; consumer education and patient care for a variety of minimally invasive surgical procedures.

Patient benefits with the da Vinci include faster recovery with less pain, discomfort, and blood loss and a quicker return to normal activities. Among all these benefits, patients can receive care close to home.

To emphasize Renown Institute for Cancer's commitment to quality cancer care and the importance of having world-class cancer treatment and technology close to home, Renown Regional Medical Center opened the newly renovated Institute for Cancer in February of 2010.

Cancer radiation therapy is a daily treatment for cancer patients that uses accurate pulses of radiation to eliminate cancer tumors. Designed to meet the growing demand of cancer treatment in the area, the remodeled space applied design decisions based on color therapy research plus feedback that radiation therapy patients and their family members provided during various focus groups.

"This renovation complements our commitment to quality cancer care, and for most of these patients, radiation therapy has become a second home," said Susan Cox, RT(T)(R)(M), manager of radiation therapy at Renown Institute for Cancer at Renown Regional Medical Center. "Research shows that art and color has an impact on a patients' well-being. Everything you see here was done for a specific purpose. The décor was chosen according to research into color therapy and the healing arts."

On Feb. 24, 2010, the Society of Chest Pain Centers granted the designation of Accredited Chest Pain Center with PCI (percutaneous coronary intervention) to Renown Regional Medical Center. The full Cycle III accreditation from the accreditation review committee marked another quality milestone for the region's leader in heart care.

Bringing advanced medicine to children in our community

Renown Children's Hospital provides the focus for Renown Health's commitment to caring for the youngest and most vulnerable in our community.

In July 2009, Renown Children's Hospital opened the region's only Children's Emergency Room. The new Children's ER, designed for children under the age of 18, includes 11 children's exam rooms featuring child-sized medical equipment. A special waiting area, separate from the adult ER waiting area, has also been designed specifically for children and their families and is complete with toys and a television.

"To help meet the needs of children throughout northern Nevada, it is our vision to create a place in the hospital children can call their own," said Denise Nelsen, RN, administrator from Women and Children's Services at Renown Health. "The Children's ER is Renown Children's Hospital's next step in offering state-of-the-art care especially designed for young patients. Additionally, the healthcare team in the new Children's ER has extensive experience providing expert care to children."

Renown Children's Hospital continues to be the only northern Nevada hospital affiliated with the National Association of Children's Hospitals and Related Institutions (NACHRI). Renown Children's Hospital was the first in Nevada to belong to the nonprofit association, a collective voice for health systems devoted to the well-being of America's 70 million children and their families.

Renown Children's Hospital is a "hospital within a hospital" concept, including existing programs and services as well as new program and service development in the coming months and years.

"We welcome Renown Children's Hospital to the family of care givers devoted to improving the health of children, and we look forward to its active involvement," said NACHRI President and CEO Lawrence A. McAndrews. "Because of their focus on children, institutions like Renown Children's Hospital are able to identify emerging trends and problems associated with the health of children."

Highlights for the Renown Children's Hospital services available to the community include:

- The region's only Pediatric Intensive Care Unit for clinically ill and injured children. In fiscal year 2010, there were 525 admissions.
- The region's only Children's Specialty Care center, recruiting highly-trained physicians to the community and allowing children to receive specialized care for serious illnesses right here at home. Services offered currently include pediatric specialist in pulmonary conditions, cancer, and blood diseases.
- A Pediatric Inpatient hospital unit featuring 29 beds and a therapeutic playroom along with art and pet therapy programs for children.
- The region's only Child Life Program, which provides certified Child Life Specialists to help children and their families with their emotional and coping needs during hospitalization.
- The first hospital in the United States to launch a pertussis (Tdap) program. Pertussis is an upper-respiratory illness that is potentially fatal to infants. Known as the Cocooning Project, it is gaining popularity as health departments and hospitals from throughout the nation are inquiring about developing their own programs. In fiscal year 2010 the program protected more than 3,000 babies against pertussis.

Children's Miracle Network is a nonprofit organization dedicated to saving and improving the lives of children by raising funds for children's hospitals across North America. Renown Regional is northern Nevada's only Children's Miracle Network

hospital. Each year the 170 Children's Miracle Network hospitals provide the finest medical care, life-saving research and education to help millions of kids overcome diseases and injuries of every kind.

The Children's Specialty Care center offers the region's only pediatric hematology and oncology care. Children with cancer and diseases of the blood can receive specialized care while staying near home. The clinic draws specialty physicians highly trained in treating children and adolescents with leukemia, brain tumors and other forms of blood diseases and cancer. The physicians travel regularly from the San Francisco Bay Area to provide this care.

"It makes such a difference to our patients and their families to have access to the care they need close to home," said Robert Raphael, M.D., pediatric hematologist/oncologist, based at Children's Hospital & Research Center Oakland.

Children's Miracle Network partners with many corporate businesses that hold events locally to benefit Renown Children's Hospital. The Marriott Timberlodge in South Lake Tahoe hosted their 3rd annual Chip in for Kids Poker Tournament last year raising \$7,000. The Costco Wholesale in Sparks held their 15th annual golf tournament with as many as 28 committed teams, which raised \$117,521 combine with the store's miracle balloon sales in May 2010. Walmart kicked off its campaign by tying in CMN's 25 years of partnership with Renown Health at a community-wide celebration at Aces Ballpark, calling it Miracle Night. This celebration raised \$46, 323 for CMN and helped gain awareness about the program with more than 9,000 people in the Reno community.

To observe September 2009 as National Childhood Cancer Awareness Month, Renown Children's Hospital united with other northern Nevada medical professionals, families, patients and survivors to help increase awareness that will lead to a cure for children with cancer. Saturday, Sept. 12 was Childhood Cancer Awareness Day in Pickett Park, which is across from Renown Regional Medical Center. The free event focused on local resources and families in the fight against cancer and on speaking out against the decline in federal research funding.

Renown Children's Hospital is the only hospital in northern Nevada with a Children's Infusion Center. This area serves approximately 424 children currently living with cancer or blood diseases in northern Nevada. Infusion therapy for these patients often takes place two or three times a week, and each session typically lasts one to eight hours or longer. The Children's Infusion Center offers child-sized treatment chairs in an environment geared directly to children and their families.

"The Children's Infusion Center compliments the mission for the Northern Nevada Childhood Cancer Coalition to support children with cancer and their families," said Lizzie Dalton, executive director at the Northern Nevada Childhood Cancer Coalition. "We believe this center not only enhances the quality of care given at Renown Children's Hospital but it also provides families

with a spacious and playful environment to nurture their children during such a difficult situation.”

Electronic Medical Record

The Electronic Medical Record (EMR), a key initiative for the Renown Health Network that had been in progress since 2006, came to a major milestone in FY10. In our continued effort to offer skill, expertise and technology to our community and patients, Renown Regional Medical Center began using EMR on July 14, 2009.

EMR is an important tool that saves time, improves patient care and helps our teams to make a genuine difference. Some of the benefits are:

- Comprehensive, timely information across care settings
- 100% legible documentation, shared by all disciplines
- Charts always available
- System aided medication administration safety, documentation and reconciliation
- Expanded automated medical device information capture
- Up to date, online patient education & discharge instructions

This tool was implemented at Renown South Meadows Medical Center and Renown Rehabilitation Hospital on February 5, 2008. Renown Regional Medical Center was implemented in five waves during FY10:

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| July 7, 2009 | Pharmacy |
| July 14, 2009 | Clinical Documentation for all nursing units with the exception of Maternal Child units Order Entry – all departments and nursing units ER – expanded functionality OpTime – Surgery peri-operative documentation functionality Device Integration replacing QS |
| Oct 13, 2009 | Electronic MAR for all departments and nursing units with the exception of Maternal Child |
| Jan 12, 2010 | Clinical Documentation for Maternal Child units |
| Mar 2, 2010 | Electronic MAR for Maternal Child units |

With EMR, instead of writing in a paper chart, healthcare providers enter information using a computer. Patients may have a computer in your room, or their healthcare provider may come into the room with a computer on wheels. All nurses, doctors and other healthcare providers were extensively training in this new technology.

EMR provides easier access to essential information, allowing physicians and clinical staff to diagnose and assess patients based on the most current information in their medical file. If a patient's primary care physician is with Renown Medical Group, their medical record can be accessed from his or her office as well.

Distinguished for quality care

Renown Regional Medical Center became the first hospital in northern Nevada recognized for a commitment to and success in implementing a higher standard of stroke care. The Get With The Guidelines – Gold Plus Performance Achievement Award, awarded in January 2010, acknowledges that Renown Regional has developed a comprehensive system for rapid diagnosis and treatment of stroke patients admitted to the emergency room.

Renown Institute for Neurosciences Comprehensive Stroke Center was the first Primary Stroke Center in Nevada certified by The Joint Commission. The Joint Commission, the nation's largest healthcare standards setting and accrediting body, grants this certification to recognize, in its words, "exceptional efforts to foster better outcomes for stroke care."

Clinical trials

Since the program's inception Renown Regional Medical Center has participated in more than 100 clinical trials for diseases such as cancer and neurological disorders. In clinical trials, physicians conduct scientific research to identify and evaluate techniques for prevention, diagnosis and treatment of medical conditions. A clinical trial tests a new drug, technology or treatment for a given condition.

Clinical trials are an essential part of a care program because the trials typically offer the most recently developed and effective medications. Clinical trials also can extend a patient's life because physicians and others involved can follow the patient's progress closely and for longer periods than if the patient were not participating in a study. Patients also are required to have frequent clinical exams, which allow physicians to identify and treat problems early.

Participating in clinical trials greatly benefits all patients because promising research can lead to new technologies and treatments.

Research

Renown Health is involved in more than 20 clinical research studies where people help doctors find ways to improve health and discover treatments for disorders. Renown Health is striving to deliver evidenced-based care to patients by conducting our own research studies and by incorporating recently published findings into our practice.

Renown also joins our nation's effort to improve quality in homecare, skilled nursing homes and hospitals by publicly benchmarking on the Centers for Medicare and Medicaid Services' Compare Web site. To validate clinical improvement efforts, Renown also benchmarks fall rates, pressure sores, pain management in children, wound healing rates, and mortality with the best hospitals in the country.

"In the past, cancer patients had to travel to one of a few select research institutions in the country including the National Cancer Institute itself to receive the newest treatment," Shannon White, RN, Cancer Research Nurse, Lead Research Nurse. "Now,

our community physicians can participate in National Cancer Institute supported clinical trials making it possible for cancer patients to benefit from the latest research without leaving the local area to receive treatment. The most current national research with respect to chemotherapy and radiation therapies are offered by Renown Regional Medical Center through NCI endorsed cancer clinical trials, as well as pharmaceutical company sponsored trials.”

Health Professional Education

As a teaching hospital working with the University of Nevada School of Medicine (UNSOM), Renown Regional Medical Center devotes considerable resources to educating health professionals.

We help train the next generation of physicians by serving as a clinical training site for UNSOM students and residents. We support 77 residents in internal medicine, family practice, geriatrics, child psychiatry and psychiatry. In addition, we support nine fellows in child psychiatry, internal medicine and geriatrics. Being a part of the training of doctors is essential to our community.

For members of our medical staff, we host weekly “Medicine Potpourri” presentations on medical trends and best practices. Regular meetings and special presentations allow health professionals to gain continuing medical education credits required for maintaining licensure and certifications.

To address Nevada’s critical nurse shortage, Renown Health has increased the number of educators and funding to inform nurses about current techniques and best practices. This includes creating a mentor program for student nurses, adding nurse educators and clinical nurse specialists to the staff, and paying for nurses to gain specialized expertise and certifications.

We have shared this expertise with the community by providing faculty for UNSOM and Truckee Meadows Community College. We are key partners in the state’s effort to double nursing school output in Nevada. To further benefit nurses throughout the community, Renown hosts Nursing Excellence Conferences.

The Herb and Maxine Jacobs Foundation recently gave a grant to the Renown Health Foundation to assist nurses in pursuing a bachelors or advanced degrees in a nursing-related field. The Jacobs Scholarship was created to ensure registered nurses would have the necessary resources to advance their skills and professionalism through higher education. Nurses at Renown Health have the opportunity to apply for the scholarship annually. The Jacobs scholarship matches Renown’s own tuition reimbursement plan for a period of up to two years.

“This scholarship is very helpful in offsetting the costs with returning to school,” said Jeff Stout, MSN, RN, NEA-BC, chief nursing officer, Renown Regional Medical Center. “It is a great motivational tool which encourages and supports nurses to pursue a higher education. We are very grateful to the Jacobs family for their generous donation and commitment to nursing.”

Renown Institute for Cancer

The Renown Institute for Cancer is committed to treating cancers with a distinctive blend of leading-edge clinical experience, compassion and state-of-the-art technologies.

For cancer patients whose treatment plan includes a hospital stay, the Renown Institute for Cancer provides compassionate, expert care. Specializing in the treatment of cancer and hematologic and immunologic disorders, Renown provides all of the services needed by cancer patients and their families. These include chemotherapy, brachytherapy, radiation therapy, pain control, palliative care, psychosocial assistance and postsurgical care with some of the most advanced technology including TomoTherapy and da Vinci.

In May 2009, Renown Institute for Cancer revealed new patient rooms adorned with hardwood-inspired vinyl floors, upgraded ceiling tiles with leaf accents, and original artwork in each room. These newly renovated rooms offer the ultimate in comfort for patients who require hospitalization.

The newly renovated Sierra Tower first floor is more than 15,500 sq ft. It features 29 private rooms with two semi-private rooms, a greeter desk, two nursing stations, a family lounge with flat-panel TV, dining area and free internet station.

Treatment teams include nurses with special training in cancer treatment, a clinical nurse specialist who collaborates with the nursing team and educates the patient and family, and licensed social workers who provide emotional and spiritual help for patients and their families during hospitalization.

The Renown Institute for Cancer was first in the region to offer patients the chance to participate in clinical trials. We have administered more than 141 trials to more than 870 patients since 1987. Our goal is to work with our state's Clinical Community Oncology Program to improve outcomes for cancer patients in our community. Our participation in CCOP provides our community with access to a wide range of cancer research studies and protocols.

"I have been pleasantly surprised by the breadth of services available at Renown for cancer patients," said Kimberly Tilton, breast cancer survivor. "When you are fighting cancer, you need all the help and support you can get. Renown provided an amazing selection of ways for me to get through this battle, all of which were completely free of charge, so that I didn't have to do it alone."

A specialized team of doctors approach lung cancer diagnosis and treatment

Lung cancer is one of the most common types of cancer diagnosed and treated at Renown Regional Medical Center.

The Renown Institute for Cancer hosts community education forums that provide information on clinical trials and pediatric oncology. The Institute also supports the American Cancer Society's Relay for Life and offers the four-session I Can Cope series.

Services for seniors

Smart Health Connection

Smart Health Connection is one of the region's most comprehensive healthy aging programs, designed to enhance the health and wellness of more than 10,000 members age 50+. Membership is free and includes access to low-cost health screenings, monthly informative health education lectures, special events, and a subscription to *Seasons*, a monthly newsletter filled with the latest health tips and news, ideas for staying active and a calendar of upcoming events.

In Sept. of 2010, 93 seniors received discounted screenings at Senior Fest, an annual event offering free and low-cost health screenings for seniors.

Flu shots

In the fall of 2009, Renown Health provided 22,624 flu shots and 1,942 pneumonia shots at multiple convenient, public locations. More than 8,000 of those shots were for seniors; nationally, influenza claims the lives of 21,000 seniors every year. Renown Health provides flu-shot events throughout the community, as a preventive measure to protect the health of seniors and reduce the impact on local hospitals during flu season.

Services that benefit women and children

Baby & Family Suites

Renown Regional Medical Center's Baby & Family Suites opened in Feb. 2009 with newly remodeled rooms including 28 private rooms. Along with the new state-of-the-art William N. Pennington Nursery, Renown Regional's latest addition compliments the skill and expertise of the women and children's hospital staff.

To continue education about the birthing process at Renown Regional Medical Center, 11 tours of the Baby & Family Suites were given to more than 10 expecting moms and their families each month.

Northern Nevada Immunization Coalition

Renown Health's support of the Northern Nevada Immunization Coalition directly benefited babies and the children and adults most threatened by vaccine-preventable diseases. The NNIC is a professional, community group dedicated to stopping vaccine-preventable diseases through improved immunization programs. Its efforts also benefit the public and private sectors of northern Nevada.

Parenting-skills education for high-risk parents

Helping children close to home is one of the driving forces at Renown Health. We have the most comprehensive maternal and children's services in the region. Renown Health also supports community outreach events and helps to improve the lives of mothers and babies in northern Nevada.

Through this multidisciplinary group, Renown Health provides maternal child education, supports services needed in the community and augments community resources. The education benefits spouses, children and other family members of high-risk parents as well as the community.

Integrated Case Management Program

The United Way piloted this program to identify women throughout the community who were pregnant for the first time and at high risk. These women could then benefit from services arranged through this program, which was held twice a month.

Maternal Child Health Coalition

The Maternal Child Health Coalition is a multidisciplinary group from Renown Health that benefits the entire community and focuses on maternal child education and support service needs and ways we can assist or add to those resources.

Child Abuse Education

During the year, a Renown Health Social Worker provided education and training on child abuse. Those who benefited from this event included all TMCC RN's and all RTI members.

March of Dimes

Renown Health supported the March of Dimes in raising money for research into the causes and prevention of premature birth, birth defects and infant mortality. In April 2010 Renown Regional Medical Center sponsored the March for Babies walk at the Sparks Marina.

Save Your Skull

Accidents happen. So Renown Children's Hospital has teamed up with Kohl's Cares for Kids® to educate kids and families about how to prevent head injuries with Save Your Skull. Save Your Skull is a year-round program that promotes seatbelt, helmet and pedestrian safety. Our program safety experts encourage everyone, not just kids, to wear helmets and stay safe whenever they take to the slopes or the sidewalks.

Each month the Save Your Skull program improves safety awareness at Washoe County schools by promoting the wearing of helmets and seat belts. For fiscal year 2010, the program impacted more than 250 lives per month.

Child Death Review Board

A panel of representatives from local law enforcement, the Coroner's Office, the Health Department, Washoe County School District, Child Protective Services Forensics and Renown Social Workers review all child deaths in Washoe County. The panel reviews approximately 20 cases every other month. By advocating for and protecting the rights of children and newborns, the review board benefits the entire community.

Healthcare information and educational services

Krames On Demand

Renown Regional Medical Center's subscribes to Krames On Demand, a Joint Commission-approved health-information library hosted on the health network's intranet. All clinical staff have access to this information, which provides patients with easily understood information about health conditions, prescription medications, discharge planning and more. More than 22,800 pages of health information and 3,800 pages of drug information were printed in fiscal year 2010.

UpToDate®

In April 2010 Renown Health began offering practicing physicians and clinical staff access to UpToDate®, a clinical decision support tool.

UpToDate® is an evidence-based, peer-reviewed information resource. With UpToDate®, physicians and clinical staff can answer questions quickly, increase clinical knowledge and improve patient care. The content is user-friendly and guides users step by step in navigating the content categories.

UpToDate® is used to receive specific, detailed answers to clinical questions, often within minutes. It is accessible by clicking on the icon when logged into Hyperspace in EPIC from any Renown network computer.

Hospital Career Days

Renown Health makes a strong effort to help with the area's students, creating an open and acceptable learning environment for experiencing healthcare professions.

In February 2010, approximately 800 students from Washoe County School District high schools participated in Renown Regional Medical Center's ninth annual Hospital Career Days. In this joint effort with Education Collaborative, high school seniors studying science learned about healthcare occupations in the hospital setting.

Through this four-day program, Renown Health helps attract talented young people to the medical profession. This will help ensure that our community continues to have advanced medicine available. The students saw firsthand the skills needed to pursue careers in nursing, imaging, rehabilitation therapies, dietary services, laboratory analysis and other fields. Students viewed a surgery broadcast, learned from professionals in many medical specialties and allied fields, toured hospital departments and attended a medical career fair

"Our students love Hospital Career Days and eagerly anticipate attending this event," said Denise Hedrick, executive director of the Education Collaborative of Washoe County, Inc. "It really does give them a taste of the excitement and rewards of working in healthcare. Our partnership with Renown Regional provides an ideal situation in which students can learn firsthand what working in a hospital environment is all about."

Services for patients and their families

Renown Health Management Services

A variety of support-group meetings were held at Health Management Services at Renown Regional Medical Center in fiscal year 2010. Support group topics included juvenile diabetes, chronic lung conditions, adult diabetes and asthma and allergies.

Health Management Services also offered programs and presentations in the community. Clinical staff attends open house events, health fairs and provide lectures at local fitness centers, nonprofit social agencies, assisted living facilities, government agencies, professional associations, service organizations, schools and employers.

Advance Directives Education

In response to requests from the community, Renown Health provides free advance directives and notary service for the directives. The patient representative attends local meetings and educates groups or individuals on completing advance directives.

GROW (Grief Recovery Outreach Workshop)

Renown Health, along with the Higgins Group, hosts this grief support group for those who have lost loved ones.

Transportation assistance for indigent patients

Renown Regional provided cab and bus vouchers for indigent patients who needed transportation to and from the hospital. Without this transportation these patients would not have been able to receive care.

Mental-health and substance-abuse assessments and referrals

Renown Behavioral Health offered over 250 free clinical assessments for mental health and substance abuse to patients without health insurance during fiscal year 2010.

Patient assistance fund

The Renown patient assistance fund helps patients who are unable to pay for prescriptions, medical equipment, lodging, food, and transportation. The fund primarily benefits indigent patients and displaced travelers without access to funds, helping them return home with services until they can obtain financial support.

Providing prescriptions for indigent patients

The Healthcare Center, in partnership with Washoe County Department of Social Services, offers care to members of our community who, for financial reasons, are not able to receive medical attention. The Healthcare Center Pharmacy provided more than 82,500 prescriptions during fiscal year 2010. The sole purpose of our pharmacy is to provide pharmaceuticals to patients designated as indigent by Washoe County.

Volunteer services

During 2010, 550 volunteers donated more than 37,700 hours to assisting patients and employees throughout Renown Regional Medical Center. Volunteers served in the gift shop; played the piano; participated in the pet therapy program; provided way finding to patients and visitors; and worked on patient care units such as the emergency department, the Neonatal Intensive Care Unit, and Same Day Surgery.

Clinical education

Clinical rotations for nursing students

For the 2009 fall and 2010 spring semesters, nursing students from the University of Nevada, Reno, Orvis School of Nursing; Truckee Meadows Community College and Western Nevada Community College visited Renown Regional Medical Center to benefit from our clinical expertise. Students were accompanied by an instructor but worked closely with Renown Regional registered nurses while in the units.

Students gain work experience in the hospital setting while acquiring knowledge about dealing with patients and the healthcare field in general. Renown provides that opportunity with the guidance of clinical nurse educators, clinical nurse specialists and staff RNs. The staff RNs enriched the clinical experience by providing one-on-one mentoring with students. Renown has a diverse range of facilities, so the experience provided to students is unique to Renown. More than 90 students from UNR, 64 students from TMCC and 32 students from WNCC completed the clinical experience at Renown.

Trends in Cardiovascular Nursing Conference

The 28th annual Trends in Cardiovascular Nursing Conference benefited nurses and physicians from the community who specialize in cardiac care. Recognized regionally, the conference brought nationally known speakers to give presentations on the latest trends in cardiac care.

Trauma: The Challenge conference

Trauma: The Challenge was a two-day regional conference with speakers and breakout sessions catering to intensive care and trauma healthcare workers. As the region's only Level II Trauma Center, Renown Regional Medical Center cares for critically sick and injured patients, meeting a community need that otherwise would go unmet.

Association of Women's Health Obstetric and Neonatal Nurses

AWHONN is a national professional organization for nurses who work in pediatric, neonatal intensive care, newborn nursery, antepartum, labor and delivery and postpartum units. AWHONN benefits the nurses who attend and learn through this professional organization and those they care for. These nurses are also role models for professionalism and encourage nurses to do the same. Renown encourages nurses to participate their professional organizations and seek certification in their specialties. The AWHONN is growing, which will benefit Renown, the community, and the individual nurses who take the extra time to attend the meetings and CEU sessions.

Healing through the arts

Throughout the year, the Healing Arts program helped lift the spirits and ease the cares of patients and family members alike. The Reno Chamber Orchestra gave more than 12 concerts in the Tahoe Tower lobby. Among other events in the Tahoe Tower lobby, The Notebables, a non-profit singing group performed. To celebrate the Holidays in December 2009, the IGT Carolers spread some holiday cheer. A variety of performances were given throughout the year including Double Diamond Elementary School and the Reno Youth Jazz Orchestra.

For centuries people have believed in the healing power of art and nature. Recently, studies have shown that artwork and natural surrounding, located in a hospital setting, not only helps create a peaceful healing environment but also aids in the healing process. According to a study released in 2008 by the Center for Health Design in Concord, Calif., art is a critical component of the healthcare environment, which can aid the healing process.

To date, Renown Health's Healing Arts program includes more than 1,000 original works of art at Renown Regional Medical Center, approximately 400 of which are in patient rooms. The program also includes

- Musical performances at the patient bed-side
- Pet therapy
- Free public performances by members of the Reno Chamber Orchestra
- Daily piano performances
- A Literature in Medicine program for clinical staff
- An Artist in Residence program for medical school students

Also as part of the Healing Arts program, Renown Regional Medical Center offers Fianna's Healing Garden. Named after longtime Reno resident, business leader and master gardener, Fianna Combs, the garden is a place where medical concerns and pain can be replaced by the serenity and beauty of the outdoors. The garden was designed to ease patient, visitor and employee stress or fears. Fianna's Healing Garden includes three sculptures, the Wilbur D. May Labyrinth, reflection pools, a medicinal plant and herb garden and private seating areas complete with speakers providing a genuine sensory experience.

Research indicates that art and nature in many forms can positively impact a patient's healing process. Findings have also shown that patients exposed to art require fewer drugs, spend less time in the hospital and have improved mental health.

"My belief is that nature is the most healing element in our environment, it brings us to a more natural and comfortable place within ourselves"

- Fianna Combs

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