



Our Mission

Making Communities Healthier

Our Vision

To be a place where:

People choose to come for healthcare,

Physicians want to practice, and

Employees want to work.

Our High Five Guiding Principles

These principles guide our actions and decision making and define what our community can expect from us as a healthcare partner.

- Delivering high quality patient care
- Supporting physicians
- Creating excellent workplaces for our employees
- Taking a leadership role in our communities
- Ensuring fiscal responsibility

Memorial Staff, Medical Staff, Board of Trustees and Community:

Introductory Remarks

We are celebrating two very distinct honors this month, and I couldn't be more proud. At the end of January, the Las Cruces Sun News announced the winners in their annual Readers Choice poll and once again, for 13 out of the last 14 years, Memorial **won Favorite Hospital**. It is a unique honor to be selected as number one by the public. We strive to do our best to treat each patient with quality, compassion and respect. This winning vote is reassurance that we are achieving that goal. We also just received word from the CEO of LifePoint Health (our parent company) that LifePoint was named as one of Fortune's 2017 World's Most Admired Companies. We are truly fortunate to be a part of the LifePoint Health family of hospitals here in Las Cruces.

Fortune's 2017 List of World's Most Admired Companies



LifePoint Health is proud to be a Fortune 500 company. We are pleased to share the exciting news that LifePoint has also been named to **Fortune's 2017 list of the World's Most Admired Companies**. This esteemed list recognizes organizations with the strongest reputations within and across a variety of industries, as voted on by executives, analysts and other leading experts. We are so proud that LifePoint was one of only 35 healthcare companies to be recognized this year. The list of healthcare honorees can be found [here](#). This accomplishment is a testament to all of LifePoint's talented, hardworking employees who are truly the heart of LifePoint Health. Because of employees in every line of service, LifePoint continues to distinguish itself among the most respected and successful companies today.

Perinatal Intensive Care Unit Opens

Memorial has partnered with Pininos Pediatric Services to open a Pediatric Intensive Care Unit (PICU) in the hospital. Dr. Jorge Sainz, owner of Pininos, and former PICU Director at El Paso Children's Hospital, is our PICU Medical Director. We are very fortunate to have a pediatrician of his caliber caring for our younger patients. Ours is the only PICU in Southern New Mexico, and fills a large need to treat children requiring a high level of care without having to send them out of town. Within three days of opening, we were caring for 5 children in our PICU.



Memorial Weight Loss Center Hosting Bariatric Seminar

Dr. Frank Felts and the Memorial Weight Loss Center team have been working on preparing their office at 2100 S. Triviz for a February opening. Meanwhile, patients who are interested in learning about weight loss surgery may attend a **Seminar on February 23 from 6:00-8:00pm at the Memorial West Annex Conference Room A**. All are welcome to learn how surgery can be an effective tool to help restore obese patients back to better health. Attendees will understand how a person becomes a candidate for weight loss surgery and the different surgical options. Dr. Felts will also discuss the steps it takes to achieve and maintain a healthy weight. For more information, or to make a reservation for the seminar (although reservations are not required), call Lorraine at 575-556-1849.



MMC Wound Care Center Earns Prestigious 'Center of Excellence'

Congratulations to the physicians and staff at Memorial Wound Care Center for earning the Healogics® Center of Excellence Award. The Center of Excellence award is given to Wound Care Centers in the Healogics network that have met the highest level of quality standards for a minimum of two consecutive years. MMC Wound Care Center has achieved patient satisfaction rates higher than 92 percent, a healing rate of at least 91 percent in less than 31 median days along with several other quality standards for two years in a row. The Center, located at the HealthPlex on Northrise, was awarded this prestigious honor by Healogics, the nation's leading and largest wound care management company. Across the country, 334 Centers were eligible and 169 Centers were honored with this award in 2017. For more information about MMC Wound Care Center click on this link: <http://mmclc.org/services/wound-care-center>

Memorial Women's Center-Imaging Opens at HealthPlex

Dr. Lizbeth Reynolds, a radiologist specializing in mammography, is now providing imaging services at our new Memorial Women's Center in the Memorial HealthPlex at 2735 E. Northrise Drive. The Memorial Women's Center offers a comfortable environment for imaging services exclusively for ladies. These services include Mammograms, Ultrasound, Bone Density Scans and Stereotactic Breast Biopsies. Appointments can be made by calling our Central Imaging Scheduling Line at 575-521-5270.



Memorial Urgent Care Sonoma Adds X-Ray Services

The Memorial Urgent Care on Sonoma Ranch Blvd at the corner of Hwy 70 has continued to grow. **We now have onsite X-Ray along with our Lab capabilities.** Patients who need medical attention that just can't wait for an appointment may walk in to Memorial Urgent Care 7 days a week between 9AM-8PM.



SweetHEART Expo Draws a Crowd

On Thursday, February 9th a group of over 100 people distributed information, demonstrated emergency heart care and learned about the latest heart surgery techniques from members of our Heart Team, Dr. Charles Dow and Dr. Craig Cannon, at our 3rd Annual SweetHEART Expo and Seminar. Memorial is a Chest Pain with PCI-Accredited hospital, having gone through a rigorous review by a national organization that tests our ability to treat patients who present with chest pain or a cardiac arrest.

Patients Rate Memorial Food Quality in Top 10%

For the past six months, close to 90% of our patients gave Memorial's food quality a top satisfaction rating. In each of these months, Memorial exceeded the average of all LifePoint Health hospitals for patients' satisfaction with their food. Under the leadership of Cornell Colbert, Director of Food and Nutrition Services, and his talented team our food has never been better. If you've tried the food at Memorial you know just how creative and tasty it is...just ask 90% of our patients!

Local Youth Share the Love at MMC

In a demonstration of love and service for Valentines week, a group of youth from University Church of Christ (UCC) delivered lunch to the physicians, nurses and staff working at Memorial on Sunday, February 11th. Pizza was generously donated by Domino's and additional food and treats were donated by various other organizations. Memorial was just one of their stops. In all, the 200 UCC youth provided 1000 meals to 18 locations around Las Cruces. We are grateful for the generosity of the donors and especially the young people who volunteered their time. If these youth are any indication, we have a wonderful future to look forward to in Las Cruces.



Memorial Hosts Junior Leadership Group from Chamber

As one of our High Five Guiding Principles – 'Taking a leadership role in our communities' – Memorial is proud to be a major sponsor for the Greater Las Cruces Chamber of Commerce and serve on their Board of Directors. Part of our involvement with the Chamber is hosting their annual Junior Leadership Group on Healthcare Day. This year the group went on a tour through Ikard Radiation at our cancer program and the Neonatal Intensive Care Unit. They also heard a presentation on mental health from Tenika Gonzalez, our Behavioral Health Unit Director. Our hope is that as these young leaders are exposed to different programs they may be inspired to pursue healthcare as a career, ideally staying in our region.

Cornell Colbert Earns Quality Credentials

Please join me in congratulating Cornell Colbert, Director of Food and Nutrition Services, for obtaining his CPHQ (Certified Professional in Healthcare Quality) from the National Association for Healthcare Quality. Healthcare quality professionals work to improve outcomes, reduce waste, and optimize access to care through experience in managing or conducting activities in one or more areas of expertise:

- Performance and Process Improvement
- Patient Safety
- Population Health and Care Transitions
- Regulatory and Accreditation
- Health Data Analytics
- Quality Review and Accountability

Cornell is an excellent resource and certified to practice in care settings across the continuum (e.g. acute care, critical access, ambulatory, extended care, behavioral health, public health) and in academia, regulatory/accreditation, vendor, and payer settings. We are very fortunate to have Cornell as a part of our team...where quality is number one.



Four More Employees Certified as Medical Spanish Interpreters

It is vitally important that a patient understand their diagnosis and treatment options. Memorial is well-equipped to offer communication in hundreds of languages for patients who are not comfortable communicating in English. Four additional employees have now joined the group of 43 total Memorial team members who are qualified to interpret medical Spanish. Congratulations and thank you to Angelica Merino, Victoria Salayandia, Jessica Thouvenell and Carolina Garcia. We recognize the effort it takes to become certified and we appreciate their commitment to take on this additional responsibility.

Family Medicine Residents Shine at Conference

We are very proud that five Residents from the Memorial Family Medicine Residency Program were selected to present their research in a poster format at the New Mexico Academy of Family Physicians 35th Annual Winter Conference in Albuquerque on Saturday, Feb. 11th. The Residents who presented were Dr. Mai Oushy, Dr. Yuri Montanez, Dr. Cyntia Saenz, Dr. Salvador Adame-Zambrano and Dr. Minerva Medrano de Ramirez. Congratulations to Dr. Cyntia Saenz whose presentation was selected as best poster.

Dr. Cyntia Saenz



Welcome New Providers

We are happy to announce when new providers join MMC's medical staff. Please join me in welcoming the following providers who joined us in the past month.

- **Christopher Ayeni, MD** – Hospitalist, TEAMHealth
- **Ryan Chavez, CRNA** – Anesthesia, Somnia Anesthesia Group
- **Brandon Ferguson, MD** – Primary Care, Hidalgo Family Medicine Residency Program
- **David Johnson, CRNA** – Anesthesia, Somnia Anesthesia Group
- **Stephanie Smilo, CNP** – Hospitalist, TEAMHealth
- **Delilah Soto, CNP** - PICU, Pininos Pediatric Services

In Closing...

At the end of January and beginning of February, I was in Santa Fe to represent important healthcare issues to the New Mexico state legislature. It is important that our voices be heard in order to support better access to quality healthcare in our state and in our region. Memorial was proud to be a co-sponsor of the reception at our Governor's Mansion during the Chamber's Las Cruces Days in Santa Fe weekend. Governor Martinez was very gracious to pose as our photographer took a picture of everyone who wanted a photo with the governor.

I want to close with a big congratulations to our NMSU Aggies basketball team and Coach Weir for an amazing season so far! What an honor to receive well-earned national recognition for their string of victories. Go Aggies!



Choose to Be Healthy,

A handwritten signature in cursive script, reading "John Harris".

John Harris, CEO
Memorial Medical Center