



Dear AlaskaCare Plan Participants,

September 29, 2016

Welcome! As the CEO of Alaska Regional Hospital, I would like to welcome you into our healthcare family. We are honored to be your Preferred Hospital Provider and we look forward to serving you and your loved ones when the need for hospital care arises. Our goal is to give you the best healthcare value by providing the highest quality of care at a lower cost.

As a nurse with over 30 years of experience, I am very aware of how intimidating a hospital can be, especially for those unfamiliar with our environment. Generally, the only time people look forward to a hospital encounter is with the birth of a child - and even that may cause anxiety when patients aren't informed as to what to expect.

We've spent the past three years upgrading and improving our physical environment, hiring exceptional team members and improving our processes so we may provide you with the very best care - just as we would want for our most cherished loved ones.

Caring for You

Part of our commitment to providing you the best experience possible includes providing access to support when things don't go as expected. Our leaders round in all patient care areas several times per day, and it is not unusual to see our executive team visiting these areas as well.

If you have concerns beyond what can be resolved at the department level, I invite you to contact my office at 264-1755 or email me directly at Julie.Taylor@HCAHealthcare.com.

Recent Upgrades & Improvements

We've invested \$100 million dollars in our local economy over the past three years as we've upgraded our hospital from the basic infrastructure to state-of-the-art technology and documentation systems to support the delivery of high quality patient care. We have also added clinic locations and an outpatient surgery center into our network, enabling us to provide more comprehensive services to our community.

Structurally, technically and aesthetically, it really is a "Brand New Day" at Alaska Regional Hospital with our upgraded environment and team of caregivers who are committed to caring for you as we would for our own family members.

Some of our recent improvements and service additions include:

- Ambulatory Surgery Center, providing outpatient surgical care in a convenient setting
- King sized Tempur-pedic beds in our spacious and private Family Birth Center

- Redesigned Emergency Department to efficiently deliver expert care, faster than ever
- Short ER wait times, accessible immediately at alaskaregional.com or by texting ER to 23000
- Telemedicine capability for timely access to services like stroke and behavioral health treatment
- A new nurse call system that tracks wait times until a nurse is at the bedside
- A commitment to serving the public's healthcare needs with the lowest ambulance divert hours in Anchorage, so patients receive care faster
- Upgraded Neonatal Intensive Care Unit, including special "NEST" unit (Neonatal abstinence, Evaluation, Support and Treatment) for babies born with substance dependence
- An entire floor dedicated to orthopedic and spine patients, with a dedicated classroom for Knee, Hip and Spine Academy classes for improved patient healing
- LifeFlight air ambulance planes in Anchorage and Fairbanks, with ground transport coming soon
- Upgraded, private patient rooms throughout our hospital
- New, easy-to-navigate patient wayfinding system with color coding and printed maps

Quality Performance

Ensuring high quality, cost effective and compassionate care is our top priority, as evidenced by local and national recognitions of the care we provide.

- Only Anchorage hospital to receive the 2015 Quality Award (Mountain-Pacific Quality Health)
- Get With The Guidelines® - Gold Plus Award (American Stroke Association 2016)
- Atrial Fibrillation, Heart Failure & Chest Pain Center accreditation (Society of Cardiovascular Patient Care). Only Alaska hospital to have earned all three accreditations.
- Alaska's first certified Primary Stroke Center (Joint Commission)
- Recognized for heart attack, pneumonia treatment and surgical care (Joint Commission 2015)
- Total Joint Center of Excellence (The Joint Commission)
- Greenhealth Partner for Change Award for environmentally responsible operations and care
- Referral and Donation Achievement Award (LifeCenter Northwest organ and tissue donation)
- Only non-military hospital in the US that can transfer air ambulance patients from tarmac to a hospital bed, thereby avoiding additional ground transport when minutes count
- ER staff certified in advanced cardiac life support, pediatric advanced life support trauma care, and stroke screening (National Institute of Health)
- Cancer program certification (American College of Surgeons)
- Center of Excellence in Minimally Invasive Gynecology (American Association of Gynecologic Laparoscopists)
- NICHE (Nurses Improving Care for Healthsystem Elders) designated hospital

Healthcare Education & Support

Another way that Alaska Regional gives back to our community is by providing free education and support on topics that respond to the healthcare needs of the community, including:

- Free Drive Thru flu shot clinics in the fall
- Senior Health Clinic (accepting Medicare patients with a shorter wait list)
- Alaska Regional Community Health Clinic – coming soon in Mountain View
- Free health fairs across the state and free health education seminars throughout the year
- Free childhood immunization clinics
- Cancer support groups

Community Involvement

Our commitment to the community goes beyond our hospital walls. Alaska Regional is one of the largest taxpayers in the Municipality of Anchorage which helps support schools, roads and public safety programs that improve the quality of life for Alaskans. We also have a long history of contributing to many important local non-profits and other organizations.

American Red Cross Alaska
American Heart Association
Downtown Soup Kitchen
March of Dimes Alaska
Anchorage Project Access
American Foundation for Suicide Prevention
Cancer Society Alaska

Special Olympics Alaska
Big Brothers Big Sisters of Alaska
Anchorage Economic and Development Council
Airport Heights Elementary Backpack Buddies
Tanaina Child Development Center
Jr. Achievement Alaska

If you are interested in learning more about our hospital services or would like to take a tour, please call Heather Plucinski, our Business Development Director at 264-1443. You may also learn more about us at alaskaregional.com or by visiting our Facebook page.

Again, welcome to the Alaska Regional family. We sincerely look forward to providing the highest quality patient care to you and your loved ones.

Sincerely,



Julie Taylor
CEO
Alaska Regional Hospital
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