



SONOMA VALLEY HOSPITAL FOUNDATION

Inspiring Support for Sonoma Valley Hospital

News From Sonoma Valley Hospital Foundation September 2022

SVH Is Transitioning to Epic with the MyChart Patient Portal



To better meet the needs of patients, physicians, and staff Sonoma Valley Hospital in December of this year will transition to using Epic electronic health record (EHR) with MyChart patient portal. Implications of this upgrade are:

- Epic is an improved EHR and universally used in our region and is the system in use at UCSF Health
- ER physicians will have immediate access to patient medical history and records thus improving patient outcomes
- Patient access to their medical records is vastly improved and simplified via Epic's MyChart
- SVH revenue is projected to increase significantly because of Epic's efficiency in billing and charge capture
- The total cost of this transition will be \$3.5 million for SVH
- SVH will use multiple sources of funding which will include a low-interest state loan for hospitals
- SVH Foundation intends to provide at least \$650k in philanthropic funds to mitigate 50% of the debt that SVH is accruing for this project

Contact [Dave Pier](#) if you are interested in supporting this important initiative.

Epic Systems (Epic) provides electronic health/medical records for more than 250 million patients nationwide. Epic EHR has become the technological



foundation for many large healthcare networks across the country including our affiliate UCSF Health, MarinHealth, as well as Kaiser, Sutter, and Providence.

Legacy Giving Impacts Our Future Hospital

Our hospital's future success will continue to require community support, and today's legacy giving commitments will play an important role in ensuring that excellent healthcare exists in Sonoma for generations to come.

Legacy giving is a powerful tool capable of making an important difference in your life and in the future of Sonoma Valley Hospital. There are many ways to make a meaningful donation, while benefiting your estate.



We are grateful to the members of our Legacy Society who have let us know that they have included our hospital in their estate plans. If you would like to include SVH in your planning, or have already done so and would like to let us know please contact Dave Pier, Executive Director: dpier@sonomavalleyhospital.org. Thank you for investing in the good health of our Valley!

Current Legacy Society Members:

Anonymous (2)
Suzanne Brangham
Alice Brigaerts
Ruth and Richard Conley
Paula Davis
Harriet Derwingson (in Randy's honor)
Shirlene Harrington
Keith and Cherie Hughes
Kevin and Sanette Jaggie
Jim and Marcia Levy
Nancy Lilly
Kelly Mather

Dick Miller
Jon Parker and Kathy Witkowicki
Steve and Joyce Pease
Fred Perry and Barbara White Perry
Alain and Jacquy Piallat
Dave Pier and Meghan LeBaudour
Henry Ratz
Robert and Rosemarie Smith
Lynn Woodward
Phil and Connie Woodward
Chuck and Judy Young

Grateful Patients Share Their Thoughts...you can, too (see link at bottom)

Every week we receive a rollup report from Rate My Hospital, the third-party firm that surveys our patients directly after they have received services.



SVH's overall scores are consistently 4.7 and higher on the 5-star rating system. This is remarkable feedback for our staff and physicians, and when

there are concerns expressed it creates an immediate recovery opportunity for our SVH team to understand the individual concern and if need be, take corrective action. Perhaps most impressive and inspiring about the feedback are the written comments. We'll share a small sampling of patient comments here and in future newsletters, and appreciate the time our patients take to share their thoughts with us (which are verbatim and may contain some grammatical and/or spelling errors)

"I visited the imaging center in the late afternoon. Found the staff welcoming and most professional. As a former educator I was impressed with the way the technician was teaching a student who was shadowing her. Another very positive experience with the SV Hospital staff!"

"Jenny in mammogram Dept is outstanding!"

"Excelente Atención Y con una calidad humana de todo el personal y doctores y doctorado todos sus docentes (Excellent attention and with a human quality of all the staff and doctors.....)"

"Cindy was excellent. P she explained everything in advance and always expressed concern for any uncomfortableness I may be experiencing. I think she was great."

"I would like to thank the staff in the emergency department at Sonoma Valley Hospital on 09/06. There care was kind, considerate, and very respectful, and so appreciated. Being in the emergency room causes a lot of anxiety but the staff made me feel calm and relaxed, again thank you. 😊"

"While we didn't like having to visit the emergency facility, the staff was great. We were able to get into see the doctor right away."

"Loved your small efficient hospital. Thank you."

"Everyone has been amazing. Kind and competent. Eric my nurse in ED was wonderful. Dave and Frances are great here on 3rd floor."

"Everyone was professional and caring. I was impressed with the speed and care given."

Huge thanks to our physicians and staff who take such good care of our patients, and thanks to each of you who support our hospital and make it all possible!

We are always looking for constructive feedback---if you would like to [rate your SVH experience on Google Reviews](#) please [click here](#) and then go to the 'Write A Review' box.



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Thank you for your continued support of the Sonoma Valley Hospital Foundation and helping to ensure quality healthcare for the Valley!

Executive Director
Dave Pier
dpier@sonomavalleyhospital.org
707.935.5070