**News From Sonoma Valley Hospital Foundation January 2023** 

# Outpatient Diagnostic Center Progress Update



SVH is finding solutions to the challenge of old-building

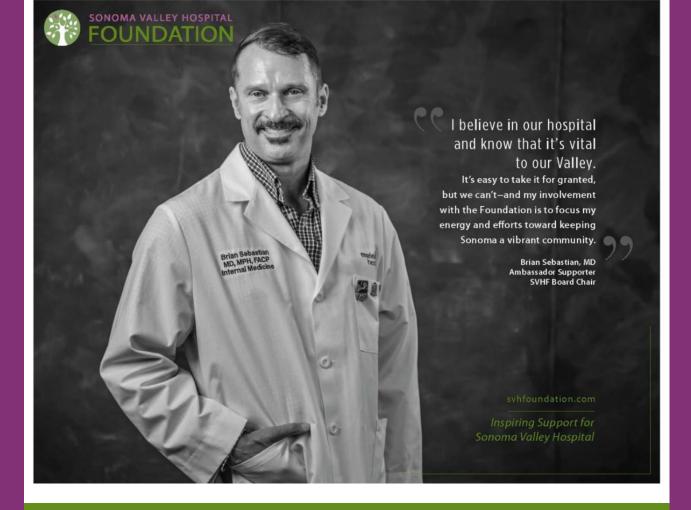
construction costs, and we are now on track to have the 3-Tesla MRI in use by the end of 2023.

As part of the further expansion of the Outpatient Diagnostic Center, the MRI temporary facility is moving forward with expectations of completion by December 2023. This interim solution will provide services while the long-term facility is being built concurrently. The long-term facility is expected to be completed by Spring 2025.

We look forward to the new MRI being put to good use for our community and appreciate all of you who have helped make that possible!

#### **New Website Launches for SVHF**

We are striving to tell the story of our hospital and its impact on our community through our stakeholders' views. This includes SVH staff, physicians, donors, community members, and volunteers. **Come check it out here.** 





### Community Input Sought For SVH Strategic Plan

#### Vision At "SVH 2023 and Beyond" With CEO

The community is invited to attend "SVH 2023 and Beyond" think tank sessions and converse with CEO, John Hennelly. At the sessions, Hennelly will present the hospital's vision for its trajectory in the coming decade. Community members will have the opportunity to engage in a Q&A and provide feedback. Three of the four sessions are in-person and the remaining will be held through a virtual platform.

"As your community hospital, it is critical for us to stay abreast of your healthcare priorities and create a shared vision for meeting what matters," said Hennelly. "Community input is essential as SVH builds towards the next decade and beyond. We encourage everyone to learn, provide feedback, and help us move forward."

See the upcoming dates, times, and locations HERE.

## 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 important 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. Here are a few from the past month (which are verbatim and <u>may contain some grammatical and/or spelling errors</u>)

"Technician who performed mammogram was absolutely wonderful, very professional yet making me feel at ease ... She was extremely pleasant and confident in her work ... did not catch her name, but she went to St Mary's College ... She deserves praise!! Thank You to all and Happy Holidays!!"

"Lauren was very courteous and professional. Dr. DiMartini was also very courteous, explained things nicely and answered all my questions."

"SVH emergency care is terrific. Nurses (Riley and Joel) are so polite and so competent. Dr Zimmerman was great (dealing with lots of patients)."

"The Staff I was associated with at this hospital were A+. Star was appropriately named for the service that she provides. Best facility I have been in for years! Thank you all for what you do!"

We are always looking for constructive feedback---if you would like to <u>rate your SVH experience on Google Reviews please click here</u> and then go to the 'Write A Review' box.



Inspiring Support For Sonoma Valley Hospital

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

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