

PATIENT EXPERIENCE GUIDE

Useful Information for Your Stay with Us



We are elevating health.

Daily operations, patient care, and Strategic Focus Areas are nourished by our Vision, Mission, and Values with the core competency of elevating health.

VISION

World Class Care.
Today, Tomorrow,
Always.

MISSION

Exceptional,
Compassionate,
Patient-Centered
Care

VALUES

Our service
is a true
CALLING



Caring



Accountability



Learning



Leadership



Integrity



Nurturing



Going the Extra Mile



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To learn more about Peterson Health and our network of services, visit **PetersonHealth.com**.



Experience Exceptional, **Experience Peterson Health**

Since 1949, Peterson Health has served as the largest employer in Kerr County, today supporting more than 1,300 employees. For 75 years, we have been meeting and exceeding the healthcare needs of our community and nine surrounding counties, plus of late, becoming a destination hospital for many award-winning service lines, including our cardiovascular program, certified stroke rehabilitation center, total joint replacement program, quality and safety initiatives, and patient experience.

Peterson Health provides exceptional, compassionate, patient-centered care. It is our stated Mission. As the President and CEO, I witness the extraordinary work of our dedicated and caring staff members and volunteers on a daily basis. Together we elevate health and each other. We are equally involved in our community and give as much as we receive, which is just one of the reasons why we've been named a Top 100 Rural Community Hospital for seven consecutive years and in 2023, named one of 15 Top Rural Hospitals in the nation by The Leapfrog Group – the gold standard for quality and safety (read more on page 5).

We support the region with a growth plan that focuses on building a team of phenomenal healthcare providers, expanding our state-of-the-art facilities and regional footprint, and adding unique specialties and service lines to complement our robust offerings. I'm proud to say that the Hill Country Region has grown to support Peterson Health for who we are. They believe we are meeting our Vision of World-Class Care.

Rest assured that as your largest healthcare system in the Texas Hill Country, we will meet your healthcare needs, keep you close to home, and strive to continue offering world-class care – today, tomorrow, and always.

Thank you for trusting us with your and your family's care,



Cory Edmondson
President and CEO, Peterson Health

Peterson Roots: The Family Who Started It All

Sid Peterson, affectionately known as “Cap,” was born in Lavaca County in 1868. His family came to Kerr County in 1882. He spent his youth with cattle herds in Kansas and later became one of the most influential ranchers and landholders in the Hill Country. Cap married his sweetheart, Myrta Goss, in 1898, and together they had three sons.



The eldest son, Hal “Boss” Peterson, was a gifted businessman. He left his parents’ ranch at 15 to work in Weston’s Garage, on the corner of Sidney Baker and Water streets in downtown Kerrville. By the time he was 18, he owned the garage. Together with one of his brothers, Charlie, he built an empire known as “Peterson Interests,” which included bus lines, real estate developments, businesses, and ranch land—altogether 22 major enterprises worth millions.

As Cap’s health began to fail, he spent a lot of time at the Nix Hospital in San Antonio. Kerrville had a hospital, but it was too small for adequate treatment. When Cap died of heart disease in 1939, his sons vowed that someday Kerrville would have a first-class hospital of its own.

In 1944, they established the Hal and Charlie Peterson Foundation with an initial contribution of \$100 and the vision of supporting health care, education, and other charitable organizations throughout the Hill Country. By 1947, the foundation trustees voted to establish a nonprofit hospital in the city of Kerrville for “the benefit of the people of the Hill Country in general.” To build a hospital in such a small rural community wouldn’t seem to make a lot of financial sense. Hospitals require a lot of capital—equipment upgrades, medical supplies, and highly trained staff. Yet, with help from the community, the two brothers made it happen.

When Sid Peterson Memorial Hospital was formally opened on July 3, 1949, it was a big deal—marking another stride forward for Kerrville as a leading Southwest Texas medical center. This million-dollar venture was the first hospital in the nation to have central air-conditioning and an intercom system connecting each patient to a nurses’ station. It also boasted innovative amenities, such as an 11-pump fuel station on the ground level and office suites for lease.

Hal and Charlie Peterson kept their vow, dedicating the modern hospital to their father, Sid Peterson, and the Hill Country community with this statement of servant leadership in the Opening Day program:

“And so here it is; it’s yours to use. If it will ease a little the sufferings of the sick and injured; if it will help a little to mend their broken bodies; if it will provide a place where the next generation—and the next—can enter this world with the best of care and attention, and if it can do these things at a minimum of expense to those who must be patients, then our purpose in building it and giving it to the Hill Country community has been well-served.”



Legacy of Excellence: How Far We've Come

Peterson Health is an award-winning healthcare organization, receiving prominent local, regional, and national recognition for outstanding patient experience, exceptional quality and safety, and compassionate care as exemplified by a few of our top accolades listed below.



Top Rural Hospital | Year Received: 2023

Named one of 15 Top Rural Hospitals in the nation by The Leapfrog Group – the only independent healthcare organization in Texas to achieve the prestigious award. Based on quality of patient care across many areas of performance including infection rates, practices for safer surgery, maternity care, and the hospital's capacity to prevent medication errors.



Outstanding Patient Experience | Years Received: 2017 – 2023

Healthgrades evaluates hospital quality for conditions and procedures based on clinical outcomes to help consumers understand, compare, and evaluate performance. In 2023, we ranked among the top 10% nationwide for patient experience - the seventh year in a row receiving the award and one of only six healthcare facilities in Texas to achieve this streak.



CMS Five-Star Rated Facility | Year Received: 2023

The Quality Star Rating evaluates hospitals on a series of quality metrics including mortality, safety of care, readmissions, patient experience, and timeliness and effectiveness of care. This cycle 3,076 hospitals received a rating from CMS with only 16% receiving the coveted five-star rating.



Outpatient Experience | Years Received: 2020 – 2024

The Women's Choice Award identifies America's Best Hospitals & healthcare facilities across the nation based on robust criteria that includes relevant clinical performance, patient satisfaction, and appropriate accreditations to help women make smart healthcare choices.



Bill Aston Award for Quality | Year Received: 2021

Texas Hospital Association's Bill Aston Award for Quality honors measurable success in improving quality and patient outcomes through evidence-based patient care initiatives. This award is in recognition of our Zero Harm and Just Culture journey that has demonstrated a measurable reduction in harm and improved Culture of Safety.



Quality Texas Award | Year Received: 2020

The Quality Texas Award is recognition as a regional role model for achieving sustained performance excellence. Designed to evaluate organizations on the path to the Malcolm Baldrige Award, it measures the quality journey through data submission, site visits, and executive review.

To view all recent Awards and Accolades, visit PetersonHealth.com/About-Peterson-Health.

Experience Exceptional

What started as a small community hospital in 1949 has grown to a state-of-the-art regional medical center and healthcare network with 18 rooftops serving nine counties in the Texas Hill Country. Over the past 10 years we have expanded local access to primary care with clinics in Bandera, Comfort, and Fredericksburg. We have recruited new physicians across several specialties, eliminating the hassle and stress of traveling to San Antonio for many services that were not locally available. We are proud to say we can take care of most of your needs – right here, close to home.





Primary Care
Kerrville, Bandera, Comfort,
and Fredericksburg



**Geriatric
Care**



**Sports
Medicine**



Wellness

Peterson Medical Associates




Cardiology



Gastroenterology



Neurology



Endocrinology




**General
Surgery**



**Pain
Management**


Peterson Specialty Care



Pulmonology



**Sleep
Medicine**



Vascular



**Plastic
Surgery**



Rheumatology



Urology

Peterson Women's Associates



Obstetrics



Gynecology



Midwifery



**Women's
Wellness**

For more information about our Services, scan the QR code or visit PetersonHealth.com/Providers.



Your Rights as a Patient

The following list of patient rights protects your interests and promotes your well-being.

You, the patient, have the right to:

- Have access to care or treatment regardless of race, creed, sex, national origin, ability to pay, or the presence or lack of an Advance Directive.
- Be treated with respect, dignity, and privacy
- Personal and informational privacy, within the law
- Consideration of the psycho-social, spiritual, and cultural variables that influence perceptions of illness, recovery, death, and the grieving process
- Expect the hospital to take reasonable safety precautions to provide a secure environment
- A pain management plan, which may include pain medication and/or non-pharmaceutical options
- Relevant, current, and understandable information concerning your diagnosis, treatment, and prognosis
- Access to visitors
- Effective communication for those with hearing, vision, or speech impairment, limited English proficiency interpreter services are also available
- Participate in decisions involving your health care
- Consult with a specialist of your choice, at your expense. For in-house consultations, the specialist must have privileges in this facility
- Refuse treatment to the extent permitted by law and to be informed of the medical consequences of this action
- Expect reasonable continuity of care, and to be informed of any continuing health care requirements following discharge from the hospital
- Request and receive a detailed explanation of your bill regardless of the source of payment
- Express concern or complaint concerning the hospital, your care, or a hospital employee without your care being affected
- Access the hospital's Biomedical Ethics Committee when ethical issues arise. These may include conflict resolutions and withholding or withdrawing resuscitative services of life-sustaining treatment.
- Contact the nursing staff or Care Coordination (extension 7629) for information on how to access the Biomedical Ethics Committee
- Formulate advance directives and designate surrogate decision makers
- Protective services, should they be required
- Information about the outcome of care, including unanticipated outcomes
- Care in a safe setting

- The patient's right to have a family member or representative of their choice and to have their own physician notified promptly of their admission
- Informed consent for non-emergent surgical procedures
- Freedom from medically unnecessary restraints. Should a patient experience a change in emotional, physical, or mental status, family members may be requested to sit with the patient or arrange for a private sitter

If a patient feels any of the above rights have been violated, the hospital has a grievance process for the prompt resolution of patient complaints. Patients shall contact the Nurse Manager of their unit, the House Supervisor, or a Patient Representative at 830.258.7182.

If you are unable to resolve or diffuse the issue with the organization's patient representative and want to take further action, you may file a complaint or grievance by contacting:

Department of State Health Services
P.O. Box 149347
Austin, TX 78714-9347
1.888.973.0022

DNV GL – Healthcare Accredited
Healthcare Organization
1.866.496.9647

Your Responsibilities as a Patient

You, the patient and/or your family, are expected to:

- Provide accurate and complete information about your medical history
- Report unexpected changes in condition and follow recommended treatment plan
- Accept the consequences of refusing treatment
- Meet financial obligations as promptly as possible
- Follow hospital rules and regulations
- Respect the rights of other patients and hospital personnel. This includes assisting in control of noise, limiting the number of visitors, and complying with non-smoking hospital regulations.
- Be respectful of the property of other persons and of the hospital.





Useful Information for Your Optimal Experience

At Peterson Health we recognize that you are here because you need quality healthcare. We strive to give you the best of care while treating you with compassion and respect. Ensuring you have the best experience possible is very important to us. Please let us know if there is anything we can do to make you and your loved ones more comfortable.

USEFUL INFORMATION:

- **Partners in Care:** We value our patients and family as partners in care. We want you to feel listened to and included in your care. Please ask questions and voice any concerns you may have during your stay.
- **Nurse Bedside Shift Report:** Every 12 hours the nurses will do a shift report at the bedside and will include you and your family. This is a great time to ask questions or add details to the discussion. Nurse bedside reports have been proven to improve the quality of your care.
- **Infection Prevention:** We strive to create a safe and healing environment for our patients. We have a robust Infection Prevention Program to ensure your safety, and you will see our staff performing hand hygiene frequently.
- **Safe Environment:** We want to ensure the safety of our patients, visitors, and staff. Peterson Health has zero tolerance for any disruptive or aggressive behavior, and we employ full-time security 24 hours a day to enforce our policy.

- **Valuables:** Please know we cannot be responsible for any valuables so we ask you leave all valuable items at home or send them home with a loved one. Every room has a safe if you must keep a valuable with you.
- **Visiting Hours:** We understand that having friends and loved ones visit can make your healing process a little easier. Visiting hours are from 8am to 8pm each day, and we welcome friends and family. The ICU and Women's Services units may limit the number of visitors to reduce noise and activity so their patients can rest.
- **Service Animals:** We welcome all service animals but ask that you leave pets and therapy animals at home.
- **Interpreters:** It is very important that you understand all aspects of your care. For our non-English speaking patients, we encourage you to request an interpreter if you feel you are not able to fully understand what your care team is telling you. We also have American Sign Language interpretation for our hearing impaired patients.
- **Phone and Camera Use:** You are welcome to use your cell phone for personal use while in the hospital. We ask that you do not take pictures or videos of staff, procedures, or of other patients. Also, phone chargers are available upon request.
- **Meals:** Patients may call extension 3663 to order food. Meals will be delivered in 45 minutes or less. For loved ones, the Blue Sage Bistro is located on the first floor and is open from 7am to 5pm. Guest trays are also available upon request, just ask your nurse.
- **Television Channels:** You can find a list of current television channels in each patient room.
- **Smoking:** Peterson Health is a **no smoking campus** meaning we prohibit smoking in all areas of the health system, including our parking lots. We also do not allow vaping in any area of Peterson Health.
- **Quiet at Night:** We will do our best to be quiet, especially at night. Hospitals are a noisy place. We understand you need a calm and healing environment to rest. If you are unable to rest due to noise, please ask the nurse for complimentary ear plugs.
- **Complaints:** Please speak up if you have any concern. You have the right to ask for a patient advocate if you feel you are not being heard. Our Patient Experience department is here for you.
- **Post Discharge Phone Calls:** You will receive an automated call after discharge to ensure you have everything you need to care for yourself safely at home.
- **Patient Surveys:** You may receive a survey asking about your experience at Peterson Health. Please take a few minutes to complete. We use your input to improve the care we provide.

We Want You to **Stay Safe**

Patients play a vital role in healthcare safety, and there are ways you can help your healthcare providers keep you safe.

Do not be afraid to ask questions!

If you are told you need certain tests or procedures, ask why you need them, when they will happen, and how long it will be before you get the results.

Medication Safety

- Keep an updated list of your allergies and the medications you are taking in your wallet or purse (including nonprescription drugs and supplements).
- Your doctor will use this home medication list to decide which medications, including any new medications, you need while you are in the hospital and when you go home.
- Understanding your medications is important to your safety.
 - While you are in the hospital, make sure you know or ask the name, purpose, and possible side effects of the medications you are being given.
 - If you receive new medications while you are in the hospital or at discharge, make sure you know or ask:
 - The name of the medication and why it is being prescribed for you
 - How and when you should take the medication and for how long
 - The possible side effects
 - Any interactions with other medications or food
 - What you should do if you forget to take the medicine and miss a dose



Correct Identification

While you are in the hospital many people will enter your room, from doctors and nurses to hospital employees from various departments (eg. lab, radiology, dietary, etc.).

Make sure anyone who enters your room has a visible Peterson Health employee badge and identifies themselves. If they forget, please do not hesitate to ask for their name and their role in your care.

Any time a staff member enters your room to administer medication, transport you, or perform a procedure or treatment, they must check your identification by asking for your name and date of birth.

This may seem repetitive, however this verification process is critical to ensure all patients are receiving the correct medications and treatments.

Speak up if hospital staff doesn't ask to check your ID.



Prevent Falls

We make every effort to make your stay as safe as possible. However, each year between 700,000 and 1,000,000 people in the United States fall during a hospital stay. Falls are the leading cause of traumatic injuries such as pain, swelling, fractures, serious internal injuries, including brain injury from bleeding, and even death.

The majority of falls resulting in injury occur in the bathroom and therefore, a healthcare worker may remain with you for your safety.

At Peterson Health, Patient Safety is our top priority.

Please follow these safety measures during your hospital stay:

- 1. CALL DON'T FALL!** Ask for help to get out of bed or move back to bed. Even if you normally feel steady on your feet – medications, IV lines, and an unfamiliar environment puts ALL PATIENTS at an increased risk for falling.
- 2. USE ASSISTANCE DEVICES** such as walkers, canes, or gait belts.
- 3. MEDICATIONS** for pain, blood pressure, heart rate or rhythm, and any new medication may cause you to feel dizzy when you stand up or while walking. Move slow and hold onto handrails if available.
- 4. KEEP ITEMS WITHIN EASY REACH!** Always keep important items such as glasses, cell phone, call light, remotes, and tray tables within reach.
- 5. WEAR NON-SLIP FOOTWEAR** while walking or standing in your room or in the hallways.
- 6. TURN ON THE LIGHTS** and make sure you have a clear path for walking.
- 7. BED or CHAIR ALARMS** may be used during your stay to remind you to wait for a staff member to get up and use the CALL LIGHT.

Patients of all ages are at risk for falls in the hospital. It is better to ask for help than risk a new injury or medical problem.

Together, we can prevent falls and injuries.

Prevent Infections

While you are in the hospital to get well, there is the possibility of developing an infection. The single most important thing you can do to help prevent infection is to wash your hands and make sure that everyone who touches you – including your doctors, nurses, and visitors – washes his or her hands too.

You and your family and friends should wash hands:

- After touching objects
- Before eating
- After using the restroom

Healthcare providers come into contact with a lot of bacteria and viruses. It is important that they wash their hands with either soap and water or an alcohol-based hand cleanser before and after they touch you.

Healthcare providers know to practice hand hygiene, but sometimes they forget. So if you don't see that they've done so, ask them if they have cleaned their hands before treating you.

You and your family should not be afraid or embarrassed to ask them to wash their hands.



Hospital Units

At Peterson Health you may be admitted to one of our hospital units and we want you to understand the care provided in each area. All rooms are private and have been designed to create a calm and healing environment. In all units your care team will include nurses, patient care techs, physicians, and other health care professionals.

2West is an in-patient unit that takes care of post-surgical patients and patients with various medical issues.

3West is an in-patient unit that takes care of medical patients with diagnoses such as respiratory infections, urinary infections, heart issues, and more.

Clinical Decision Unit (CDU) cares for patients placed in observation status. Your doctor will review your medical condition and place you in observation status if you qualify for outpatient care. Being in observation may affect what you pay for your visit. When you are in observation status your stay is covered under Medicare Part B. Generally, prescriptions and over the counter medications are not covered by Part B. For safety reasons we cannot allow you to take medications you brought from home and you may have to pay out-of-pocket for these medications. Please know you can submit a claim to your drug plan to see if you qualify for a refund. A member of our hospital staff can answer further questions if needed. For concerns with this CMS (Medicare) policy, call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

Intensive Care Unit (ICU) cares for more seriously ill patients.*

Women's Services (also known as The Baby Place) provides labor and delivery services and care for OB/GYN patients.*

**The ICU and Women's Services are both locked units. Visitors will need to ask to be admitted.*

Pain Management

Only you know how much pain you are in and we value your input as we treat your pain.

Talk about the level of your pain throughout your stay. We may not be able to take away all of your pain, but we will strive to make you as comfortable as safely possible.

Pain medication may be part of your plan of care but we encourage you to consider other options to help manage your pain, such as soft soothing music, meditation or prayer, breathing exercises, journaling, distraction (television, reading, playing a game, having visitors, etc.), and physical activity as safely tolerated.

Managing your pain helps your healing process so talk to your nurse if your pain worsens.

Important Phone Numbers

Peterson Health Operator 830.896.4200

Hospital Information Desk 830.258.7500 (8:30am–4pm CST) / 830.258.7001 (6am – 8pm CST)

Patient Accounts & Billing 830.258.7405

Medical Records (*Release of Info / Patient Portal*) 830.258.7000

Patient Experience (*Concerns, compliments, complaints*) 830.258.7182

Patient Rooms 830.258.2 + Room Number

Hospital Gift Shop 830.258.7240 (*Monday – Friday 11am- 2pm CST*)

Peterson Volunteer Opportunities 830.258.7237

Peterson Health Foundation 830.258.7411

Pastoral Care 830.896.4200

Human Resources 830.258.7440

Volunteering at Peterson Health

Do you have a CALLING to serve? When you volunteer at Peterson Health you are part of our Peterson family that is dedicated to providing world class care. Your talents and skills can make a difference in the lives of patients, families, visitors, and employees.

Peterson Health Auxiliary Volunteers coordinate and sponsor several fundraising initiatives including on site scrub sales, special vendor, and gift shop sales. The moneys raised go back into the hospital to help purchase services and equipment needed as well as provided education scholarships for staff. Be part of a unique family that thrives on service and camaraderie!

Peterson Volunteer Opportunities

- Information Desk / Hospitality
- Hospital Gift Shop
- Emergency Room Liaison
- Office Assistance: Pharmacy, Radiology, Pre-Admission, Mammography
- Crafters: (Off-site) Sewing, Knitting, or Crocheting, and special Holiday Crafts
- Pastoral Care / Chaplains
- Student Volunteer Program
- Hospice Volunteer Program (Contact 830.258.7137)

For more information, contact the **Auxiliary Volunteer Coordinator** at **830.258.7237** or visit **PetersonHealth.com/Volunteer**.

SCAN HERE

To give a gift in honor of a caregiver, scan the QR code with your mobile camera to be directed to Peterson Health Foundation's secure donation website.



Honor a Caregiver Today

Did someone at Peterson Health make a difference for you or a loved one?

Perhaps it was...

- The reassuring care from our dedicated nursing staff
- The expertise of our physicians
- The level of professionalism and pride shown in the work of our compassionate staff

You can show your appreciation and recognize a caregiver by:

- Sharing your story,
- Making a gift in their honor,
- Or Both!

How will my gift help?

As an independent, nonprofit hospital, donor support is a critical part of meeting our mission.

With your help, we can continue to:

- Deliver quality care to all Hill Country residents, regardless of their ability to pay.
- Ensure that Peterson Health stays Fiercely Independent and Community-focused.
- Offer big-city services in a personalized setting, featuring cutting-edge technology and a patient-centered, compassionate staff.
- Expand service lines to meet the needs of our growing community.
- Provide continuous training and education for physicians and staff on the most innovative healthcare techniques.

You can give online today at **GivetoPetersonHealth.org** or by scanning the QR Code above.

Patient Portal: Accessing Your Medical Records

The Patient Portal is an online tool that helps you and your family manage your healthcare easily and securely with access to the past three years of health information, including lab and radiology results, as well as the option to schedule appointments, view discharge instructions, and review medication prescriptions.

IMPORTANT: Before you start the enrollment process, you MUST have an email address on file with Peterson Health.

- 1** Go to PetersonHealth.com, click '**Patient Portals**' (top menu).
- 2** Click on the blue button that reads '**PRMC Patient Portal.**'
- 3** If you did not receive enrollment assistance at our facility, complete the **Enrollment Questionnaire.**
- 4** Check your email for the new enrollment directions, click on the URL provided to set up your log in credentials.
- 5** Enter your username and password, click '**Sign In.**'

If you need technical assistance, call **830.258.7000 x2** (Monday – Friday, 8am – 4pm CST).



What Our Patients are Saying...

"Peterson Health is an outstanding facility, and Dr. Berg and his staff are a huge reason I would feel I was in good hands when I returned."

– CCIR Patient | Center Point, TX

"Dr. Borecky and the staff made me feel comfortable and well informed. Always a good experience. The staff is friendly and very helpful."

– PMA Patient | Fredericksburg, TX

"I was pleasantly surprised by the unbelievably wonderful service and attention that I received. I was even more impressed by the fact that I received a card from the nursing staff thanking me for allowing them to be of service and wishing me well."

– Orthopedics | Kerrville, TX

"I especially love the way they all included me (spouse) on their treatments. They never made me feel 'out of order' for adding questions to clarify anything I did not understand. This whole rehab experience so far exceeded my expectations I am at a loss for words to express my (our) gratitude. **THANK YOU ALL!**"

– ARU Patient Spouse | Junction, TX

"The staff, nurses, anesthesiologist, and doctor Rachal was fantastic! I felt very comfortable for this procedure and well taken care of after!"

– Gastroenterology | Bandera TX

"Your staff of professionals is above the average. My experience with your rehab could not have been better!

Your motto on a banner should be:
'Peterson Rehab: WHERE LOVE HEALS'

Thanks for being here!"

– ARU Patient | Kerrville, TX

"I have been in Peterson four times during this last year and am very pleased with the doctors, nurses, staff, and FOOD. It's a top rated hospital I feel! Especially the care received in the ICU - nurses were super!"

– Surgical Patient | Utopia, TX

"Living in Houston for 40+ years with several hospital stays, I can assure you I never received the professional care in any Houston hospitals as I received at Peterson Hospital."

– ICU Patient | Kerrville, TX