

Citrus Valley Health Partners, a hospital system in Southern California, built their RPI® program in 2014. Here is how Rob Curry, CVHP's CEO, describes their experience.



Rob Curry, President and Chief Executive Officer
Citrus Valley Health Partners



“We’re thinking differently, we’re talking differently, we’re acting differently, we’re deciding differently. Everything is around RPI, so it really defines who we are now.

I have changed as a leader as a result of RPI. I have a much wider lens in which to evaluate the culture and what is really necessary within that transformation.

We’ve probably saved over \$3.5 million dollars in expenses by transforming processes. You can look at our harm reduction and see, literally, we’ve eliminated 50% of what we were doing in harm, not because people didn’t care or were negligent, but the processes were broken. So, you can look at it financially, you can look at it clinically, you can look at it from the patients’ experience, and you just feel that this organization is on the tipping point of really becoming excellent every time.”