2013 | Annual Report

VALLEY PRESBYTERIAN HOSPITAL
Excellence in all we do
Valley Presbyterian Hospital (VPH) is an independent, nonprofit and nonsectarian hospital serving the medical needs of the San Fernando Valley community for more than 50 years. VPH has grown to become one of the largest acute care hospitals in the Valley region and continues to provide patient-centered care for a healthy community. The 350-bed facility offers advanced technology and a full range of medical services to improve and save lives. For more information, visit www.valleypres.org.
Mission Vision Values

Our Mission
To improve the quality of health in the San Fernando Valley

Our Vision
Excellence in all we do

Core Values
Demonstrate dignity and respect for all individuals
Deliver compassionate and patient-centric care that addresses diverse cultural needs
Create and maintain a quality environment that allows physicians and employees to succeed
Show pride in providing community-based health care
Promote trust and transparency
Encourage collaboration in the workplace

Left to right: Elizabeth Ladzekpo, RN; Cynthia Carreon, RN; Dalarie Manda, MSN, RN, Director of Acute Care Services; Aloha Almazan, RN; Lermy Macias, Unit Secretary.
A Message to Our Community

For more than 50 years, all of us at Valley Presbyterian Hospital have continued to demonstrate our commitment to improving the quality of health in our community.

In FY 2013, we upgraded our equipment, systems and facility to better serve our patients and to meet certain federal requirements that coincide with the changing landscape of health care. In addition, we expanded our services to include a hospitalist program for unassigned Emergency Department patients. We also launched a highly specialized clinic, the Hepatobiliary and Pancreas Center, to bring a multidisciplinary care approach to patients with liver, pancreas and bile duct disorders.

As part of our commitment to serving thousands of patients and families in our community, we also have grown our education and outreach efforts. In spring 2013, we implemented a new community development program called VPH Cares, which is designed to address the most pressing health needs in our community through partnerships and education.

As a nonprofit, independent community hospital, our mission is to make sure every patient receives high-quality health care and knows they are valued. Our patient satisfaction results in FY 2013 significantly improved across the board and indicate that our hospital is headed in the right direction.

As we look to the future, we continue to raise the bar for service excellence. We remain focused on our promise of excellence in all we do and are guided by our core values. We belong to this community, and we are privileged to serve it.

Best regards,

Gregory Kay, MD Chairman of the Board

Gustavo Valdespino President & CEO

Joshua Rokaw, MD Chief of Staff
Our Services

**Emergency Services** Our emergency services team plays a critical role in serving the community. In 2013, the team provided emergency care to more than 60,000 patients. As a designated STEMI Receiving Center for heart attack patients, our Emergency Department, Cardiac Catheterization Lab, cardiologists on staff, and Cardiac Surgery Services collaborate to provide critical care within 90 minutes of the onset of chest pain. In addition, our facility is a certified Primary Stroke Center based on our response to critical patient conditions. We also offer an expedited process to provide care for patients with urgent, but not life threatening needs.

**Women’s Services** Our Little Treasures maternity department remains one of the busiest in the region with nearly 4,000 babies born in 2013. Our highly trained, compassionate staff, which includes a 24-hour on-call laborist, is dedicated to providing a comfortable, supportive experience for moms-to-be and their families. Other women’s services include a non-stress test unit for pregnant women who require routine monitoring of their baby’s health and ultrasounds, fetal echocardiogram services, obstetrics/triage for emergent high-risk care during pregnancy and an antepartum unit for women with high-risk pregnancies.

**Amputation Prevention Center** The Amputation Prevention Center (APC) at Valley Presbyterian Hospital is among only a handful of facilities nationwide that brings together the interdisciplinary expertise of vascular and podiatric surgeons, limb salvage and wound management specialists in one state-of-the-art setting. Patients with at-risk limbs receive integrated care in our 11,257-square-foot facility featuring the latest equipment and instruments to perform limb-saving procedures.

**Valley Hip & Knee Institute** Valley Hip & Knee Institute is home to an outstanding team of board-certified orthopedic surgeons. Medical Director Herbert D. Huddleston, MD, and Associate Medical Director Erik N. Zeegen, MD, have performed thousands of successful procedures with outstanding outcomes for patients and continue to innovate and advance their joint replacement and repair procedures.
Children’s Services Every child admitted to our hospital receives the full attention of a multidisciplinary team of pediatric specialists, including pediatric hospitalists who provide care 24/7. Our family-centered approach to care ensures that parents and children stay together and are well-informed throughout the course of treatment.

Neonatal Intensive Care Unit: Most babies are born healthy, but some need a little extra care. Our 32-bed Community Neonatal Intensive Care Unit (NICU) Level III is one of the largest in the area and often receives patients from other area hospitals. Our physician partners include board-certified neonatal intensivists who care for our most vulnerable patients. Our staff is specially trained and certified in critical newborn care and offers a compassionate, family-centered approach.

Pediatric Intensive Care Unit: Young patients receive expert care from our highly skilled pediatric critical care physicians and staff 24 hours a day. Our 10-bed Pediatric Intensive Care Unit (PICU) is one of the largest in the area.

Cardiac Services We offer a full range of cardiac services including cardiothoracic surgery. Our expert surgical team performs the latest lifesaving procedures using state-of-the-art equipment in a newly renovated operating room environment.

Our Fritz B. Burns Valley Cardiac Catheterization Lab is one of the Valley’s most technologically advanced and best equipped facilities, offering care that is tightly integrated with the hospital’s STEMI-certified Emergency Department. We also offer a cardiac rehabilitation and fitness center for medically supervised exercise, dietary and lifestyle counseling.

Outpatient Services We offer many outpatient services through our general and gastrointestinal laboratories, radiology/imaging department, and therapy programs, including occupational, physical, respiratory, and radiation therapy and nuclear medicine.

Surgical Services We offer a broad range of surgical services representing a wide range of specialty areas. Procedures include cardiothoracic and vascular surgery, hip and knee replacements, surgery to treat sports-related injuries, esophageal and gastric surgery, open heart surgery, nasal and sinus surgery, spine surgery, facial, plastic and reconstructive surgery and many types of general surgery.
2013 Highlights

We launched Computer Physician Order Entry (CPOE) in the Emergency Department, Pediatrics Department and the Pediatric Intensive Care Unit, completing the first phase of our hospital-wide implementation. This patient management software gives doctors a method for entering medical orders into a patient’s electronic health record directly through the hospital’s clinical documentation system. Research shows that CPOE technology improves patient safety and the quality of health care delivered by reducing medication errors and adverse drug events that occur as a result of poor legibility or improper transcription.

Health care reform mandates require providers to better coordinate and manage patient care, reduce the length of hospital stays and reduce hospital readmissions. CPOE is helping to position VPH and its doctors, nurses and health care partners as leaders in the field. Additionally, CPOE is an important element of the “Meaningful Use of Electronic Health Record (EHR)” incentive program offered by the Centers for Medicare & Medicaid Services. We have attested to meeting the requirements of the first stage of Meaningful Use and are continuing to roll out CPOE house-wide to fulfill additional Meaningful Use targets.
Debuting the Perinatal Center

We unveiled a new Perinatal Center, providing perinatology, non-stress test and high-risk infant follow-up services under one roof. Led by Medical Director Marie Beall, MD, the state-of-the-art center combines comfort, scheduling convenience and advanced technology with the expertise of our specialized physicians. With more access to comprehensive services, mothers-to-be receive quality prenatal care in fewer visits. In addition, the newly renovated medical office offers spacious treatment rooms and an expansive waiting area to accommodate patients and their families. The center allows us to continue to deliver excellent care to expecting mothers and families throughout our community.

The Perinatal Center receives approximately 600 to 700 referrals monthly, with 500 to 600 visits.
2013 Highlights

Unveiling the New Hepatobiliary & Pancreas Center
Introducing a Hospitalist Program

We opened the Hepatobiliary & Pancreas Center in September 2013 under the leadership of board-certified surgeon Kambiz Kosari, MD, pictured at left. Our state-of-the-art center provides treatments to address a wide range of liver, bile and pancreas disorders. Our care team consists of physicians in a broad range of specialties, as well as nurses and coordinators who care for our patients with a tailored, interdisciplinary approach. We are proud to serve as the only hospital in the San Fernando Valley offering a highly specialized program to address the needs of patients with such rare and complex disorders.

We implemented a hospitalist program for the coverage of unassigned patients in the Emergency Department in September 2013. The hospitalist program replaced the Emergency Department call panel for internal medicine, allowing the department to meet the demands of our growing Emergency Department patient volume. Led by Medical Director Sanjay Vadgama, MD, we welcomed six board-certified physicians to our patient care team. These hospitalists collaborate with other physicians, staff and ancillary services to ensure our patients receive high-quality, coordinated care 24/7.
Community Programs and Benefits

Women’s Services As we began the third year of our participation in the Baby Friendly program, funded through a grant from First 5 LA, we continued to improve the health and nutrition outcomes for our new mother and infant patients. To achieve our goal to become a “Baby-Friendly Hospital” as outlined by the World Health Organization/UNICEF, we implemented policies and procedures to encourage breastfeeding among mothers of newborns. Our patient care staff received more than 20 hours of breastfeeding training to help new mothers achieve their breastfeeding goals. Before we began the Baby Friendly initiative, only 4% of mothers who delivered here were still breastfeeding six months after delivery. Today, that number exceeds 30%, and we continue to strive to build on that success. To further support mothers in our community, we applied for First 5 LA’s “Welcome Baby” grant. The grant program is designed to greatly enhance our prenatal and infant care program to assist mothers through the journey of pregnancy, birth and early parenthood.

Our free, open to the community, Spanish and English “Baby Showers” continued to be a successful means of teaching expectant parents about our excellent labor, delivery and recovery facilities. Our participants receive a gift basket of baby essentials, meet Women’s Services staff, learn about our educational and support resources, and visit our newly-renovated Little Treasures Labor & Delivery unit on a guided hospital tour.
Community Health Needs Assessment
We completed a tri-annual Community Health Needs Assessment to identify the most pressing health needs in the San Fernando Valley and developed new programs and services to address those needs. This assessment allowed us to tailor our community development program to meet the critical needs of our community. Through partnerships with organizations such as the Arthritis Association, Alzheimer’s Association and the Network for Healthy California, we were able to provide interactive class formats and relevant, up-to-date health information for the community.

Diabetes Education
The Community Health Needs Assessment identified diabetes as one of our community’s top critical care needs. In partnership with the American Diabetes Association, we hosted diabetes education classes to provide the community with the resources and educational tools they need to safeguard against, learn about and manage diabetes. Our “Diabetes Facts and Fixes: What’s on Your Plate?” class taught participants cooking techniques for a healthy, active lifestyle. In addition, we offered clinical education classes to address the needs of individuals with varying diabetic stages and concerns.
Financial Highlights

2013 Key Volumes

2013 Use of Funds

*Charity care costs include allocations from Salaries, Wages and Benefits, Controllable Expense and Supplies.
Valley Presbyterian Hospital hosted its third annual Golf Classic in 2013, successfully raising funds to support important hospital operations and equipment.
Major Gifts

With Gratitude for Their Support

Like all non-profit institutions, Valley Presbyterian Hospital relies on the faithful support of individuals, corporations and foundations to make the critical difference in our ability to deliver the finest possible medical care to the growing and changing region we serve. This support comes in the form of cash, stocks, employee payroll deductions, gifts-in-kind, and bequests or other deferred gifts. They are unrestricted gifts for general operating support, grants for specific programs, funding for equipment, and event sponsorships that benefit select hospital initiatives. In appreciation for their generosity, it is our pleasure to acknowledge those who, in 2013, chose to support Valley Presbyterian Hospital.

Grand Patron Circle (Gifts of $100,000 or more)

Employees of Valley Presbyterian Hospital who participate in the “Goal Getters” employee giving program

Lodwrick M. Cook

Patron Circle (Gifts of $25,000 to $99,999)

Joseph and Evelyn Pertusati Charitable Trust
Mutual of America

Benefactor Circle (Gifts of $5,000 to $24,999)

Aon Risk Services, Inc.
Emergent Medical Associates
Jean and David Fleming*
Healthcare Finance Group, Inc
Susan and Greg Kay, MD*
Lon V. Smith Foundation
Medline Industries, Inc.
Payden & Rygel Investment Management
Preferred Partners Insurance Agency
Ralphs / Food 4 Less
Renaissance Imaging Medical Associates, Inc.
Gordon S. Senift
Shangri-La Construction
Stericycle
The Fulcrum Group
The Karl Kirchgessner Foundation
Gustavo and Rini Valdespino**
Patrick J. Walsh, MD*
Weingart Foundation
Wells Fargo Foundation

Philanthropists Circle (Gifts of $1,000 to $4,999)

William C. Allen*
API Healthcare
Barlow Respiratory Hospital
Bessolo, Haworth & Vogel, LLP
Mr. and Mrs. John Binford
Jeffrey W. Birns, MD
Gailya Brown**
Cigna Health and Life Insurance Company
Citadel Environmental Services
City National Bank, Sherman Oaks
Community Bank, Pasadena
Richard D. Ferkel, MD
Greenberg & Bass
Healthcare Revenue Management Group
Interstate Rehabilitation Services, LLC
James and Gable Insurance Company
Jensen + Partners
Gayathri S. Jith**
Janine Jordan**
Richard Katz*
Kaufman Hall & Associates, Inc.
L.E.K. Consulting
Lewitt Hackman
Los Angeles Daily News
Pegi Matsuda**
MedAssets
Medical Staff of Valley Presbyterian Hospital
MedResponse, Inc.
Moss-Adams LLP
Owens & Minor Inc.
Ganesa Pandian, MD*
Parking Company of America
Physicians of Amputation Prevention Center at Valley Presbyterian Hospital
Professional Hospital Supply, Inc.
Michelle Quigley**
Jo Ann Radford**
Tracy Rafter*
Jean Rico**
Malcolm K. Rosenbaum, MD
Seyfarth Shaw, LLP
SoCal Spine, Inc.
Robert E. Stanton, MD
Tower General Contractors
Tri-Valley Neonatal Medical Group, Inc.
Valley Internal Medicine & Nephrology Medical Group
Woodbury University, School of Business
Percy C. Zanger

*Indicates board member  **Indicates VPH employee
Major Gifts

Friends Circle (less than $1,000)***

24Hr HomeCare
Gary C. Apgar
Nancy J. Arntzen
Jeffrey Berman
John Bessolo III
Virginia L. Bass
Anthony Carpinello
CDW Healthcare
LeRoy Chase*
CLEO Construction Management
Emerald Eye Center; Sherman Oaks
Emergency Group’s Office
Donald M. Fetherolf
Brian Flynn
Larry Haworth
William C. McMorran
Elise Milling
Deanne Morrison
Patricia Morrison
MRC Consulting Group, Inc.
James C. Porter*
Sridhar Ramachandran, MD*
Elena Rasin
Michael A. Robbins
John W. Robson
Brenda Ruggiero
Smart and Final Charitable Foundation
Stuart M. Solomon*
Success Factors
The Grace Group
TMAD Taylor & Gaines
Towers Watson
Tully Wihr
Lois W. Vaughan

Legacy Circle

We gratefully acknowledge the following individuals who have included Valley Presbyterian Hospital in their estate plans.

Betty and Arthur D. Aston
Lelah B. Balmagia
Carole and Lodwrick M. Cook
Robert H. Dilworth
Rose and William W. Edwards
Jean and David Fleming*
Helen L. Fulcher
Marianna Fuller
Victor Gehrig
Martha E. Hand
Harry Hodgson, Jr.
Mabel and Cecil Love
Constance and John F. Mann
Joseph Uniss Oswald
Evelyn and Joseph Pertusati
Martha and Richard D. Poast
Myrtle and Russell Quisenberry
Barney C. Ruben
Robert I. Schueler
Martha and Robert D. Selleck
Genevieve L. and Gordon S. Senift
Carol and Stuart Solomon
Othmar J. Steioff
Crystal and Roland Tuplin
Patricia and Donald C. Van Atta
William B. Westover
Percy C. Zanger

*Indicates board member **Indicates VPH employee
*** Does not include individual Goal Getters employees

For more information on our planned giving program, please contact our Fund Development department at 818.902.5137.
Leadership

BOARD OF DIRECTORS

Gregory Kay, MD, Chairman of the Board
David W. Fleming, Chairman Emeritus
Joshua Rokaw, MD, Chief of Staff
William C. Allen, Secretary
Joshua Rokaw, MD, Chief of Staff
LeRoy Chase
Nicholas Di Domenico, MD
Alex Guerrero
Richard Katz
Matthew Mischel, MD
Ganesa Pandian, MD
Tracy Rafter
Sridhar Ramachandran, MD
Stuart M. Solomon
Sukshma Sreepathi, MD
Patrick Walsh, MD

EXECUTIVE TEAM

Gustavo Valdespino
Jean Rico
Lori Cardle
Gayatri S. Jith
Pegi Matsuda
Michelle Quigley
Julie Reback
Jonathan Wu

MEDICAL EXECUTIVE COMMITTEE

continued

Medical Staff Officers

Joshua A. Rokaw, MD
Patrick J. Walsh, MD
Sukshma R. Sreepathi, MD

Members-at-Large

Farshad Malekmehr, MD
Lawrence L. Menzer, MD
Matthew G. Mischel, MD
Ashwani Bhawardaj, MD
Parviz Salehi, MD
Sanjay Vadgama, MD