



2020 ANNUAL REPORT

# MORE VITAL THAN EVER

VALLEY PRESBYTERIAN HOSPITAL





# PREPARING FOR THE PANDEMIC

Well before COVID-19 statistics dominated the local news every night and shutdowns changed our way of life, we began preparing for what would become the greatest challenge to the public health system in over 100 years. While we could not have predicted every twist and turn of the pandemic's course, we were certain of one thing: we would meet the challenge with bravery, compassion and care for each other. First, we reaffirmed our values, publishing to our community a set of principles describing how we would manage through this situation. At the top of that list: patient and caregiver safety. For our staff, we minimized risk to physical health by maintaining a more than adequate supply of PPE. Recognizing the economic uncertainty and impact our staff faced, we reviewed the market conditions and individual growth to provide competitive compensation levels, while adding both staff and hours during the pandemic. And we tended to emotional health by focusing on the need for revitalization and several new initiatives to make sure we provided clear, transparent communication throughout the hospital. We were as prepared as we could be for what would come next.





# PROTECTING THE SAFETY OF OUR TEAMS AND COMMUNITY

Among its brutal consequences, the pandemic did induce some important responses. It reminded us all that we need to look after each other, our families, friends, colleagues and neighbors. It's something that as a community hospital we have always held close to our hearts but never before in our experience has that mission been so heartfelt. In a storm of disruption and suffering COVID-19 challenged us with, that commitment remained steadfast: be a vital asset to our community.

While we are not a business that looks to profit from what we do, being vital means being strong in all ways including financially, and ready for any challenge regardless of need or scale. Our focused and sustained strategic plan to improve the fiscal health of our hospital means investing in the lines of service that best help our community, building strong connections with a generous community and maintaining a balanced financial position so that when the unexpected occurs we are ready to put the safety of our patients and caregivers, first.

While leadership can set the direction to be a vital asset for this community, it's our teams of employees and medical staff that move us forward on the path of continuous improvement. Multidisciplinary quality improvement initiatives throughout the hospital are bettering patient outcomes, and we applaud all the great effort and work being done to raise the level of care at VPH.

While we cannot forget the immense human cost of the pandemic, we can and should recognize the successes we've made possible in 2020. Our annual measurements of quality and safety, and patient and employee engagement have all improved this year, an extraordinary testament to our efforts. We remained in control of COVID-19 within our hospital and never stopped caring and providing for our community.

Central to all of our accomplishments is an enhanced spirit of teamwork, respect and togetherness. That it not only survived the pandemic but has grown through the challenges we've faced, gives us tremendous confidence that we will continue to be Vital to this Valley in 2021 and for years to come.

Stay safe. Stay strong. Stay vital.

Brian J. Ostick, MD  
Director of Emergency Services

Gregory L. Kay, MD  
Chairman of the Board

Gustavo Valdespino  
President & CEO





# ADAPTING TO COVID-19

The contagious nature of COVID-19 forced change in almost every aspect of how we provided care. From triage of potentially positive patients in outdoor hot zones, to their treatment journey, through to their final outcome, every member of our organization had to adapt to new realities, new responsibilities and new stressors that stretched them physically and emotionally day after day, night after night.

That necessary adaptation included new clinical treatments as well. One shining example of this was performing a new therapeutic approach called proning. Besides the fantastic clinical work it took to successfully implement proning at VPH, one that showed good impact to our COVID-19 patients, two less obvious, but certainly vital components to its success were teamwork and communication.

Safely adopting a new protocol can take a lot of work by a lot of different people from many different areas of the hospital. From idea to implementation involves countless steps and a healthy amount of time for planning, consideration and training. The proning project brought together a multidisciplinary team that worked with diligence, cooperation and urgency. At every step along the way, they communicated openly with each other and with leadership teams to address any concerns, so that when the protocol was implemented it was well practiced, performed without issue, and safe for patients and caregivers.

To learn more about how this new approach came together, go to [valleypres.org/About-Us/Careers/Career-Center.aspx](https://valleypres.org/About-Us/Careers/Career-Center.aspx)

## OUR SERVICES

### Acute Rehabilitation Services

We provide patients with acute rehabilitation needs with an interdisciplinary team that delivers holistic, patient-centered care in a CARF-accredited facility. Led by a board-certified physical medicine and rehab physician, the team includes 24-hour on-call nurses, physical therapists, a neuropsychologist, and a broad range of specialists.

### Center for Wound Healing

Our Center brings together the interdisciplinary expertise of vascular and podiatric surgeons with limb-salvage and wound-management specialists in a state-of-the-art setting. For those with non-healing wounds, our Wound & Hyperbaric Center (see at far right) offers advanced options for patients.

### Children's Services

We provide compassionate and specialized pediatric care. Each member of our pediatric care team shares a family-centered approach to providing the treatment and support needed for positive outcomes. We are equipped to serve the individual health care needs of children from newborn to age 18.

### Emergency Services

With several designations, our emergency services continue to demonstrate our commitment to excellent care. As a certified cardiac receiving center for heart attack patients, our specialists collaborate to provide critical care within 90 minutes of the onset of chest pain. In addition, our facility is a certified Primary Stroke Center. We have a dedicated stroke-focused program staffed by qualified, specially trained medical professionals who use advanced technologies to act quickly and save lives. Our Emergency Department is also designated as an Emergency Department Approved for Pediatrics, with expedited and specialized care for pediatric patients.

### Heart & Vascular Services

We offer a full range of cardiac services to quickly and accurately diagnose and treat patients suffering from critical heart and vascular conditions. An expert, multidisciplinary medical team is dedicated to acting quickly and saving patients' lives.

### Maternity Services

Our Maternity Services Department is among the busiest in the San Fernando Valley. We offer a family-centered approach and are dedicated to providing comfort and support through the journey of pregnancy, birth and early parenthood.

### Outpatient Services

We offer many outpatient services through our general and gastrointestinal laboratories, Radiology/Imaging Department and therapy programs, including occupational, physical, respiratory and nuclear medicine.

### Surgery Services

We provide a broad range of surgical services representing a wide array of specialty areas. Our physicians and surgical services staff have the tools and advanced technology they need to perform a full range of surgical procedures and to deliver the highest quality of care.

### Wound & Hyperbaric Center

Our expert, multidisciplinary wound care team is dedicated to helping chronic wounds heal where traditional methods have failed. Treatments include advanced diagnostic testing, debridement, advanced wound-dressing technology, negative pressure therapy and many other techniques and technologies.



# BRAVING DIFFICULT SITUATIONS

While people sheltered in place to avoid exposure, frontline healthcare workers stepped up heroically to care for the sick. It's impossible to socially distance when a patient needs intubation to save their life and Dr. Vadgama was one of those who bravely and safely answered the call, time and time again. If not for the tireless efforts of Dr. Vadgama and all those who worked in the hottest of hot zones in the ICU, COVID-19 would have done greater damage to even more lives in our community.







### Mother and child deal with COVID-19

A patient gave birth to her third child, a beautiful baby girl, and tested positive for COVID-19 at the same time. Devastated by the news and the need to be separated from her baby, she was consoled by the compassionate actions of the nurses on 3 West Postpartum and 4 West Acute Care Services as they made it possible for the mom to see her baby using Zoom technology. The staff, Agnes Kiberu, Wendy Reyes, and Sossy Agopian (pictured above), also worked tirelessly in arranging care for both mom and baby post discharge since the mom would need to be quarantined at home. Once again, our patient had to say goodbye to her new baby, albeit temporarily. As she was preparing to leave tears were shed, but knowing she was healthy enough to be discharged and cared for at home and her baby was also healthy and happy, made the separation a little bit easier. She left grateful for all the wonderful nurses who took such good care of her and her baby and the kindness of our staff that enabled her to connect with her newborn.



### A powerful connection between husband and wife

A patient with a terminal neurological condition that rendered him immobile with speech loss and the inability to eat, was transferred to 2 East Acute Care Services after recovering from COVID-19. Unfortunately, his underlying condition led to further deterioration, to the point where he was completely unresponsive and unable to open his eyes. Nurse Lauren Cortez understood the situation and advocated to have the patient's spouse, who hadn't been able to see her husband for weeks, visit as soon as possible. When the wife arrived at the doorway and spoke his name, the patient's eyes opened. The staff and spouse understandably shed tears over the sudden change they witnessed. The wife sat at her husband's bedside and read letters she had written to him while they were apart.





# IMPROVING QUALITY AND SAFETY IS A NEVER-ENDING PURSUIT

As an independent, community hospital we must be focused on organizational priorities that matter most to the patients we serve. Among our priorities, none is more important than improving the quality and safety of the care we provide. COVID-19 changed many things, but it never changed this most vital part of who we are.

Quality and safety takes the combined effort of all of us in actions large and small, done consistently each and every day. From hand hygiene programs to creating an environment where staff are safe to make a “great catch” and stop a potential error from happening, our organization has the daily discipline it takes to make positive change.

Beyond the everyday actions, several larger-scale initiatives move us together in concert to effect greater change. Rather than single actions or single moments in time, these initiatives are constant and never-ending and promote a growth mindset that was critical to gains in quality and safety amid the pandemic.

## **Teamwork leads to more efficient use of resources**

During an unfortunate increase in patients needing comfort care, the demand on regular infusion pumps reached peak levels. RNs Thehara Amobrose, Michaela Thomas and Talia Kogan noticed two issues of concern. First, the demand was putting a potential strain on the number of available infusion pumps and second, that the use of this particular type of pump was leading to some waste of IV morphine, both had the potential to limit the quality and safety of care.

So, the team suggested using PCA pumps instead. As with any clinical adjustment, a multidisciplinary team engages to review the possible change. Clinical Nurse Manager Vinicia Recalde and the Pharmacy team of Brandi Acevedo, David Choi and Darcie Ryant, worked together to confirm the suggestion’s viability. Now, PCA pumps are used for these kinds of morphine drips, freeing up regular pumps and using morphine stock more efficiently.





Understanding what our patients are going through is important in delivering compassionate care. Similarly, understanding what each of us goes through in our daily tasks is important in creating a productive and fulfilling work environment. So, the ICU staff took notice when our new Director of Quality, Debbie Paikos, changed into scrubs, and rounded with the wound care team one day. Debbie helped with positioning and assessments of the wound care plans and stated she will continue to do so in the ICU and Telemetry Unit as much as she can. Along with the prevention of hospital-acquired pressure wounds, the healing of wounds is an important part of positive outcomes. While our hospital has the Center for Wound Healing and Wound & Hyperbaric Center, rounding helps the health care team stay on top of the patient's condition and unique treatment plan.

**“The purpose of rounding is to observe, understand, and ultimately improve processes. It is also a great way to engage with patients and our amazing care team.”**

- Debbie Paikos





**“Their presence (EVS) in my room  
is a breath of fresh air.”**

- COVID-19 survivor

While the pandemic brought attention to the need to keep surfaces sterile, our Environmental Services team has always made vital contributions to the quality and safety at the hospital through fastidious cleaning and tireless attention to detail. Like many, the EVS team had to bravely step into hot zones to do their work. Many patients credited our EVS team for making them feel safe, welcome and cared for.





# REACHING BEYOND OUR WALLS

Taking care of our community is our purpose and our responsibility. We fulfill this mission in many ways, from the treatment and care we provide the patients that come into our hospital, to the outreach work we do to proactively serve the health needs in neighborhoods all across the San Fernando Valley. There is nothing that should ever stop us from performing these vital services and COVID-19 did not stop us. Through a combination of events, grants and sponsorships, as well as our own sweat equity, our community outreach programs impacted over 50,000 lives. As arduous as 2020 proved to be, we banded together, gave of ourselves, and creatively overcame obstacle after obstacle.

One such example was our Annual Health Fair. It had to be reimagined amid a pandemic, and perhaps no one would have been critical if we'd simply canceled it. But as we became more capable and confident in our safety protocols, our staff was able to apply our learnings into a plan of action, allowing us to hold the Health Fair in a socially distanced and safe way, helping hundreds of residents in our community with 5 critical needs: access to care, chronic disease (with an emphasis on diabetes), food insecurity, mental health and substance use and misuse.








# 45

## Community Partners

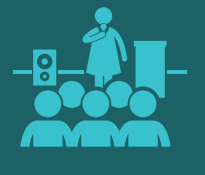
We are pleased to acknowledge our local partners, whose efforts we have supported through leadership and collaborative community engagement to improve the health of the San Fernando Valley.

- African American Leadership Organization, Inc.
- American Red Cross
- Barlow Respiratory Hospital
- Cal State University, Los Angeles
- Cal State University, Northridge
- Center for Family Health and Education (FOHC)
- Childcare Resource Center
- College of the Canyons
- Comprehensive Community Health Centers (FOHC)
- Eisner Health (FOHC)
- El Nido Family Center
- Friends of the Family
- Greater San Fernando Valley Chamber of Commerce
- Hope of the Valley Rescue Mission
- LAUSD Columbus Elementary
- Leukemia & Lymphoma Society
- Los Angeles Daily News
- Los Angeles Economic Development Corporation (LAEDC)
- MEND (Meet Each Need with Dignity)
- Mid-Valley YMCA
- Mission City Community Network (FOHC)
- National Council on Alcoholism and Drug Dependence
- National Alliance on Mental Illness (NAMI)
- New Economics for Women
- North Valley Caring Services
- Northeast Valley Health Corporation (FOHC)
- ONEgeneration
- Ovarian Cancer Coalition of Greater California
- Pacoima Beautiful
- San Fernando Community Health Center (FOHC)
- San Fernando Valley Mental Health Center
- San Fernando Valley Rescue Mission
- Shepard of the Hills Church
- Southern California Medical Group (FOHC)
- Tarzana Treatment Centers
- Tierra Del Sol
- Valley Care Community Care Consortium
- Valley Community Healthcare (FOHC)
- Valley Family Center
- Valley Inter Community Council
- VEA (Valley Economic Alliance)
- VICA (Valley Industry and Commerce Association)
- Volunteers of America
- West Coast University
- West Valley Family YMCA






**\$3,497,326**  
Uncompensated charity care



**2,147**  
People attended community education classes

**\$4,394,261.87**  
Direct community support



**92%**  
Of mothers breastfed their infants in the hospital through First 5 LA's Welcome Baby Program



### COMPASSION IN ACTION

In Fiscal Year 2020, 100 VPH employees performed 380 community volunteer hours through 37 community agencies and activities. Some examples of activities include health screenings, food distribution, meal delivery, feeding the homeless, and donating toys and school supplies.





## “Our donors were vital for our survival during COVID-19... Thank you from VPH!”

Throughout the years, I have observed how Valley Presbyterian Hospital’s appreciation by its community has increased tremendously. When COVID-19 exploded, it was so awesome on how the community responded and embraced the VPH healthcare workers. Administration began to receive calls from a variety of local vendors, neighbors, past patients, corporations, churches, nonprofit organizations and more. I was assigned to respond to all these calls. It became an extraordinary experience to collaborate with all the amazing donors to schedule dates and times to receive and deliver all these delicious lunches, dinner meals, a variety of cold and/or hot beverages, snacks, pastries, donuts, gelatos and variety of gifts (caps, uniforms, orchids, cards, pins, shampoos/conditioners, bracelets, spray sanitizers, tomato plants, etc.) for the day, the night and the weekend shifts. It became a full-time job to handle and schedule these donations.

One of the first calls that I responded to was from a very grateful father who lived a few blocks from VPH. He did not want to give his name and wanted to be anonymous. He said “You are my hospital, the Emergency Room staff had been fabulous and cared for my little ones during emergencies. Plus, my last baby was born at VPH last year. The L&D and Maternity staff were wonderful. We feel so good to give back.” He had 10 large pizzas delivered, and I made sure ER, L&D and 3 West staff received them. I remember speaking to an older woman whose voice quivered with emotion. She said she did not have much to share, but had a few dozen bottles of water to the staff as they were probably extremely thirsty after wearing the N-95 masks. I thanked her for her thoughtfulness. She said “I’ve been a patient at your hospital and this is the least I could do for them.”

In the last 14 months we have received over 12,219 lunch/dinner meals, 8,717 snacks, 3,604 beverages, 5,649 gifts and hundreds of inspirational cards/ messages/letters. We had some donors that became weekly donors (in the summer) since they wanted to ensure all employees at VPH received a meal, snack, gift, beverage or a message. Many were grateful that the ER and ICU staff received these donations since NOW they understood that all hospital employees at VPH were frontline staff. I explained to all our donors how we rotated the donations to all the service lines at VPH like Respiratory Care, Housekeeping, Security, PT, Dietary, and so forth. The donors enjoyed the pictures that we shared with them, since they were able to view how their donations brought smiles, joy, relief and nourishment to our VPH Heroes. The donors loved to know that their donations were greatly appreciated by the staff that worked long hours while dealing with COVID-19. We at VPH were very grateful for generosity of all our donors, and for remembering us during these stressful and challenging times. It made our days and nights a little brighter since many had to witness the pain, anguish and loss of life caused by this pandemic.

It was magnificent to realize how our community, neighbors, vendors, churches and friends had our back! We are definitely VITAL in our community. Our donors were vital for our survival during COVID-19. The donors appreciated all the heroes that work here. Thank you from VPH!

Virginia Rivero Napoles  
Director, Volunteer Services

# THANK YOU TO OUR GENEROUS DONOR COMMUNITY

## PRESIDENT’S CIRCLE

### Bronze: \$5,000-\$19,999

Ellen G. Riley  
Gustavo and Rini Sultana-Valdespino

### Friends of the President’s Circle: \$1,000-\$4,999

Jim & Beth Zachary  
Carl Harmon  
Dan MCF. Chandler  
David and Marion Dennis  
Chris & Lori Cardle  
Mary K. Wheeler  
Michael A. Robbins  
R.A. Fischer  
Robert Warchol  
Ronald J. Belczyk, DPM

## PHYSICIAN CIRCLE

### Gold: \$10,000 and above

Emergent Medical Associates

### Silver: \$2,000-\$9,999

Brian Ostick, MD  
Dennis Kasimian, MD  
Gnana M. Desigan, MD  
Muhammad Anwar, MD  
Peter J. Koettters, MD

### Bronze: \$500-\$1,999

Ganesh Pandian, MD  
Hannah Grossman, MD  
Hany Farid, MD  
Jason Greenspan, MD  
Kevin Rice, MD  
Michael G. Ross, MD  
Nicholas Di Domenico, MD  
Robert C. Myrtle, PhD  
Shahram Farahvash, MD  
Todd D. Moldawer, MD

## CORPORATE CIRCLE

### Gold: \$10,000 and above

Cedars-Sinai Medical Center  
Dume Wolverine Foundation  
Estate of Joseph and Evelyn Pertusati Charitable Trust  
Kindred Healthcare  
Lincoln Financial Group  
Payden & Rygel Investment Management  
Preferred Partners Insurance Agency  
The Ahmanson Foundation  
The Fulcrum Group

### Silver: \$5,000-\$9,999

Anthem, Inc.  
Barlow Respiratory Hospital  
Children’s Hospital Los Angeles  
Conifer Health Solutions  
Cross America Financial, LLC.  
Delta Health Systems  
Health Care LA, IPA  
Mid Valley Pulmonary Medical Group  
Seyfarth Shaw LLP  
Wesely-Thomas Enterprises, Inc.

### Bronze: \$1,000-\$4,999

Allied Universal  
BenefitMall  
California State University, Northridge Foundation  
CloudWave  
Columbia Steel, Inc.  
Dummit, Buchholz & Trapp  
Engage  
Essential Biologics, Inc.  
Geva Construction, Inc.  
Healthcare Revenue Management Group  
Hooper, Lundy & Bookman, P.C.  
Joe’s Auto Parks  
Littler Mendelson Foundation, Inc.  
Lockton Insurance Brokers, LLC  
LRS Physicians Group, Inc.  
MedPOINT Management  
MetLife  
Moss Adams LLP  
Northeast Valley Health Corporation  
Pediatric Hospital Care Associates  
Proficio, Inc.

Renaissance Imaging Medical Associates, Inc.

Renovo Solutions  
Richard Katz Consulting  
RxBenefits  
SoCal Spine, Inc.  
Sodexo, Inc. & Affiliates  
Strategic Building Services  
Summit Healthcare Services, Inc.  
Tech Electric  
Valley Kidney Care Medical Group  
Van Nuys Airport  
Wilmington Trust

## GRANTS

Child’s Play  
First 5 LA  
Jack R. Walter Foundation  
Lon V. Smith Foundation  
Wells Fargo Bank  
Weingart Foundation

## GOAL GETTERS

We believe our 1,700 employees are our greatest assets, and we are grateful to have more than 1000 who generously give back to the hospital through our Goal Getters employee giving program. Collectively, these dedicated employees represent one of the hospital’s largest donors. Through the financial support of our Goal Getters program, the hospital has funded equipment and programs that make a difference in the health and well-being of the patients we serve.



I know people donate for different reasons, and they may not think that their donations make a difference. Working with this organization is truly inspiring because it feels like everyone working here truly cares about what they do and about finding the best ways to care for our patients and community. All the donations we receive go to supporting the care we give and the community we serve; even a large amount of the staff at our hospital donate back to help improve things for everyone! Donating to our hospital allows us to do more with our resources and serve our community, and I think anyone who donates can feel like their donation is going to a great organization that lives its mission every day!

Kathryn Isbell, MSN, MBA, RN  
Emergency Services Manager



**“All the donations we receive go to supporting the care we give and the community we serve...”**

In late 2019, I had been following the progression of the novel coronavirus on the Johns Hopkins website. I was somewhat worried, but mostly curious as to how the virus would progress. I had prepared previous hospitals for SARS, H1N1, MERS, and Ebola in the past, so I was of the mindset that like those previous viruses, this one would burn itself out in a few weeks or months and not pose too much of an issue.

In late January, I remember reading an article noting that China had closed down Wuhan, which was the global hub of PPE manufacturing. I called my hospital supply distributor and asked, “Should we be worried?” He said, “Absolutely. Wuhan supplies the world with their PPE.” The next day we started to implement conservation measures at Valley Presbyterian for our masks, gowns, sanitizers, gloves and related PPE.

The next few months were hectic to say the least for VPH regarding supplies. Working closely with leaders throughout the hospital, we implemented daily tracking of our inventory, new practices to extend the life of our N95 masks, and as supply chains dried up, searched desperately for much-needed PPE. While we never ran out of essential supplies, and we were able to keep our staff, visitors, and patients safe throughout the pandemic response, there were times when we were all on pins and needles waiting for the next shipment to come in.

During this time the response from our community was amazing. We received daily donations of masks, face shields, gowns, food, water, and all kinds of related items. Folks would bring in one or two N95 masks for our clinicians in the ER. They would bring in homemade masks. Pallets of snacks and energy drinks poured in. Children wrote thank-you notes galore. Valley Presbyterian has been a beacon of hope for so many in the San Fernando Valley for over 60 years, and it was so heartening to witness the community come together to give back in whatever ways they could.



It has been an honor and a privilege to be a part of the pandemic response at Valley Presbyterian. We are an institution that supports our community throughout every phase of life. We truly are a team dedicated to providing the best care possible to those we serve. And it was heartwarming to witness our community coming together to support us during our time of need. This lets me know that together, VPH and our community can make it through whatever comes our way.

Dallas A. Ryan, MBA  
Director, Supply Chain



# EMERGENCY



The following data presents financial, operational and utilization statistics over a 12-month period, ending with December 31, 2020.

## 2020 USE OF FUNDS

**46.4%**

Salaries, Wages & Benefits  
\$171,903,526

**38.0%**

Controllable Expenses  
\$140,647,562

**9.7%**

Supplies  
\$35,826,116

**1.7%**

Bad Debt/Charity  
\$6,305,195

**2.9%**

Depreciation  
\$10,782,721

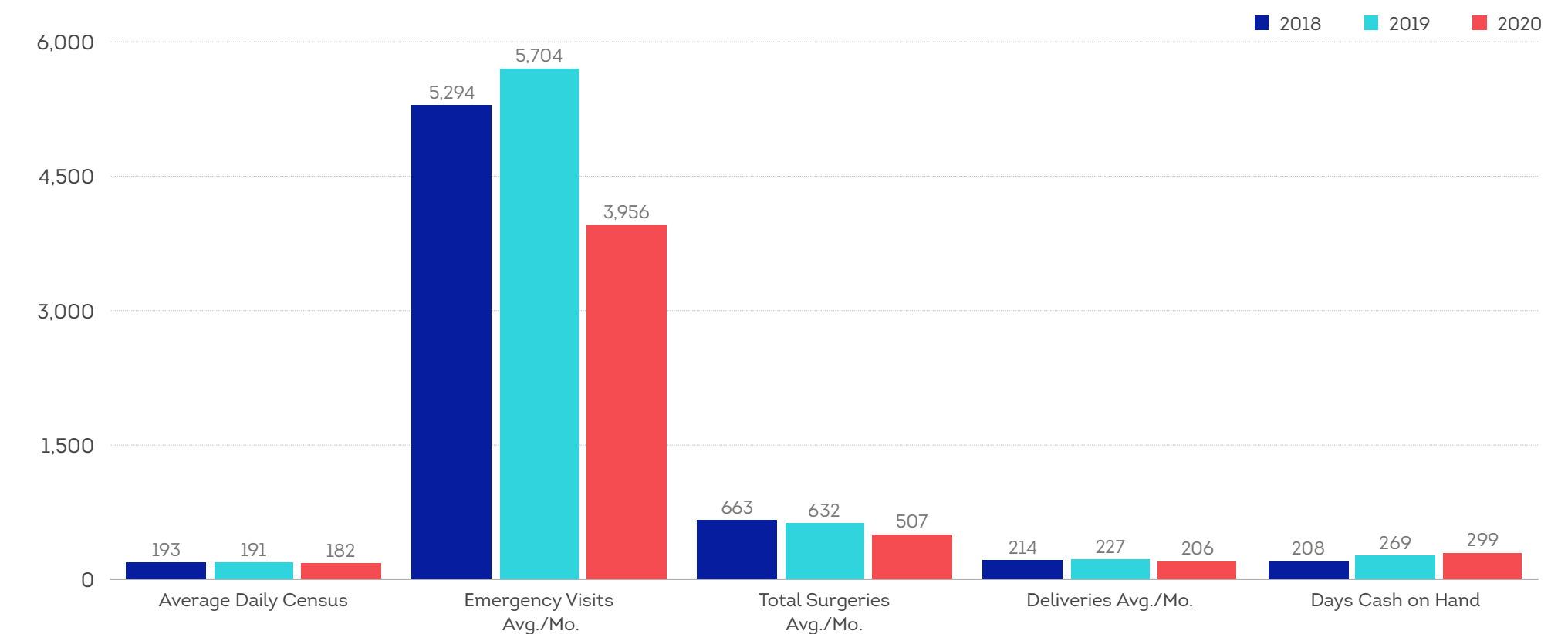
**1.1%**

Insurance, Tax & Licenses  
\$4,154,721

**0.2%**

Interest  
\$785,966

## 2020 KEY STATISTICS





## BOARD OF DIRECTORS

David Adelman, Secretary  
Partner, Greenberg & Bass, LLP

Dan Chandler  
President, Chandler Partners

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Special Advisor, Office of State Senator  
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President, California State University, Northridge

Luca Jacobellis  
President, Cal Net Technology Group

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Community Representative

Merryll McElwain  
Wealth Director, BNY Mellon Wealth Management

Matthew Mischel, MD  
Physician, Valley Internal Medicine & Nephrology  
Medical Group

Todd D. Moldawer, MD  
Physician, Southern California Orthopedic  
Institute (SCOI)

Robert C. Myrtle, DPA  
Professor Emeritus  
University of Southern California

Brian Ostick, MD, Chief of Staff  
Medical Director of Emergency Services,  
Valley Presbyterian Hospital

Ganesh Pandian, MD  
Physician, Cardiovascular Consultants  
Medical Group

Kalpesh Patel, MD  
Physician, Valley Kidney Care

Kevin M. Rice, MD, Vice Chief of Staff,  
Physician, Renaissance Imaging  
Medical Associates

Ellen Riley  
Senior Vice President  
Kaufman Hall & Associates, LLC

Diana Sanchez  
Director of Public & Community Relations,  
Los Angeles World Airports – Van Nuys

Keven Steinberg  
Partner, Steinberg Law

Gustavo Valdespino  
President & CEO  
Valley Presbyterian Hospital

Beth Zachary, Vice Chair of the Board  
Healthcare Executive, Retired

## EXECUTIVE TEAM

Gustavo Valdespino  
President & CEO

Lori Cardle  
Executive Vice President & Chief Operating Officer

Janice Klostermeier  
Senior Vice President & Chief Financial Officer

Hannah Grossman, MD  
Senior Vice President & Chief Medical Officer

Lori Burnell, RN, PhD, NEA-BC  
Senior Vice President & Chief Nursing Officer

Tamala Choma, Esq., MS CCC-SLP  
Vice President & General Counsel

Tony Evans  
Vice President & Chief Information Officer

Diana Milan-Finley  
Associate Administrator, Operations  
Support Services

## MEDICAL EXECUTIVE COMMITTEE

### OFFICERS

Brian Ostick, MD (Chief of Staff)

Kalpesh Patel, MD (Secretary/Treasurer)

Kevin Rice, MD (Vice Chief of Staff)

### DEPARTMENT CHAIRS

George Delshad, MD (Obstetrics and Gynecology)

Samuel Kashani, MD (Surgery)

Marina Salama, MD (Pediatrics)

Borna Solomon, MD (Medicine)

### MEMBERS-AT-LARGE

Nellie Ekmekjian, MD

Liva Gritton, MD

Peter Koettters, MD

Farshad Malekmehr, MD

Joshua Rokaw, MD (Chair, Credentials Committee)

Sanjay Vadgama, MD

### NON-VOTING MEMBERS DIVISION DIRECTORS

Nicholas Borm, MD (Emergency Medical Services)

Shahram Farahvash, MD (Anesthesiology)

Dennis Kasimian, MD (Pathology)

Vartan Vartanians, MD (Radiology)



It has always been fascinating to me what the human body can endure. Through broken bones, full-body burns and blood transfusions, the human body can journey through significant threats and prevail. Nursing provides the opportunity and the privilege to be a vital part of a patient's personal journey through both illness, and injury. At VPH, I feel I am able to take advantage of said privilege to develop standards of care and supportive services that specifically meet the needs of the community we serve.

Our hospital is meant to follow a standard of patient care tailored to our patient population. It is absolutely vital that a community-based hospital such as VPH offers a wide variety of services and can adapt to meet the needs of the citizens that reside in it. Whether a resident visits the hospital for preventative care or during a health crisis, accessibility and availability of resources is essential. Over the past year, the pandemic has only validated how vital VPH is to the community we serve.

VPH is as vital to the community as the community is to the hospital. Because of this, it is important that we maintain a consistent, unwavering standard of care. It is our responsibility to establish trust with our patients, and foster an environment that successfully prioritizes the Van Nuys community. We will continue to work hard to serve those that allow us to create an atmosphere of health and healing.

Tamre Del Valle, MSN-RN  
Director of Critical Care Services



To My Fellow VPH Staff and Community Members,

As a nurse who works in the Intensive Care Unit here at Valley Pres, reflecting upon the past year evokes feelings of sorrow and loss but also of hope and pride. While we saw firsthand the horrors and pain the COVID-19 pandemic caused to those in our community and around the world, we also were a part of moments of incredible compassion.

At the beginning of the pandemic myself and many of my fellow nurses were unsure of how severe the situation would become, and how we as a hospital would fare. As the lockdowns began and the case numbers began to increase, we started to adapt to what would be our new norm for the next several months. We learned a lot during the pandemic, about how to treat those afflicted with the virus, ways to conserve certain supplies such as Personal Protective Equipment (PPE), and techniques in patient care that would help minimize potential exposure of all staff that might be at risk. Through the hard work of numerous people and departments at VPH we always had what we needed throughout the pandemic. At no point did I ever have to enter a patient room with without the PPE I needed. We did have periods where things felt overwhelming and outcomes were bleak, yet our ICU manager Kristina Lawrence continued to be an advocate for all staff on the floor and fought hard to ensure we had what we needed.

It has been this incredible support from those I work with that make me proud to say I have been a part of the VPH community during this extraordinary time. Not only because I can say we provided quality care, but because of how much we as a collective and in the ICU were advocates for each other. This extends to the role we play in the community here in Van Nuys and the Valley as a whole. We provide care and advocate for everyone that comes through our doors, be it a patient or a coworker.

The pandemic has shown that the role advocate for others has been and will continue to be the greatest tool to the improvement of health and well-being in our community. We as an independent hospital serve many roles in our community, be it a provider direct patient care or as a hub of various resources, one of our most vital roles in the community is that of an advocate. As we move forward beyond the pandemic, I urge all my fellow coworkers and all who read this letter to strive to be an advocate. Be an advocate for our patients, our fellow employees, and our fellow community members. Our community can only continue to grow and prosper if we strive to improve the lives of everyone around us, starting with those standing next to us.

Sincerely,  
John Bowles, BSN, RN  
Intensive Care Unit



To the Residents of the San Fernando Valley,

My name is Vinicia Recalde, and I am a proud Registered Nurse here at Valley Presbyterian Hospital. I am a native Valley girl and VPH is my home hospital. Growing up here I knew I always wanted to do something to help people. They say healthcare is a calling, and I heard the call from an early age. As a young child I wanted to be a doctor, but as I got older I knew I truly wanted to help people and make a difference. Nursing was the only profession I wanted to be in. Having the opportunity to see people in their most vulnerable state and being able to assist in any way I can is what makes me get up in the morning. I am a giver, and I would give the shirt off my back to help someone in need. I strive every day to be the best person I can be. After receiving my nursing license, the only place I wanted to work was here at VPH. I was a volunteer here while in high school and I saw the positive energy that emanated from the halls and the staff. I knew I wanted to be part of the team. Also knowing I was here helping my neighbors in the most challenging times of their lives brings me such gratitude.

I have learned over my time here at VPH that we are truly vital to this community. The community we serve needs high-quality health care. I love the multiple opportunities I have as an employee here to go out in the community and serve in multiple areas: health, food, children, preventative care, etc. We strive to care for our community here, while also going out in the community and serving as much as we can. Our Annual Health Fair in October is another way we reach our community.

The pandemic was a VERY challenging time in all our lives. But, knowing I got to come to work every day to help my neighbors in the scariest time we have ever had, humbled me to my core. Every life was valued and vital. Keeping our community safe was key. Providing resources to the community to help them made me proud to say I was an employee of VPH. My unit converted from a surgical unit to a COVID-19 unit overnight. The staff showed up to work every day scared but determined to provide the best outcomes for our patients. Every life is vital, and we cheered and cried together as a hospital family.

The patients we care for need us to be here, always. We are vital. The area our hospital serves is vast, and the patients need someone they can go to and trust. I hope to retire one day from Valley Presbyterian Hospital because I know there is nowhere else I would rather be.

Sincerely,  
Vinicio Recalde BSN, RN, MEDSURG-BC, WCC  
Clinical Nurse Manager Med Surg/Orthopedics/Oncology







**WE ARE VITAL**