



# Being Vital

2018 Annual Report



This Valley is not just an area of operation. It's our home. And its people are not just patients. They're our friends, our partners, our community.

We are a 350-bed community hospital dedicated to the health and wellbeing of the San Fernando Valley.

So we build the facilities and services specifically focused on meeting the needs of our community. We help our patients manage and improve their health by providing access to a wide array of health care services and encourage a culture that listens intently to care more effectively.

At Valley Presbyterian Hospital we are proud to be...

Vital for access, Vital for growth,  
Vital for life.

Valley Presbyterian Hospital

This Valley is Vital.

## An asset for our community.



As a vital health resource to the San Fernando Valley since 1958, Valley Presbyterian Hospital has been providing excellent care to the community for over 60 years. As the only independent, nonprofit hospital in the Valley, we are committed to meeting the needs of our patients and continuing to grow with those needs.

2018 was a great example of how we have adapted to meet the needs of those we serve. Towards the end of the year, we completed our Emergency Department renovation project, which accommodates 10 more treatment beds, enabling physicians to treat more patients with greater effectiveness. At an average rate of 4-5 patients per day, per bed, that's up to 50 additional patients per day and more than 18,000 over the course of a year. We understand that our patients are not numbers - they're part of our extended family, and the reason we are here.

Our commitment to providing the community with high-quality care and services is embodied by our Board of Directors, our 1,600 employees and our Medical Staff of more than 500 physicians.

We experienced several accomplishments in 2018, and we are proud to highlight some of those achievements in this year's annual report. We understand that serving our community is only possible through our network of local partners, donors, physicians, and our team of excellent caregivers. We continue to be deeply grateful to our patients for entrusting us with their care, and all of those that help in the delivery of high-quality healthcare. Together, we make a difference in the lives of those we serve and remain intently focused on providing excellence in all we do.

Kevin Rice, MD  
Chief of Staff

Gregory L. Kay, MD  
Chairman of the Board

Gustavo Valdespino  
President & CEO

# Providing services our community needs most.

## Patient Story

Being a nurse during the holidays can be difficult. Patients want to be home and experience the warmth of traditional holiday surroundings with family and friends. Hopefully being in the hospital during the holidays is for happy reasons like the birth of a child, but more often than not, patients are facing the holidays with heavy hearts and long roads of healing ahead.

This past holiday season was especially difficult for a patient and her family that was staying in the Pediatric Unit at Valley Presbyterian Hospital. The patient's nurse, Jackie, overheard a family member talking to the patient's physician regarding some financial struggles the family was facing.

Jackie responded by purchasing a Christmas tree and decorating it to help this family with a joyful celebration. Harmony, Child Life Specialist, and the VPH Pediatric staff worked in tandem with Jackie to provide gifts and donations for the children in this family. Jackie's generosity brought this family to tears, and they were overcome by the joy of the season.

"Jackie is more than a nurse, we are calling her our Christmas angel," said one family member. "She gave our daughter all that she wanted this year. Her wish was for a Christmas tree. Jackie went out of her way and gave beyond her responsibility. I guarantee this is something you do not often see."

Jackie and the team demonstrated genuine compassion and generosity by helping to facilitate a joyful holiday despite difficult circumstances. Listening and responding with an open heart and mind is the true holiday spirit in action.



## Acute Rehabilitation Services

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



## Amputation Prevention Center

Our Center is one of the few facilities nationwide that brings together the interdisciplinary expertise of vascular and podiatric surgeons with limb-salvage and wound-management specialists in a state-of-the-art setting.



## 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 continues 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.



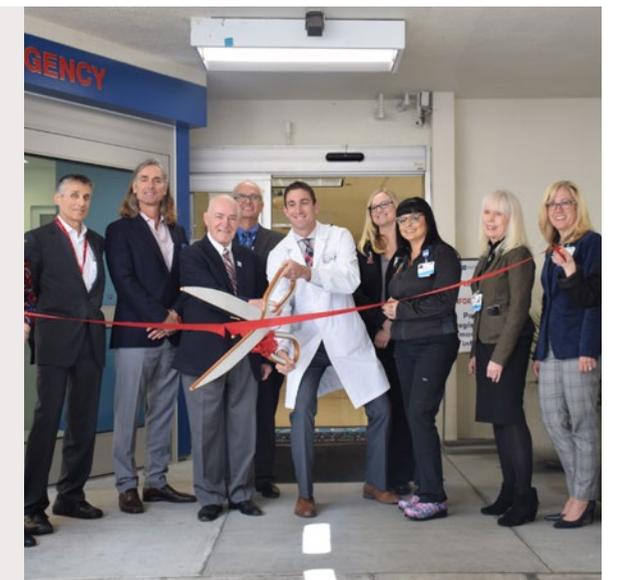
## Maternity Services

Our Maternity Services Department delivers more babies than any other hospital 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.

## Emergency Department Renovation

The closing of 2018 proudly marked the completion of our Emergency Department renovation. The renovation occurred in five construction phases, over the course of three years. Without interruption of care to our community, Valley Presbyterian Hospital increased capacity, upgraded infrastructure and improved patient comfort so the nearly 70,000 emergency patients and their families that rely on us each year have a chance for better outcomes.

The expansion resulted in 10 more treatment beds, enabling physicians to treat more patients with greater effectiveness. At an average rate of 4-5 patients per day, per bed, that's up to 50 additional patients per day and more than 18,000 over the course of a year.





### 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.



### Valley Hip & Knee Institute

We specialize in the latest joint replacement techniques and minimally invasive procedures, helping patients to regain their mobility and resume the activities they love. Together with a dedicated care team, our orthopedic specialists quickly get patients back on their feet.



### 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.

### Patient Story

Receiving the news that you have cancer is a difficult experience. When one of our patients was diagnosed with follicular lymphoma cancer, she was feeling overwhelmed, anxious, and afraid. She was left wondering how she would cope with the days ahead.

Our patient was overwhelmed due to her lack of knowledge of her disease. When faced with her third round of intense and delicate chemotherapy, she was pleased when her nurse, Imelda helped keep her informed and calm throughout the process.

“Imelda was extremely knowledgeable, and she shared information in a compassionate manner,” said Roberta.” She even changed her schedule to see me through the third round of treatments.”

Imelda has been working at VPH since 2005. Imelda is known for her ability to teach and involve families in the plan of care. She maintains a positive attitude and is a great mentor for new team members. Her passion for nursing and educating patients and their family members has been recognized on numerous occasions.

As a result of the compassionate care provided to Imelda, she felt so compelled to nominate Imelda for the Daisy Award, which she was awarded in September 2018. By definition, compassion is an inherent quality or trait that enables a nurse to discern the individual needs of each patient.

“I came to the hospital frightened because I was recently diagnosed with cancer, and I was overwhelmed and did not have any knowledge of my disease. But, I was blessed to have Imelda as my nurse.”



**Always putting patients first**  
How our team exemplifies  
excellence in all that they do

# Going the extra mile for our patients.

Among the Valley Presbyterian Hospital's most cherished goals is the cultivation of mutual respect among employees, in a work environment they can be proud of. Our Rewards and Recognition programs serves to highlight the excellence that exists in all areas and job functions across the Hospital. VPH provides many ways of acknowledging co-workers and peers.

## 2018 Josie King Winners

The Josie King Foundation Hero Award recognizes individuals who exemplify a culture of safety including contributing to moments of excellence and addressing "near misses."

**Rosario Conti, RN, BS and Tempa Figueroa, RN, BSN**  
Acute Care Services, Specialized Medical Unit

On September 17, 2018 Nurses Rosario "Rosie" Conti and Tempa Figueroa were working on the Specialized Medical Unit. At approximately 2:30 PM Rosie heard a gagging sound coming from a patient's room. She ran to the room and saw the patient with a patient belongings bag over his head. Rosie called for assistance and Tempa responded.

Both jumped into action. The patient had wrapped a phone cord around his neck and had the plastic patient bag over his head. The Nurses struggled to remove the cord because it was knotted and tied around his neck, all the while the patient was pushing and slapping at the nurses. Simultaneously, they pulled the plastic bag apart so the patient could breathe, they then removed the cords from his neck and provided aid.

Because of the nurses quick response and fast actions they saved this patient's life. Nurse Conti and Figueroa deserve the Josie King Award. This patient is alive because of their actions.



Tempa Figueroa and Rosario Conti

## 2018 DAISY Winner

The DAISY Award is an international program designed to recognize nurses who go above and beyond to provide compassionate care.

**Talia Kogan, RN, BSN**  
Acute Care Services, Orthopedics/Oncology

April 2018's DAISY® award is presented to Talia Kogan, RN, BSN, nominated for treating a patient like a beloved family member. Under Talia's expert care, a patient's anxiety and pain was well managed. Out of deep respect for her nurse, this patient wrote a wonderful testimony about her experience with Valley Presbyterian Hospital:

"Since my surgery, I have been in so much pain. The night shift came and went, and Talia was advised of my situation. Throughout the day, my pain got worse and I even threw up on my bed and the floor. I called Talia several times for many reasons, and each time she came into my room with a smile. I felt so bad, but each time she made me feel special. Not once did I feel uncomfortable or embarrassed. She talked with me and did not rush off because someone else called her. She explained everything so clearly that I understood it. She helped me to realize that I had surgery yesterday, and that I was not going to be at 100%.

I told Talia that she reminded me of my sister-in-law and her response was, 'I hope it's in a good way.' I told her 'yes, I love her. She is caring and has the most wonderful aura about her.' Talia showed me just how much she cared about my well-being. I did not feel like another assignment, I felt like I was the assignment! She was GREAT!"

Addressing the patient in this manner, demonstrated true compassion. By definition, compassion is an inherent quality or trait that enables a nurse to discern a need, provide comfort and help a patient feel safe and valued, like she was cared for by a family member that she dearly loved. Talia was an exemplar of this type of genuine compassion.



Talia Kogan and Martha Wall

## 2018 Service Excellence All Star Winners

The Service Excellence All Star program encourages patients, their loved ones and fellow employees to express their gratitude to our employees who demonstrate our Core Values and our Vision of "Excellence in all we do."

### Marti Wall

Marti is always a great person to work with and always gets the job done.

Marti has an extremely helpful and caring disposition which is a plus when dealing with a variety of quality tasks and projects. We enjoy tremendously to work with someone like Marti that provides a quality environment and extreme collaboration.

# Building strong and lasting connections.



## Health Fair - October 13, 2018

**900+**

Total attendees

**146**

Children attended a community education activity

**1,458**

FREE health screenings

**140**

Hospital employees volunteered

## Community Benefit

Each year, Valley Presbyterian Hospital contributes to the community in many ways.



**\$4,590,009**

Uncompensated charity care

**\$3,952,554**

Direct community support

**18,900**

People impacted through VPH Community Benefit Programs



**5,575**

People attended community education classes



**94%**

Mothers breastfed their infants in the hospital through First 5 LA's Welcome Baby Program

## Compassion in Action

In Fiscal Year 2018, 213 VPH employees performed 1,388 community volunteer hours through 25 community agencies and activities. Some examples of activities include feeding the homeless, conducting free community health screenings, collecting food and clothing for the homeless, and donating toys to children during the holiday season.

**35**

Community partnerships

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.

- Amateur Radio Emergency Service
- California State University, Northridge
- College of the Canyons
- Community Foundation of the Valley
- Covered California
- Eisner Health
- El Nido Family Centers
- Encino Chamber of Commerce
- Greater San Fernando Valley Chamber of Commerce
- Hope of the Valley Rescue Mission
- Justice Armand Arabian Awards
- LA Best Babies Network
- LA Family Housing
- LA Valley College
- Leukemia & Lymphoma Society
- Los Angeles Daily News
- Los Angeles Pierce College
- Los Angeles Police Department
- MEND (Meet Each Need with Dignity)
- Mid Valley YMCA
- Mt St Mary's College
- Northeast Valley Health Corporation
- ONEgeneration
- Ovarian Cancer Coalition of Greater California
- Pacoima Beautiful
- San Fernando Valley AACRN
- SoCal Assoc of Hospital Development
- Social and Environmental Entrepreneurs
- Tierra del Sol
- Valley Community Care Consortium
- Valley Community Healthcare
- VEA (Valley Economic Alliance)
- VEDC Women's Business Center
- VICA (Valley Industry and Commerce Association)
- West Coast Sports Medicine Foundation

# Investing in a sustainable foundation.

## Valley Presbyterian Hospital Foundation 2018 Board of Directors

Anthony “Tony” Tartaglia  
Regional Affairs Manager, Northern  
Region  
Southern California Gas Company  
Chairman of the Board

Keven Steinberg, Esq.  
Partner, Steinberg Law  
Vice Chairman of the Board

Merryll Mc Elwain  
Wealth Director, BNY Mellon Wealth  
Management  
Treasurer

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

David Fleming, Esq.  
Senior Advisor to State Senator  
Robert Hertzberg  
Inaugural Chairman of the Board

Pegi Matsuda  
Foundation President,  
Valley Presbyterian Hospital

Nicholas Di Domenico, MD  
Valley Internal Medicine &  
Nephrology Medical

Jennifer L. Garcia  
Senior Financial Advisor, Senior Vice  
President-Investment, Wells Fargo  
Advisors

Carol Kim  
Vice President of Community  
Investments and Public Affairs,  
Health Net

Rochelle Nakajima  
Director, SingerLewak LLP

Antonio Pizano  
Vice President,  
CDC Small Business Finance

Angie Weber  
First Vice President – Healthcare Services  
CBRE

Gustavo Valdespino  
President & Chief Executive Officer,  
Valley Presbyterian Hospital

# Expanding our circles of support.

## Legacy Circle

### Patron

Robert I. Schueler

### Benefactor

Jean & David\*\*/\*\* Fleming

### Friends

Betty & Arthur D. Aston  
 Lelah B. Balmagia  
 Robert H. Dilworth  
 Rose & William W. Edwards  
 Marianna Fuller  
 Victor Gehrig  
 Martha E. Hand  
 Harry Hodgson, Jr.  
 Mabel & Cecil Love  
 Constance & John F. Mann  
 Pegi Matsuda\*\*/\*\* & Larry Haworth  
 Evelyn & John Pertusati  
 Martha & Richard D. Poast  
 Myrtle & Russell Quisenberry  
 Barney C. Ruben  
 Martha & Robert D. Selleck  
 Carol & Stuart Solomon  
 Othmar J. Steioff  
 Crystal & Roland Tuipin  
 Patricia & Donald Van Atta

## President's Circle

### Gold: \$50,000 and above

David L. & Marion Dennis  
 Jean & David \*\*/\*\* Fleming  
 Rini-Sultana & Gustavo\*\*/\*\*/\*\*  
 Valdespino

### Silver: \$20,000-\$49,999

Pegi\*\*/\*\* Matsuda & Larry Haworth

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

Chris & Lori\*\*\* Cardle  
 Deborah Gac\*\*\*  
 Judie Stein Friedman - In Memory  
 of Ira Friedman, MD

### Friends of the Physician Circle: \$1,000 - \$4,999

Bill & Marie Allen  
 Jeffrey\*\*\* & Linda Allport  
 George Andros, MD  
 Jeffrey & Lori\*\*\* Burnell, PhD., RN  
 Ellen G. Riley\*  
 Richard A. Hudson  
 Corey & Janice\*\*\* Klostermeier  
 Robert C. Myrtle, PhD\*  
 Michael A. Robbins  
 Douglas Solorzano  
 Dr. Clyde\*\*\* & Mrs. Suzanne Wesp

## Physician Circle

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

Anonymous  
 Emergent Medical Associates  
 Dennis Kasimian, MD

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

Ronald J. Belczyk, DPM  
 Nicholas Di Domenico, MD\*\*  
 Peter J. Koettters, MD\*  
 Thomas J. Lomis, MD  
 Mid Valley Pulmonary Medical Group  
 Brian Ostick, MD\*  
 Ganesh Pandian, MD\*  
 Renaissance Imaging Medical  
 Associates, Inc.  
 Kevin Rice, MD\*  
 TMI Pathology Associates  
 Tri-Valley Neonatal Medical Group, Inc.  
 Valley Internal Medicine & Nephrology  
 Medical Group

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

Lazaro Alonso, MD  
 Bassam K. Bejjani, MD  
 Ashwani Bhardwaj, MD  
 Kenneth L. Buch, MD  
 James Burks, MD  
 Shahram Farahvash, MD  
 Hany Farid, MD  
 Richard D. Ferkel, MD  
 Heshmat Foroohar, MD  
 Jason Greenspan, MD  
 Benjamin E. Lesin, MD  
 Graham J. Mouw, MD  
 Pediatric Hospital Care Associates  
 Llorens Pembroke, MD  
 Sridhar Ramachandran, MD  
 Mark S. Romoff, MD  
 Sylvain Silberstein, MD  
 Balbir Singh, MD  
 Sukshma R. Sreepathi, MD\*  
 Kevin Teehee, MD  
 Charles Weidmann, MD  
 Liva Yates Gritton, MD

\*Governing Board Member  
 \*\*Foundation Board Member  
 \*\*\*Employee

## Corporate Circle

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

Anthem, Inc.  
 Barlow Respiratory Hospital  
 California State University,  
 Northridge  
 Dume Wolverine Foundation  
 Layton Construction Company, LLC  
 Los Angeles World Airports -  
 Van Nuys  
 Payden & Rygel Investment  
 Management  
 Preferred Partners Insurance  
 Agency  
 The Fulcrum Group

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

Community Family Care, IPA  
 Conifer Health Solutions  
 Cross America Financial, LLC  
 Engage  
 Health Care LA, IPA  
 Howe Bonney & Associates  
 JT Construction Group, Inc.  
 Kindred Healthcare  
 Lockton Insurance Brokers, LLC  
 Medline Industries, Inc.  
 MedPOINT Management  
 MetLife  
 Moss Adams LLP  
 Preferred IPA of California  
 RBB Architects Inc.  
 Seyfarth Shaw LLP  
 Strategic Building Services  
 Windsor Terrace Healthcare Center

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

Accuretta, Inc.  
 Ascom  
 Care 1st Health Plan  
 CBRE  
 Chandler Partners  
 Child Care Resource Center  
 Child's Play  
 City National Bank  
 CloudWave  
 Columbia Steel, Inc.  
 Crothall Healthcare Facilities  
 Delta Health Systems  
 Dummit, Buchholz & Trapp  
 Dynamics Orthotics & Prosthetics  
 Eisner Health  
 El Nido Family Centers  
 Essential Biologics, Inc.

Forward Advantage, Inc.  
 Gallagher Benefit Services, Inc.  
 Geva Construction, Inc.  
 Greenberg & Bass  
 HealthCare Partners  
 Healthcare Revenue Management  
 Group  
 Heritage Provider Network/Regal  
 Medical Group  
 Hooper, Lundy & Bookman, P.C.  
 Imprivata  
 Interstate Rehabilitation Services  
 James + Gable Insurance Brokers,  
 Inc.  
 Joe's Auto Parks  
 LA Care Health Plan  
 Lancaster Pollard  
 Littler Mendelson Foundation, Inc.  
 Los Angeles Daily News  
 Los Angeles Valley College  
 Martin Financial Services  
 Mike's Roofing & Building  
 Moore & Associates  
 Northeast Valley Health  
 Corporation  
 OneLegacy  
 Pacific Aviation Development, LLC  
 Paul Davis & Alberta Bellisario  
 Insurance Services  
 PGT Education Inc.  
 Proficio, Inc.  
 Remedy Home Healthcare  
 Richard Katz Consulting  
 RICOH  
 RxBenefits  
 Sacramento Technology Group  
 Savely Healthcare Architects  
 Semptra Employee Giving Network  
 SoCal Spine, Inc.  
 Sodexo, Inc. & Affiliates  
 Steinberg Law  
 Studer Properties  
 Tech Electric  
 Tierra del Sol  
 Vizient Inc.  
 Wells Fargo Bank



## Goal Getters

We believe our 1,600 employees are one of 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.

## Grants

First 5 LA  
 Health Net Foundation  
 Jack R. Walter Foundation  
 Southern California Gas Company  
 The Stanley and Joyce Black Family  
 Foundation  
 Weingart Foundation  
 Wells Fargo Foundation



**5th Annual Celebration of Excellence** Left to right: Hospital President & CEO Gustavo Valdespino, with community honoree California State University, Northridge represented by Dr. Dianne Harrison, physician honoree Dr. Dennis Kasimian, and governing board member Dr. Gregory Kay.

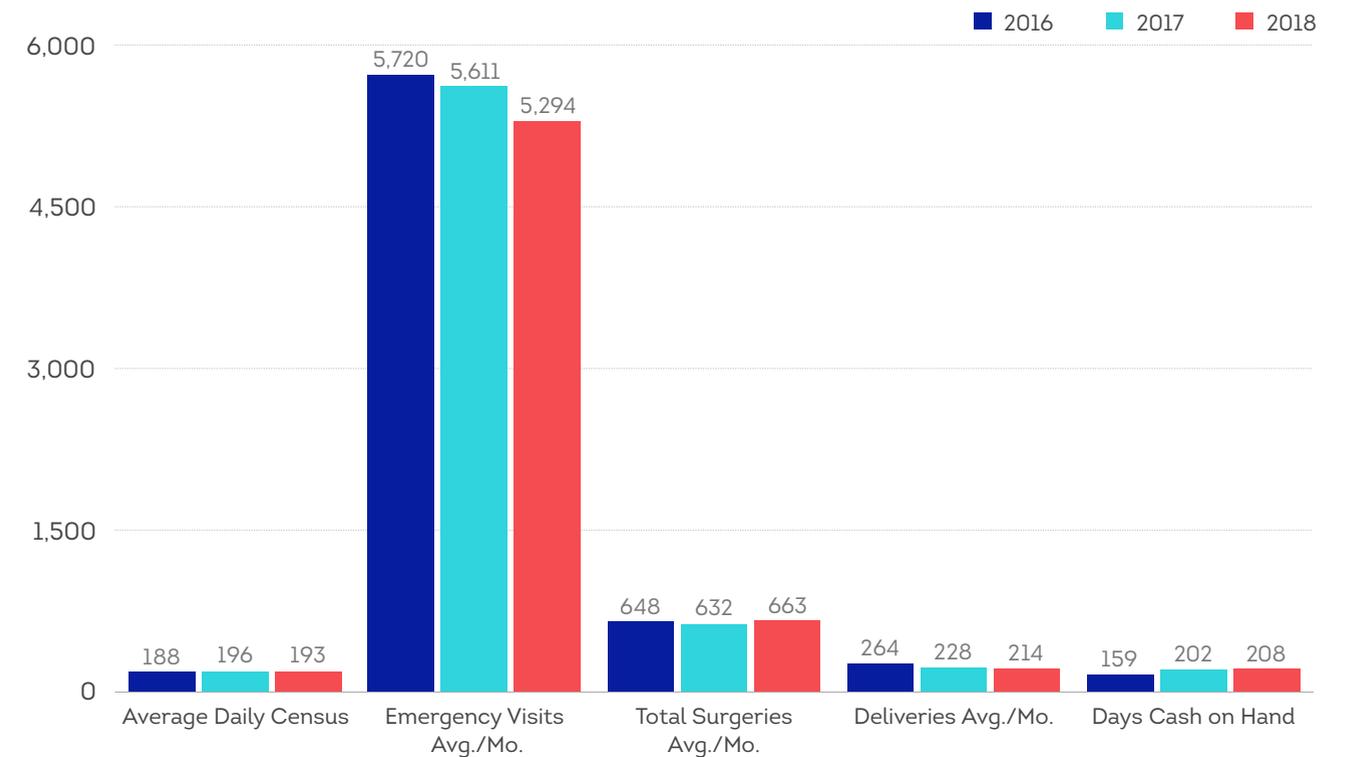
# Caring for the business of healthcare.

The following data presents financial, operational, and utilization statistics over a 12-month period, ending with December 31, 2018.

## 2018 Use of Funds

- 
**48%**  
 Salaries, Wages and Benefits  
 \$164,196,251
- 
**33%**  
 Controllable Expenses  
 \$112,052,400
- 
**13%**  
 Supplies  
 \$44,808,741
- 
**2%**  
 Bad Debt, Charity\*  
 \$6,763,022
- 
**3%**  
 Depreciation  
 \$9,460,573
- 
**0.7%**  
 Insurance, Tax and Licenses  
 \$2,539,772
- 
**0.3%**  
 Interest  
 \$1,078,726

## 2018 Key Statistics





## 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

# Governing with a clear mission.

## Board of Directors

Gregory L. Kay, MD, Chairman of the Board  
Community Representative

David W. Fleming, Chairman Emeritus  
Special Advisor, Office of State Senator  
Robert Hertzberg

Kevin M. Rice, MD, Chief of Staff  
Medical Director of Radiology,  
Valley Presbyterian Hospital

David Adelman, Secretary  
Partner, Greenberg & Bass, LLP

Alex Guerrero, Treasurer  
Chief Development Officer, VEDC

Dan Chandler  
President, Chandler Partners

Dianne F. Harrison, PhD  
President, California State University,  
Northridge

Luca Jacobellis  
President, Cal Net Technology Group

Peter J. Koettters, MD  
Physician, Valley Presbyterian Hospital

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

Ganesh Pandian, MD  
Medical Director of Cardiology,  
Valley Presbyterian Hospital

Ellen Riley  
Senior Vice President, Kaufman, Hall &  
Associates, LLC

Gustavo Valdespino  
President & CEO,  
Valley Presbyterian Hospital

## Executive TEAM

Gustavo Valdespino  
President & CEO

Lori Cardle  
Senior Vice President of Operations  
& Chief Operating Officer

Janice Klostermeier  
Senior Vice President &  
Chief Financial Officer

Clyde Wesp, MD  
Senior Vice President and Chief  
Medical Officer

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

Pegi Matsuda  
Foundation President & Senior Vice  
President of Community Relations

Jeff Allport  
Vice President & Chief Information  
Officer

Deborah Gac  
Vice President of Human Resources

## Medical Executive Committee

### Medical Staff Officers

Kevin M. Rice, MD  
Chief of Staff

Peter J. Koettters, MD  
Vice Chief of Staff

Brian J. Ostick, MD  
Secretary/Treasurer

### Members at Large

Farshad Malekmehr, MD

Sanjay V. Vadgama, MD

James R. Higgins, MD

Michael A. Polisky, MD

Nellie R. Ekmekjian, MD

Borna Solomon, MD

### Medical Departments & Representatives

Division of Anesthesiology  
Shahram S. Farahvash, MD

Division of Cardiology  
Michael N. Hakimi, DO

Department of Emergency Medicine  
Brian J. Ostick, MD

Department of Medicine  
Kalpesh S. Patel, MD

Department of Obstetrics/Gynecology  
George M. Delshad, MD

Department of Pathology  
Dennis Kasimian, MD

Department of Pediatrics  
Diego A. Mechoso, MD

Division of Radiology  
Kevin M. Rice, MD

Department of Surgery  
Samuel Kashani, MD

# Quality and Patient Safety

Valley Presbyterian Hospital has embarked on a journey to increase safety and quality for the populations we serve. We are committed to providing our patients with the best quality of care and outcomes possible. As part of our dedication to quality and safety, we constantly work to refine and improve our processes, while being transparent.

Our teams have integrated performance improvement teams and work groups that develop evidence-based strategies and interventions. At the same time, we continue to monitor performance to demonstrate effectiveness of our interventions.

Valley Presbyterian Hospital is accredited by DNV Healthcare, the leading accreditation company of hospitals in the U.S. DNV integrates ISO 9001 quality compliances with the Medicare conditions of participation. This accreditation helps lay the foundation for quality management, and validates our commitment to excellence.

In addition to our hospital accreditation, we are recognized regionally for our cardiac care and STEMI receiving center, enabling

us to care for heart attack patients within the critical 90 minutes of an episode, 24/7; being a Certified Primary Stroke Center, providing immediate access to a neurologist and rapid treatment; our Pediatric Medical Center Designation, allowing our team of specialists to provide a higher level of care; and our Emergency Department Approved for Pediatrics (EDAP) designation, meaning that we have specialized pediatric teams who are ready at a moment's notice to assemble, triage, and fast-track children to get them care they urgently need.

We have started on our journey to be a Magnet recognized designation. As the highest honor in American nursing, we look forward to joining the 6 percent of the country's hospitals in achieving this recognition.

While our range of acute-care services and expertise has continued to expand, we remain a community-based hospital at heart. As one of the Valley's only independent, non-profit, and locally governed institutions, we provide an exceptional level of care that responds to the needs of our community.

Outcome Measures: Lower is Better	CLABSI	Colon SSI	NTSV	Sepsis Mortality	VTE
Valley Presbyterian Hospital	0.43	1.30	25.30	20.90	0.00
California Level	0.87	0.95	24.90	14.90	3.00
National Level	1.00	1.00	25.70	25.00	2.00
Measure Period	10/01/2016-09/30/2017	10/01/2016-09/30/2017	01/01/2016-12/31/2016	01/01/2017-12/31/2017	10/01/2016-09/30/2017

Program Status Measures:	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not a maternity hospital	<b>This hospital has a Maternity Safety Program in place.</b> A maternity safety program provides a coordinated approach and emergency response to risks associated with pregnancy and childbirth.
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>This hospital has a Sepsis Protocol in place.</b> A sepsis protocol provides guidance for a coordinated approach to identification and treatment of an infection and inflammatory response which is present throughout the body.
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>This hospital has a Respiratory Monitoring program in place.</b> Respiratory monitoring provides guidance for assessment of risk of respiratory depression, and includes continuous monitoring of breathing and functioning of the lungs and circulatory system when indicated.

### Outcome Measure Definitions:

**CLABSI - Central line-Associated Blood Stream Infection:** A serious infection that occurs when germs enter the bloodstream through a central line. A central line is a special intravenous catheter (IV) that allows access to a major vein close to the heart and can stay in place for weeks or months. The value shown above is a Standardized Infection Ratio (SIR), which is the ratio of observed-to-expected infections during the measure period. SIRs below 1.00 indicate that the observed number of infections during the measure period was lower than would be expected under normal conditions, whereas values above 1.00 indicate that the observed number of infections was higher than expected. Limitations: In the calculation of the Standardized Infection Ratio (SIR), the CDC adjusts for differences between hospitals. However, patient risk factors are not taken into account. These patient-specific variables (e.g., poor skin integrity, immunosuppression) can increase the risk of developing a central line infection. Hence, the SIR for hospitals that care for more medically complex or immunosuppressed patients may not be adequately adjusted to account for those patient-specific risk factors.

**Colon SSI - Colon Surgical Site Infection:** An infection (usually bacteria) that occurs after a person has colorectal surgery that occurs at the body site where the surgery took place. While some involve only the skin, others are more serious and can involve tissues under the skin, organs, or implanted material. The value shown above is a Standardized Infection Ratio (SIR), which is the ratio of observed-to-expected infections during the measure period. SIRs below 1.00 indicate that the observed number of infections during the measure period was lower than would be expected under normal conditions, whereas values above 1.00 indicate that the observed number of infections was higher than expected. Limitations: Some, but not all patient-specific risk factors are included in the adjustment of the SIR for these types of infections. However, not all relevant risk factors are included (e.g., trauma, emergency procedures). Hence, the SIRs for hospitals performing more complex procedures or with larger volumes of trauma or emergency procedures may not be adequately adjusted to account for those patient-specific risk factors

**NTSV - Nulliparous, Term, Singleton, Vertex Cesarean Birth Rate:** The percentage of cesarean (surgical) births among first-time mothers who are at least 37 weeks pregnant with one baby in a head down position (not breech or transverse). Lower values indicate that fewer cesareans were performed in the hospital among primarily low risk, first-time mothers. Limitations: NTSV rates do not take into account certain obstetric conditions, such as placenta previa, that may make Cesarean delivery the safer route for both mother and infant.

**Sepsis Mortality:** Percent of patients, with a severe infection, who die in the hospital. Most sepsis cases (over 90%) start outside the hospital. Lower percentage of death indicates better survival. Limitations: Use of discharge/administrative data is limiting since such data has lower specificity for diagnoses than clinical data. In addition, without risk adjustment for differences in patient-specific factors, comparing rates among hospitals is difficult.

**VTE - Venous thromboembolism:** The measure of patients who develop deep vein clots who had not received potentially preventive treatment. Limitations: Although not adjusted to account for patient-specific risk factors, this rate is helpful in distinguishing a hospital's adherence to the best practice of administration of appropriate VTE prophylaxis to all appropriate patients.



Valley Presbyterian Hospital (VPH) is an independent, nonprofit and nonsectarian hospital serving the medical needs of the San Fernando Valley community for more than 60 years. VPH has grown to become one of the largest acute care hospitals in the greater San Fernando 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.

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