



ANNUAL REPORT | 2011

VALLEY PRESBYTERIAN HOSPITAL

Excellence in all we do

Since 1958, Valley Presbyterian Hospital has met the health care needs of our community. Our 350-bed facility offers leading-edge technology and a full range of medical services.

With 1,600 employees and more than 500 physicians representing virtually every specialty and most sub-specialties, we provide the most advanced treatments to improve and save lives.

Every one of us at Valley Presbyterian Hospital — doctors, nurses, ancillary staff and leadership — is committed to providing the best possible patient experience.



Our Mission

To improve the quality of health care in our community

Our Vision

Excellence in all we do

Core Values

- Dignity and respect for all individuals
- Compassion and patient-centric care that addresses diverse cultural needs
- Dedication to a quality environment in which physicians and employees can succeed
- Pride in providing community-based health care
- Trust and transparency
- Collaboration in the workplace

A Message to Our Community

For more than 50 years, all of us at Valley Presbyterian Hospital have continued to demonstrate our commitment to the community. In 2011, we updated and upgraded our equipment and facilities. We expanded our education and outreach to the San Fernando Valley region. And, we increased our medical staff and rewarded our employees.

As we look to the future, we reaffirm our commitment to the thousands of patients and families we serve each year. Every person matters, every voice deserves to be heard and every opinion is worthy of attention. Trust and transparency will continue to be core values for all of us.

Every day, we will strive to earn the confidence of our community through our collective knowledge, skills and strengths. As a team, we will continue our dedication and hard work to benefit our patients and the community. We belong to this community, and we are privileged to serve it.

In this time of constant change and challenges to the nation's health care system, everyone at Valley Presbyterian Hospital has the opportunity to make a difference for our patients and others whose lives we touch. We promise to provide excellent service and to do everything in our power to ensure the best possible health and wellness for everyone we serve.

Best regards,



David W. Fleming
Chairman of the Board



Gustavo Valdespino
President and Chief Executive Officer



Joshua Rokaw, M.D.
Chief of Staff

For Our Patients

We Are Committed to Service Excellence

Service to our patients and our community is the foundation of Valley Presbyterian Hospital. To strengthen our foundation, we launched our service excellence program in 2011. The program's service excellence initiatives focus on improving the quality of patient care, patients' perceptions of our hospital and communication between patients and caregivers.

At Valley Presbyterian Hospital, all of our patients are *everyone's* patients — not just the responsibility of the assigned nurse or staff member. To stress the importance and urgency of meeting patient needs, we established the "no pass zone" initiative to ensure all 1,600 hospital staff members and our volunteers were trained, based on their individual scopes of practice and expertise, to appropriately answer a patient's illuminated call light.

Follow-up with discharged hospital patients is essential to optimal patient care. That's why all discharged patients receive a phone call from a hospital staff member within 72 hours of discharge from the hospital. This "phone call discharge process" began in 2011 and has provided us with substantial real-time feedback from our patients and families regarding the quality of our services. Patients can tell us how they are doing, ask questions or express concerns about their post-discharge care. We also can confirm that patients made the recommended follow-up appointments with their primary physicians or specialists.

Rounds are daily bedside visits by physicians and other health care professionals to assess and document a patient's condition and progress. Valley Presbyterian Hospital's "leadership rounding" initiative assigns the hospital's leaders to hospital units on a quarterly basis. These teams conduct rounds weekly, checking on both patients and employees and encouraging feedback from physicians. Fully implemented in 2011, this initiative underscores the important role every hospital staff member plays in each patient's care experience.

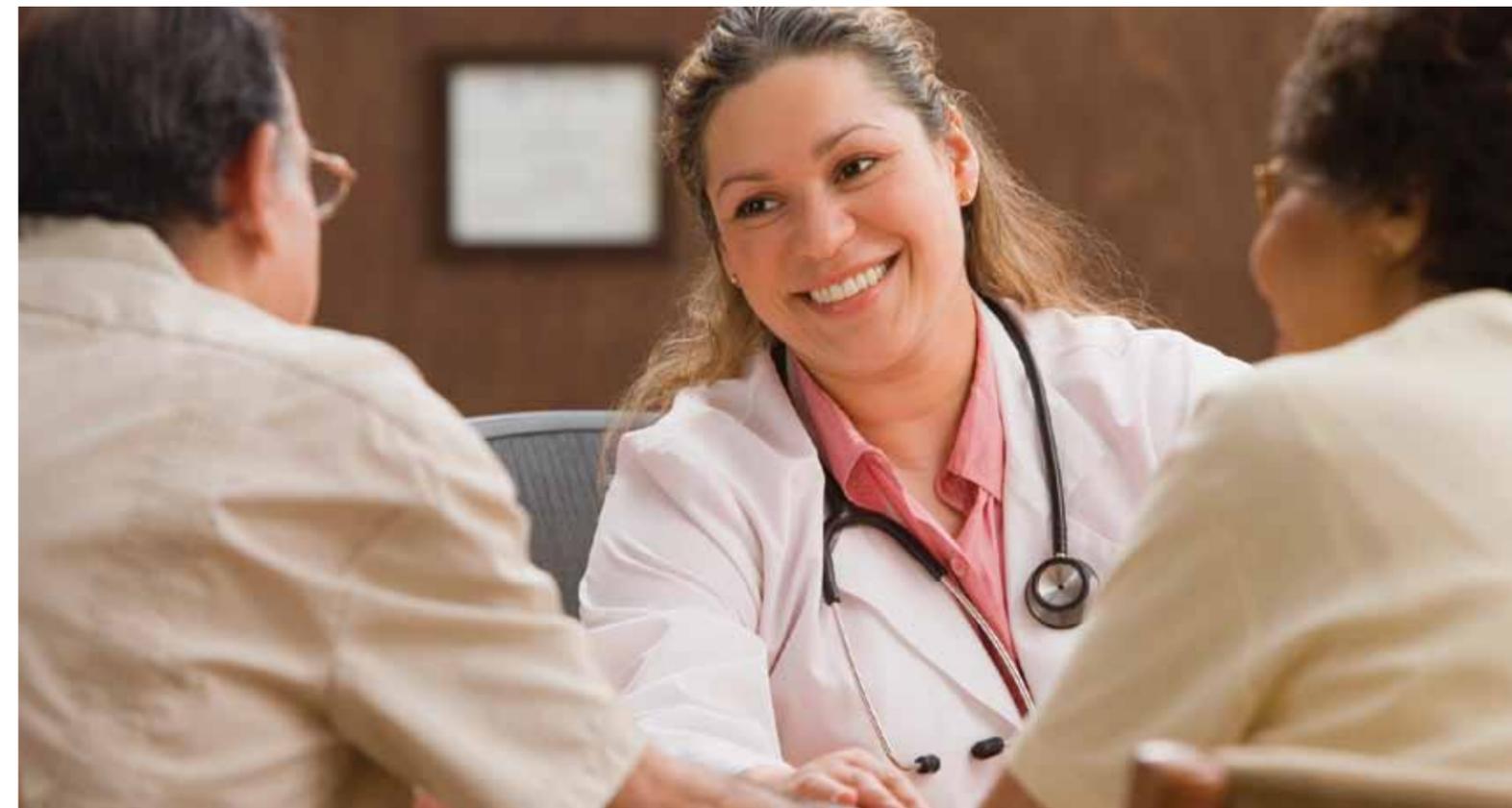
"Our service to our patients, their families, our staff and medical professionals is greatly enhanced by the invaluable feedback the members of the leadership team receive when they conduct rounds with the medical professionals," said Jean Rico, senior vice president of quality. "By walking the floors and visiting patients in their rooms, we see first-hand the impact of the decisions we make and can quickly make adjustments to assure we are providing the best care possible."

To emphasize the hospital's proactive approach to patient care and communication, nurses visit inpatients hourly to see if they have questions or need help.

"Frequent visits enhance medical care and improve our service to our patients and their families," said Michelle Quigley, vice president and chief nursing officer. "By visiting patient rooms at least once per hour, we closely monitor health conditions and can assure patient and family needs are met in a timely and caring manner."

Advances in computerized video technology make it easier for all of us to communicate with our culturally diverse patients and families. Our new "video remote interpretive service" uses digital video technology to provide translation services at a patient's bedside. Qualified interpreters are available around the clock via real-time video communication to provide face-to-face translations in multiple languages as well as sign interpretive services. This video technology complies with federal health care privacy laws and enables communications in a wide range of languages between health care team members and our patients and their families.

Patient satisfaction is a primary goal at Valley Presbyterian Hospital. To help gauge our patients' perceptions of the hospital and its services, we use the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey tool. We use the survey results and feedback to help improve patient satisfaction and service excellence. We implemented the HCAHPS data education initiative in 2011 to teach our staff and leaders how to interpret this survey data and make adjustments to patient care practices to improve patient satisfaction.





Bedside Medication Verification Ensures Safety and Accuracy

Medication errors are one of the greatest threats to patient safety. To ensure patient safety, we implemented a system in 2011 which uses barcode technology to match the information on each patient's identification wristband with the prescribed medication and the correct dosage for that patient. This \$700,000 "bedside medication verification" system also double-checks each medication against the patient's allergies and medication history, and it notes any potential adverse effects.

"We are investing in the latest technology to enhance the safety and health of our patients," said Dalarie Manda, R.N., M.S.N., NE-BC, director of acute care services and one of the first users of the new bedside medication verification system. "The medication verification system is an invaluable backup system to verify we are providing the correct medication and dosage to each patient."

A New Accreditation Partnership

Hospitals, including Valley Presbyterian Hospital, voluntarily undergo accreditation surveys on a regular basis to ensure continuous improvement and optimal care for their patients. In 2011, we chose a new accreditation partner, Det Norske Veritas (DNV) Healthcare.

DNV is the first hospital accreditation program approved by the Centers for Medicare and Medicaid Services (CMS) that integrates the International Organization for Standardization (ISO) 9001 quality management system with the Medicare conditions of participation requirements. We successfully completed our first DNV accreditation survey in August 2011, receiving full accreditation for the hospital. In the future, we will conduct annual onsite assessments to evaluate compliance with CMS guidelines and measurable improvements each year.

Continuing to Make Strides in Core Measures

To help ensure patients receive the highest quality health care available, CMS and The Joint Commission established and identified “core measures,” which are standards for preventing or treating certain conditions, such as acute myocardial infarction, heart failure and pneumonia, as well as standards for optimal surgical care to reduce postsurgical complications.

CMS and The Joint Commission established these core measures after careful research and scientific evaluation confirmed that they made a difference in patient outcomes in the hospital setting. At Valley Presbyterian Hospital, we submit core measure data to CMS annually, and CMS provides this data, along with data from other reporting hospitals and health care organizations, to the public.

For 2011, CMS reported that we showed significant improvements in all inpatient core measures, particularly for scores related to our treatment of heart failure and pneumonia. Significant improvement was made in all inpatient core measures, most notably in perfect care scores for heart failure and pneumonia. Other large increases were achieved in “time to angioplasty” for patients with heart attack symptoms and for administering pneumococcal vaccinations.

Of 65 total core measures we tracked at the hospital in 2011, 52 showed improvement or remained the same. These results reflect our hospital-wide attention to core measures compliance utilizing evidence-based medicine, including the allocation of appropriate resources. We are continuously building on these improvements.

Patient Safety Teams Improve Quality of Care

At Valley Presbyterian Hospital, we know that creating the safest possible environment for our patients and staff starts with a culture that emphasizes safety, awareness and accountability. To engage our employees in creating and maintaining a safety-conscious culture, we created patient safety teams comprised of staff members from throughout the hospital who represent a number of disciplines and specialties.

These dedicated patient safety teams investigate and analyze areas of concern. They then develop action plans based on identified opportunities for improvement.

Specific patient safety committees concentrate on specific care concerns, such as prevention of falls, maintaining patient skin integrity, emergency code response times and rapid response teams. Patient safety teams also address safety issues other hospital committees identify, including medication safety and infection control.

“Engaging our employees as members of the safety team and creating an integrated approach produces a thorough review of our practices to assure patient safety,” said Jean Rico, senior vice president of quality.

Primary Stroke Center Provides Critical Access to Timely Care

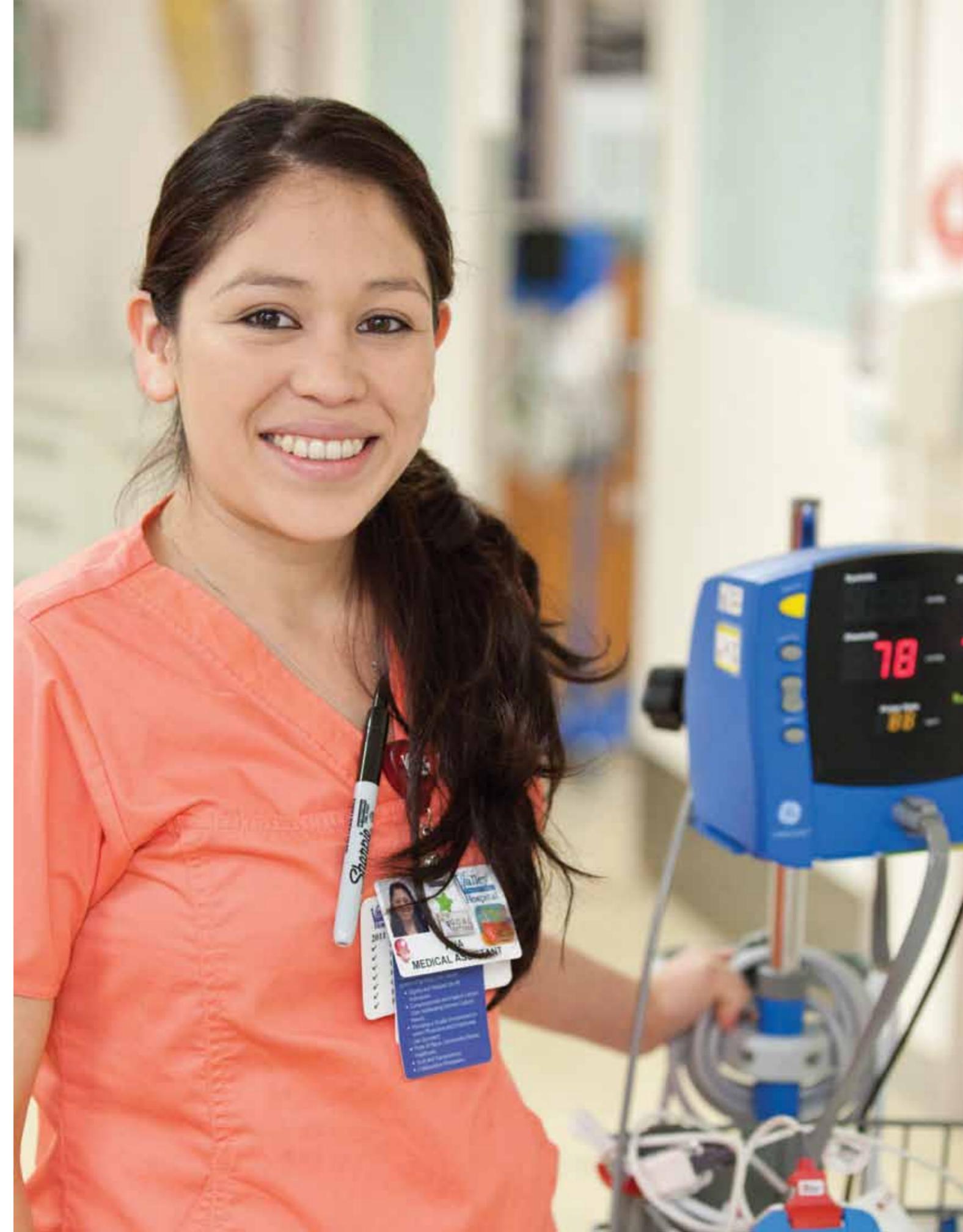
In 2011, we earned certification as a Primary Stroke Center from both The Joint Commission and Det Norske Veritas (DNV) Healthcare. This certification recognizes medical centers that meet the unique and specialized needs of stroke patients through the use of cutting-edge technology and timely access to specialists.

To earn certification, we demonstrated compliance with nationally developed standards for stroke care based on the recommendations of the Brain Attack Coalition and the American Stroke Association. Because Los Angeles' emergency medical transport regulations require stroke patients be taken to a Primary Stroke Center, we can now provide our community with this lifesaving care closer to home.

Access to neurologists around the clock is a requirement for Primary Stroke Center certification. At Valley Presbyterian Hospital, we provide this access via advanced telemedicine technology. The "Robo Doc" two-way audio and video communication makes it possible for neurologists on our telemedicine panel — who are located off-campus — to examine and speak directly to patients, receive input from the resident medical team and advise the hospital's stroke team on treatments and therapies. This immediate access to specialists ensures that stroke patients receive care as quickly as possible.

To help increase stroke awareness and educate members of our community on how to recognize the signs and symptoms of a stroke, we hosted our first community stroke fair in 2011. The event included blood pressure and carotid artery screenings and stroke education classes for the community.

"Timely access to neurologists helps our patients get this critical treatment as soon as possible, improving their outcomes," said Marco Hernandez, M.D. "By providing treatment more quickly and educating the public about the signs and symptoms of stroke, Valley Presbyterian Hospital is making significant strides in improving the community's health."



The Valley Hip & Knee Institute — Improving Mobility and Quality of Life

Patients with mobility and joint conditions look to the nationally recognized experts at the Valley Hip & Knee Institute (HKI) for the latest joint replacement techniques and minimally invasive procedures. The Institute's board-certified orthopedic surgeons, Medical Director Herbert D. Huddleston, M.D., and Associate Medical Director Eric N. Zeegen, M.D., have performed more than 12,000 hip and knee procedures over the span of their careers.

Patient education is an important part of the Institute's care planning and management. HKI sponsored a number of educational seminars in 2011, including a seminar that focused on the Institute's comprehensive team approach to orthopedic treatments and joint replacement surgery.

Patient story: Brad Boeckmann

Patients are excited about the care and services they receive at the Valley Hip & Knee Institute. One patient, Brad Boeckmann, had experienced increased pain and a worsened limp when walking before he underwent hip replacement surgery.

Just seven days after surgery, Mr. Boeckmann could walk up and down stairs with ease. In just a few short weeks, he was back to enjoying activities, including fishing from his boat.

"Everyone at the Institute let me know exactly what to expect both during my surgery and afterward," Mr. Boeckmann said. "It helped to know that everything I was experiencing was normal. It would have been a much more difficult experience if the healing process hadn't been explained to me ahead of time. I'm amazed at how fast and easy my recovery was, and I couldn't be happier with the results of my hip replacement.

"We focused on providing accurate and helpful information about the latest developments in hip and knee surgery so that each of the seminar attendees would be fully informed about the options available in their community," said Dr. Zeegen.

These seminars also increased the community's knowledge of hip and knee procedures and brought new patients to the Institute.

"Education helps people living with hip and knee problems understand the options available for relieving their pain and resuming a more active life," said Dr. Huddleston.

Amputation Prevention Center Provides Hope and Options for At-Risk Patients

The Amputation Prevention Center (APC) at Valley Presbyterian Hospital is one of the only centers of its kind in the nation and the only one in California.

In one state-of-the-art setting, the APC offers patients the expertise of on-site vascular surgeons, podiatric surgeons and experts in limb salvage and wound management.

There are a number of conditions that put patients at risk for amputation, but the majority of patients treated at the APC are at-risk because of complications from Type-2 diabetes. In the two years since it opened, the APC has posted remarkable outcomes, including high limb salvage rates and wound healing times.

The APC's specialists include vascular surgeon and Medical Director George Andros, M.D.; vascular surgeon Larisse K. Lee, M.D.; podiatric surgeon and Co-Medical Director Lee C. Rogers, D.P.M., and podiatric surgeon Ronald J. Belczyk, D.P.M.

Dr. Lee, the newest physician member of the APC team, is an award-winning researcher in the field of diabetic complications. Her skills and experience include revascularization techniques and procedures to improve circulation and salvage limbs in patients who are at risk for limb amputation.

"The Amputation Prevention Center combines the latest in technology and treatment with a team approach that brings together vascular surgeons, podiatrists and trained staff in wound care management," said Dr. Lee. "This unique combination promises the best outcomes possible for our patients."

Prevention and patient education are important first-line measures in salvaging limbs in at-risk patients. The APC's physicians are active in research and education in the field. They also are experts in cutting-edge techniques and technology for avoiding amputation and improving wound healing in patients with diabetic complications.

Patients Benefit from Hospital Upgrades

We are continuously renovating and upgrading our buildings and facilities. In 2011, the hospital's exterior was painted, parts of the roof were strengthened or replaced and new signage was installed to help patients and community members navigate around the campus with greater ease.

Inside the hospital, room upgrades and cosmetic improvements in patient rooms in the postpartum unit contribute to a more positive patient experience. The unit's nurses also benefit from improvements to the unit's nursing stations that were completed in 2011.



Patient Story: Udi Giladi

Udi Giladi knew he was in trouble when the bleeding from his toes wouldn't stop. A diabetic who experienced neuropathy (a lack of feeling in his feet), Mr. Giladi hadn't noticed an infection spreading under his toenails until it was too late.

In another hospital's emergency room, physicians told him his gangrenous toes had to be amputated to save his leg and his life. He was then transferred to the Amputation Prevention Center at Valley Presbyterian Hospital, where Dr. George Andros performed a revascularization procedure that restored circulation to Mr. Giladi's foot and lower extremity.

After intense physical therapy, Mr. Giladi has regained full mobility. He can drive, swim and even dance again. His most satisfying accomplishment was being able to go back to work full-time.

"My complications from diabetes were severe enough to be debilitating or even life-threatening," said Mr. Giladi. "Thanks to Dr. Andros and everyone at the Amputation Prevention Center, I got back 25 years and an active life."



For Our Physicians

The more than 500 physicians on our medical staff are not only doctors — they are active, caring members of the San Fernando Valley community. Their shared goals are to provide the best possible care to their patients and improve the health and wellness of everyone in the hospital's service area and beyond.

Our leadership is committed to providing our medical staff with the resources they need, including the latest technology, equipment and other medical necessities. Patient satisfaction is a high priority, and our physicians, nurses, ancillary support services and administration teams work collaboratively toward a shared goal of continuous improvement in patient care.

Physician Portal Improves Physician Access to Patient Information

Electronic medical records (EMRs) are changing how patient medical data is gathered and stored and, in turn, changing how physicians and other members of the health care team practice medicine. EMRs provide instant access to detailed patient information, allow simultaneous viewing by multiple clinicians, reduce medical errors through improved accuracy and clarity, make care more efficient and improve outcomes through alerts and notifications. EMRs also include significant safeguards to ensure the privacy of all patients' medical information and to limit access to those records to the medical professionals directly involved in each patient's care.

After the initial rollout in 2010, our "clinical practice redesign" project (the hospital's information technology initiative that includes EMR technology) was further expanded in 2011. We established a "physician portal" to securely access patient information from inside and outside the hospital. More than 200 clinicians are using the physician portal, and they value the access to real-time electronic views of nursing documentation, laboratory and test results, radiographic images and medication information for hospital patients. Improvements made to the system in 2011 focused on preparations for disaster recovery and hardware upgrades.

New Technology Benefits Obstetrics Patients

A module newly added to the electronic medical records system, "OB Centricity," makes it possible for our obstetrics care team to follow a patient's health throughout her entire pregnancy.

The notes and documentation from prior inpatient visits are instantly available with each new admission. This system helps improve and streamline care for our obstetrics patients because caregivers only have to update the information already in the system. After delivery, this information remains available for postpartum care, as well.

"We caregivers benefit from the system's daily updates and automatic prompts," said Georgy Shinmura, charge nurse in the antepartum unit. "Altogether, OB Centricity provides us with a more detailed and thorough medical record, which helps us provide better patient care."

Providing the Tools and Facilities for Success

Medical technology is constantly changing, and our leadership team is committed to providing our medical staff with the latest advances in equipment and other enhancements to help provide the best possible care and outcomes for our patients.

Capital equipment acquired during 2011 included seven EKG machines to monitor heart rhythms, surgical tables in the operating room to provide maximum versatility for surgical procedures and advanced endoscopic technology for use in the diagnosis and treatment of gastrointestinal conditions.

We also purchased ultrasound equipment for use in analyzing body tissue and circulatory conditions, and we purchased new infant incubators for our smallest patients in the hospital's nursery and neonatal intensive care unit.

"Our commitment to providing the best care possible to our patients requires frequent updating of our equipment and investments in new technology," said Gayathri S. Jith, vice president of operations. "The new equipment we added in 2011 demonstrates this commitment to our patients and the medical staff. By adding this new equipment, we increased patient comfort, improved staff efficiency and enhanced the hospital's environment."

If a catastrophic earthquake were to occur, seismic compliance helps ensure our structure is protected and available as a valuable community resource. In 2011, we submitted the road map for the hospital to meet state-mandated seismic standards, including a timetable for making all patient areas in the hospital compliant with the state law mandating hospital seismic upgrades by 2030.

Recognizing the Heroes Among Us

We launched our "Pride in Profession" initiative in the spring of 2011. This physician recognition program commends hospital medical staff members for their outstanding contributions to health care based on the following categories:

- Superior actions and care in medical diagnosis and treatment
- Performance of services greater than expected and/or needed
- Teaching the staff with the goal of improved care and/or collaboration
- Contributing to an exemplary patient experience

Honorees are chosen based on nominations from their peers and staff members, as well as from patients and their family members. A committee comprised of physicians, nurses and administration reviews nominations.

"All of our physicians are everyday heroes," said Julie Reback, vice president of business development. "To acknowledge their dedication and care for our patients and the hospital, we developed and implemented the 'Pride in Profession' program. Now the important contributions made by our medical staff members are recognized and shared with their peers."

The following Valley Presbyterian Hospital medical staff members received "Pride in Profession" awards during 2011:

- **Ira Friedman, M.D.**
- **Dennis Kasimian, M.D.**
- **Diego Mechoso, M.D.**
- **Sridhar Ramachandran, M.D.**
- **Sylvain Silberstein, M.D.**
- **Sanjay Vadgama, M.D.**
- **Liva Yates-Gritton, M.D.**



Our Physicians: Diego Mechoso, M.D.

Medical Director for Inpatient Pediatrics, Diego Mechoso, M.D. said, "The physician portal greatly improves the physician's access to important patient information. By allowing physicians to securely access laboratory and radiology information from home or from the office, physicians have a more efficient, real-time and state-of-the-art way to make health care decisions. In today's health care system, the access provided by the physician portal is vital to improving patient care."

Connected with Our Physicians

Communication is critical to the success of the partnership between us and our medical staff. For this reason, we conducted a physician partnership survey in 2011 to assess our physicians' satisfaction and engagement with the hospital.

The results of this survey will be used to strengthen our partnerships with our medical staff members. A steering committee comprised of physician leaders, members of the administration and nursing leadership began evaluating the survey findings this year and will be developing action plans, answering concerns and integrating ideas identified during the survey process.

Adding to the Expertise of the Medical Staff

In 2011, VPH added a number of new members to the medical staff. Physicians practicing in the fields of family medicine, vascular surgery, neurosurgery, telemedicine neurology and pediatric otolaryngology joined the medical staff. We plan to continue to expand our expertise by adding specialists in internal medicine (primary care), neurosurgery, obstetrics, endocrinology and more.

For Our Employees

Every one of our more than 1,600 staff members is integral to achieving our mission. And every life we touch — whether a patient, family member or someone from our community — benefits from the expertise, care and compassion of our employees. We support continuous learning, collaboration and excellence in all we do.

Building Trust and Communication

Trust and communication between all members of our health care team are vital to providing the best possible care for our patients. For these reasons, we support many opportunities for employees to exchange ideas and discuss challenges. One such initiative is our employee blog, which promotes transparency between our leadership and staff. The blog gives all hospital employees direct access to our CEO, 24 hours a day, seven days a week.

The blog has been quite successful, with more than 450 messages posted in 2011, and has proven to be an effective tool for improving employee engagement. Using the blog, employee successes and concerns are expressed in a candid way. Employees have the choice of making their messages private or public. They are asked to follow just a few simple "ground rules" that address appropriateness, as well as employee and patient privacy.

Our Investment in Our Employees

We greatly appreciate employee devotion to quality care and patient satisfaction. In return, we want Valley Presbyterian Hospital to be a great place to work. We are committed to providing our employees with competitive rates of compensation, a comprehensive employee benefits program, an attractive and supportive workplace and opportunities for staff to advance their careers and enhance their knowledge through professional development.

“We appreciate our employees’ dedication and excellence,” said Virginia Ingram, director of human resources. “We were proud to be able to reward them for their service by continuing to provide competitive compensation, excellent benefits as well as opportunities for advancement and professional development.”

Maintaining competitive compensation includes offering competitive wage increases. In 2011, our retirement benefits continued to be competitive, with employees having the options of participating in a hospital-sponsored 401(a) profit-sharing plan and a 403(b) tax-deferred annuity plan funded solely by employee contributions.

Employee Success Sharing Program Rewards Excellence

In 2011, we launched our employee success sharing program, which focuses on the hospital’s quality of care, patient satisfaction and financial performance. This program rewards employees when we meet certain predefined patient satisfaction and financial objectives. The program helps engage employees with our business goals by ensuring all staff understand what contributes to our operational excellence. All employees — full-time and part-time, clinical and nonclinical — are eligible for this reward program.

Recognizing Excellence – Employee of the Month Recognition Program

The following Valley Presbyterian Hospital staff members were named employees of the month during 2011 for their service and commitment to excellence:

- Norma Jauregui and Angela Lake – January
- Akop Libaryan and Romelia Guzman – February
- Leda Carencia and Dinora Reynoso – March
- Celica Carbajal and Diane Geer – April
- Gayane Grishikian and Sarah Miller – May
- Arturo Hernandez and Cynthia Plummer – June
- Jaime Fonseca and Miriam Ben-Shimon – July
- Gabriel De La Hoya and Cristina Grasu – August
- Lynn Thomas and Aloha Almazan – September
- Maria Villagrana and Virginia Browning – October
- Lucia Martinez and Agapi Divris – November
- Fernando Mascioni and My Dung Dang - December

Employee Profile

John Hilton, a lead in the maintenance department at Valley Presbyterian Hospital, has been a member of our team for more than 12 years. He finds it rewarding to work in a collaborative organization where he can be part of a team that assists others. But for him, what makes Valley Presbyterian Hospital a different and especially rewarding place to work is our leadership team.

“We have a great administration that takes care of employees and recognizes and rewards what we do,” he said. “Our administrative leaders know how to motivate staff and bring out the best in everyone who works here. The handwritten notes and cards sent by our CEO are a unique and welcome touch. I appreciate being able to work for a hospital where the staff is respected and treated so well. In turn, it motivates us all to do better.”



2011 Nursing Excellence Award Winners

The following members of our nursing staff were recognized during 2011 for their dedication to excellence in patient care:

Mentoring/Teaching

Wilson Lanuza, R.N., Same Day Surgery
Gina Rai, R.N., Neonatal Intensive Care Unit

Rising Star

Marco Lopez, R.N., 5 East
Stacy Luna, R.N., Emergency Department

Teamwork

Tiffany Nguyen, R.N., Acute Rehab
Fermina Chavez, R.N., Neonatal Intensive Care Unit

Patient Advocacy/Compassion

Carole Carlson, R.N., Post-Anesthesia Care Unit
Lisa Hiller, Nursing Assistant, 5 East

Clinical Excellence

Gilda Cubil, R.N., Labor & Delivery
Maria Florence Calubayan, R.N., Neonatal Intensive Care Unit

Helping Others in a Collaborative Environment

Analissa Gallekanao, R.N., first came to Valley Presbyterian Hospital as a student nurse and worked at the hospital full-time as a secretary while going to nursing school. Now a supervisory charge nurse in oncology, she has been with the hospital for 17 years.

"I remember we once had a patient who was homeless," she said. "He was rather scruffy-looking when he was admitted, and the whole team helped get him cleaned up and found new clothes for him. When we were done, he looked 30 years younger, and the smile on his face showed his gratitude. That's why I love nursing; that smile and knowing we made a difference. That's what nursing is to me."





For Our Community

At Valley Presbyterian Hospital, we are committed to providing the best possible care for everyone in our community. In addition to the excellent care we provide our patients, we are dedicated to improving the health and wellness of everyone we serve. Our dedication and commitment to our community's wellness are evident in our community education offerings, support for mothers-to-be, partnerships with community nonprofit organizations, free services at community events and much more.

Promoting Good Health in Our Community

To promote wellness among the members of our community, we must provide them with opportunities to improve their health. In 2011, we expanded our community outreach efforts, reaching thousands of members of our community through our participation in community health events.

More than 600 people attended our first annual stroke and wellness fair where our staff provided free flu vaccinations, body fat (BMI) analyses and carotid artery, cholesterol, glucose (blood sugar), and blood pressure screenings. Attendees also received tips from clinical dieticians on eating healthy to lessen their risk for Type-2 diabetes. Our physicians presented lectures on Type-2 diabetes and stroke prevention, as well as other timely topics. Representatives from the hospital and community partners — including the American Cancer Society and American Diabetes Association — also shared information and answered questions.

At Valley Presbyterian Hospital, we are proud to support a number of community partners including the American Diabetes Association, Mid-Valley YMCA, Arthritis Foundation and many more.

In addition to our own events, our staff participated in numerous community events in 2011, where they reached nearly 9,000 additional members of the community. At these events, our employees volunteered their time to provide free health screenings, education and information. We also partnered with Los Angeles City Councilman Tony Cárdenas to provide health education and screenings at his annual community health and safety fair in the San Fernando Valley region.

Outreach efforts also targeted the underserved in our community. At Valley Presbyterian Hospital, our employee volunteer "Compassion in Action" community outreach committee led efforts that fed the homeless, gathered holiday gifts for disadvantaged families and spearheaded other initiatives to help those in need.

New Obstetrics Affinity Program is Well Received

At Valley Presbyterian Hospital, we support mothers-to-be in our community through our new obstetrics affinity program, which was renamed "Little Treasures." This program improves the patient care experience and strengthens relationships with obstetricians and obstetrics clinics in our community.

The program includes Medi-Cal eligibility enrollment coordinators to help patients apply for Medi-Cal, educational classes, breastfeeding support, workshops on car seat safety and an event we call "baby showers." We host the baby showers on a regular basis at the hospital and clinics in the community. At these events, mothers-to-be and their partners learn about our many obstetrics-related services.

In 2011, more than 1,400 new mothers and their partners attended baby showers at the hospital, and another 800 attended the nearly 50 baby showers held at clinics throughout our community.

For Our Donors and Volunteers

In addition to the dedication of our physicians and staff, meeting the needs of our community requires the support of our loyal volunteers and donors. There are many ways in which the members of our community give to the hospital, including their time, their expertise and their generous financial support.

Our Volunteers Make a Difference

We salute the more than 600 volunteers who contributed their skills, time and energy to the organization during 2011.

Our volunteers are essential to fulfilling our mission and goals. They reflect the diversity of our community, spanning a large age continuum, representing a variety of cultures and speaking many different languages. Many of our volunteers contribute as many as 100 hours per year and have actively contributed more than 25 years of volunteer service to the hospital.

In 2011, volunteer hours increased almost 5% compared to 2010. Many of our new volunteers are high school and college students, and we help them appreciate the value of life-long volunteering and service.

Customer service is the volunteers' top priority. The volunteers greet our patients and families when they arrive at the hospital, help visitors find their way, complete clerical tasks for hospital staff, transport patients to and from testing areas, work in the gift shop and much more.

"We cannot adequately express our gratitude for the commitment and dedication of our volunteers," said Virginia Napoles, director of volunteer services. "They selflessly give their time and talents to our patients, the hospital and the community. They all go above and beyond to help ensure a caring and compassionate environment at Valley Presbyterian Hospital."

During 2011, service excellence was a focus for the volunteers, who were trained to appropriately respond to an illuminated call light as part of the "no pass zone" initiative.

In addition, our volunteers' efforts contributed to our improving patient satisfaction scores, as volunteers are often the first and last contact for patients.



Donations — Large and Small — Help Us Fulfill Our Mission

Without the support of our donors, we would not be able to provide such excellent care to our community. We are the only full-service, independent, nonprofit community hospital in the San Fernando Valley region. We rely on financial donations and community support to continue to provide high-quality medical care to the more than 100,000 patients we treat every year. All funds and resources secured by the hospital go to the enhancement of programs and services we provide to our community.

For more information regarding donations and gifts to the hospital, contact the development office at 818.902.2980 or visit www.ValleyPres.org.

Grants Support a Variety of Hospital Programs

Grants make a difference in the lives of our patients, their families and our community. We are grateful to all the organizations and community partners that support us and our mission. Our many donors include:

- **UniHealth Foundation** provided a one-year, \$230,000 grant to support the implementation of our bedside medication verification system.
- **The Ralph M. Parsons Foundation** bestowed a one-year, \$200,000 grant in support of equipment for an additional delivery/operating room.
- **Ronald McDonald House Charities of Southern California** and **Ronald McDonald House Charities** awarded a one-year, \$24,000 grant for the purchase of sleeper chairs that allow family members to stay overnight with their hospitalized children.
- **Ralphs/Food 4 Less** gave a one-year, \$27,000 grant for the acquisition of new equipment used to provide radiant heat, resuscitation measures and related care to newborns.
- **Vons Foundation** awarded a \$20,000 grant for one year to determine the effectiveness of telemedicine in caring for patients who are afflicted with foot ulcers.

Our Employees Also Give Back to the Community

Employees founded an employee giving program, called the "Goal Getters," because they believe their actions should support our mission. Through this program, employees donate money to the hospital to help supplement funds for different areas of need.

In fiscal 2011, the Goal Getters raised more than \$81,000 in employee contributions. This funding helped purchase equipment to enhance the quality of patient care.

Volunteer Profile

After raising her children and spending many years as a bookkeeper, Anita Schulman wanted to give back to her community. A friend recommended that she volunteer at Valley Presbyterian Hospital. That was more than 26 years ago, and Mrs. Schulman still volunteers at the hospital two days a week. For the last 16 years, her husband, Meyer Schulman, has joined her. Because their many tasks take them everywhere in the hospital, they feel as if they've gotten to know almost everyone in the organization. They said they love volunteering at Valley Presbyterian Hospital because they know their services make a difference, and they get to meet many people who care so much about the patients and the community.

Our Donors

The following contributors generously partnered with us in providing high-quality, compassionate health care for our community. We gratefully acknowledge every individual, business and organization that is making a difference in the lives of our patients and their families.

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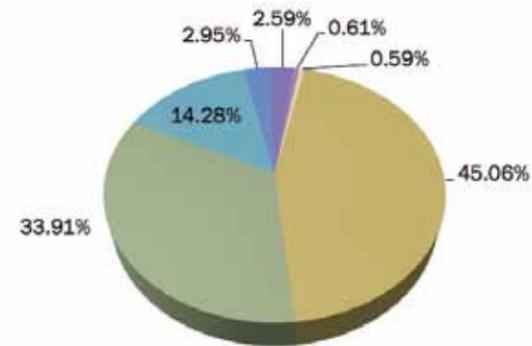
Financial Highlights

Growing Responsibly

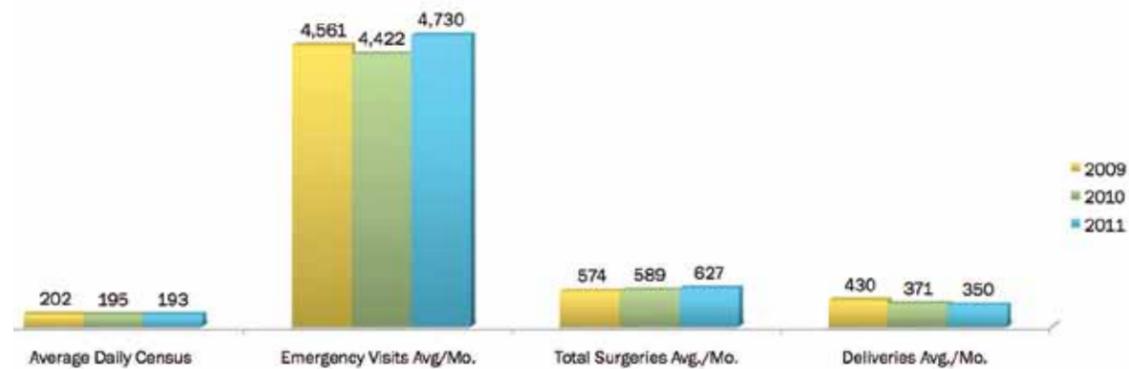
As a nonprofit, nondenominational community hospital, we invest our excess revenues back into our facility for the sole purpose of improving services for our patients and community.

2011 Use of Funds

- Salaries, Wages and Benefits \$124,504,701
- Controllable Expense \$93,695,465
- Supplies \$39,459,322
- Bad Debt, Charity \$8,163,685
- Depreciation \$7,158,700
- Insurance, Tax and Licenses \$1,679,558
- Interest \$1,639,717



2011 Key Volumes*



*By fiscal year

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Valley Presbyterian Hospital



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In Memoriam

Ira J. Friedman, M.D.

Board of Directors and Valley Presbyterian Hospital physician

In April 2012, Valley Presbyterian Hospital and the San Fernando Valley Community lost Ira J. Friedman, M.D., an obstetrician and gynecologist dedicated to providing the highest quality care to his patients. A leader and strong supporter of Valley Presbyterian Hospital since joining the medical staff in 1968, Dr. Friedman served as chairman of the OB/GYN department for a decade, as chief of staff and as a member of Valley Presbyterian Hospital's board of directors.

He was influential in the vision and design of the hospital's new labor, delivery and recovery unit, and he worked tirelessly through the years to provide services for the hospital's emergency room and clinic patients. Dr. Friedman and his wife, Judie, were significant contributors to the hospital and their commitment to the well-being of our patients was invaluable. The impact made by Dr. Friedman on Valley Presbyterian Hospital and the San Fernando Valley community will be felt for many years to come.

