



BEING VITAL.

2017 ANNUAL REPORT

VALLEY PRESBYTERIAN HOSPITAL
Excellence in all we do

AN ASSET FOR OUR COMMUNITY.

For generations, San Fernando Valley residents have trusted Valley Presbyterian Hospital to provide excellent treatment. Now more than ever, we find ourselves the recipients of that trust. In 2017, our 60th year serving our community, more than 70,000 patients relied on our Emergency Department — an energetic pace of almost 200 patients each day. As our independent, nonprofit hospital grows to meet this increasing demand, our steadfast goal is to improve care both in terms of access and quality. Moreover, we must remain a vital and enduring community asset for generations to come.

How will we remain vital to this community? We will stay focused on three important pillars:

Deliver appropriate health services our community needs. While keeping step with the ongoing global changes in healthcare, we must look at a more local level to understand how best to prioritize our actions. Careful attention to patient feedback as well as to community trends will give rise to correct choices, responsible spending, impactful service, and positive outcomes for our patients.

Help patients manage their health with better access to medical care. Outreach programs including educational classes, free transportation and awareness initiatives are expanding—helping to close the gaps between our community and the healthcare they need.

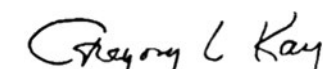
Understand and respect our community. We work hard to understand and adapt to diverse languages and cultures so our community feels welcome and secure every time they partner with us for their care. Respect for our community also means being a good employer of its people, a good partner to its businesses, and a good neighbor to all.

While an Annual Report is filled with lists of statistics, our mission cannot be understood through the hard metrics of our business. Fundamentally, our unwavering goal is to provide excellent healthcare. We strive to be compassionate stewards of this remarkable hospital. We hope you see in the stories told here by grateful patients and families that the care with which our employees and physicians go about their duties best demonstrates the pillars above, and reminds us all of the power we each have to make a great impact and maintain permanence in our community.

Best regards,



Peter J. Koetters, MD
Chief of Staff



Gregory L. Kay, MD
Chairman of the Board



Gustavo Valdespino
President & CEO



PROVIDING SERVICES OUR COMMUNITY NEEDS MOST.



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.



Hepatobiliary & Pancreas Center

Our state-of-the-art center provides treatments to address a wide range of liver, bile duct and pancreas disorders. We offer a highly specialized program to address the needs of patients with such rare and complex disorders.



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.



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.



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.



Emergency Services

This department has earned several designations that 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.



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.



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.



Children's Services

We provide compassionate and specialized pediatric care. Each member of our pediatric care team shares a patient- and family-centered approach, 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.



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.



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.

GOING THE EXTRA MILE FOR OUR PATIENTS.



DAISY AWARD

This year, Christopher Ebre, BSN, RN, (pictured above) earned a national recognition with a prestigious DAISY Award nomination for making a notable difference to a patient.

“I have been coming to this hospital for many years due to my illness and Chris has always been there to provide extraordinary care and moral support. Whenever I am feeling down, he has been there to encourage me to keep on fighting, because I need to be there for my children. In my worst moments, Chris has been able to provide care and words of wisdom to help me through the most difficult times.

He helped me feel better about the situation and myself. He puts a smile on my face before he leaves the room. They say that laughter is the best medicine and Chris has always been able to make me laugh, even when I was feeling doom and there was no hope left. He did not let me go down, he taught me to keep on swinging.”

- Grateful VPH Patient

SERVICE EXCELLENCE AWARD

Irma Ramos de Rayas (pictured below) from Environmental Services earned two nominations for our Service Excellence Award. Here’s what her coworkers said about her:

“It is a pleasure to work and collaborate with Irma. Irma is always extremely gracious and able to assist with last-minute requests for a variety of events that affect community-planned events or to help meet patients’



immediate needs. She is a team player. You see Irma zooming through the halls to immediately assist and always with a smile. Irma is always displaying respect and dignity to everyone she encounters.”

“Irma is an employee with a very good, positive attitude at work, she has great work habits and is always willing to help the department and the hospital with anything that might be needed. A true team player.”

JOSIE KING AWARD

Jose Yson, RN (pictured at right) is our first Josie King Foundation Hero Award Honoree at VPH.

Jose Yson was the charge nurse on shift assisting the primary nurse to care for a patient. They noticed that the patient was short of breath and had low oxygen saturation despite receiving oxygen and other treatments. They immediately notified the ER physician and Jose discussed the situation regarding the patient’s symptoms and suggested the patient might have a pulmonary embolism.

Upon reassessment of the patient the physician agreed to order additional imaging, which located a large pulmonary embolism and spurred immediate treatment in the ER.



The patient responded to treatment and received further care as an admission to the hospital, and was later discharged home. Because Jose had quickly recognized the signs and symptoms of this potentially fatal complication, the patient had a good outcome.

BUILDING STRONG AND LASTING CONNECTIONS.

Community Benefit

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

\$40,372,752

Uncompensated charity care



\$3,585,232

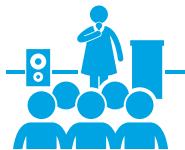
Direct community support

17,960

People impacted through
VPH Community Benefit Programs

42

Community partnerships



5,179

People attended
community education classes



94%

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

Health Fair - October 14, 2017

1,102

Total attendees



200

Children attended a
community education activity

1,972

FREE health screenings

170

Hospital employees volunteered

Our 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.

Amateur Radio Emergency Service
American Association for Diabetes Education
Association of Fundraising Professionals
Boys and Girls Club of West Valley
California State University, Northridge
Children's Community School
College of the Canyons
Community Foundation of the Valley
Congressman T. Cardenas
Eisner Health
El Nido Family Centers
Encino Chamber of Commerce
Fernando Foundation
First 5 LA/Welcome Baby
Greater San Fernando Valley Chamber of Commerce
Herschel Day School
Hope of the Valley
Hospital Association of Southern California
LAPD Neighborhood Watch
Los Angeles Chamber of Commerce
Los Angeles Pierce College
Los Angeles Valley College

Meet Each Need with Dignity (MEND)
Mid Valley Community Police Council
Mid Valley YMCA
Mount Saint Mary's College
Northeast Valley Health Corporation
ONEGeneration
Ovarian Cancer Coalition of Greater California
Pacoima Women's Entrepreneurship Center
Partners in Care Foundation
San Fernando Valley Rescue Mission
Social and Environmental Entrepreneurs
Southern California Grantmakers
Southern California Association for Healthcare Development (SCAHD)
Tierra del Sol
Valley Care Community Consortium
Valley Community Healthcare
Valley Economic Alliance
Valley Industry Commerce Association (VICA)
West Coast Sports Medicine
Woodbury University

Compassion in Action

In Fiscal Year 2017, 188 VPH employees performed 1,506 community volunteer hours through 24 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.



INVESTING IN A SUSTAINABLE FOUNDATION.

Valley Presbyterian Hospital Foundation Board of Directors

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Chairman of the Board

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Northern Region Southern California Gas Company
Vice-Chairman of the Board

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Steinberg Law
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BNY Mellon
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Valley Internal Medicine & Nephrology
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SingerLewak LLP

Antonio Pizano
CDC Small Business Finance

Diana Sanchez
Los Angeles World Airports – Van Nuys

Gustavo Valdespino
Valley Presbyterian Hospital

Angie Weber
CBRE

On behalf of the Valley Presbyterian Hospital Foundation (“Foundation”) Board of Directors, thank you to the many individuals and organizations who have generously supported our work.

During this fiscal year, the Foundation received several significant program and capital improvement grants. Through the Foundation’s “Gateway to a Healthy Future” capital campaign, more than \$1.2 million dollars was raised for the Emergency Department renovation project during the fiscal year. Capital improvement grants from the Ahmanson Foundation, Parsons Foundation and the Henry L. Guenther Foundation and donations from many individuals, contributed to this year’s successful fundraising efforts.

In addition to the generosity of private foundations and individuals, the Foundation also relies on support from local business and

community leaders. Thank you to the more than 100 local businesses who continued their membership in the “Corporate Circle” donor membership group. And, we cannot do the work that our patients need without the loyal financial support of more than 1,000 employees who contribute through our employee donation group, the “Goal Getters,” and the more than 50 physicians who continue as members of the “Physician Circle” donor support group.

We close this letter to the community with tremendous appreciation and respect for Mr. Robert I. Schueler. Mr. Schueler, a past resident of Van Nuys, had the vision and foresight to remember the Foundation in his estate plan. Upon his death in December 2016, the Foundation became the beneficiary of an estate gift valued at \$5.2 million dollars. Those of us who knew him will remember him and will thank him always.



Pegi Matsuda, Foundation President
& Senior Vice President of Community Development



David Fleming
Chairman of the Board



Valley Presbyterian Hospital Foundation Board Officers
From left to right – Anthony “Tony” Tartaglia,
Pegi Matsuda, David Fleming, Merryll McElwain,
Keven Steinberg.



PRESIDENT'S CIRCLE

Gold: \$50,000 and above

Susan & Gregory L.* Kay, MD
Rini-Sultana & Gustavo**/**/***
Valdespino

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

Bill & Marie Allen
Chris & Lori*** Cardle
Jean & David**/** Fleming
Deborah Gac***
Roberta & Alex* Guerrero
Robert Hertzberg
Lewis Horne
Tony Tartaglia**
Leandro & Lori Tyberg
Pegi Matsuda**/**/*** & Larry Haworth

**Friends of the President's Circle:
\$1,000-\$4,999**

Jeffrey*** & Linda Allport
Jeffrey & Lori*** Burnell, PhD, RN
Daniel Chandler*
Judie Stein Friedman-In Memory of Ira
Friedman, MD
Tony & Jennifer** Garcia
Richard Hudson
Margarita Jacobo***
Janice Klostermeier***

David Liljegren
Merryll McElwain** & Lisa Marquis
Victoria*** & Russell McNees
Carol Miekle***
Jo A. Radford
Jean Rico***
Dr. & Mrs. Robert E. Stanton
Marita Teves***
Darryl Toy***
Jack R. Walter

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.

LEGACY CIRCLE

Patron

Robert I. Schueler

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

Benefactor

Jean & David**/** Fleming

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



Corporate Circle
Business Leaders Reception

CORPORATE CIRCLE

Gold: \$10,000 & Above

Barlow Respiratory Hospital
California United Bank
ClubCorp Charities, Inc.
Kindred Healthcare
Layton Construction Company, LLC
Payden & Rygel Investment Management
Preferred Partners Insurance Agency

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

Anthem, Inc.
Bessolo Haworth, LLP
BNY Mellon Wealth Management
California State University, Northridge
Care 1st Health Plan
Caruso Family Foundation
Community Family Care, IPA
Conifer Health Solutions
Crothall Healthcare Facilities
Delta Health Systems
Health Care LA, IPA
Health Net Foundation
HealthCare Partners
Howe, Bonney & Associates
JT Construction Group, Inc.
LA Care Health Plan
Lewitt Hackman
Lockton Insurance Brokers, LLC
Medline Industries, Inc.
MedPoint Management
MetLife
Preferred IPA of California
RxBenefits
Savely Healthcare Architects
Sodexo, Inc. & Affiliates
Southern California Gas Company
Strategic Building Services
Tech Electric
The Fulcrum Group
Wells Fargo Bank

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

AIDS Healthcare Foundation
Allied Universal
Aramark Healthcare Technologies
CalCom Federal Credit Union
Chandler Partners
Child Care Resource Center
CloudWave
Colliers International
Columbia Steel, Inc.
Conquest Medical, Inc.
Cresa
CynergisTek
Dummit, Buchholz & Trapp
Essential Biologics, Inc.
Forward Advantage, Inc.
Greenberg & Bass
Healthcare Revenue Management Group
Heritage Provider Network/Regal Medical Group
Hooper, Lundy & Bookman, P.C.
Imprivata
Intelligent Medical Objects, Inc.
Interstate Rehabilitation Services
James + Gable Insurance Brokers, Inc.
KJM Industries, Inc.
Lancaster Pollard
Littler Mendelson Foundation, Inc.
Los Angeles Daily News
Los Angeles Valley College
Moore & Associates
Moss Adams LLP
Navin, Haffty & Associates
Northeast Valley Health Corporation
OneLegacy
Parking Company of America
Paul Davis & Alberta Bellisario Insurance Services
Proficio, Inc.
RBB Architects
REM Architects
Remedy Home Healthcare
Richard Katz Consulting
Sacramento Technology Group
Seyfarth Shaw, LLP
SingerLewak, LLP
SoCal Spine, Inc.
Strategy Asset Managers, LLC
Sun Life Financial
Tierra Del Sol
Valley Economic Development Center
Van Nuys Airport

PHYSICIAN CIRCLE

Gold: \$10,000 and above

Anonymous
Emergent Medical Associates

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

Cardiovascular Consultants Medical Group
Gnana M. Desigan, MD
Nicholas Di Domenico, MD**
EmCare
Dennis Kasimian, MD
Peter J. Koettters, MD*
Thomas J. Lomis, MD
Mid Valley Pulmonary Medical Group
Ganesh Pandian, MD*
Renaissance Imaging Medical Associates, Inc.
Kevin M. Rice, MD*
Sukshma R. Sreepathi, MD*

Bronze: \$500-\$1,999

Bassam K. Bejjani, MD
Ronald J. Belczyk, D.P.M.
Ashwani Bhardwaj, MD
California Dialysis Associates
Nagaraj M. Chetty, MD
Shahram Farahvash, MD
Heshmat Foroohar, MD
Jason Greenspan, MD
Internal Medicine Associates
Samuel Kashani, MD
Michael A. Kirsch, MD
Kambiz Kosari, MD
Gregory P. Lekovic, MD
Los Angeles Perinatal Associates
Diego Mechoso, MD
Llorens Pembroke, MD
Michael A. Polisky, MD
Sridhar Ramachandran, MD
Andrea J. Reiche, MD

Mark S. Romoff, MD
Salimpour Pediatric Medical Group
San Fernando Valley Medical Group
Munaf A. Shamji, MD*
Sylvain Silberstein, MD
Balbir Singh, MD
Southern California Orthopedic Institute
Southern California Vascular Group
Kevin Teehee, MD
Tri-Valley Neonatal Medical Group, Inc.
Charles Weidmann, MD
Liva Yates-Gritton MD
Erik Zeegen, MD



Goal Getters

EXPANDING OUR CIRCLES OF SUPPORT.



4th Annual Celebration of Excellence
Left to right: Gustavo Valdespino and Dr. Ganesh Pandian

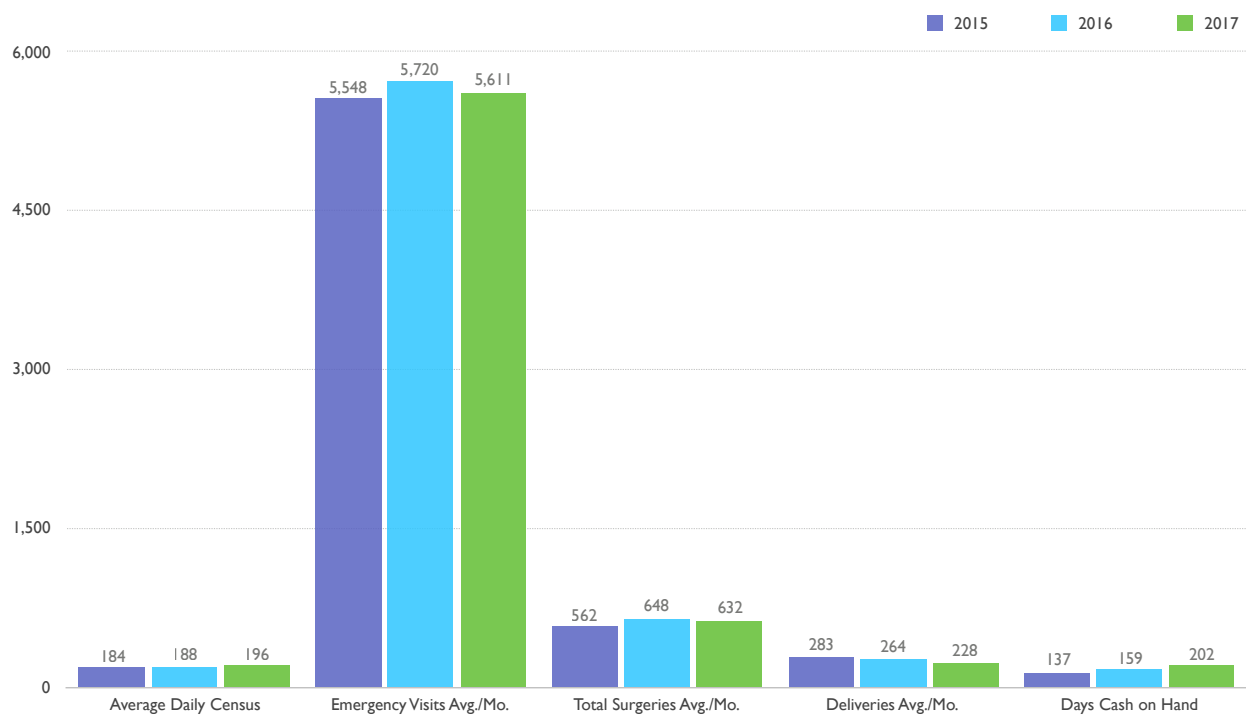
Grants

Ahmanson Foundation
First 5 LA
Henry L. Guenther Foundation
Lon V. Smith Foundation
Southern California Gas Company
The California Community Foundation
The Ralph M. Parsons Foundation
UniHealth Foundation
Weingart Foundation
Wells Fargo Foundation

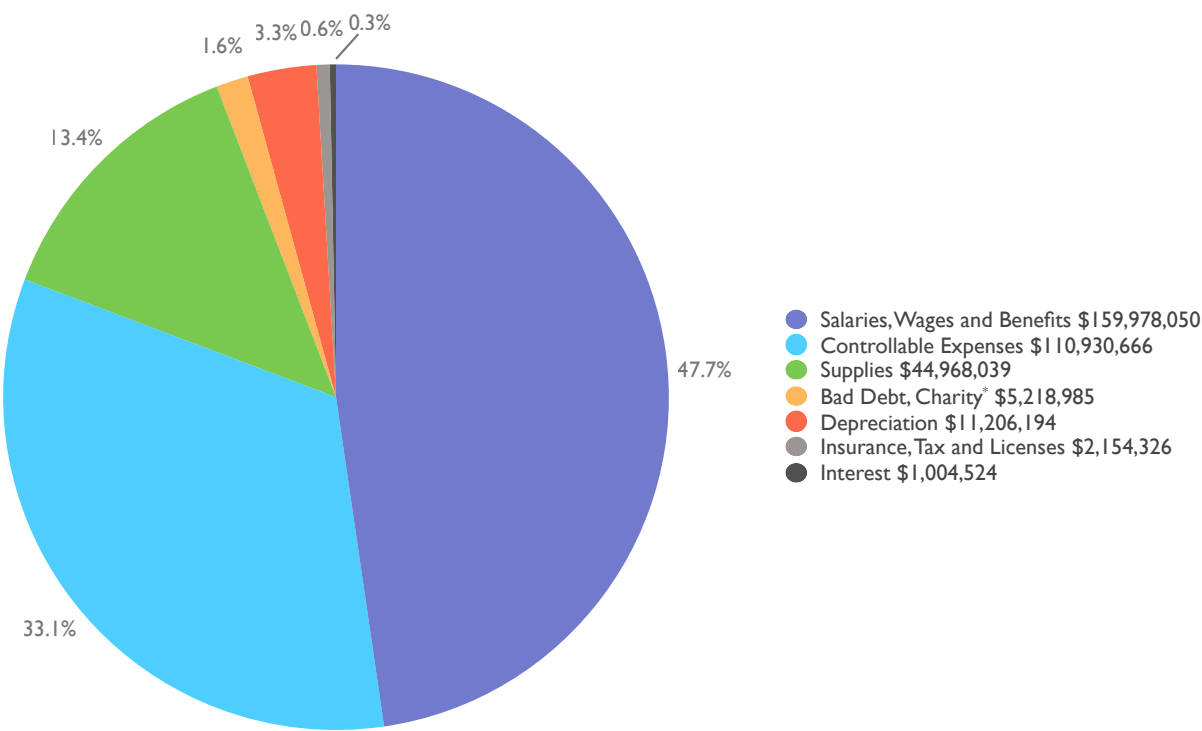
*Governing Board Member
**Foundation Board Member
***Employee

CARING FOR THE BUSINESS OF HEALTH CARE.

2017 Key Volumes



2017 Use of Funds



*Charity care costs include allocations from Salaries, Wages and Benefits, Controllable Expenses and Supplies.

GOVERNING WITH A CLEAR MISSION.

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

BOARD OF DIRECTORS

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Physician, Valley Internal Medicine &
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Physician, Southern California Orthopedic
Institute (SCOI)

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Medical Director of Radiology,
Valley Presbyterian Hospital

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Deputy Mayor of City Services,
Los Angeles Mayor’s Office

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Vladimir Victorio
Vice President – Senior Private Banker,
Wells Fargo Wealth Advisors

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Senior Vice President of Quality

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Chief Nursing Officer

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President of Community Relations

Jeff Allport
Vice President & Chief Information Officer

Deborah Gac
Vice President of Human Resources

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Vice Chief of Staff

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Secretary/Treasurer

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Kambiz Kosari, MD

Todd D. Moldawer, MD

Nicholas Borm, MD

James R. Higgins, MD

Michael A. Zadeh, MD

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Shahram S. Farahvash, MD

Division of Cardiology
Arash Vahdat, MD

Emergency Department
Brian J. Ostick, MD

Department of Medicine
Michael A. Polisky, MD

Department of Obstetrics/Gynecology
Hormoz Farhat, MD

Department of Pathology
Dennis Kasimian, MD

Department of Pediatrics
Diego A. Mechoso, MD

Division of Radiology
Kevin M. Rice, MD

Department of Surgery
Farshad Malekmehr, MD

ALWAYS PUTTING PATIENTS FIRST.

BABY LORENZO

Imagine recovering from the birth of your premature baby boy and being asked to sign papers to transfer him to a hospital NICU you’ve never even seen before. Such was the beginning of Adriana’s experience with her precious Baby Lorenzo.

The hospital where Lorenzo was born did not have an available bed in their NICU, and so her doctors determined Valley Presbyterian Hospital’s NICU would be the best place for him.



“Little Lorenzo was born and I got my two seconds of ‘cheek to cheek’ time and off they went.”

The next day, a very worried Adriana calls the VPH NICU and speaks to Lorenzo’s nurse.

Baby Lorenzo

“Janet gave me an update and I was told to call anytime. And just like that, my nerves were calmed.”

Immediately after she is discharged the next day, Adriana and her husband head straight to VPH. It’s a foreign place to her, but soon, the nurses make her feel more and more comfortable.

In addition to Down’s syndrome and a cleft palate, Lorenzo would also have to fight off an infection that would add six more weeks to his stay. And fight he did! Lorenzo is well on his way to a happy, rewarding life, and the Lopez family is so grateful for the team at VPH.

“Today, I am happy to say that the NICU nurses at Valley Presbyterian Hospital are the absolute BEST! I would love to name each and every one of them and tell you how they have helped me, the tips they’ve given me, the words of comfort they’ve shared with me, all the love they’ve shown and given my little Lorenzo, but I can’t. Not because I can’t type their names, but because it wasn’t just one nurse, or two, or three, it was all of them!!!”

MICHAEL AND CAROL

In medicine, as in life, there are few certainties. But for Michael and Carol, the thoughtful care they received from doctors, surgeons, nurses and staff on the 6th floor was a constant for the 50 days it took to get Michael through a life-threatening ordeal.

Following emergency bowel obstruction surgery during a stay in Texas, Michael and Carol returned to Los Angeles with lingering pain and fever. They sought out the advice of Dr. Samuel Kashani, a surgeon with privileges at VPH.

“He impressed Michael with his signature calm and smart wit... it was love at first repartee.”

In between consultations, Michael’s condition took a dangerous turn and he was admitted to the 6th floor. There, doctors performed

extensive tests during which Michael’s pain was matched only by his wife’s worry. Nurses cared for both of them.

“Michael’s life depended on your expertise, guidance, compassion and kindness. I did, too. I felt alone and scared. All of you made me feel so taken care of.”

Ultimately, Michael needed 8 hours of life-saving surgery, but thankfully is on the mend.

“Please know Michael is home thanks to all of you. Thank you all! You are the true magical beings in our world. Your sacrifices, compassion and gifts are beyond compare.”



6 West Team



Valley Presbyterian Hospital (VPH) is an independent, nonprofit and nonsectarian hospital serving the medical needs of the San Fernando Valley community for more than 50 years. VPH has grown to become one of the largest acute care hospitals in the 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.

For more information, visit valleypres.org.



15107 Vanowen Street | Van Nuys, CA 91405 | 818.782.6600 | valleypres.org