



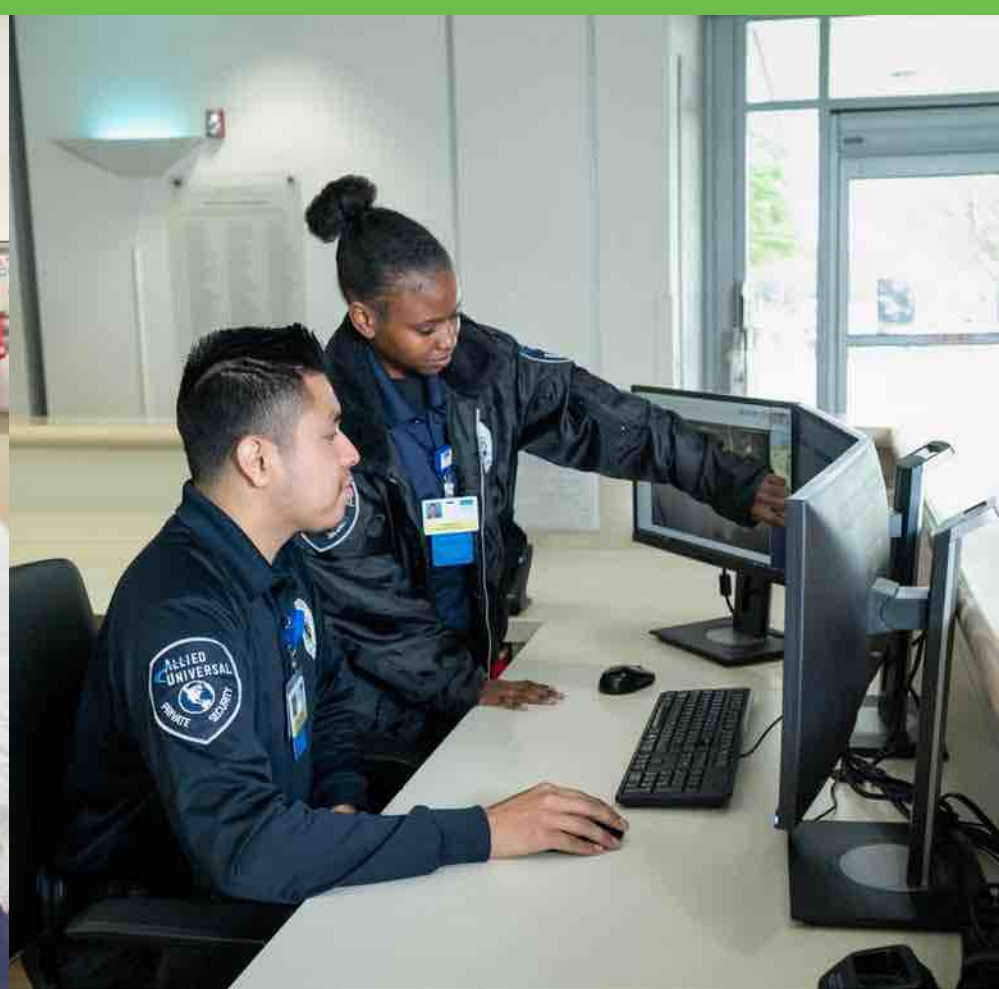
VALLEY PRESBYTERIAN  
HOSPITAL

ANNUAL REPORT 2024

365 DAYS  
BETTER



To be better tomorrow than today is our goal for every patient that comes through our doors. It is also our driving core value, to get better every day in the quality and safety of care we provide for the good of those patients, their families and our shared community. Together, we are making a vital difference.





To our community,

Each year, we set plans to make a difference for our patients, their families, our staff and the greater San Fernando Valley.

Our core values help us prioritize our efforts. By striving to treat every single patient with respect, we end up delivering compassionate care. Also, by helping one another, our staff, doctors, nurses and volunteers have managed to create a caring, supportive family-like culture which then further translates to our patient care.

Lastly, by steadily and diligently pushing to get better every day, we ensure the quality of care continues to improve. In the report that follows, we highlight several ways this is happening at Valley Presbyterian Hospital across our many departments. From large interdisciplinary teams to motivated individuals, we continue to make a vital difference.

Warm regards,

Gustavo Valdespino  
President & CEO

Bolatito Abe, MD  
Chief of Staff

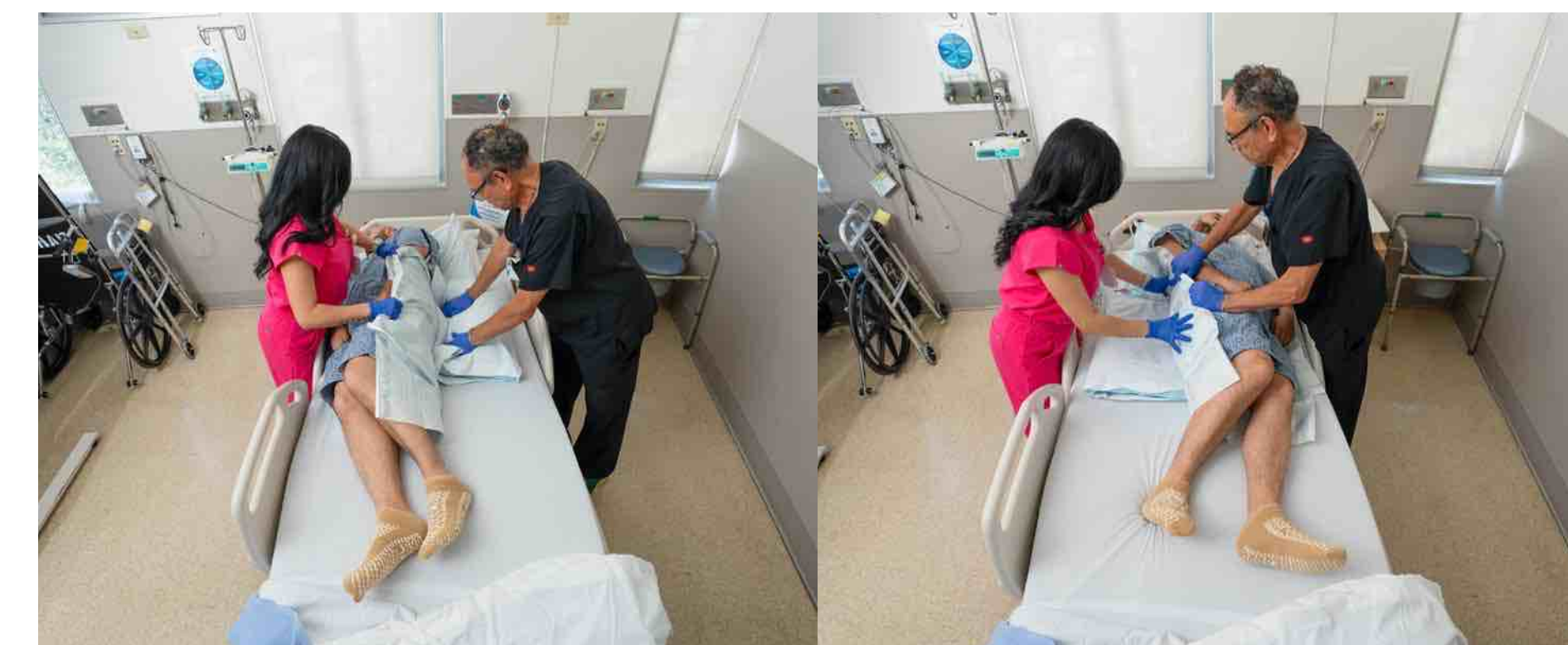
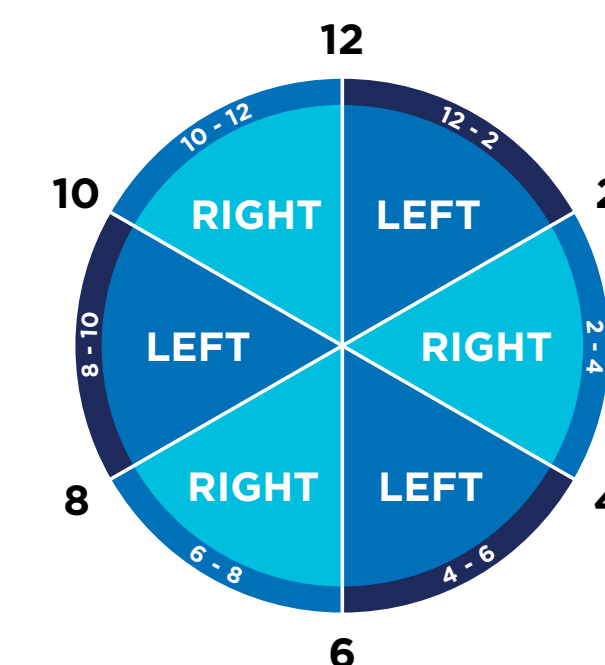
Gregory L. Kay, MD  
Chairman of the Board

# PUTTING BETTER IDEAS TO WORK

## Turning down the pressure

Hospital acquired pressure injuries (HAPI) are another source of patient harm, discomfort and cost. To prevent HAPIs, we invest in a two-CNA turn team that turns and repositions at-risk patients every 2 hours, ensuring patient safety and quality of care.

We also invested in pressure redistribution mattresses with body-contouring gel to reduce pressure on the skin. The increased investment is working—HAPIs have reached their lowest prevalence level at 1.38%.



## Reducing dangerous infections

Preventing central line-associated bloodstream infections (CLABSI) is vitally important. Patients who need central lines for interventions such as infusions or dialysis tend to have co-morbidities that make any infection life-threatening. To help us lower our CLABSI rates, we designed and developed an all-in-one, central line kit. When unfurled, it creates a sterile field to work from, with materials for each step organized sequentially. We invest in a two-RN team to change all central line dressings so the primary nurse has another set of hands and eyes to avoid any problems. Combined, these measures have cut incidence in half.



# OPENING DIALOGUE NOT CLOSING RANKS

No one pursues a career in health care to hurt people. So when harm is done because of an error or mistake, it can be devastating. There's harm to the patient and their loved ones and there's harm to the individual or team who bears responsibility.

It's easy to see why a culture of safety must also include a commitment by all to open and honest dialogue. Fear of repercussions, feelings of embarrassment, shame and guilt, can stymie the process required to root out the problem and get better. Preventing the natural reaction to close ranks and bury the entire event is vital.

The significant improvements made in metrics such as our Leapfrog Hospital Safety Grade have happened in no small part because of the investment made in building a healthy culture of safety.

**“Building a culture of safety takes the efforts of many who want the best for our patients and staff.”**

*- Gail Kent, Director of Risk Management and Patient Safety*

One tool we use in this effort is our Patient Safety Committee. Regular gathering of this committee include review of cases of preventable harm, sharing of best practices to avoid the same problems recurring, and open discussions about psychological safety of staff. The committee membership spans the entire hospital, including leadership from



all clinical areas and committee leadership includes a former VPH patient which fosters transparency and accountability outside our walls.

As we chase down zero preventable harm, harnessing the discipline and steadfastness of our teams, the open dialogue in this committee and around the hospital at large will be vital components of improvement.

*Photo, from left: Diego Mechoso, MD, Marti Wall, Theresa Solis-Bito, Emily Carlson, Gail Kent, Derrick Yu, MD, Chairman of Patient Safety Committee, Lily Abraham, Liva Yates Gritton, MD, Adriana Velasco, Sr. VP & CNO, Brandi Acevedo*





# ADDING MORE PEOPLE TO THE FAMILY, FASTER.

Being fully staffed may not be realistic for any hospital, but that is our goal. We redoubled our investment in recruitment and retention to continue to build a great family of colleagues here at VPH. Several steps were taken throughout the year. New leadership brought fresh perspectives in identifying challenges and action plans. On the recruitment side, we hosted more hiring events and in the area of nursing, new graduate events in coordination with local nursing schools. From our pool of traveling nurses, we identified good candidates and made them permanent offers. We also increased the number of onboarding

sessions for new hires to dramatically cut down the time from acceptance to getting to work. These efforts steadily and effectively reduced open positions to more sustainable industry norms.

On the retention side, we examined how we can build better teams by training better leaders in a Leadership Development Institute. We invest in our people, protecting their well-being and continuing to feed a culture where employees feel heard and respected.



# VOLUNTEERS TO VITAL EMPLOYEES

Without a steady number of volunteers, we would not be able to deliver the same level of care to our patients. We are also grateful that many of our volunteers have joined us as employees to continue their contribution to the well-being of our community.

Jose C. Ruvalcaba  
Central Sterile Processing Technician,  
Central Services

I am a Sterile Processing Technician since 2022. Working here at VPH has helped me in my decision to continue in healthcare. My journey began in early 2019 as a volunteer fulfilling community service hours for my high school. The friendly atmosphere and supportive staff drew me back in 2021. I gained invaluable hands-on experience while offering a unique insight into the intricate processes of sterile processing. Now, I get to work alongside my father and am proud to be a part of the VPH team.

*Pictured with his father, Jose R. Ruvalcaba*



Arpine Danielyan  
Pharmacy Tech-Med Reconciliation, Pharmacy

I am a Pharmacy Technician in the Emergency Department, responsible for verifying patient's medications through medication reconciliation. I have been working at VPH for 9 years. After graduating from medical college, my teacher advised me to gain experience through volunteering. I found an opportunity at VPH, and began volunteering in the pharmacy department in 2015. My favorite part of working at VPH is being part of an amazing team. I find it incredibly rewarding to help patients and make a difference in their care.



Roselyn Barssoumian  
RN Clin II, Same Day Surgery (SDS)

I am currently a Registered Nurse and Relief Charge nurse in SDS. Previously, I worked on the Telemetry unit. I have been an employee for 10 years. Over several years, I volunteered in different units including the ER, and Telemetry, as I planned to specialize in these fields upon completion of my RN degree. Upon completion of my nursing degree, while volunteering in the ER, the staff were very welcoming and included me in many nursing interventions so I was able to observe and learn. The culture at VPH feels like family and that is what has kept me here. Many of my colleagues have become not only friends but also, mentors.

# BETTER BY STAYING OUT OF THE WAY

The first few days of a baby's life should be full of bonding time with their mother. It should be peaceful and conducive to breastfeeding. Our goal is to safely be out of the way as much as possible. So how do we accomplish that?



*A phototherapy bed in our Pediatric ICU*

We partnered with the American Academy of Pediatrics, joining community and academic hospitals around the country in a study to reduce interventions around phototherapy. Phototherapy helps baby's avoid complications associated with jaundice. Following their recommended best practices, we saw a 4-fold decrease in phototherapy treatments, and were recognized as 1 of 3 area hospitals, the two others being specialized children's hospitals, for outstanding results. Based on that success, we extended this minimally-disruptive approach to additional areas of intervention with great success. Change is not always easy, but this is change for the better at a most vital time of life.

**"For bonding and breastfeeding in the first days of a baby's life, the less we separate a mother and baby, the better."**

- Diego Mechoso, MD



# OUR SERVICES

## 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.

## Children's Services

We provide compassionate and specialized pediatric care including a neonatal intensive care unit (NICU) Level III, a pediatric intensive care unit (PICU) and a designated Pediatric Medical Center (PMC). 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 ST-Elevation Myocardial Infarction (STEMI) receiving center, 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 over 1,800 babies per year in the San Fernando Valley. We offer a family-centered approach and are dedicated to providing comfort and support through the journey of pregnancy, birth and early parenthood.

## Outpatient Services

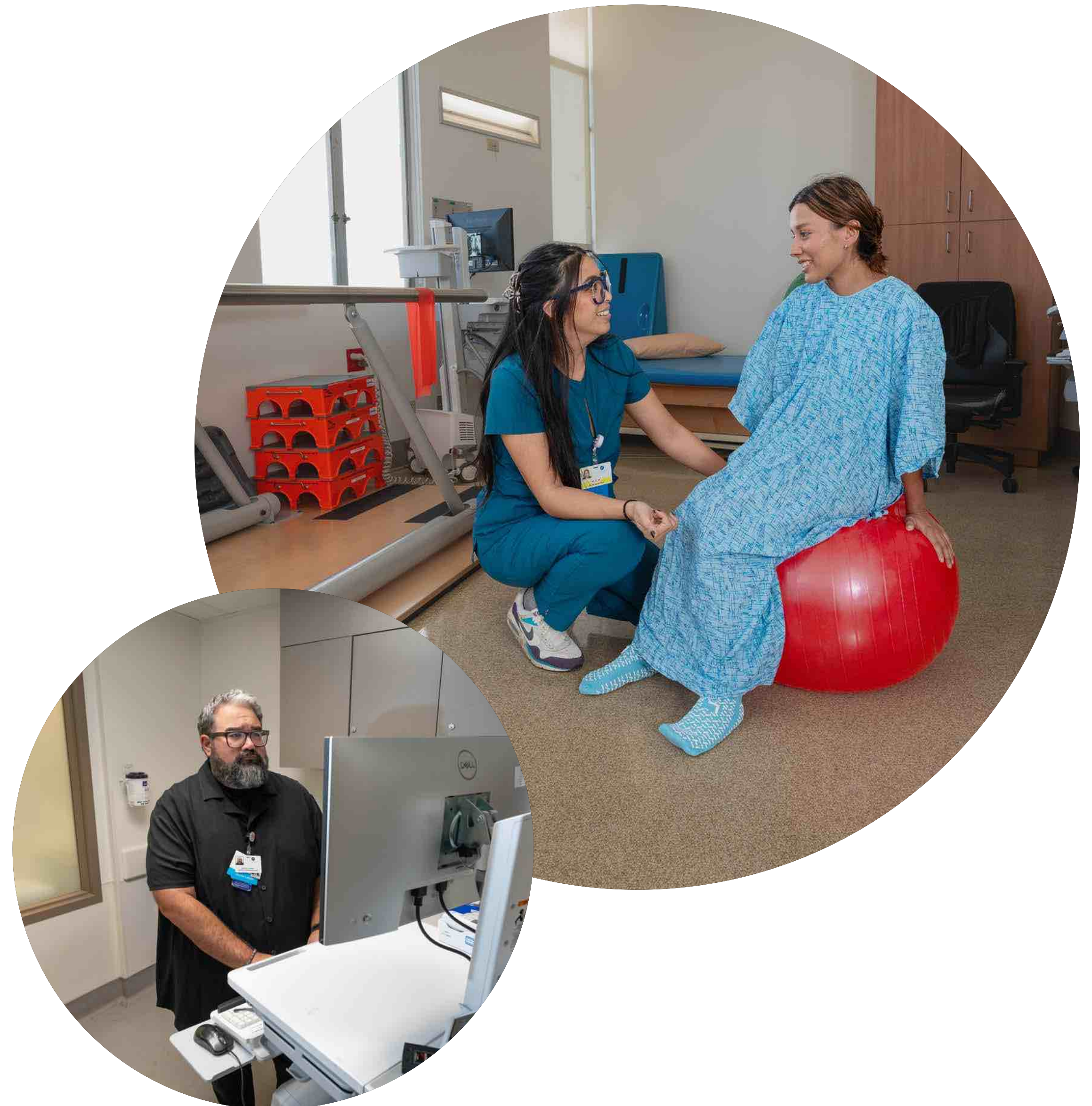
We offer many outpatient services through our general and gastrointestinal laboratories, Radiology/Imaging Department and therapy programs, including occupational, physical, respiratory and nuclear medicine.

## Surgery Services

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

## Wound Services

In our Center for Wound Healing, our disciplinary approach brings together expertise of vascular and podiatric surgeons and other specialized support professionals in a state-of-the-art setting. For chronic wounds that have not benefited from traditional methods, our treatments include advanced diagnostic testing, debridement, advanced wound-dressing technology, negative pressure therapy and many others.





# COMMUNITY BENEFIT



\$4,497,578

Charity Care

\$11,712,693.73

Direct Community Support

67,084

People Impacted



1,528

Participants who attended  
our community classes



84%

Of mothers who are part of the  
First 5 LA's Welcome Baby Program  
breastfed their infants in the hospital.

## Community Partners

- Abode Communities
- Allied Cultures
- Alzheimer's Association
- Amateur Radio Emergency Service
- American Heart Association
- Barlow Hospital
- Bernardi Senior Center
- Birmingham Charter School
- Boys & Girls Club West Valley
- Cal State Northridge
- Central Lutheran Church
- Child Care Resource Center
- Child Development Institute
- Clinica Romero
- Columbus Elementary
- Comision Femenil
- Comprehensive Community Clinics
- Department of Public Health Los Angeles
- Discovery Cube
- Drum to Learn
- Eisner Health
- El Centro de Amistad
- El Nido
- Eyes of a Mother
- Greater SFV Chamber
- Hope the Mission
- Kids Community Dental Clinic
- Kiwanis Literacy Foundation
- LA Care Resource Center
- LA Food Bank
- Las Palmas Senior Center
- Magnolia Science Charter School
- MAPS Charities
- Meals in Motion
- MEND
- Mid Valley YMCA
- Mindful Veteran
- National Alliance on Mental Illness
- North Hollywood High School
- North Valley Caring Services
- Northeast Valley Health Corporation
- OneGeneration
- Operation Gratitude
- Ovarian Cancer Coalition
- Pacoima Charter Elementary
- Partners in Care Foundation
- Power of Sight
- Serra Medical Group
- SFV Community Mental Health Center
- SFV Rescue Mission
- Shoes that Fit
- Somos Familia SFV Pride
- Southern California Handweavers Group
- Stand Tall Parenting
- Tarzana Treatment Center
- Tierra Del Sol
- Valley Care Community Consortium
- Valley Family Center
- Valley Intercommunity Council
- Valley Village
- Valley Community Healthcare
- VIDA Mobile
- Vision y Compromiso
- West Valley YMCA
- White Hall Arts Academy

## Compassion in Action

In Fiscal Year 2024, 155 VPH employees performed over 100 community volunteer hours through various community agencies and activities. Some examples of activities include health screenings, food distribution, meal delivery, feeding the homeless, and donating toys and school supplies.

# DONOR COMMUNITY

### President’s Circle

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

Alice Cheng  
Lilian L. Gong  
Gustavo and Rini Sultana-Valdespino

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

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Chris & Lori Cardle  
Karen Delaney  
Tony & Miriam Evans  
Alex Guerrero  
Joseph Henenhan  
Robert J. Lowe  
Micahel Robbins  
Ellen G. Riley  
Keven Steinberg  
John Tew  
Bahareh Yaghoubian  
Beth & Jim Zachary

### Physician Circle

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

Muhammad Anwar, MD

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

Bolatito Abe, MD  
Michael Legmann, MD  
Thomas Lomis, MD  
Kalpesh Patel, MD  
Sanjay Vadgama, MD

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

Shahram Farahvash, MD  
Liva Yates Gritton, MD  
Hannah Grossman, MD  
Peter Koetters, MD  
Diego Mechoso, MD  
Brian and Amy Ostick, MD  
Kevin Rice, MD

### Corporate Circle

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

CHI Optima  
Community Family Care Health Plan, Inc.  
Dume Wolverine Foundation  
Lockton Insurance Brokers, LLC.  
Pacific Healthworks  
Payden & Rygel Investment Management  
Preferred Partners Insurance Agency  
Renaissance Imaging Center  
Preferred IPA

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

Anthem, Inc.  
Barlow Respiratory Hospital  
Cedars-Sinai Medical Center  
Children’s Hospital, Los Angeles  
Clumeck Stern Schenkelberg & Getzoff  
Geva Construction, Inc.  
Joe’s Auto Parks  
LifePoint Rehab, LLC.  
Marquee Health  
MedPOINT Management  
Moss Adams  
RBB Architects, Inc.  
Wash Encore Holdings  
Wesely-Thomas Enterprises, Inc.  
West Coast University

**Bronze: \$1,000 - \$4999**

Altera Digital Health  
AMN Healthcare  
AT&T Wireless  
Center for Neuro Skills  
CloudWave  
Comprehensive Community Health Centers  
CSUN Foundation  
Extreme Networks

Fortified Health Security  
Hooper, Lundy & Bookman, P.C.  
Interstate Rehabilitation Services  
Jeffrey Horn Trust  
MedX Distribution  
Morgan & Leahy  
Mutual of America Financial Group  
Nordic Global Consulting  
NWN Carousle  
Optum Care  
P&H Metals Products, Corp.  
Pediatric PPDPY  
RxBenefits  
Syndicated Insurance Agency  
The Rokos Group  
Tierra Del Sol  
Wells Fargo Foundation  
Western Drug Medical Supply  
WS Comp Law

### Grants

Conrad Hilton Grant  
Fidelity Charitable Donor Advised Fund Grant  
Weingart Foundation

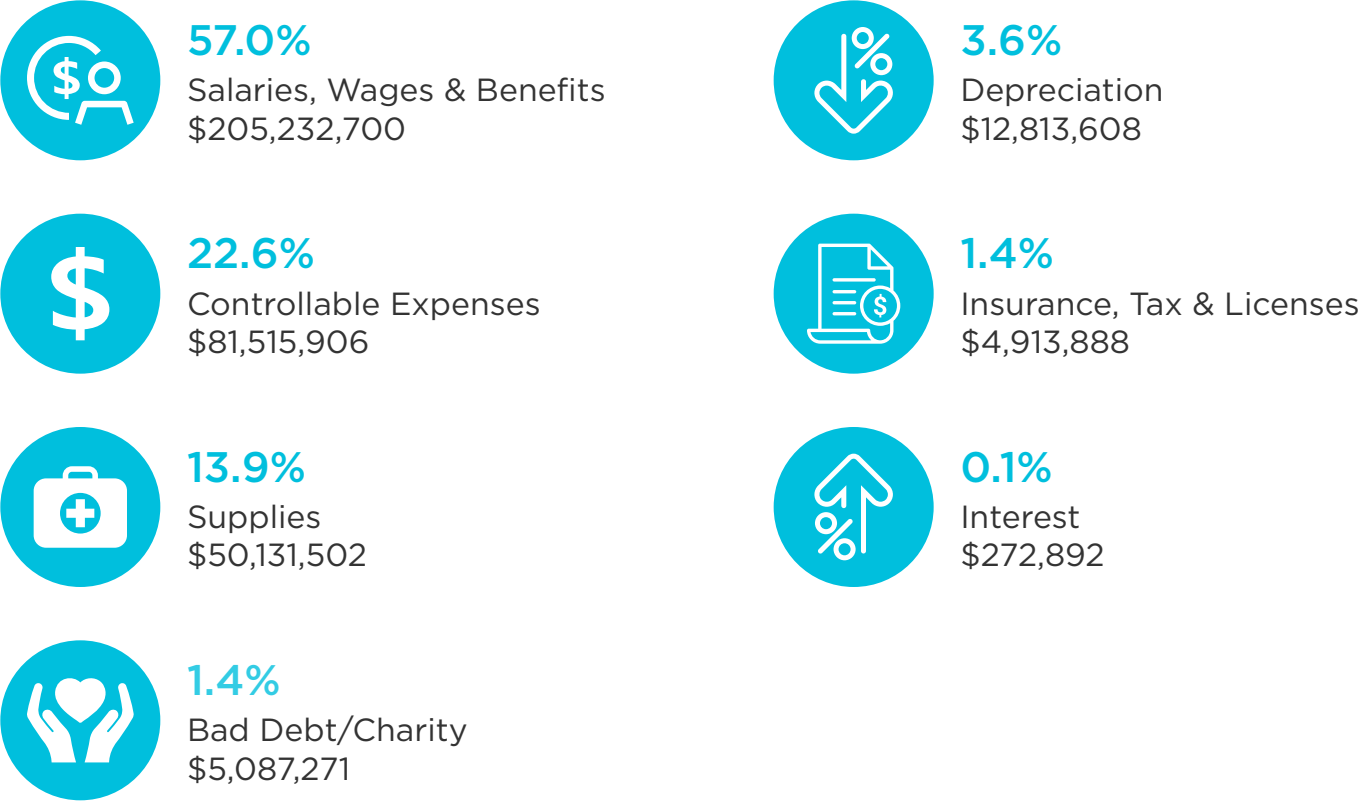
### Goal Getters

We believe our 1,700 employees are our greatest assets, and we are grateful to have more than 600 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.

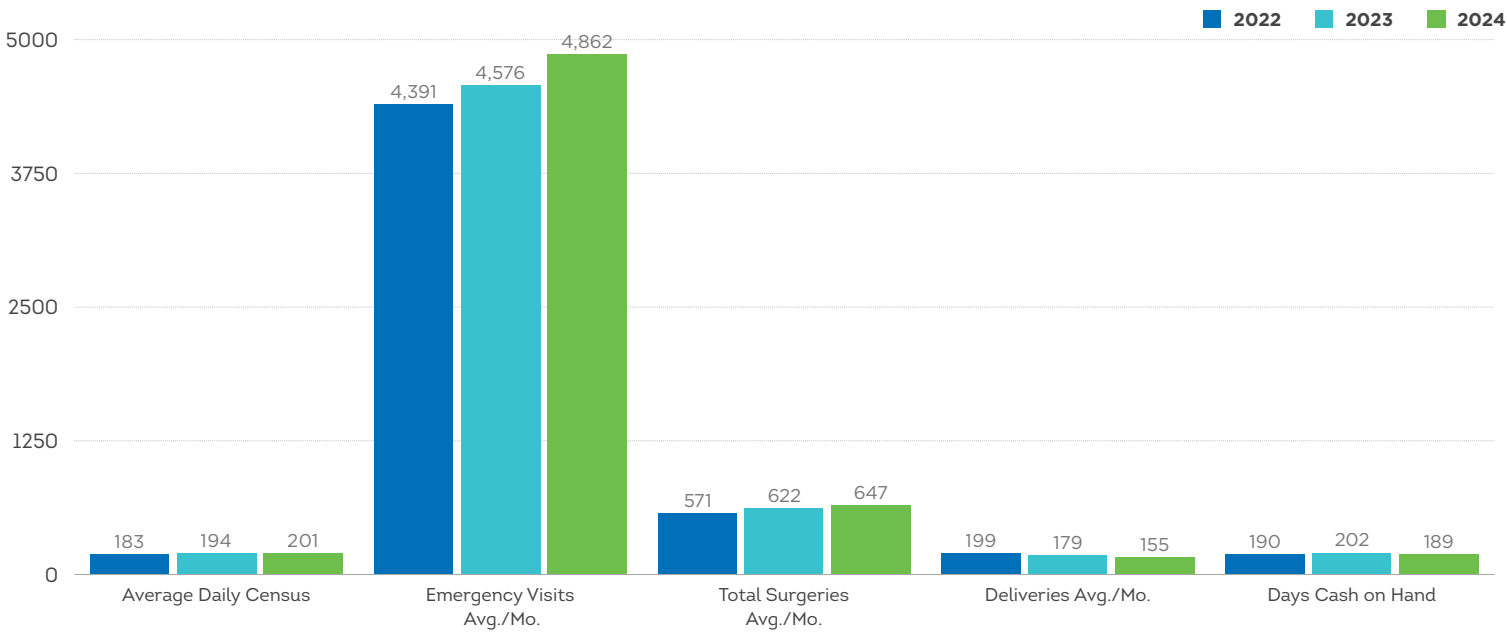
# FINANCIALS

The following data presents financial, operational and utilization statistics over a 12-month period, ending with December 31, 2024.

### 2024 Use of Funds



### 2024 Key Statistics



# LEADERSHIP

## Board of Directors

Greg Kay, MD,  
Chairman of the Board

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Vice Chair of the Board

David Fleming  
Chairman Emeritus, Special Advisor

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Secretary of the Board

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Medical Staff's Chief of Staff  
(Ex-Officio)

Kalpesh Patel, MD  
Medical Staff's Immediate  
Past Chief of Staff (Ex-Officio)

Liva Yates Gritton, MD  
Medical Staff's Secretary/Treasurer  
(Ex-Officio)

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Peter Koettters, MD

Ellen Riley

Kathryn Shirley

Keven Steinberg, Esq.

Sanjay Vadgama, MD

Mary Beth Walker, PhD

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Operating Officer

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Senior Vice President & Chief  
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CNS, LNC  
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Nursing Officer

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Support Services

## Medical Executive

### Officers

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Chief of Staff

Liva Yates Gritton, MD  
Vice Chief of Staff

Kalpesh Patel, MD  
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Anesthesiology

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Medicine

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Pathology

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Cardiology

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Radiology

Sanaz Tafti, MD  
Obstetrics and Gynecology

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Brian Ostick, MD

Borna Solomon, MD

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