



Annual Report



2017

Our vision

To be the leader in creating community well-being through world-class health care delivered with kindness and dignity.

Our mission

To provide excellent health care and compassionate service to each person by bringing together outstanding physicians, caring nurses, professional staff and advanced technologies.

Our values

Respect
Integrity
Stewardship
Excellence
Collaboration

2017 by the numbers



32,780
Hospital admissions



104,352
Outpatient hospital visits



11,615
Surgeries performed



75,705
Emergency room visits



3,580
Babies born

On our cover: Weighing only 1 pound, 2.2 ounces at birth, Elena Elias became the first patient in our new small baby unit. Parents Eric and Natalie are grateful for the expert care that helped Elena thrive. Read more on page 31.





A message from our chairman of the board, Paul L.H. Ouyang

Dear friends. At Huntington Hospital, we take our responsibility as a nonprofit hospital very seriously. We are not only available to provide care for all members of our community, but we do so with a high level of excellence. Patients have noted that this hospital brings together the very best of both worlds: the leading-edge capabilities of a world-class medical institution, along with the personal, compassionate touch of a community hospital. This has certainly been my own family's experience of care here, and I am deeply grateful for this.

I am particularly thankful for the many physicians, nurses, staff members and volunteers whose knowledge, skills and dedication are key to the delivery of excellent care. In the pages that follow, you will learn more about some of the ways their work made a difference in 2017.

Recognizing the importance of great medical care close to home, I encourage you to join my family in supporting Huntington Hospital today. Generous support — in the form of philanthropic contributions — is essential in sustaining and further strengthening this care, at our region's premier medical center.

On behalf of all of us at Huntington Hospital, thank you.

A handwritten signature in black ink, appearing to read "Paul L.H. Ouyang". The signature is written in a cursive style with a long horizontal line extending to the right.

Our 2018 board of directors and board committees.



Back row, from left: Stephen A. Ralph; Louise Henry Bryson; K. Edmund Tse, MD; Paul Johnson; David M. Kirchheimer; William J. Bogaard; Elizabeth Graham Olson; Paul L.H. Ouyang; Lori J. Morgan, MD, MBA; Deborah Williams; Armando L. Gonzalez; R. Scott Jenkins; Sharon Arthofer; Robert Yu, Kathleen Good Podley; Ronald L. Havner, Jr.; Ellen Lee and Jaynie M. Studenmund. **Front row, from left:** Wayne Brandt; Michelle Quinones Chino; Reed Gardiner; Lois S. Matthews; Rosemary B. Simmons; Allen W. Mathies Jr., MD; and Christopher G. Hedley, MD. **Not pictured:** Lolita Lopez and James Shankwiler, MD.

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A trusted leader.



Celebrating 125 years of care.

2017 marked a historic milestone: Huntington Hospital's 125th year of serving our community. Our story began in 1892, before the discovery of x-rays or the invention of aspirin. Formed by a group of prominent local citizens, the Pasadena Hospital Association — as we were then known — treated its first patients in a temporary 16-bed facility. By 1902, we had a permanent home at our current location.

Our commitment to compassionate, expert health care has led to many achievements over the years since. We were among the first hospitals in the county to open an intensive care unit, for example, and among the first to perform laparoscopic (minimally invasive) surgeries. More recently, we introduced a fetal surgery program — still one of only a handful of such programs in the nation. Today an award-winning leader in the field of medicine, we continue to explore new frontiers of innovation, and look forward to caring for our region over the next 125 years.

Leadership — past, present, future.



After more than two decades of outstanding service to Huntington Hospital, Stephen A. Ralph stepped down from his role as our president and chief executive officer in 2017. Steve personified our commitment to compassionate care through his work with our patients, staff and the community. We are deeply grateful to him for his many years of leadership and friendship.

Our board conducted an exhaustive nationwide search for a seasoned health-care expert with the qualifications and enthusiasm necessary to succeed Steve and steer us into the future. In September 2017, Lori J. Morgan, MD, MBA, was appointed as Huntington Hospital's president and chief executive officer. Dr. Morgan previously served as both president of Legacy Emanuel Medical Center and as corporate vice president of Legacy Health system in Portland, Oregon. A board-certified trauma surgeon and intensivist, she also has 20 years' experience practicing medicine and overseeing trauma care programs. We are thrilled to welcome this exceptional professional to our Huntington Hospital family.



President and Chief Executive Officer Lori J. Morgan, MD, MBA (above), champions our patient-centered approach that makes us the regional leader in compassionate care. Her commitment to community health also extends beyond our own campus. In 2017, for example, she participated in events supporting the National Alliance on Mental Illness (center left) and the Pasadena Office of the Young Child (bottom left). Dr. Morgan succeeds Steve Ralph (top left) as our senior staff leader.



Led by our medical director, Arbi Ohanian, MD, Huntington Hospital Stroke Center is nationally recognized for its exceptional, comprehensive care.

Comprehensive stroke care.

At Huntington Hospital Stroke Center, patients can count on receiving expert care, fast. In 2017, we earned certification as a Comprehensive Stroke Center. This certification, awarded by The Joint Commission — the foremost accrediting body in health care in the United States — recognizes hospitals that have the ability to treat the most complex stroke cases. In fact, “Patients are brought to us because we can provide interventions that other hospitals don’t offer,” says Arbi Ohanian, MD, medical director of the comprehensive stroke center. “We have the staff, training and technology to deliver top-level medical attention 24 hours a day, 365 days a year.”

We are the only hospital in the San Gabriel Valley to achieve the prestigious Comprehensive Stroke Center designation from The Joint Commission, further solidifying our status as one of California’s leading medical facilities.

“When you come to Huntington Hospital, you’re going to get world-class treatment,” says Dr. Ohanian, “and with our high level of interdisciplinary expertise and teamwork, we can treat patients who may be older and patients who have co-existing conditions. It’s why people from all over our area and beyond come to us for lifesaving stroke care.”



Generous donors to Huntington Hospital for almost two decades, LeeAnn and Ron Havner most recently created The Havner Fund for Stroke Education. Their involvement is helping to provide stroke-specific training for nurses here.



Support from Diana and Richard Hancock has made a meaningful difference, helping to sustain the important work of Huntington Hospital Stroke Center. The center offers a full range of diagnostic and treatment services to more than 700 patients annually.





High honors for quality.



Top of the class.

Huntington Hospital has once again earned a Leapfrog Hospital Safety Grade of “A.” “It’s a testament,” says Lori J. Morgan, MD, MBA, president and chief executive officer, “to our unwavering commitment to provide nothing but the best of care. We put patients’ safety first, and it shows.”

Leapfrog is a national healthcare ratings organization. It gives its safety grades (A, B, C, D and F) based on 27 measures of publicly available hospital safety data. Involving more than 2,600 hospitals nationwide, the organization’s evaluation process is conducted by top patient-safety experts, and results are peer reviewed and fully transparent. In 2017, less than a third of hospitals in the United States received the highest possible grade.

Members of our leadership team — including (from left) Kapinga Brown, director of quality management; Gabriella Sherman, MD, MBA, vice president of clinical innovation and performance improvement; Lori J. Morgan, MD, MBA, president and chief executive officer; and Paula Verrette, MD, chief medical officer and senior vice president of quality and physician services — are passionately committed to healthcare excellence.



Our solution-focused environment builds trust among staff and encourages above-and-beyond service for our patients.

Just Culture.

Huntington Hospital operates with a 0/100 expectation when it comes to error. This means that, if something is not supposed to happen, it happens 0 percent of the time, and when something is supposed to happen, it happens 100 percent of the time.

As part of our commitment to this 0/100 philosophy, we use a *Just Culture* approach. Experts point out that punishing individuals for reporting problems leads to reluctance to identify faulty systems — and, as a result, stymies efforts to create safer ones. The *Just Culture* model, previously used widely in the aviation industry, seeks to create an environment in which the causes of errors can be better understood, so that systems can be improved.

Using the *Just Culture* approach, we are training staff to address any challenges in a way that focuses on solutions. Our work also includes creating positive incentives, such as the “Good Catch Award,” rewarding employees who identify a potential error and work to correct it before it becomes a problem.

“When hospitals create an environment that is free of fear and blame,” says Gabriella Sherman, MD, MBA, vice president of clinical innovation and performance improvement, “problems are solved better and faster. The *Just Culture* approach supports us in reaching new heights when it comes to exceptional, compassionate care. It focuses on mutual respect, safety, solutions and accountability. The result,” she adds, “is a confident, educated staff and even better patient outcomes.”



COMMENDATIONS FOR SUPERIOR CARE.

U.S. News & World Report gave Huntington Hospital high marks for excellence in 2017. We were named the fourth Best Hospital in the greater Los Angeles area, as well as ninth Best Hospital overall in California. We were also recognized as among the best in the nation in the fields of gynecology and urology, and rated as high performing in numerous specialties, procedures and conditions — such as neurology and neurosurgery, lung cancer surgery, geriatrics and treatment of heart failure. The annual Best Hospitals rankings, now in their 28th year, are designed to help patients make informed decisions about where to receive medical care.



FIVE STARS.

First-rate, patient-centered care for our community: It’s a constant across all Huntington Hospital’s service lines. Last year, further confirming the excellence of our care, we received a 5-star rating from the Centers for Medicare & Medicaid Services (CMS). This is the highest possible CMS rating for overall excellence. The review process takes into account 57 measures of quality, including mortality rates, safety, patient experience, effectiveness of care, timeliness of treatment and other important criteria, across more than 4,000 Medicare-certified hospitals in the United States.



Grateful breast cancer survivor Anita Chavez (second from left) with members of her care team (from far left) Ruth Williamson, MD, medical director of breast cancer services; Tina Ivie, RN navigator of the breast program; and Jeannie Shen, MD, medical director of breast surgery.



Eleanor and Jim Randall are longtime supporters of Huntington Hospital. In 2014, our comprehensive breast-care program was named in honor of this extremely generous couple. In 2017, the Jim and Eleanor Randall Breast Center continued to offer comprehensive breast health services, including more than 26,000 essential screenings.

Recognized cancer experts.

Huntington Cancer Center recently received a full three-year accreditation from the Commission on Cancer (CoC), the nationally recognized multidisciplinary standards-setting program for cancer centers.

“CoC accreditation,” says Ruth Williamson, MD, medical director of breast cancer services, “requires an evidenced-based, patient-centered approach to the treatment of cancer, as well as continuous quality improvement. We offer state-of-the-art cancer treatments in a compassionate environment, close to home,” she adds.

In 2017, our Jim and Eleanor Randall Breast Center also received a full three-year accreditation from the National Accreditation Program for Breast Centers (NAPBC). We are one of only three hospitals in Los Angeles County to have achieved this level of accreditation, signifying outstanding care and optimal outcomes for patients with diseases of the breast.

“It’s something we are incredibly proud of,” Jeannie Shen, MD, medical director of breast surgery at Huntington Hospital, says of this accolade. “We hold ourselves to a higher standard and we’re always looking forward at ways we can be even better.”





The word is out!

Our reputation as a trusted leader in compassionate care has earned us awards and recognition from some of the nation's foremost health accreditation organizations.

The Joint Commission. Last fall, The Joint Commission, the nation's leading standard-setting and accrediting body in health care, surveyed Huntington Hospital as part of a three-year accreditation cycle. After a thorough review of our facilities, programs and services, we once again received full hospital-wide accreditation from the commission.

The American College of Surgeons. Huntington Hospital Trauma Center has been recertified by the American College of Surgeons as a level-II trauma center, acknowledging the scope and excellence of our care for patients with life-threatening injuries.

2017 HealthCare's Most Wired. We were named a 2017 Most Wired hospital by College of Healthcare Information Management Executives. The designation recognizes future-ready hospitals that use technology to improve communication, safety and patient-provider relationships.

HIMSS. The Healthcare Information and Management Systems Society evaluates the adoption and utilization of electronic medical record (EMR) systems at hospitals around the world. We are recognized at the highest possible level, thanks to our technologically optimized approach.

2017 Quality Achievement Award. We received the American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award. The award recognizes our commitment to providing stroke treatment according to nationally recognized, research-based guidelines. We were also named to the Target: StrokeSM Honor Roll Elite, recognizing our excellent performance in providing prompt, clot-busting treatment for stroke patients.



Huntington Hospital benefits greatly from the ongoing, leadership support of the Ouyang family, whose most recent gift is helping us pursue additional quality-of-care enhancements — in both our labor and delivery unit and our critical care unit.



Over the years, Jaynie and Woody Studenmund have provided significant contributions toward several aspects of the hospital's work. Their most recent gift provided seed funding to create an important faculty position — course director of healthcare quality and patient safety — in our Graduate Medical Education program.

Best and brightest.

Keeping babies warm and safe.

When the paramedics arrived, the newborn was in severe distress requiring resuscitation. They rushed him to Huntington Hospital, where our emergency and neonatal teams responded rapidly, stabilizing him.

This 2014 incident inspired two of our neonatal intensive care unit (NICU) nurses to create a high-level education program to further improve outcomes for babies. Alison Thomas, RN, NICU supervisor, and Beverly Schwerin, RN, NICU patient flow coordinator, worked with the Pasadena Fire Department to develop a newborn care training class that emphasizes the significance of temperature regulation and stabilization.

“Cold stress is detrimental to a baby’s health,” says Beverly. “The goal of this class is to expand on paramedics’ existing knowledge, and explore the latest techniques for keeping an infant warm, ventilated and stabilized until they can reach the hospital.”

In 2017, three additional fire departments in our region asked us to bring this educational program to their paramedics. We were also invited to present information about the program and its results at annual conferences for both the Association of California Nurse Leaders and the National Association of Neonatal Nurses.

“The collaboration helped to provide firefighters and paramedics with knowledge to care for these fragile newborns,” says Alison. “We’ve been able to build on what they already knew, and babies are coming in warm and safe.”

Alison Thomas, RN, NICU supervisor (far left), and Beverly Schwerin, RN, NICU patient flow coordinator (far right), with paramedics Robert Binkerd (left) and Jason Morales. Huntington Hospital has trained local firefighters and paramedics in the use of a new technique that can save the lives of infants.







Leigh Ann Reynolds, RN, residency coordinator (left), oversees training for nurses like Chandra Fardi (right) in surgical areas, through our nursing residency program. We set the bar high because better-trained nurses provide better patient care.

Creating nurse leaders.

In the operating room, there are no substitutes for knowledge and experience. Along with surgeons, anesthesiologists and others, nurses who work in the surgical setting must be able to operate sophisticated medical technologies and must communicate quickly and effectively about the procedure in process and the patient's health status. It takes a cool head and a focused mind.

Huntington Hospital has introduced a special nursing residency program for recently graduated nurses who are interested in working in the surgical area. The yearlong course includes both classroom sessions and rotations in diverse surgical settings. "In this highly technical environment," says Leigh Ann Reynolds, RN, residency coordinator, "nurses need an especially well-rounded, detailed base of knowledge. Our program trains them to work in a variety of medical specialties so they are prepared for anything. It teaches them to be leaders."



Higher skills, elevated care.



Many thanks to Julie and Thomas Condon for their partnership in ensuring the highest-quality nursing care. In 2017, their generous philanthropic contributions underwrote scholarships for 20 nurses pursuing higher levels of collegiate education. Their contributions have also helped numerous nurses prepare for advanced specialty-care certification.

Huntington Hospital is a Magnet® hospital. That designation speaks to the excellence of our nursing staff, and to our commitment to nursing care that is at the leading edge. All of the nurses we employ are fully licensed and trained to meet our high standards. When nurses want to gain extra knowledge and training in a specific area, we encourage them to pursue specialty certification. Achieving this level of credentialing — becoming board certified — means that nurses meet rigorous requirements in their specialty, and maintaining the credential requires extensive continuing education.

“Research shows,” says Lulu Rosales, RN, NE-BC, director of nursing excel-

lence, “that when nurses become certified in their specialty, patients do better.” Specialty certification has been linked to fewer medical errors, for example. It also supports increased job satisfaction among nurses themselves, helping to ensure that these well-qualified staff remain with us.

To make sure that our nurses have top-level knowledge and training, we provide courses in popular specialty fields such as critical care, oncology

and emergency nursing. Classes take place on our campus, and help our nurses prepare for their certification exams. They supported 60 of our nurses in obtaining new certifications and becoming board certified in 2017.





Specialized training for nurses.

Becoming a nurse requires professional licensure: Most inpatient nurses are licensed registered nurses (RNs). A minority of nurses nationwide subsequently go on to achieve additional specialty certification. At Huntington Hospital, we encourage and support our nurses as they pursue higher-level qualifications such as this. More than 40 percent of our nursing staff now hold specialty certification and the number continues to grow. Meet two of our nurses who have gone the extra mile.

Brandon. “In a specialty unit like our cardiothoracic unit,” says Brandon Guerra, RN-BC, “it means a lot to have advanced certification.” Brandon is involved in caring for patients with serious heart conditions, such as life-threatening heart arrhythmias or congestive heart failure. He achieved specialty board certification in cardiac-vascular nursing in late 2017.

“To obtain specialty certification,” Brandon says, “you’re expected to know more. It gives you a leg up in caring for your patients, by expanding your knowledge about their condition and their treatment. Having those letters behind your name helps confirm your expertise.”

Brandon is now expanding his knowledge still further, as he pursues a Bachelor of Science in nursing from Western Governors University. He is one of 143 nurses here who benefited from tuition assistance in 2017, thanks to generous contributions from community residents who share our commitment to the very best of nursing care.

Cathy. Cathy Guintu, BSN, SCRNP, has been part of the Huntington Hospital family for more than 16 years. She serves as clinical supervisor for both our neuroscience stroke unit and our clinical observation unit. In 2017, she earned a specialty certification as a stroke-certified registered nurse.

“Being certified gives me an even greater sense of accomplishment in my work,” says Cathy. “At Huntington Hospital, we put the patient at the center of everything we do, and now I can give my patients a higher level of care.”

As a unit leader, Cathy is also encouraging other members of our nursing staff to follow her lead. “I want to inspire and challenge other nurses in my unit to receive specialty training and take the exam, too,” she says.

The three nurses selected to participate in our first Evidenced-based Practice Fellowship Program in 2017 researched best practices in nurse-to-nurse communication. They have since piloted a training course based on their findings. Pictured (from left) below are program fellow Janell Lehman-Lerille, RN, program leader Linda Searle-Leach, RN, PhD, director of nursing research and innovation; and program fellows Claudine Corralejo, RN, and Bryan Hornyak, RN.



Nurse-led research.

In 2017, we established an Evidenced-based Practice Fellowship Program for nurses at Huntington Hospital. “This provides a golden opportunity for our nurses to conduct mentored reviews of research and synthesize findings to inform our work,” says Linda Searle-Leach, RN, a doctorally prepared nurse researcher who developed and oversees the program. “Our RN fellows gather evidence that we can use to continuously improve care delivery.”

In 2017, three nurses were selected to participate in the fellowship program: Claudine Corralejo, RN, Bryan Hornyak, RN, and Janell Lehman-Lerille, RN. They collaborated to review published research regarding nurse-to-nurse communications. Effective communication is essential for nursing excellence and is one of the standards for creating a healthy work environment. Following a review of the literature, this team developed a course known as CRUISE (Compassion, Respect, Understanding in a Supportive Environment), with strategies learned from the evidence. CRUISE was successfully piloted with nurses in our maternity unit in early 2018 as a nurse-led innovation.



In 2017, Marie Morrisroe provided generous philanthropic gifts to help underwrite additional nursing scholarships at the hospital. Funds help support some of our most dedicated nurses as they pursue higher education in their field — promoting the very best patient care.



Building a better experience.

We want our patients' time at Huntington Hospital to be the very best it can be. In 2012, in keeping with this goal, we launched an initiative we called the Patient Experience, which focused on the delivery of exceptional patient-centered care. In 2017, this initiative evolved further, and is now known as the Huntington Experience. The new name underscores the collaborative nature of our care and the importance of teamwork.

"Our vision," says Debora Jackson, patient relations manager, "is to deliver care that's exceptional, and that involves a true partnership with patients and their families through the entire continuum of care."

In addition, adds Dominique Cain, patient experience coordinator, "Studies show that staff engagement improves patient experience," so as members of our team go the extra mile to help patients and their families — and to support each other — they create the most welcoming and compassionate place for care.

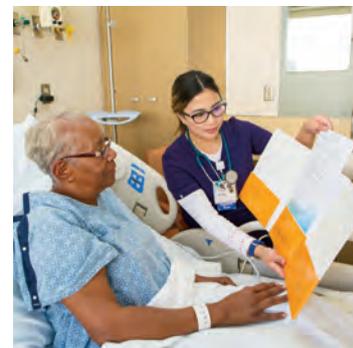
FEEDBACK MATTERS.

We are working together to build a better hospital experience for everyone. Here are a few examples:

Patient surveys. One of our most valuable resources is...you! After patients go home from Huntington Hospital, we send a Press Ganey survey asking about their experience here. Hospital leaders and other members of our staff review the results, which guide our quest for ever-higher levels of patient care and satisfaction.

Employee engagement. We work hard to build a culture of kindness, trust and teamwork among our staff. We also regularly survey staff members to assess how well we are doing in this regard. The most recent survey placed us in the top 15 percent of hospitals, nationwide — and provided input to help us improve even further!

Discharge information. Prior to discharge from the hospital, we provide all patients with important information about medications, follow-up appointments and more. In 2017, we began collating this information, as well as other helpful resources, in a handy folder to make sure everything you need to know is in one spot.





SPOTLIGHT ON ORTHOPEDIC CARE.

Our award-winning orthopedic department epitomizes the spirit of the Huntington Experience. “Our goal,” says Janet Mayeda, orthopedic joint coordinator of our joint replacement program, “is to make patients as comfortable as possible with each step in their care journey. We want them to know what to expect and to be actively engaged in their recovery.”

Patients who are considering total hip or knee joint-replacement surgery, or have already decided to have such a procedure, are encouraged to attend a special educational session to help them prepare. Each group class is led by knowledgeable staff, who review what will happen pre- and post-surgery, and during the recovery process. In 2017, we also implemented a pilot program, through which joint-replacement patients are given portable electronic tablets during their inpatient stay. The tablets are loaded with additional important information to get them moving and prepared to return home safely.

Using these care tablets, patients can view videos that help them understand what they will experience. In addition, they can receive vital information via email, and share feedback about their experience.

These improvements in the Huntington Experience are already showing results: Participating patients are better informed about their care, and can return home sooner — and more prepared for their recovery — after surgery.

Our partnership with Huntington Health Physicians (HHP) supports world-class care for local patients. From left, Darice Yang, MD; Stuart Miller, MD, medical director of HHP; Jennifer Chang, MD; and Cedric Ng, MD, are a few of the physicians who are affiliated with this network.



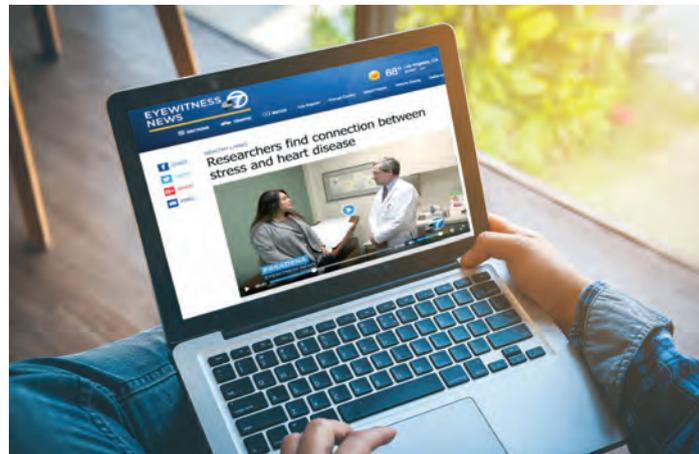
Partners in care.

Huntington Hospital’s strong relationship with Huntington Health Physicians (HHP) brings significant benefits to local patients. Expert medical providers who are affiliated with this physician network serve on our medical staff, provide a portion of our palliative care and hospitalist services, and serve on the faculty of our Graduate Medical Education program.

Our partnership with HHP also helps strengthen the continuum from inpatient to outpatient care in our service region. In addition to hospitalists — who work exclusively with inpatients — the HHP network encompasses primary care physicians, as well as specialists in pediatrics, rheumatology, endocrinology (adult and pediatric) and podiatry. “We always have the needs of our community in mind,” says the medical director of HHP, Stuart Miller, MD, “and we’re continuously working on growing our capacity in ways that support optimal community wellness and quality care.”

All HHP specialty services are now housed in a single office, located at 55 E. California Boulevard in Pasadena, further enhancing access and convenience. Visit huntingtonhealthphysicians.org to learn more about HHP.

Physicians in the spotlight.



Huntington Hospital physicians are authorities in their fields, sought out for their high-level care. In 2017, the following members of our medical team received special recognition and/or were sought out by the media for their perspective on important medical issues:

- **Christopher Hedley, MD**, who has been part of Huntington Hospital since 1990, became our new chief of medical staff in January.
- During national heart month in February, **Nikhil Daga, MD**, board-certified interventional cardiologist, was featured as the face of our “Babies Go Red” campaign, promoting heart health.
- An interview with cardiologist **Kristal Young, MD**, aired on KABC-TV during national heart month.
- Interventional cardiologist **Gregory Giesler, MD**, was interviewed on KABC-TV in April 2017. He provided listeners with information about the connection between stress and heart disease.
- **Arbi Ohanian, MD**, medical director of our comprehensive stroke center, publicly announced recognition — from The Joint Commission, American Heart Association and Healthgrades — for excellence in stroke care.
- During Huntington Cancer Center’s National Cancer Survivors Day event in June, **Ruth Williamson, MD**, medical director of breast cancer services, led an information session on breast cancer diagnosis and treatment.
- In June, **Jon Foran, MD**, medical director of the Jim and Eleanor Randall Breast Center announced to local media that Huntington Hospital now offers 3-D tomosynthesis, a new, advanced mammography system that will help detect breast cancer with more accuracy than ever before possible.
- In the August 2017 issue of LA Parent Magazine, **John Rodarte, MD**, chair of our pediatric department, discussed overuse injuries among child athletes.
- In its August/September 2017 issue, Business Life Magazine recognized radiation oncologist **Kenneth Lam, MD**, as a Healthcare Hero. Dr. Lam was honored for his efforts to further strengthen access to services for members of our diverse community.



- As part of Senior Care Network's *Noon Hour* series, **Daniel Laster, MD**, helped us celebrate Orthopedic Day in October, as he shared the latest news about our multidisciplinary orthopedic team.
- Business Life Magazine's October/November 2017 issue featured **Paula Verrette, MD**, chief medical officer and senior vice president of quality and physician services. Dr. Verrette spoke about our commitment to women's health.
- In November, **Amal Obaid-Schmid, MD**, medical director of trauma services, led a Stop the Bleed training session for Pasadena Unified School District school nurses and nursing assistants. Dr. Obaid-Schmid and other trauma center team members taught participants how to stop life-threatening bleeding in an emergency. The training was part of the nationwide Stop the Bleed campaign.

- **Robbin Cohen, MD**, medical director for the thoracic oncology program, was a keynote speaker at our annual Shine A Light on Lung Cancer event in November. He thanked participating staff, patients and their families for raising awareness about the disease.
- In December, emergency physician **Brandon Lew, DO**, shared important information with our community about flu prevention, treatment and care. His input was especially critical during a historically bad flu season.

A significant endowment gift from Linda and Stephen Gill supported additional, advanced education for caregivers in our Nan and Howard Schow Emergency & Trauma Center, during 2017. We are grateful to the Gills for their continued involvement in raising the caliber of care for regional patients.

From left, Harry Fisk Bowles, MD, chief elect of Huntington Hospital's medical staff, and André Atoian, MD, MBA, are spearheading pain-management techniques that help manage post-surgical pain for patients addicted to opioids. The techniques also reduce the potential for renewed addiction.

Leading-edge care.

A fresh approach to pain.

Huntington Hospital is introducing new techniques that can help patients who previously relied on opioids for pain management. Harry Fisk Bowles, MD, chief elect of Huntington Hospital's medical staff, and André Atoian, MD, MBA, are leading this effort. Both are specialists in anesthesiology and addiction medicine.

"Our program is helping very sick patients who are in chronic pain," says Dr. Atoian. "They need surgery to correct the issue that led them to use opioids in the first place, and our technique allows them to go through withdrawal while they're undergoing surgery. Normally, it takes seven to fourteen days of excruciating pain and other symptoms to withdraw from opioid use," he adds, "and it's too hard for most patients to endure. Instead, we compassionately withdraw them while they're under general anesthesia by carefully administering medication that blocks the patient's opioid receptors."

These patients then receive a special course of care that includes multiple, non-opioid pain-management techniques, as well as therapies that reduce the potential for renewed addiction and opioid-related overdose. The program also offers anti-depression therapy that usually commences a few weeks prior to the patient's operation.

"It's important to understand that opioid use isn't a sign of weakness," says Dr. Bowles. "Most of these patients are dependent on drugs that were prescribed to treat their pain. It takes at least a year for the brain to heal from the impact of long-term use," he adds. "We're helping patients get through this period. Not only have we been successful in reducing their pain; to the best of our knowledge, every patient we've seen is also still opioid free."





OPIOID EPIDEMIC.

According to the Center for Disease Control, more than 60,000 people die of overdoses in the United States each year. That is higher than the number of U.S. soldiers killed over the course of the entire Vietnam War. Approximately 64 percent of overdose-related deaths are from opioid use. “The problem,” says Harry Fisk Bowles, MD, chief elect of Huntington Hospital’s medical staff, “is that people take opioids to feel ‘back to normal,’ but their perception of pain level may not change. The pain may even appear to get worse. As a result, they take more and more drugs.”



Improving quality of life for cancer patients.

Cancer can impact not only the body, but also the mind and spirit. Huntington Cancer Center is here to help patients heal, in every way: In addition to providing the latest in diagnostic services and treatment options, our center offers a wide array of support services, including acupuncture, genetic counseling, cosmetic services and support groups.

In 2017, thanks to funding from generous community philanthropists, we were able to offer our popular mind-body support group classes free of charge to participants. During classes, cancer patients and survivors learn techniques such as guided imagery and therapeutic meditation, as well as exercises that assist the body in releasing muscle tension. As a result, they report being better able to manage stress and pain. In addition, they attest to improved overall well-being throughout the treatment and recovery journey.

“We want patients to feel empowered,” says Pierre-Etienne Vannier. A mind-body practitioner, Pierre-Etienne leads two six-week programs on therapeutic meditation and guided imagery, and a five-week class on tension and stress relief. “Our goal is to provide people with tools they need to overcome challenges and recover faster. Now that we’re able to offer this service for free, thanks to our donors, we can help more patients to lead better lives,” he adds.

Classes led by Pierre-Etienne Vannier introduce patients of Huntington Cancer Center to meditation and other mind-body techniques that can help reduce stress and pain.



Treating the whole person.

Cancer can leave more than just physical scars; it can be a traumatizing experience that has lasting effects on well-being. Services like our mind-body support group classes can make a life-changing difference. Meet two of the many patients who have benefited.



Elvira.

Elvira Ramos is a uterine cancer survivor. She has been attending mind-body classes at Huntington Hospital since February 2017. “Huntington Hospital demonstrates a wholeness in health care that I’m grateful for,” Elvira says. “I don’t know of any other hospitals that have so many different supportive programs, so close, for free!” In addition to attending our meditation and stress-release mind-body classes, she has also taken advantage of other support services here, including massage, acupuncture and nutrition classes.

“The mind-body classes have helped me establish a calmness in everyday life,” Elvira says. “After chemo and surgery, everything got thrown off. I started to wonder who I was and where I was going. Pierre helps you through your process. He helps you learn to heal and to forgive in a safe atmosphere. It’s what has kept me centered. It’s good to be back.”



Betty.

Betty Ann Brown underwent chemotherapy, surgery and radiation treatments at Huntington Hospital. Afterwards, her doctors recommended she take a mind-body class.

“Going through cancer changes you,” Betty says. “Emotionally grappling with that is difficult. It can be hard to accept that adjustment.” In addition to stress-release mind-body classes, she also began taking meditation classes as part of her recovery plan.

“The classes have helped tremendously,” she says, noting that her stress levels and muscle tension have been reduced. “I’ve been going for awhile now, and they’ve helped me transition to my new post-cancer life,” Betty adds. “I can’t praise Pierre and all the staff at Huntington Hospital enough. It’s phenomenal how they all work together to truly make your treatment an integrated experience.”



In 2017, thoughtful involvement from Bina and Brian Garfield (directed through The Garfield Foundation) helped underwrite our mind-body support group classes. Their gift and other generous donations allowed us to offer these classes free of charge to 89 cancer patients, survivors and their family members.



Better blood monitoring.

Up-to-date, precise information is essential to ensure the best of care. When a patient is in surgery, for example, it is vital that our caregivers are promptly alerted to any bleeding problems he or she may have. Perhaps this is never more important than when treating trauma patients, who might be experiencing internal bleeding as a result of their injuries.

Huntington Hospital recently acquired two state-of-the-art TEG[®] 6s Hemostasis Analyzer systems, which measure the ability of a patient's body to stop bleeding (via clotting). "This technology gives specific, actionable information that our caregivers can use to assess risk and deliver the right treatment," says Michelle Baker, RN, trauma program manager. By predicting how a patient's blood will clot, the TEG machines also allow us to avoid unnecessary blood transfusions, helping to ensure the most efficient use of precious blood products.

Michelle Baker, RN, trauma program manager, with a new system that helps guide effective treatment, by providing important information about blood clotting.



On Sunday, October 29, 2017, Huntington Hospital held the 33rd annual Fall Food + Wine Festival. The 2017 festival raised more than \$260,000 in support of care for trauma patients with life-threatening injuries.

Among other things, funds raised in prior years have allowed us to acquire state-of-the-art TEG[®] 6s Hemostasis Analyzer systems technology (see story at left). By providing information about patients' bleeding and blood-clot risks, this new technology also helps our clinicians to determine the most appropriate course of treatment when every second counts.

Keith Jones (second from left) chose Huntington Hospital for cardiac surgery not once, but twice. Thanks to advances in care, the recent repair of his aortic valve could be accomplished without open-chest surgery — allowing him to return more quickly to an active life with his family.

Heart care for more patients.

Some patients need cardiac surgery but are too sick to undergo an open-heart procedure, or have other risk factors that make such an operation inappropriate for them. Huntington Hospital offers an alternative and potentially lifesaving option for such patients. Known as transcatheter aortic valve replacement, or TAVR, the procedure is less invasive than traditional aortic valve replacement surgery. It eliminates the need to open the patient's chest or use a heart-lung machine. Instead, a replacement valve is introduced via a catheter in the patient's upper leg or chest — and is then carefully advanced through an artery. Once in position, it replaces the function of the diseased aortic valve. We were able to serve 32 percent more patients using TAVR procedures in 2017 than in the prior year.



Keith.

Keith Jones considers himself one of the luckiest people in the world. His story began 15 years ago, as a Pasadena police officer, when the city of Pasadena provided the benefit of a full-body scan to police leadership.

The scan revealed Keith had an aortic aneurysm, which is a bulge in the main artery that carries blood from the heart throughout the body. If his aneurysm were to rupture, the result could be fatal.

Robbin Cohen, MD, performed the necessary and ultimately successful open-chest surgery at Huntington Hospital. Keith was monitored over the next 15 years because he would eventually need an aortic valve repair, too.

When that time came, Keith was referred to Gregory Giesler, MD, who told him about transcatheter aortic valve replacement (TAVR), a less invasive way to repair the aortic valve — and one that does not require open-chest surgery. The innovative procedure is performed using a catheter inserted in the upper leg or chest artery to deliver a replacement valve to the heart.

Sue Duquette, nurse practitioner, coordinated the great care Keith received here — and made a lasting impression on him: He describes her as the “heart and soul of the TAVR program.” Dr. Giesler and Azhil (Alex) Durairaj, MD, medical director of cardiology, performed the TAVR procedure. “I only spent one night in the hospital and was released the next morning!” he says.

Keith is now living an active life again — including a recent outing on which he hiked and ran a total of six miles with his daughter. He and his wife recently picked up a new RV, and are looking forward to a fly-fishing trip soon. “I get the chance to spend time with my grandkids now that I’ve got my life back,” Keith says. “I’m very thankful to everyone at Huntington Hospital who made this possible.”



GREATER COMFORT FOR KIDS.

Last year saw the introduction of a needle-free syringe system — known as J-Tip — at Huntington Hospital. The needleless injector creates a spray-like pattern of a local anesthetic that is able to pass through the skin. It is a valuable tool that helps nursing staff to obtain intravenous access when caring for children in our pediatric unit, as well as in same-day surgery and in our Nan and Howard Schow Emergency & Trauma Center. “Not only does the new system help reduce pain related to needlestick procedures,” says Susan Blackburn, RN, clinical nurse specialist; “it can also lead to a positive overall experience for the patient and his or her family during what can otherwise be a stressful situation.”

MONITORING MOMS.

In 2017, Huntington Hospital acquired 12 new Monica Novii Wireless Patch systems, which help us evaluate fetal and maternal heart rate — as well as uterine activity — comfortably and accurately. Used in our obstetrical emergency department and in our labor, delivery and recovery rooms, this sophisticated technology is cable free. As a result, moms can still be monitored while they’re up and moving around, undergoing various clinical procedures, and in labor.



Special care for our smallest patients.

Parents of ill or premature babies turn to Huntington Hospital first. After all, we have our region’s only level-III neonatal intensive care unit (NICU), providing the most advanced neonatal intensive care in the San Gabriel Valley.

In 2017, we opened a small baby unit within our NICU. Here, our expert neonatology team cares for infants weighing less than 3.5 pounds. Such tiny babies are at especially high risk and the new unit is designed with their healing and growth in mind. “The latest research,” says Jamie Powers, MD, medical director of the NICU, “shows that nothing improves outcomes of extremely premature babies better than great care in a space like this.”

With dimmed lights and less noise, the small baby unit mimics the environment of the womb as closely as possible. The unit’s multidisciplinary medical team is skilled in treating very-low-birthweight babies with complex care needs — helping to ensure the best possible start in life.

Our new small baby unit caters to the smallest and most vulnerable babies in our care. With design features such as dimmed lights and reduced noise, the unit mimics the conditions of the womb as closely as possible.



Elena.

Elena Elias was born on May 11, 2017, after only 23 weeks and five days of gestation. Her mom, Natalie, had an emergency cesarean section at Huntington Hospital. Elena was born small — only 1 pound, 2.2 ounces — a micro preemie. She could not breathe on her own at birth. Elizabeth Kovacs, MD, along with our supporting team of nurses and respiratory therapists, worked intensely to put a breathing tube in Elena’s delicate windpipe, and to stabilize her.

“Being a new mom is scary enough,” says Natalie. “Being a mom of a preemie is terrifying. To this day we don’t know why Elena came so early,” she adds. “We’re thankful that she is so strong and a fighter.”

The first tiny patient to experience our small baby unit, Elena was closely monitored and received intensive care. After a month in the unit’s highly controlled environment, she was strong enough to graduate to our regular neonatal intensive care unit. By September, she was home with her parents. Today, one of our occupational therapists continues to see Elena regularly — and she is thriving.

Natalie and her husband, Eric, are grateful for the care their daughter has received. “The staff at Huntington Hospital went above and beyond to help Elena and make sure my husband and I understood what was happening every step of the way,” says Natalie. “I can’t thank them enough for not giving up on our baby and for saving her life.”

Elena Elias, born weighing only 1 pound, 2.2 ounces, was the first patient to receive care in Huntington Hospital’s new small baby unit. She then graduated to our regular neonatal intensive care unit, before going home with her grateful parents, Natalie and Eric.



Having disbanded in 2016, the San Marino Guild made a final gesture of support in 2017. The group designated a portion of its remaining funds toward purchase of 12 Monica Novii Wireless Patch systems, benefiting mothers and babies in our obstetrical emergency department and labor, delivery and recovery rooms (see page 30 for more information). Additional funding from the San Marino Guild has been used to purchase a new Giraffe incubator for our neonatal intensive care unit. We are extremely grateful for the guild’s 65 years of support.

Serving our community.

Benefiting our community.

In keeping with our mission, Huntington Hospital offers medical care of the highest quality, incorporating best practices, advanced clinical technologies, and a caring human touch. As a nonprofit hospital, we also devote significant resources to above-and-beyond services that — though not reimbursed by insurance or other sources — are extremely important to our region's health.

“We provide exceptional, compassionate care to all who need it,” says Jane Haderlein, senior vice president of philanthropy and public relations, “regardless of a patient's ability to pay. This includes critical, often expensive services like trauma care.” In 2017, we provided approximately \$130 million in community benefit services, such as charity care; as well as health research, training and education; community outreach and education; and more.

We rely on generous philanthropic support to make these services possible. Friends like you are truly our partners in care, and we are deeply grateful.

Jenny Van Slyke, RN, pre-hospital care coordinator, and Roger Yang, MD, base hospital medical director at Huntington Hospital and medical director of Pasadena Fire Department, work with local emergency services personnel to ensure the best of care — even before patients reach us. Their work is one of the many community benefits we provide.





Community health 2017 by the numbers

Huntington Hospital's community outreach program provides health outreach and education services free of charge for local residents. Here, a look at some of the numbers for 2017:

1,993

Residents who received health screenings/counseling at community sites.

978

Local residents who benefited from our community education services.

2,045

Influenza vaccines administered.

227

Patients who received asthma education and treatment through Huntington Hospital Community Asthma Program.

Making connections for seniors.

Huntington Senior Care Network (SCN) started 2017 on a high note in its new location on our campus. “We moved to this location at the end of 2016 and by early 2017 we were all settled in,” says SCN’s director, Eileen Koons. “Our new space enables increased collaboration with patients, as well as their families and caregivers, in keeping with our values,” she adds.

In addition, the larger space represents an essential asset for the future. “The senior Medicare population is projected to continue growing significantly in the coming years,” Eileen explains, “and we already seem to be seeing more walk-ins and receiving more referrals from hospital staff. We also receive calls from people who are struggling with anxiety around an aging family member,” she adds, “and we want to be more accessible to everyone who needs us. For example, our new space is not only

larger; it can better accommodate individuals with mobility limitations, and it includes private meeting space where we can talk with clients about their sensitive and confidential concerns.”

SCN’s services are strengthened via collaboration with other community care providers. “A lot of our work involves connecting people to the help they need,” says Cathy Goyette, manager of SCN. “After all, Network is our middle name!” She underscores SCN’s ability to help address a wide variety of concerns, including disability and chronic disease. “People don’t necessarily know what’s available to them in their community, or even what they should ask about,” she says. “We’re experts in helping seniors, empowering them to find the solutions they need to live as well and as independently as possible.”



Cathy Goyette, manager of Huntington Senior Care Network (SCN), at left, above, and Eileen Koons, director of Huntington Senior Care Network (right), enjoy making a difference for local seniors. SCN helps its clients to enjoy their golden years and live as independently as possible.

Eileen and Cathy lead an expert team of social workers, public health nurses and others to ensure that seniors, as well as adults living with disabilities and their families, get the support they need.



Expert advocates.

In the past, services provided by Huntington Senior Care Network (SCN) were covered by State of California reimbursement programs and through the hospital's community benefit program. In 2014, and further expanding in 2016, many of SCN's programs became eligible for coverage through health insurance. "We continued to learn a lot about working with health plans during 2017, which was our first full year providing the expanded services," says Eileen Koons. "It's a complex system," she adds, "and our staff are now well versed in how to advocate for clients and help them navigate through it. For seniors in our community, what this means is one call does it all." When services are not fully covered by reimbursements, the hospital's community benefits program — made possible through generous community donations — remains a vital resource.

Going home.

In 2017, Huntington Hospital expanded its assistance to vulnerable seniors who are returning home after receiving inpatient care. Experts from Huntington Senior Care Network now work with discharge staff across the hospital, to help improve patient safety and outcomes during and after the transition home.

CAUGHT ON FILM.

In 2017, Huntington Senior Care Network (SCN) was featured in the film *Happy Anniversary*, one of several films featured in the Big Heart Small Film project of Pasadena Community Foundation, in partnership with Alibaba Films. You can view the film — created by up-and-coming filmmaker Muqing Li — at <https://pasadenacf.org/big-heart-small-films/> to catch a glimpse of one of SCN's essential services in action.



Huntington Senior Care Network (SCN) 2017 by the numbers

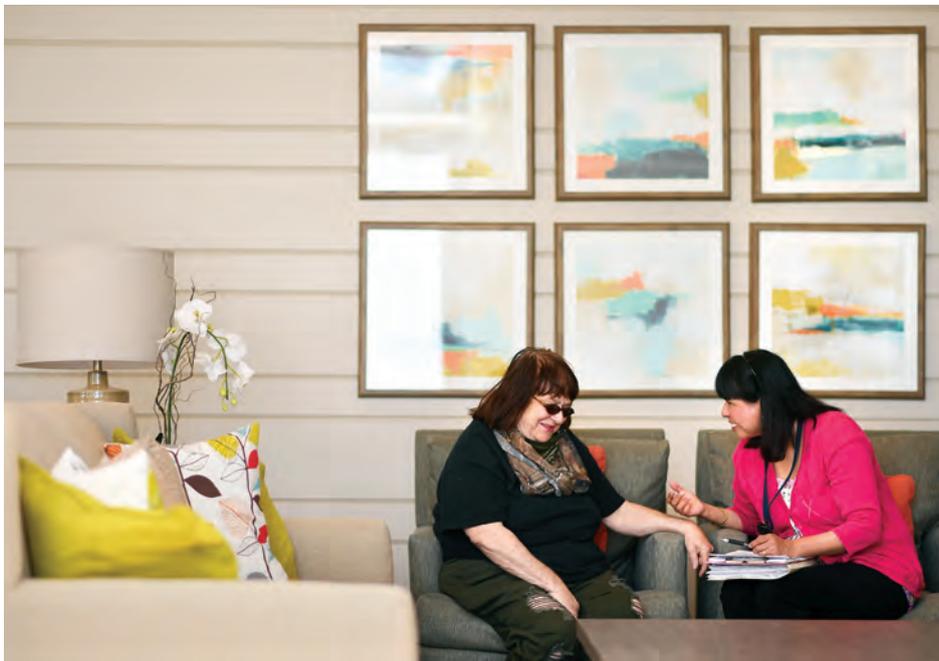
Expanding the care network.

“Being diagnosed with a health condition can be overwhelming, especially when you’re already dealing with the challenges that come with aging” says Eileen Koons, director of Huntington Senior Care Network. “What does it mean? How do you deal with it?” It’s important, Eileen emphasizes, to have a safe place to turn. “We’re a resource,” she adds. “Local physicians and their staff can call on us to help their patients. We can serve as an extension of the doctor’s office, the health plan, the family.”

A new partnership.

In 2017, Huntington Senior Care Network (SCN) expanded its already broad community collaboration and is now working with Bridge Housing and its new senior housing facility — Heritage Square — in northwest Pasadena. An SCN social worker is stationed at the facility, helping to connect low-income residents age 55+ with area resources and public benefits.

Martha Celis, Huntington Senior Care Network (SCN) social worker, at right, below, provides support to a Heritage Square resident. SCN offers high-quality programs, resources and support to individuals throughout our region, as they age.



1,334

Seniors who received help from one of SCN’s social workers to navigate their transition home from the hospital.

4,720

Telephone inquiries handled by our resource specialists. (Approximately 4 percent of those served are referred to SCN care coordination programs for additional help.)

574

Clients served through SCN care coordination programs each month.*

1,134

Attendees at 50+ *Noon Hour* lectures and other educational programs.

* Represents monthly average.

PARTNERS IN CARE.

In 2017, Huntington Hospital and Providence St. Joseph Health entered into an agreement that will further expand access to quality care. Providence St. Joseph Health, which has 12 medical institutions across Los Angeles and Orange counties, will now contract exclusively with Huntington Hospital in the San Gabriel Valley for all acute care hospital and outpatient clinical services.



In your community.

In November of 2017, Huntington Hospital partnered with Villa Parke Community Center, through their *Mejor Salud, Mejor Vida* (Better Health, Better Life). At this annual health fair, local residents receive care and information in a safe, welcoming environment. Many of the participants are low-income residents who face significant barriers in accessing regular health services.

Our community outreach team, including a social worker, nurse manager, internal medical residents from our Graduate Medical Education program, and nurses Kathy Eastwood, RN, Ruth Pichaj, RN, and Karen DeGuzman-Dunn, RN, created a special health clinic at the fair. They offered educational information, talked about insurance options, administered medical exams and arranged for follow-up visits through Huntington Hospital Ambulatory Care Center (HACC).

“Building relationships with our neighbors is very important to us,” says Cathi Chadwell, executive director of public affairs. “By partnering with a trusted community center like Villa Parke, we can help make the experience of accessing care more comfortable — and provide a helpful inroad to our wider range of services.”

Many of those seen at our outreach clinic had not had a medical exam in years. Our team referred 19 patients to HACC for additional attention, all of whom came in for their follow-up appointments — the first step on the path to better health.



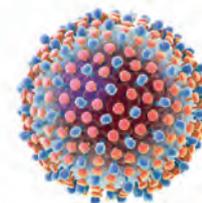
Welcome to the neighborhood.

Through an ongoing partnership with Shriners Hospitals for Children, established in 2013, we help young patients with orthopedic conditions, burn scars and cleft lip or palate. Through this partnership, Shriners surgeons perform inpatient pediatric procedures at Huntington Hospital, and our medical team provides advanced post-surgical care. In 2017, Shriners moved in right across the street from our campus. The new Shriners for Children Medical Center is not only closer; it offers a wide range of specialty care outpatient services for pediatric patients throughout our region in a beautiful facility.



Hepatitis awareness.

Did you know that more than four million Americans have chronic hepatitis? Yet most do not know they are infected. On May 19, 2017, also known as National Hepatitis Testing Day, Huntington Hospital partnered with Hep B Free-Los Angeles and the Hepatitis C Task Force of Los Angeles County to host a daylong conference that helped raise awareness of this hidden epidemic. Nearly 100 health advocates, along with community and religious leaders, were on hand to learn more about viral hepatitis.



THE ABCS OF HEPATITIS.

There are several hepatitis viruses. They have been named types A, B, C, D, E, F (not confirmed) and G. While all types of hepatitis primarily (but not exclusively) attack the liver, each is caused by a different virus — and is spread in different ways. Hepatitis A, for example, can make you very sick, but does not cause a long-term infection. Hepatitis B and hepatitis C, on the other hand, can become chronic, lifelong infections and lead to serious health problems.



Stop the Bleed.

Following an emergency, no matter how quickly professional emergency responders arrive, bystanders will always be first on the scene. Stop the Bleed, launched by the White House in 2015, is an educational campaign that trains members of the public how to stop life-threatening bleeding. As a result, they can become “first responders” who help save lives.

On October 13, 2017, Amal Obaid-Schmid, MD, medical director of trauma services, Michelle Baker, RN, trauma program manager, and other members of the hospital’s trauma team trained school nurses and nursing assistants from all Pasadena Unified School District campuses in Stop the Bleed techniques. These district staff are now in turn training additional staff at their locations.

“Thanks to Stop the Bleed training,” says Michelle, “our local school district can respond to life-threatening emergencies more rapidly.”

Our Stop the Bleed campaign also included the provision of QuikClot Bleeding Control supplies to all Pasadena Unified School District campuses. The supplies include QuikClot hemostatic dressings — a kaolin-infused product that helps blood clot up to five times faster than it does on its own. “Whether we’re dealing with injuries caused by natural disaster, accident or an intentional act of violence,” says Michelle, “this type of outreach gives us the potential to save many young lives.”

In 2017, a gift from the Harry Bronson and Edith R. Knapp Foundation, along with a portion of funds from our Fall Food + Wine Festival, allowed us to implement a new Stop the Bleed campaign. Funds were used to cover the costs of training for Pasadena Unified School District staff, and of lifesaving supplies. (See story at left for more information.)



Through their collaborative efforts, Jenny Van Slyke, RN, pre-hospital care coordinator; Michael F. Barilla, Pasadena Fire Department chief; and Roger Yang, MD, base hospital medical director at Huntington Hospital and medical director of Pasadena Fire Department, work closely to enhance paramedic care for patients in our region.

Collaborative paramedic care.

Huntington Hospital is a base station for our region, meaning that we serve as a command center for emergency medical services here. Within our Nan and Howard Schow Emergency & Trauma Center, nurses with experience in emergency medicine and a special certification in advanced mobile intensive care work closely with paramedics in the field. Their work helps make it possible for patients with serious medical needs to begin receiving care even before they arrive at the hospital.

The work of our mobile intensive care nurses (MICNs) is overseen by Roger Yang, MD, base hospital medical director. In 2017, Dr. Yang took on an additional role: He now also serves as medical director of the Pasadena Fire Department, lending his medical expertise to further enhance paramedic services for our area. “I provide feedback and education on ways we can collaborate to provide even better care for patients, prior to their arrival at the hospital,” he explains.

Working closely with Dr. Yang is Jenny Van Slyke, RN, who serves as the pre-hospital care coordinator in our emergency and trauma center. In this role, her work includes coordinating MICN-related education and quality-improvement activities. Like Dr. Yang, Jenny’s work also extends beyond our walls, as she serves as nurse educator and quality improvement coordinator for the Pasadena Fire Department — helping to educate the department’s staff about pre-hospital care and best practices.

“Our MICNs answer approximately 11,000 radio calls from paramedics in the field every month,” says Jenny. “It’s vital that we continue to work together effectively.”

SERVING SENIORS BETTER.

Huntington Hospital is committed to providing the best of care for seniors, including those served by skilled nursing facilities in our region — and our 2017 Skilled Nursing Facility Summit helped further improve emergency services for this population. More than 100 representatives from area skilled nursing facilities learned more about the 911 process and how to help ensure that seniors’ care preferences are heard and respected.

The summit was held in collaboration with the Pasadena Fire Department and the WISE & Healthy Aging Long-Term Care Ombudsman Program’s Pasadena office. The ombudsman program provides information and advocacy services for residents of skilled nursing, assisted living and other facilities serving local seniors.





Highlighting heart disease.

In February 2017, Huntington Hospital collaborated with the American Heart Association to recognize heart month. Every baby born at the hospital during the month of February received a free red onesie, to highlight the importance of heart health, from the very first moments of life.



Sidewalk CPR.

Sometimes, mere moments can make the difference between life and death. The American Heart Association recommends that anyone who sees a teenager or adult suddenly collapse should call 911 and immediately begin performing hands-only cardiopulmonary resuscitation (CPR). This is done by pushing hard and fast in the center of the person's chest.

On June 1, 2017, we collaborated with the Pasadena Fire Department to hold a free CPR pop-up training event at Paseo Colorado in Pasadena. More than 100 local residents received important information and learned how to perform hands-only CPR.



CPR SAVES LIVES.

Most people who die from cardiac arrest at home, at work or in a public location could have been saved, had they received immediate CPR from someone on the scene. You can help. Immediate CPR can dramatically increase a person's chance of survival. Visit www.cpr.heart.org for more information about hands-only CPR.



PREPARED IN CASE OF AN EMERGENCY.

An emergency can happen at any time. As a result, disaster drills are a regular part of our work. They involve simulation exercises that help ensure we are ready to respond when a real emergency strikes. On June 13, 2017, for example, members of Huntington Hospital's night shift ran a disaster preparedness scenario. Just another way we stand prepared.

Saving strokes.

On May 24, 2017, Huntington Hospital again sponsored the American Heart Association's annual rehabilitation-through-golf event, *Saving Strokes*. Held at the Brookside Golf Course, participants learned techniques to overcome disabilities caused by stroke, including ways to increase coordination and strength.



Walking to save lives.

What a great day for a team walk! Huntington Hospital employees and their family members participated in the American Heart Association's Heart Walk, held at the Rose Bowl in Pasadena, on September 23, 2017. The 350 participants from our team, including Lori J. Morgan, MD, MBA, president and chief executive officer, helped to raise funds for and increase community awareness of heart disease and stroke.



Raising awareness.

In October 2017, Huntington Hospital and the Pasadena Fire Department once again joined forces to recognize Breast Cancer Awareness Month. The annual event raises awareness of the disease and supports those who have been impacted by it. More than \$19,000 was generated in support of the Jim and Eleanor Randall Breast Center.



Shine a Light.

Our annual *Shine a Light* event is part of a national campaign to *Shine a Light on Lung Cancer*. More than 90 lung-cancer survivors, family members and friends attended the 2017 event, which was held on our campus on November 19.



National Cancer Survivors Day.

At an open house marking National Cancer Survivors Day on June 4, 2017, participants enjoyed reconnecting with physicians and other caregivers who had helped guide them through cancer treatment.

Financial review 2017. Huntington Hospital and affiliates.

	2017*	2016*
Balance sheet (in \$ millions)		
Property and equipment	484	488
Cash and marketable securities	427	365
Other assets	404	374
Total assets	1,315	1,227
Long-term obligations	212	227
Other liabilities	235	192
Net assets	868	808
Total liabilities and equity	1,315	1,227
Statement of operations (in \$ millions)		
Patient services and revenues	667	658
Other revenues	50	53
Total revenues	717	711
Salaries and employee benefits	389	377
Other expenses	309	307
Capital costs	42	39
Total expenses	740	723
Operating income/(loss) before state program	(23)	(12)
State program†	1	2
Net income/(loss)	(22)	(10)

Community benefits. Huntington Hospital provided approximately \$130 million in qualified community benefits during the 2017 reporting period, including \$45.5 million in support to the Medicare population. Community benefits also include charity care, health research, training and education, and community outreach and education. (Calculations based on report filed with the State of California, May 2018.)

Financial position. Hospitals around the nation experienced sharp declines in reimbursements for inpatient surgical care in 2017, as the number of procedures performed on an outpatient basis continued to rise. Through continued sound financial management, Huntington Hospital reduced impact on our overall financial position. In addition, the numbers above do not reflect \$16.2 million in new gifts and pledges from generous community members in 2017, including support toward both operating and capital needs. Gifts designated toward operations helped close the gap between costs and reimbursements for the year. Despite the high costs involved in providing medical care, we remain committed to investing in the best people and programs. In 2018, we will offset continued investments in patient-centered care through a combination of strategies, including ongoing reimbursements, further strengthening our relationships with affiliated providers, and continued engagement of caring community philanthropists.

* Inclusive of Collis P. and Howard Huntington Memorial Trust. † Mandatory participation program for hospitals in California.

We speak your language.

We are committed to providing you with compassionate care regardless of the language you speak.

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (626) 397-5211.

Chinese

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 (626) 397-5211。

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (626) 397-5211.

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (626) 397-5211.

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (626) 397-5211 번으로 전화해 주십시오.

Armenian

Ուշադրութեամբ՝ եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցություններ: Հանգահարեք (626) 397-5211

Persian (farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد.
با (626) 397-5211 تماس بگیرید.

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (626) 397-5211.

Japanese

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます (626) 397-5211 まで、お電話にてご連絡ください。

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (626) 397-5211 رقم هاتف الصم والبكم

Punjabi

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। (626) 397-5211 'ਤੇ ਕਾਲ ਕਰੋ।

Mon-Khmer, Cambodian

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ (626) 397-5211។

Hmong

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau (626) 397-5211.

Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। (626) 397-5211 पर कॉल करें।

Thai

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร (626) 397-5211.



A message from our president and chief executive officer, Lori J. Morgan, MD, MBA

Dear friends. Before joining Huntington Hospital in September 2017, I was well aware of its special culture of compassionate care. Thanks to the warmth, dedication, expertise and professionalism of the team here — and thanks to your support — this is a truly special place.

Every one of our team members is committed to delivering the very best patient-centered care. This means that the preferences and best interests of each patient are reflected throughout our clinical services, and guide our decision making at every level. As I work with our board and our administrative team, I am interested in one issue above any other: *How will our decisions impact our patients?*

This approach represents one of the fundamental benefits of a nonprofit hospital, where patients, rather than profits, are the primary driver. Moving forward, even as we adapt to ongoing changes and challenges in the healthcare field, we will continue our focus on patient-centered care — and our ability to do so is made possible thanks to support from friends like you.

This report provides information about just some of the ways in which physicians, nurses, staff, volunteers and donors helped us deliver excellent, patient-centered care, over the course of 2017.

Thank you.

A handwritten signature in black ink, appearing to read "Lori J. Morgan MD, MBA". The signature is stylized and fluid, with a large initial "L" and "M".



Huntington Hospital is committed to improving the environment. The 2017 Annual Report has been printed entirely on Forest Stewardship Council-certified paper. FSC certification ensures that the paper used contains fibers from well-managed and responsibly harvested forests that adhere to strict environmental and socioeconomic standards. We are proud to make this significant move to help our environment.

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Annual Report 2017

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Our expert pediatric surgeons performed the delicate operation that returned Emmanuel Peniche to good health.

Expert surgical services for our youngest patients.

Like many kids his age, 3-year-old Emmanuel Peniche had started potty training. During one potty session, though, something went very wrong. Emmanuel started crying — apparently in pain — and then passed out. Afraid, his parents, Felipe and Jetzabel, rushed him to a nearby hospital. The facility was not equipped to treat him, so he was transferred to Huntington Hospital for more advanced care.

Here, he was diagnosed with a congenital diaphragmatic hernia: When Emmanuel was growing in the womb, his diaphragm (a thin sheet that separates the abdomen from the chest) did not close properly. As a result, his intestine, colon and spleen had been pushed up into his chest. He would need surgery to treat this rare birth defect, which is often fatal without intervention.

Steve Chen, MD, medical director of pediatric surgery, performed the operation — carefully moving delicate organs to their correct places and closing the hole in the little boy's diaphragm. Emmanuel's family was overjoyed by the outcome of the procedure.

"I think one of the things that makes the hospital so amazing is that there's so much support," Jetzabel says, as she recalls the family's experience. "Our son was in good hands."

Today, Emmanuel is a happy 7-year-old who loves going to Disneyland and playing soccer with his older brother and twin sister. "The day of the operation was our worst day ... and our best day," says Felipe. "It was hard, but it was worth it just to see him going back to a regular life. Huntington Hospital saved my son."

Visit www.youtube.com/huntingtonhospital to watch a video of Emmanuel's parents sharing his story.