Impacting More Lives
Mission:
Why We Are Here
We provide high-quality healthcare without discrimination and contribute to the health and well-being of our communities in an ethical, safe and fiscally prudent manner in recognition of our charitable purpose.

Values:
Our Promise
• *Patients First:* Our patients’ safety, well-being and medical condition will be our primary concern at all times.
• *Respect and Compassion:* We will consistently demonstrate respect and compassion for the beliefs, situation, and needs of our patients and co-workers.
• *Responsiveness:* We will strive to anticipate needs and respond in a timely way to meet or exceed the expectations of others.
• *Integrity:* Our attitude and actions will reflect the highest ethical and moral standards.
• *Collaboration and Innovation:* We will work together—within and outside the organization—to solve problems and pursue opportunities in creative ways.
• *Stewardship:* We will serve the community wisely through the efficient and prudent use of our financial resources.

Vision:
Where We Want To Be
Patients First
From expanding our service area to 2.1 million people to raising a record-breaking $1.2 million at our annual fundraising gala, the past year for PIH Health has been one focused on reaching, helping and impacting more people.

Just over a year ago, we proudly welcomed PIH Health Hospital - Downey into the PIH Health integrated delivery system (IDS). In doing so we expanded our ability to impact lives (The 2.1 million people living in our service area represent a significant increase from the previous 1.5 million lives prior to the Downey campus acquisition). To assist this growing number of patients, PIH Health continues to upgrade our facilities and technologies and retain and recruit some of the most highly qualified, best trained and most compassionate health professionals anywhere. And we have increased our online presence with an updated website that includes a new “find a doctor” feature, enhanced location directory, an extensive health library and more. We are also interacting with our communities in new ways by expanding our social media and online outreach programs.

In line with the PIH Health vision of “Patients First,” we continue to improve access to healthcare for those who need it most. Helping our fellow community members is a part of our commitment as a nonprofit organization. Each year we invest millions of dollars back into the community through local initiatives, such as supporting organizations that strive to reduce the incidence of obesity and promote nutrition. Our community benefit efforts also impact the public through Community Health Education classes, our Care Force One mobile health unit and Whittier Area First Day’s Transitional Living Center, to name just a few.

Fundraising is integral to our ability to enhance the care we provide to patients and the community. At this year’s PIH Health Foundation Gala fundraiser we raised $1.2 million to purchase new 3-D mammography breast imaging equipment to better care for local women.

We also worked with Anthem Blue Cross and six other leading hospital systems to simplify the care experience for patients with the recent launch of Vivity, an innovative insurance product that will enable us to expand our reach and grow new business.

PIH Health has made significant achievements over the past year, and our future plans are ambitious. We will continue to impact more and more patients through the addition of 5,000 square feet of new space to the Emergency Department at PIH Health Hospital - Downey, higher participation in our cancer screenings programs and advances to our electronic health record system, eMD. It is our goal to connect with our community, serve as their health and wellness partner and provide families with high-quality care that influences their lives.

James R. West
President and Chief Executive Officer
PIH Health

Leadership Message

Impacting More Lives

Quick Facts*
- PIH Health hospitals, licensed beds: 747
- Employees: 5,202
- Volunteers: 1,245 active volunteers
- PIH Health hospitals, medical staff: 927
- PIH Health Physicians: 118
- Advanced Practice Professionals: 123
- Service population: Approximately 2.1 million residents in Los Angeles and Orange Counties and the greater San Gabriel Valley

Quick Statistics*
- Number of Emergency Department visits: 122,367
- Number of births: 5,369
- Surgical volume: Main Operating Room: 11,434, Same Day Surgery: 6,390, Total: 17,824
- Cardiac catheterizations: 2,110 diagnostic heart catheterizations were done and 574 patients had stents placed
- Hospital visits: 191,689 (includes inpatient admissions and outpatient visits)
- PIH Health Physicians medical office visits: 488,155

* Numbers include Whittier and Downey campuses
A Year of Progress and Growth

An important milestone in PIH Health’s history took place on October 1, 2013. On that date, PIH Health officially took ownership of the former Downey Regional Medical Center (DRMC), which then became PIH Health Hospital - Downey. Our two hospitals, as well as our 22 outpatient medical offices, have greatly benefited the patients, employees, physicians and volunteers in the communities we serve.

Throughout the integration process—from the moment PIH Health announced the Management Services Agreement with DRMC in June 2013 to the Attorney General’s approval of the transaction—the community, employees, partners and physicians have supported the organization.

A tremendous amount of work occurred in our first year. The voluntary seismic improvement project—a $13 million dollar initiative—kicked off in early 2014 and provides a safe infrastructure in the event of an emergency, when the community will count on us most.

The renovations and investment to the Downey facility improves both patient care and employee job satisfaction. Creating an environment where our patients are comfortable and staff enjoys coming to work does not happen by chance. Our employees’ enthusiasm for their work translates into outstanding service.

Favorite Workplace Award


We care about our people and continuously strive to provide an ideal workplace for our employees. PIH Health’s leadership team works to provide open lines of communication. Our employees are offered training, advancement opportunities and are always encouraged to seek higher education.

This designation was voted on by readers of the San Gabriel Valley News Group, which means that our staff voted. Recognition for our commitment to our employees is beyond an honor.

PIH Health received a Favorite Workplace award and was recognized in the following categories:

- Favorite Overall Company to Work For
- Favorite Workplace Culture
- Favorite Benefits Program
- Favorite Overall Leadership
- Favorite Company that Displays the Most Pride

New Name, Same Excellent Care

PIH Health’s reputation for high-quality care is well known throughout our communities. Once the Downey campus was added, staff were tasked with creating a name that would differentiate the two hospitals while maintaining brand recognition. As of October 1, 2013, the Whittier campus became PIH Health Hospital - Whittier and Downey Regional Medical Center became PIH Health Hospital - Downey. The integrated delivery system is still known as PIH Health.
In today’s world, a powerful website is essential for healthcare institutions to provide high-quality service to their communities. In April 2014, PIH Health introduced a new-and-improved website, PIHHealth.org. Our patients, their families, volunteers, staff, donors and other community members can easily access useful information with the click of a button or swipe on a phone.

“Our website provides convenient access to information about our entire health system, including our hospitals in Whittier and Downey, more than 20 medical offices, physicians and services provided, and helpful health information for the 2.1 million people living in our primary service area and beyond,” said PIH Health President and Chief Executive Officer Jim West.

And in addition to our enhanced online presence, community members can connect with PIH Health anytime, anywhere—while also learning more about improving their health and well-being.

New Blog: Your Daily Dose of Healthy Living

Healthy Living Online, launched in September 2014, is an online blog/publication that offers short articles on wellness, nutrition, fitness and living a healthier lifestyle. Readers can also find short videos, healthy recipes, inspiring patient stories, quick exercises to do at their desks and much more.

Facebook and Twitter, Too

PIH Health also has a stronger-than-ever presence on both of these popular social media channels, so our community has even more ways to connect with us. Our Facebook page is frequently updated with the latest information on educational classes, online publications, health tips, awards and accolades, as well as photos from recent community events.

“Being part of this trend helps us reach so many more people—both in our service area and beyond. Since people can connect with us from their mobile devices virtually anywhere, we can reach them where they are and encourage them to stay healthy,” said Rosalio J. Lopez MD, senior vice president and chief medical officer.

Mission Accomplished: Vivity

PIH HEALTH IS A PARTNER IN A FIRST-OF-ITS-KIND PRODUCT

PIH Health has once again demonstrated healthcare innovation and leadership. After a year of groundbreaking collaboration, PIH Health joined Anthem Blue Cross and six other top hospital systems to offer Anthem Blue Cross Vivity, a new integrated health plan in Los Angeles and Orange Counties.

This first-in-the-nation partnership between an insurer and seven competing hospital systems was developed to enhance the health of all Anthem Blue Cross Vivity members. Each member organization will share financial risk and gain. Coverage through Vivity is available to companies with 50+ employees.

The seven hospital systems: PIH Health, UCLA Health, Cedars-Sinai, Good Samaritan Hospital, Huntington Memorial Hospital, MemorialCare Health System and Torrance Memorial Medical Center are among the best in California.

CalPERS, California’s largest healthcare purchaser, agreed to use Vivity doctors and hospitals within their Select HMO network in Los Angeles and Orange Counties—a decision that makes Vivity available to 220,000 people.

“Our goal at PIH Health is to be the health and wellness partner for our community, and Anthem Blue Cross Vivity helps us extend our reach and improve the quality of care and the patient experience at a reasonable price,” said Jim West, PIH Health President and Chief Executive Officer. “Even if Vivity had not come to fruition, the fact that these seven health systems came together to discuss improving healthcare in California would have still been worth the effort. Fortunately, the collaboration was a success, and today, many people can have access to a simpler healthcare experience and convenient access at an affordable price.”

PIH Health Expands Web Presence

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Community Support and Sponsorships

PIH Health gives back to the community by providing financial support to other nonprofit organizations within its service area. This process ensures good stewardship of PIH Health’s charitable resources by providing financial support to programs and services that are aligned with PIH Health’s mission and are consistent with and responsive to our communities’ identified health needs, allowing PIH Health to build upon the impact of existing community health improvement efforts.

Financial support may be provided if the requesting organization addresses significant community health needs identified through PIH Health’s Community Health Needs Assessment findings and/or if the event is identified as an appropriate opportunity for public awareness.

During fiscal year 2013-2014, nearly $115,000 in cash donations were given to 37 organizations to address significant health needs or support a community benefit activity—as shown in the chart below.

Additionally in fiscal year 2013-2014, $158,073 was invested in sponsorship support of community organizations.

Integral to PIH Health’s Charitable Mission

OVER $69 MILLION INVESTED DURING FISCAL YEAR 2013-2014

PIH Health’s comprehensive community benefit programs strive to improve the overall health of our communities. During the 2013-2014 fiscal year, the community benefit investment for the PIH Health enterprise totaled $69.4 million, or 8.8 percent of enterprise expenses.

Information is organized according to Internal Revenue Service-recognized community benefit categories for the following PIH Health entities: PIH Health Hospital - Downey, PIH Health Hospital - Whittier and PIH Health Physicians.

Some results of our investment are noted below.

Charity Care (Financial Assistance)
- Over $7.2 million in charity care was provided to 5,548 individuals.

Community Health Improvement Services
- See Community Health Improvement Plan on page 10.

Health Professions Education
- Mentorship and training opportunities were provided to over 2,985 student nurses, physician residents and others studying to become healthcare professionals.

Research
- Five cancer clinical trials were conducted with 32 participants, helping to enhance methods for preventing, diagnosing and treating cancer.

Subsidized Health Services
- The High-Risk Infant Follow-Up Clinic serves approximately 100 children each year, ensuring access to specialized care to meet developmental needs.
- PIH Health’s Hospice Homes ensure access to end-of-life care regardless of ability to pay, serving approximately 200 patients each year.

To view the full Community Benefit Annual Report, please visit PIHHealth.org/CBAnnualReport
Community Health Improvement Plan

PIH Health places great emphasis on identifying and addressing our communities’ most significant health needs. In order to understand where our efforts are needed most, PIH Health—in accordance with Internal Revenue Service (IRS) requirements—conducts a Community Health Needs Assessment (CHNA) every three years, specific to each hospital campus’ primary service area. The data findings and community input gained through these assessments highlight key opportunities for action. As a result, a Community Health Improvement Plan was developed after carefully analyzing and prioritizing the most significant health needs. The areas of focus and strategies shown below will guide PIH Health’s community health improvement efforts through 2016.

Beyond the Treatments:
Better Choices, Better Health® Program Creates Better Lives

Ubaldo Sierra has been living with diabetes for the last 22 years. He also is a prostate cancer survivor who has had 36 radiation treatments at PIH Health Hospital - Whittier. PIH Health stood by Ubaldo during his challenging health journey, providing care and support. He credits the organization’s Better Choices, Better Health program, designed for anyone with a chronic disease, with helping him improve the overall quality of his life—from his self-confidence in managing his health to his knowledge of health and wellness.

The Better Choices, Better Health program gives participants the self-management tools needed to become active self-managers of their condition. One of those tools is action planning, during which participants determine their health goals and break them down into small, “doable” steps or tasks. These classes offer a great deal of information about a variety of health-related topics, including diabetes. “I think a lot of people with diabetes don’t consider that they need to be reading labels,” says Ubaldo. “If all diabetics tried to learn something new, we could live better lives.”

Once someone has a chronic illness, it is typically for the rest of his or her life. This doesn’t necessarily mean there should be a constant struggle. Better Choices, Better Health emphasizes using problem-solving strategies, success tracking and collaborative learning.

The free program is open to community members, their family members and caregivers. With his wife by his side in the Better Choices, Better Health sessions, Ubaldo admits he’s noticed a boost in his confidence. “I’m now in control of my condition instead of my condition controlling me.”

“I think a lot of people with diabetes don’t consider that they need to be reading food labels.”

Community Benefit

Health Insurance Coverage

Preventative Screenings and Immunizations

Childhood Obesity

Diabetes and Heart Disease

Community Collaboratives

Emphasis on colorectal cancer screenings, mammograms, pap smears and vaccinations for flu and pneumococcus

30% decrease in students who reported eating “JUNK FOOD” after school (HEALTHY LOS NETOS)

67 residents trained as community health advocates (ACTIVATE WHITTIER)

Diabetes self-management classes resulted in an average 20% decrease in blood glucose concentration across 230 individuals (DIABETES EDUCATION CENTER)

476 individuals insured via PIH Health contracted agencies specializing in Medi-Cal

Community Health Education

CARE FORCE ONE: FREE/LOW COST MOBILE HEALTH SERVICES

COMMUNITY HEALTH EDUCATION

Emphasis on colorectal cancer screenings, mammograms, pap smears and vaccinations for flu and pneumococcus

2,273 adult and childhood immunizations given (CARE FORCE ONE)

30% decrease in students who reported eating “JUNK FOOD” after school (HEALTHY LOS NETOS)

67 residents trained as community health advocates (ACTIVATE WHITTIER)

Diabetes self-management classes resulted in an average 20% decrease in blood glucose concentration across 230 individuals (DIABETES EDUCATION CENTER)

476 individuals insured via PIH Health contracted agencies specializing in Medi-Cal

FISCAL YEAR 2013-2014
PIH Health Foundation is a 501 (c)(3) nonprofit organization with the sole mission to raise funds to benefit PIH Health. Every dollar raised, through fundraising events to public and private donations, is reinvested into the communities we serve through high-quality healthcare. Regardless of size, all gifts truly make a difference. We are grateful to those who support the mission of PIH Health through both philanthropy and volunteerism.

PIH Health Foundation 30th Anniversary Gala

“Fly me to the Moon” was the theme for the PIH Health Foundation 30th Anniversary Gala held on April 26, 2014 at the Hyatt Regency Huntington Beach Resort & Spa. This sold-out event netted more than $1.2 million to support the purchase of multiple 3-D mammography machines, also known as tomosynthesis, for breast cancer screening and diagnosis. Thanks to an anonymous donor who offered a generous match opportunity of $500,000, the gala raised an unprecedented level of funds and broke an attendance record with more than 740 guests. The record amount included a paddle raise of $120,000 from Riad Darwish MD on behalf of the Intercommunity Dialysis Center, Whittier Kidney Dialysis and Acute Dialysis Services as well as $100,000 by the Henry L. Guenther Foundation. The community truly came together in support of efforts to raise funds for life-saving, 3-D mammography technology.

Aim For Health

PIH Health Foundation hosted its second Aim for Health Sporting Clays Tournament on June 14, 2014 at Triple B Clays Shotgun Sports Park in South El Monte. It was a Saturday of “golf with a shotgun,” where clay discs were thrown in the air and participants aimed to shoot the clays out of the sky. The day wrapped up with a BBQ lunch, live entertainment and an awards ceremony. All proceeds benefited PIH Health’s Healthy Living - Healthy Giving campaign.

Frank Scott Pro/Am Golf Tournament

PIH Health Foundation held its 21st Annual Frank Scott Pro/Am Golf Tournament at Friendly Hills Country Club in Whittier on September 22, 2014. The tournament netted $255,000 for the Healthy Living - Healthy Giving campaign with a focus on nursing education. “Support of nursing education is one of the best investments a community can make to ensure the quality of care for patients in a hospital,” said Reanna Thompson, PIH Health Hospital - Whittier chief operating officer and chief nursing officer. Thank you to the sponsors, players and volunteers who helped make this year’s golf tournament a success.

PIH Health Foundation Paves the Way for Better Mammograms, Healthier Women

PIH Health Foundation is helping pave the way for better women’s health, thanks to the recent purchase of multiple 3-D mammography machines. This ground-breaking 3-D technology enables doctors to “look through” tissue and better pinpoint the locations of suspect cells and tumor masses, resulting in an improved rate of detection, as well as a lower number of false positives.

Monica Redfox wasn’t looking forward to turning 40, especially since it meant she would begin having annual screening mammograms. Yet in 2014, she did both.

“I had heard stories that mammograms were painful and uncomfortable, yet I really wanted to keep an open mind because I knew I was doing it for my health,” said Monica, a wife, mother and high school English teacher. She soon learned that the procedure was actually quick, easy and painless. In July 2014, she visited the PIH Health Patricia L. Scheifly Breast Health Center and the entire mammography procedure took only about 10 minutes. She was also impressed with the technician who was highly skilled, comforting and very discreet.

“All women should do it and be proactive about their health, so they can ensure longer, healthier lives,” said Monica.

Compassionate Donors Support PIH Health

Record-breaking funds were raised at the PIH Health Foundation’s 30th Anniversary Gala.

David Gomez, Nidia Gomez, Maria Roca and Peter C. Roca MD.
A Legacy of Giving

PIH HEALTH LEGACY SOCIETY MEMBERS

It is the legacy gift that is often motivated by a vision for a better tomorrow. We are grateful to so many friends who, through thoughtful planning, have made provisions in their estates to support their charitable interests beyond their lifetimes. On behalf of future generations, we say thank you.

John and Jean Endicott*
Ida K. Elby
Mary Ann Egan
Lynette B. Dunn*
Dorothy Dewhirst Kosowsky
Peggy A. Chulack
Bernard R. Brown*
Lois Briggs*
Stanley W. Benson*
Donn D. Beeman MD*
The Atwood Family
Mr. John Antonelli*
Richard* and Virginia Angstadt
Mr. Oliver Allen*
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PIH HEALTH FOUNDATION

Circle of Excellence

PIH Health Foundation—Circle of Excellence, established in 2014, is an annual giving program that recognizes generous donors who consistently support PIH Health. Through a minimum annual gift of $1,000, members will ensure great healthcare for our communities.

Membership begins with monthly giving of $85 a month (or $250 a quarter or $1,000 annually). Higher levels of membership are recognized at $2,500, $5,000, $10,000 and $25,000.

Supporting the mission of PIH Health as the most important reward of membership. However, we are pleased to extend special courtesies as our thanks to our members. Some examples include:

- Gatherings with other members
- Medical briefings from our doctors to better understand new technologies at PIH Health
- Behind-the-scenes tours led by hospital leadership or physicians
- Exclusive updates to learn about the future of PIH Health

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PIH Health’s annual Performance Improvement Fair was held at PIH Health Hospital - Whittier on October 30, 2013.

Expanding the Scope of Services

A SIGHT FOR SORE EYES

In today’s healthcare climate, innovation and growth is the key to providing a comprehensive approach to the care of patients. In alignment with this, PIH Health began construction of a new eye care center in June 2014, which features the latest technology and state-of-the-art equipment. The 900-square foot center, called the PIH Health Optical Shop, opened in November 2014. The Optical Shop is a full-service optometry center located on the first floor of PIH Health Hospital - Whittier.

Community members and staff alike can now visit the Optical Shop for routine eye exams, prescriptions for glasses and contact lenses, contact lens fittings and eye health screenings. A wide selection of frames for men, women and children, including today’s most popular brand names, are available for sale.

Share. Learn. Improve.

Sharing is the principle behind some of the accomplishments of the PIH Health Performance Excellence Department over the last year. “We have found a couple of ways for employees to share their successes in fun and engaging ways,” said Denise Authier, director of Performance Excellence at PIH Health.

One of those ways is the ever-popular Performance Improvement Fair. Each year, staff, leaders, clinicians and board members listen to the PIH Health Partnership Councils highlight one of their improvement projects. The teams present posters detailing changes in processes, behaviors, actions and more that have improved performance. The fair, held in November, was a great success; more than 500 people attended and 41 Partnership Councils participated.

In January 2014, the Performance Excellence Department also launched the first quarterly report out presentation. “We want to help build a continuous improvement culture at PIH Health, and what better way is there to motivate teams than sharing stories of progress throughout the organization every quarter,” stated Denise.

Over the last year, several new procedures and changes have been made in all areas of the organization thanks to the learning, sharing and knowledge imparted by smart, hard-working PIH Health employees.
Renovation Meets Innovation

PIH HEALTH HOSPITAL - DOWNEY BRINGS SHARED SERVICES TO AN EXPANDED COMMUNITY

One year has passed since the PIH Health integrated delivery system (IDS) acquired the former Downey Regional Medical Center—a positive change that took effect in October 2013.

Since then, a lot has changed—specifically, some important seismic retrofits, completion of a full-scale design plan for the expanded Emergency Department and the addition of new, state-of-the-art equipment that puts the hospital on the forefront of healthcare technology. Here’s a closer look at PIH Health Hospital - Downey today.

Construction Updates

The hospital completed the first phase of its voluntary seismic improvement project, which strengthened the building’s exterior support columns for added protection and safety in the event of an earthquake. Next, it focused on interior structural upgrades, which transformed the main lobby and registration areas for improved patient flow.

Dozens of Technology Upgrades

A vast number of technology upgrades are paving the way for better healthcare and a more comfortable patient experience. The buildings have been equipped with a modernized wireless infrastructure to support eMD, PIH Health’s electronic health record system. The state-of-the-art system speeds access to patient information, fostering a stronger environment of safety, quality, efficiency and security.

PIH Health Hospital - Downey also acquired a new surgical video tower, becoming the first hospital in Southern California to use a 3-D videoscope to improve surgeons’ depth perception and precision during laparoscopic surgery. It also installed a direct-to-digital mammography machine with computer-aided diagnosis for easier transmission and viewing of digital images, new-and-improved anesthesia machines, state-of-the-art orthopedic surgical tools, new gurneys for enhanced patient comfort, new vital sign monitors, new Panda Warmers to keep infants warm, and countless other advancements distributed throughout the facility.

Positive Media Garners High Praise

With all the recent enhancements, the local community has taken notice. On March 4, 2014, members of the media and public officials including the Downey mayor and members of the City Council, and Chamber of Commerce representatives enjoyed a tour of the upgraded campus. The event generated positive articles in a variety of media publications, including The Downey Patriot, Long Beach Press Telegram, Los Angeles Wave and World Journal, that reached thousands of readers.

Members of PIH Health’s leadership team also garnered accolades for their commitment to the health of the community. Senior Vice President and Chief Medical Officer Rosalio J. Lopez MD and Chief Operating Officer Brian Smolskis were awarded the City of Downey’s Healthy Heart Award presented to outstanding healthcare professionals. Mayor Fernando Vasquez recognized PIH Health for its commitment to improving the lives of local residents during the award presentation.

Enhancing Health Services to an Expanding Community

Considering the many upgrades and innovations happening at PIH Health Hospital - Downey, perhaps the most important news is this: With the addition of this new medical center, PIH Health has increased its population reach by more than half-a-million growing from 1.5 million to now more than 2.1 million residents in Los Angeles County, Orange County and the San Gabriel Valley region. Our expanded service area has a population that is larger than 15 U.S. states.
PIH Health restores artwork in new Montebello office

One of PIH Health’s core values is stewardship—to serve the community wisely through the efficient and prudent use of financial resources. Another is collaboration—working together both within and outside the organization to solve problems in a creative way.

Both values were demonstrated when PIH Health purchased a new office building in Montebello. Not only does the new office extend and strengthen healthcare delivery in the city of Montebello, it also demonstrates a collaborative approach to a different cause—preserving historic artwork in the local community.

The building, a former Home Savings and Loan office originally built in 1973, is adorned with well-known artworks that had fallen into disrepair. A stained-glass window on the south façade called “The Carousel,” designed by Susan Hertel and fabricated by John Wallis and Associates, and a mosaic mural called “Day in the Country,” designed by American artist Millard Sheets and executed by Nancy Cobath are important works.

Proud to preserve the artistic nature of this building, PIH Health spent $50,000 to restore the artworks and other parts of the historic structure.

To make the needed repairs, PIH Health turned to Los Angeles-based Preservation Arts, a historic preservation company specializing in historic masonry restoration and other media. The company went through all of the tiles—replacing some—and regrouting. And all of the stone work has been cleaned and repaired. Today, the building has never looked better—and the iconic artwork continues to add a unique touch of color and creativity for the community.

PIH Health Physicians

Promoting Health While Preserving History

PIH Health’s new building will provide expanded healthcare services in the city of Montebello.
Employee Spotlight: Bert Lawson

Taking care of local residents is paramount for Bert Lawson RN Supervisor/Nursing Informatics Coordinator at PIH Health Hospital - Downey. Bert spent his childhood close to Downey and takes pride in always being there for the community so it made perfect sense for him to work in the city as well. He started as an orderly in the PIH Health Hospital - Downey campus and Whittier campus. In fiscal year 2013-2014, 1,245 volunteers spent more than 123,000 hours working in departments such as the PIH Health Community Pharmacy, Labor and Delivery, Occupational Therapy, the Surgical Unit, at the Gift Shops on both hospital campuses and at special events in the community. Without the generosity of these dedicated community members, PIH Health would not be able to deliver the high level of patient care that it provides on a daily basis.

After graduating from nursing school he worked as an ED nurse and learned very quickly how to manage the unique responsibilities of his profession. Bert always seeks to deliver the best care and is confident he can handle anything that comes into his department. As a nurse, Bert finds the greatest satisfaction in seeing quick, positive changes in ED patients. And, he is proud of the excellent patient experience provided in the ED at PIH Health’s Downey campus, which he attributes to strong clinician partnerships and teamwork. For the next chapter of his career with PIH Health, Bert wants to move into hospital administration, so he has returned to school to obtain three master’s degrees in nursing, healthcare administration and business administration. When not caring for the health of the community you may find Bert in the bowling alley or watching an action movie with his wife and three adult kids.

Employee Spotlight: Becky Weyant

In 1987 after finishing his tour in the Marine Corps. He enjoyed the fast pace and excitement of the ED so much for the community so it made perfect sense for him to work in the city as well. He started as an orderly in the PIH Health Hospital - Downey. Bert spent his childhood close to Downey and takes pride in always being there for the community so it made perfect sense for him to work in the city as well. He started as an orderly in the PIH Health Hospital - Downey.

As one of three Administrative Directors, Becky—a registered nurse since 1980—oversees the staffing, nursing care and finances in multiple departments, including: Same Day Surgery, the GI Lab, Surgical Admitting Unit, Pre-Screening Unit, the Operating Room and Post Anesthesia Care Unit (the recovery room). Her job is to ensure that the nursing managers in each area have what they need in order to take good care of patients.

Those who know Becky also describe her as a visionary, a born nurturer and someone who has a remarkable amount of patience.

“I have a passion beyond words for patients,” said Becky. “I enjoy going out and comforting them in those tough times, and I’ve trained all my nurses to do the same thing. I also have a tremendous love for the physician group—and a huge amount of respect for the job they do. I really feel that God put me in the right place to take care of people. I absolutely love what I do and go home every day rewarded.”

Volunteer Spotlight: Wendy Brubaker

When Wendy Brubaker retired at age 58, she knew one thing—she wasn’t planning on sitting around and doing nothing. She wanted a new purpose, and helping others was definitely going to be a part of it. In 2003, she began volunteering at PIH Health Hospital - Whittier and spent the first few years in the Ambassador Center, answering questions and discharging patients. Since then she has also volunteered in Outpatient Registration and the Surgery Waiting Desk as a patient safety volunteer. In addition to her role in the Emergency Department (ED), Wendy is a lead editor and publisher of the hospital’s Volunteer Voice newsletter.

But her favorite role is her current one—serving in the Whittier campus ED and training new volunteers in that area. She is so passionate about serving in the ED that she has become the lead ED volunteer trainer for new volunteers at PIH Health Hospital - Downey.

“People are very grateful when someone can make their hospital experience a little bit better,” Wendy said. “It’s not easy being in the ED; but as a volunteer, I have time to listen to people, many of whom are apprehensive or frustrated about their illness or injury. I can offer coffee and juice, along with a listening ear. I hope that I can help make a tough situation a little bit better.”

Today, more than 4,300 volunteer hours later, Wendy continues to be one of the many reasons PIH Health provides a positive experience for its patients.

PIH Health has more than 5,200 employees who work together in a variety of clinical and non-clinical settings to care for our community. At PIH Health, professionals range from executives to entry level in the following fields: Family Medicine, Nursing, Surgery, Administrative Services, Environmental Services, Business Development, Facilities Support and more. Below are a few highlights of some of our exemplary staff.

People of PIH Health

Volunteer Services

At the heart of PIH Health’s operations are PIH Health volunteers, a diverse group of individuals who give their time to help patients at both the Downey campus and Whittier campus. In fiscal year 2013-2014, 1,245 volunteers spent more than 123,000 hours working in departments such as the PIH Health Community Pharmacy, Labor and Delivery, Occupational Therapy, the Surgical Unit, at the Gift Shops on both hospital campuses and at special events in the community. Without the generosity of these dedicated community members, PIH Health would not be able to deliver the high level of patient care that it provides on a daily basis.
counted on to be the voice of reason and compassion. He has served as a member of the PIH Health Board of Directors. Well admired by many, he could always be counted on to be the voice of reason and compassion.

During his career, Dr. Florin served as a national neurosurgical professional society advisor to various government boards and made frequent trips to Washington, D.C. He is a former Chief of Staff at PIH Health Hospital - Whittier and was one of the founders of the informal PIH Health Physicians Computer User Group.

Dr. Florin joined with John Marsh MD and Bruce Everett MD, and together, ran a “First Cabin” neurological practice dedicated to quality practice. For decades, they were on call every third night and every third weekend. Early on, they even installed private telephone lines in their homes, so each morning they could discuss the cases and activities for the day. No matter who was rounding that day, they were always aware of the care provided to each of their patients.

In addition to his successful practice, Dr. Florin was a gifted woodworker and cabinet maker, creating his own furniture as well as the large podium in the auditorium of the conference center at PIH Health Hospital - Whittier, which stood for decades. It was a joint project with a colleague featuring naturally finished wood and a carved hospital logo.

Dr. Florin was also a gifted photographer, who loved macro photography of crystals. He also enjoyed photographing race cars in action and was fascinated by the latest technology. When IBM released the first personal computer, he was one of the founders of the informal PIH Health Physicians Computer User Group.

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2013 Physician Lifetime Achievement Award: Robert Florin MD

Each year, PIH Health recognizes one special doctor with its highest honor, the Physician Lifetime Achievement Award. To earn this award, recipients must have demonstrated outstanding devotion and service to our community throughout their careers.

The 2013 recipient, Robert Florin MD, helped establish the first full-time neurological practice in Whittier. The award was announced at the Medical Staff Holiday Party in December 2013. Dr. Florin joined with John Marsh MD and Bruce Everett MD, and together, ran a “First Cabin” neurological practice dedicated to quality practice. For decades, they were on call every third night and every third weekend. Early on, they even installed private telephone lines in their homes, so each morning they could discuss the cases and activities for the day. No matter who was rounding that day, they were always aware of the care provided to each of their patients.

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A Legacy of Love

A SISTER ESTABLISHES ENDOWMENT FUND TO HONOR PIH HEALTH FOUNDING PHYSICIAN

Legacy gifts come in all shapes and sizes—and they’re often as unique as the individuals who so generously give them. That is certainly true for Dorothy Dewhirst Kosowsky, who has taken a creative approach to her giving. She committed the proceeds from the sale of her home to establish an endowment fund with PIH Health Foundation— all to honor her late brother, James H. Dewhirst MD.

Dr. Dewhirst was a man who cared deeply about his patients, the community and the far-reaching value of PIH Health. When he passed away in December 2013, the world lost a caring man, an advocate for a better future and a well-respected member of the PIH Health team. Sadly, he passed before he learned about his sister’s plan—but those who knew him believe he surely would have appreciated the honor.

Not only did Dr. Dewhirst practice Family Medicine in Whittier and Hacienda Heights for 44 years, he was Chief of Staff at PIH Health Hospital - Whittier in 1981, on the Board of Directors for six years (1982-1988) and elected Director Emeritus in 1988. He retired in 2003. He lived and worked to make the world a better place, and his family is proud to help his life’s work live on.

“He not only helped establish PIH Health, the hospital was his second home and he was a strong advocate even after he retired,” said Dewhirst Kosowsky who describes her brother as the anchor of their family. “Creating the endowment fund is a way of honoring him because he loved family medicine so much. He really cared about his patients and would always put them first.”

The Dewhirst endowment fund will be used to support the PIH Health Family Medicine Residency Program by providing services for the in-home healthcare program.
People of PIH Health

In Fond Memory

James P. Fitzgerald MD

PIH Health lost a dear friend and founding physician in August 2014. Dr. James P. Fitzgerald served PIH Health as a physician, leader and supporter since its very beginning. His smile, professionalism and compassion are truly missed in the halls of PIH Health Hospital - Whittier, where he carried out his life’s work and volunteered so much of his time after his retirement.

Throughout the years, Dr. Fitzgerald cared for the community in many ways, delivering hundreds of babies as a general practitioner and treating countless cancer patients as a radiation oncologist.

Over the years, Dr. Fitzgerald dedicated his time and leadership to numerous PIH Health committees and boards. In 2000, he joined the PIH Health Foundation Board of Directors and from 2010 to 2012 he served as Chairman of the Board, leading fundraising efforts to support the organization. He and his wife, Joyce, also demonstrated their leadership and support of PIH Health as Charter Members of the PIH Health Legacy Society.

Dr. Fitzgerald is fondly remembered for the time he volunteered visiting patients throughout his career and following his retirement. He talked with those he knew and many he did not know. He sat with them, shared stories, listened and, if requested, prayed with them. In recognition of the manner in which Dr. Fitzgerald cared for patients, both medically and spiritually, the Spiritual Care Services at PIH Health have been named in honor of Dr. Fitzgerald’s legacy. Following his example, the PIH Health Dr. James P. Fitzgerald Spiritual Care Services will continue to honor each person’s spiritual journey by offering comfort and support in times of great need.
Awards

2014 Most Wired Award by Hospitals and Health Networks (also awarded in 2013)

2014 California Association of Physician Groups (CAPG) Standards of Excellence—Elite Status (also awarded in 2013 and 2012)

2013 Commission on Cancer Outstanding Achievement Award

2013 American Heart Association/American Stroke Association’s Get With The Guidelines—Stroke Gold Plus Quality Achievement plus Target Stroke Honor Roll

2013 100 Top Hospitals Award by Truven Analytics

2013 50 Top Cardiovascular Hospitals by Truven Analytics

2013 Path to Excellence Award by NRC Picker (also awarded from 2010-2012)

2013 Association’s Pay for Performance (P4P) Most Improved Award by Integrated Healthcare

Accreditations and Designations

Accreditation by The Joint Commission
Accreditation by Det Norske Veritas
Designated Acute Stroke Receiving Center in Los Angeles (LA) County by the LA County Department of Health Services
Designated as a Breast Imaging Center of Excellence by the American College of Radiology
Designated Blue Distinction Center+ for Knee and Hip Replacement by the Blue Cross and Blue Shield Association
LA County Designated Disaster Resource Center
LA County Designated Emergency Department Approved for Pediatrics (EDAP)
LA County STEMI (ST Segment Elevation Myocardial Infarctions) Receiving Center (for heart attack patients)
2013 Three-Year Accreditation with Commendation to the PIH Health Comprehensive Cancer Program by the Commission on Cancer (CoC) of the American College of Surgeons (ACoS)
2013 Advanced Certification and Accreditation by the Joint Commission as a Primary Stroke Center

Unless otherwise noted, the awards, accreditations and designations were granted to PIH Health Hospital - Whittier

1 PIH Health Hospital - Whittier

2 PIH Health Hospital - Downey only

3 PIH Health Physicians only
The Boards of Directors include physicians and business and community leaders who meet monthly to help guide the policies and objectives of PIH Health. Board members are essentially representatives of the communities at large who volunteer their time to ensure that as a nonprofit PIH Health continues to be a good steward.

We thank the following community members for generously donating their time to our organization—they are most appreciated.

[List of board members and their affiliations]
PIH HEALTH AND AFFILIATES
CONSOLIDATED STATEMENTS OF OPERATIONS
(FOR THE YEARS ENDED SEPTEMBER 30, 2014 AND 2013—In thousands)

CONSOLIDATED STATEMENTS OF OPERATIONS
PIH HEALTH AND AFFILIATES
(FOR THE YEARS ENDED SEPTEMBER 30, 2014 AND 2013—In thousands)

<table>
<thead>
<tr>
<th>REVENUES</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net patient service revenue including Hospital Fee Program revenue of $7,848</td>
<td>$689,850</td>
<td>$538,388</td>
</tr>
<tr>
<td>for 2014 and $30,784 for 2013</td>
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<tr>
<td>Less provision for bad debts</td>
<td>19,102</td>
<td>13,864</td>
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<tr>
<td>Net patient service revenue less provision for bad debts</td>
<td>670,748</td>
<td>524,524</td>
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<tr>
<td>Capitation revenue</td>
<td>77,800</td>
<td>77,405</td>
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<tr>
<td>Other operating revenue</td>
<td>21,502</td>
<td>21,350</td>
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<tr>
<td>Net assets released from restrictions used for operations</td>
<td>1,762</td>
<td>866</td>
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<td>Total revenues</td>
<td>771,862</td>
<td>624,145</td>
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<table>
<thead>
<tr>
<th>EXPENSES</th>
<th>2014</th>
<th>2013</th>
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</thead>
<tbody>
<tr>
<td>Salaries and wages</td>
<td>277,692</td>
<td>199,868</td>
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<tr>
<td>Purchased services</td>
<td>107,653</td>
<td>86,856</td>
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<tr>
<td>Medical supplies and drugs</td>
<td>97,483</td>
<td>70,299</td>
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<tr>
<td>Employee benefits</td>
<td>109,762</td>
<td>79,777</td>
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<tr>
<td>Professional fees</td>
<td>101,462</td>
<td>82,135</td>
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<tr>
<td>Depreciation and amortization</td>
<td>43,917</td>
<td>27,482</td>
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<tr>
<td>Other expenses</td>
<td>27,093</td>
<td>19,909</td>
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<tr>
<td>Interest</td>
<td>8,701</td>
<td>5,423</td>
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<tr>
<td>Insurance</td>
<td>6,152</td>
<td>5,147</td>
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<tr>
<td>Rent expense</td>
<td>3,382</td>
<td>3,033</td>
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<tr>
<td>Hospital Fee Program</td>
<td>8,577</td>
<td>17,584</td>
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<tr>
<td>Total expenses</td>
<td>791,874</td>
<td>597,515</td>
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<table>
<thead>
<tr>
<th>(DEFICIT) EXCESS OF REVENUES OVER EXPENSES BEFORE GOODWILL IMPAIRMENT AND REORGANIZATION EXPENSES</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>2013</td>
<td></td>
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<tr>
<td>(20,012)</td>
<td>26,630</td>
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<table>
<thead>
<tr>
<th>OTHER GAINS (LOSSES)</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net investment income</td>
<td>11,561</td>
<td>9,963</td>
</tr>
<tr>
<td>Realized gains on investments</td>
<td>4,656</td>
<td>13,722</td>
</tr>
<tr>
<td>Change in fair value of interest rate swap and interest expense</td>
<td>(10,197)</td>
<td>10,477</td>
</tr>
<tr>
<td>Loss on disposal of property, plant and equipment</td>
<td>(2,842)</td>
<td>(1,821)</td>
</tr>
<tr>
<td>Loss on extinguishment of debt</td>
<td>(4,711)</td>
<td>(1,416)</td>
</tr>
<tr>
<td>Other losses</td>
<td>(16)</td>
<td></td>
</tr>
<tr>
<td>Other gains (losses)</td>
<td>(1,549)</td>
<td>32,746</td>
</tr>
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<table>
<thead>
<tr>
<th>(DEFICIT) EXCESS OF REVENUES OVER EXPENSES AND OTHER GAINS (LOSSES)</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>(74,788)</td>
<td>26,630</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>OTHER ASSETS</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>GOODWILL Net of accumulated amortization of $2,182 in 2013</td>
<td>26,630</td>
<td></td>
</tr>
<tr>
<td>DEFINED BENEFIT AND CONTRIBUTION PLANS Current portion</td>
<td>2,200</td>
<td>1,362</td>
</tr>
<tr>
<td>DEFINED CONTRIBUTION PLANS Net of current portion</td>
<td>1,320</td>
<td>700</td>
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<tr>
<td>TOTAL</td>
<td>33,950</td>
<td>14,130</td>
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<tr>
<th>ASSETS</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>CURRENT ASSETS:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>$9,377</td>
<td>$24,775</td>
</tr>
<tr>
<td>Investments short-term</td>
<td>4,342</td>
<td>2,366</td>
</tr>
<tr>
<td>Patient accounts receivable net of allowance for doubtful accounts of $13,043 and $8,067 in 2014 and 2013, respectively</td>
<td>94,457</td>
<td>65,599</td>
</tr>
<tr>
<td>Inventories</td>
<td>7,461</td>
<td>5,137</td>
</tr>
<tr>
<td>Rent receivables</td>
<td>7,103</td>
<td>6,956</td>
</tr>
<tr>
<td>Prepaid expenses and other assets</td>
<td>18,759</td>
<td>9,392</td>
</tr>
<tr>
<td>Other current assets</td>
<td>2,565</td>
<td>7,958</td>
</tr>
<tr>
<td>TOTAL</td>
<td>143,964</td>
<td>121,823</td>
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<table>
<thead>
<tr>
<th>LIABILITIES AND NET ASSETS</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>CURRENT LIABILITIES:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts payable and accrued expenses</td>
<td>$75,298</td>
<td>$57,043</td>
</tr>
<tr>
<td>Estimated third-party payor settlements</td>
<td>1,603</td>
<td>1,207</td>
</tr>
<tr>
<td>Accrued interest</td>
<td>2,200</td>
<td>1,362</td>
</tr>
<tr>
<td>Current portion of long-term debt</td>
<td>9,212</td>
<td>7,040</td>
</tr>
<tr>
<td>Current portion of obligation under capital leases</td>
<td>1,133</td>
<td></td>
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<tr>
<td>Current portion of prepayment liabilities</td>
<td>2,420</td>
<td></td>
</tr>
<tr>
<td>Short-term loan borrowing</td>
<td>40,000</td>
<td>30,500</td>
</tr>
<tr>
<td>Other current liability—Hospital Fee Program</td>
<td>2,373</td>
<td>3,684</td>
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<tr>
<td>Retention—self-insurance programs—current portion</td>
<td>17,169</td>
<td>10,926</td>
</tr>
<tr>
<td>Total current liabilities</td>
<td>151,408</td>
<td>112,662</td>
</tr>
<tr>
<td>DEFERRED COMPENSATION</td>
<td>14,858</td>
<td>15,036</td>
</tr>
<tr>
<td>INTEREST RATE SWAPS</td>
<td>39,318</td>
<td>35,919</td>
</tr>
<tr>
<td>PREPAYMENT LIABILITIES net of current portion</td>
<td>8,873</td>
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</tr>
<tr>
<td>LONG-TERM DEBT net of current portion</td>
<td>404,182</td>
<td>285,005</td>
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<tr>
<td>OBLIGATIONS UNDER CAPITAL LEASES net of current portion</td>
<td>2,636</td>
<td></td>
</tr>
<tr>
<td>PENSI ON LIABILITY</td>
<td>58,170</td>
<td>46,764</td>
</tr>
<tr>
<td>RETENTION—self-insurance programs net of current portion</td>
<td>25,161</td>
<td>15,030</td>
</tr>
<tr>
<td>TOTAL liabilities</td>
<td>704,586</td>
<td>511,316</td>
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<table>
<thead>
<tr>
<th>NET ASSETS</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNRESTRICTED</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unrestricted</td>
<td>487,234</td>
<td>557,296</td>
</tr>
<tr>
<td>Temporarily restricted</td>
<td>3,676</td>
<td>4,268</td>
</tr>
<tr>
<td>Permanently restricted</td>
<td>971</td>
<td>971</td>
</tr>
<tr>
<td>Total net assets</td>
<td>491,881</td>
<td>562,505</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$1,199,467</td>
<td>$1,073,821</td>
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