

# the Foundation



## Stroke Transitional Care: Providing stroke patients with comprehensive resources to prevent recurrence

An important piece of the Dignity Health Glendale Memorial Hospital Stroke Program has been put in place – stroke transitional care – thanks to a grant from the UniHealth Foundation.

The Hospital was awarded a \$601,296 grant to develop and sustain the Stroke Transitional Care Program. The goal of the program is to prevent secondary strokes from occurring in patients and to improve the patients’ quality of life. The funding spans a period of three years and is the largest grant from a foundation in the Hospital’s history.

### Glendale Memorial Hospital’s Stroke Program

Transitional care is one component of the Hospital’s comprehensive stroke program, which is dedicated to the prevention, diagnosis, and treatment of stroke. This program utilizes a multidisciplinary team of specially trained healthcare professionals, who provide coordinated care for optimal stroke treatment.

Stroke is the fifth leading cause of death in the U.S. and the leading cause of disability, affecting approximately 795,000 people each year who experience a new or recurrent stroke. Glendale Memorial Hospital typically treats between 100 and 120 stroke patients annually.

The Glendale Memorial Stroke Program is operated in conjunction with the USC Departments of Neurology and Neurosurgery. Matt Tenser, MD, Assistant Professor of Neurosurgery at USC, is the

Medical Director of Glendale Memorial Hospital’s Stroke Program.

The USC physicians provide program oversight, Emergency Department coverage for stroke patients, as well as coverage for Hospital patients who experience stroke symptoms, 24 hours a day, seven days a week. The Hospital also has access to USC’s world-renowned academic resources and research, including the latest clinical practice guidelines and advanced treatment options.

“Through our partnership with USC, our physicians have the ability to tap into USC’s vast resources and expertise and it gives our community access to the most up-to-date stroke treatment available,” said Debra Brooks, RN, MS, Glendale Memorial Hospital’s Stroke Program Coordinator.

### The Measure of Quality Care

Glendale Memorial Hospital is certified by the Joint Commission as a Primary Stroke Center. This certification recognizes centers that make exceptional efforts to improve outcomes. As a Primary Stroke Center, Glendale Memorial Hospital has demonstrated quality care that is effectively managed to meet the unique and specialized needs of stroke patients.

The Hospital is also designated by Los Angeles County Emergency Medical Services as an Approved Stroke Center. This designation signifies

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## Stroke Transitional Care *continued from page 1*

that Glendale Memorial Hospital has the resources to handle the special care stroke patients need and can receive stroke patients from Glendale and Los Angeles emergency medical responders.

In addition, Glendale Memorial Hospital is a five-star recipient for Treatment of Stroke, based on Healthgrades' 2014 ratings.

### Stroke Care Comes Full Circle

The Glendale Memorial Stroke Program is designed to bring a continuum of care from the acute phase, when a patient presents with symptoms, through hospitalization, and rehabilitation. The addition of the transitional care component completes this continuum by providing enhanced care coordination for stroke patients following discharge.

**An estimated 30 percent of patients who recover from their first stroke will have another stroke within five years. "In the past, we had no way to provide follow-up after the patient left the Hospital," said Debra. "Now we have the means to provide our stroke patients with education and support after discharge, significantly lowering their risk of a secondary stroke and improving their quality of life."**

Salpi Zakarian, RN, BSN, is the nurse educator for the program. Salpi is responsible for providing in-hospital education to the patients and their families, as well as follow-up after they are discharged. "We teach them stroke warning signs, so they know to seek rapid treatment in the event of a secondary stroke," she said. "We also give them the tools to help prevent a secondary stroke."

This includes educating patients on stroke risk factors and how to manage them, as well as assistance with medication management to ensure they take their medication properly. In addition, the Hospital holds a monthly stroke support group. Culturally appropriate stroke prevention education is also provided for the community.

Salpi calls each patient 72 hours after they are discharged from the Hospital to make sure they have an appointment scheduled with their physician and will assist the patient in making the appointment, if necessary. She continues to call

on a monthly basis for up to a year, following their progress and facilitating any assistance or support the patient may need.

The success of the program has surpassed the expectations of Debra and Salpi. They are encouraged by the results since the program was initiated in August 2014. Of the nearly 90 stroke patients who have gone through the program in the first year, there have been no hospital readmissions.

Both Debra and Salpi are grateful to the Glendale Memorial Health Foundation for their work in securing the grant. "Without the assistance of the foundation, the Stroke Transitional Care Program would have never happened," said Debra.

Debra expects to see the number of patients participating in the program double this coming year, due to the Hospital's certification as an EMS receiving center.

## Stroke Warning Signs

**F.A.S.T.** is an easy way to remember the sudden signs of stroke. Recognition of stroke and calling 9-1-1 will determine how quickly someone will receive help and treatment. Getting to a hospital rapidly will more likely lead to a better recovery.

### Act F.A.S.T.

**FACE:** Face Drooping – Does one side of the face droop or is it numb? Ask the person to smile. Is the person's smile uneven?

**ARMS:** Arm Weakness – Is one arm weak or numb? Ask the person to raise both arms. Does one arm drift downward?

**SPEECH:** Speech Difficulty – Is speech slurred? Is the person unable to speak or hard to understand? Ask the person to repeat a simple sentence. Is the sentence repeated correctly?

**TIME:** If you observe any of these signs, call 9-1-1 immediately!



## Supporters Honored for Continuing Legacy of Giving



Glendale Memorial Health Foundation held its 2nd Annual Louise Lewis Legacy Society Founders Luncheon on Thursday, June 11, at the home of Foundation Board Member Kathy Rose.

The Louise Lewis Legacy Society recognizes and honors those special friends of Dignity Health Glendale Memorial Hospital who have made a provision to include Glendale Memorial Health Foundation in their estate plans.

The Society was named in honor of Louise Lewis, a volunteer, former Board Member and Foundation Chair, who devoted 48 years of her life in dedication to the Hospital and the community. Upon her passing, Louise continued legacy of dedication to the Hospital's mission by naming the Hospital as a beneficiary of her estate.

"I want to continue Louise's work on her behalf," said Tim Lewis, Louise's husband of 50 years and chair of The Louise Lewis Legacy Society. "The success of Glendale Memorial

was very important to her and she dedicated a substantial part of her life toward that goal."

This year, seven new Founding Members were recognized at the luncheon:

- » Mabel and James Coad
- » Jim and Eileen Givens
- » Pat and Jerry Hawkins
- » Suzy and Steve Hunt
- » Edward and Martha Keh and Family
- » Austin James Mummert
- » Dr. and Mrs. Santo Polito

To date, The Louise Lewis Legacy Society has raised more than \$5 million to create a legacy of high quality, compassionate healthcare for future generations.

If you are interested in learning more about The Louise Lewis Legacy Society or are interested in a no-obligation consultation on planned giving, please call the Glendale Memorial Health Foundation at 818.502.2375.

# Values in Action 2015

Dignity Health Glendale Memorial Hospital and Health Center is guided by five core values: **Dignity, Collaboration, Justice, Stewardship, and Excellence.** These values guide us in all we do and speak to the fundamental belief that every individual deserves to be treated with humanity and compassion.

Each year, Glendale Memorial Hospital's Values in Action program recognizes those who embody these core values, bringing them to life

through their on-the-job actions. This year, there were 47 nominations – 43 individual and four team nominations, totaling 80 people.

These nominees include employees, physicians, volunteers and a Glendale Memorial Health Foundation Board Member. They were nominated by their peers because of their commitment to demonstrating the Hospital's core values. The Hospital's Mission Council then determined one awardee in each of the five core values.

**Congratulations to our Values in Action awardees and nominees.  
Thank you for living our values each and every day!**



Dignity: Respecting the inherent value and worth of each person.

**Leticia Castaneda, RN, Neonatal Intensive Care Unit (NICU)**

*Leticia was recognized for her commitment to building teamwork and her encouragement of mutual respect and collaboration; her readiness to assist with educational and unit activities; being a role model for other nurses and leading by example; being fair and just and treating all individuals with dignity and respect; and fostering teamwork and cooperation with visitors and patients.*

Leticia has a genuine love for her work and finds caring for newborns to be incredibly rewarding. She has worked in the Hospital's NICU caring for its youngest patients since 1998. "You are not just treating the patient, but the whole family," she said. "You get very attached to them. I have stayed in touch with many of my patients and their families over the years."

For Leticia, dignity is a simple word with a lot of meaning. "It's about being humble and thoughtful and respectful towards someone. It's making them feel important without making much of it," she said. "It's keeping things real and honest."



Collaboration: Working together with people who support common values and vision to achieve shared goals.

**Howard Ferguson, Emergency Department EMT**

*Howard was recognized for his practical approach, attention to detail, and financial strategies, saving the Hospital time and money; his ability to develop and maintain active and productive partnerships with local cities and corporate executives; and providing a host of admit support and management oversight.*

Howard has been providing patient care in the ED for 11 years. In addition, Howard serves as Assistant Disaster Coordinator. In this role, he provides disaster training for the Hospital working in conjunction with local municipalities, first responders, and governmental emergency management organizations.

Howard believes collaboration is all about working together as a hospital – as a unit – to make a difference no matter what the situation. "Glendale Memorial is my home," said Howard. "I really care for this place and I want to make sure I am able to help the Hospital in times of emergency."



**Justice:** Advocating for social change and acting in ways that promote respect for all persons and demonstrate compassion for our sisters and brothers who are powerless.

**Onkar Marwah, MD, Interventional Cardiologist**

*Dr. Marwah was recognized for being a fabulous listener when his colleagues are going through difficult situations without being judgmental or condescending; providing the same level of excellent care to all his patients without regard for their financial situation; going above and beyond at all times; and being an excellent physician and kind and caring person.*

Dr. Marwah derives gratification from the ability to do something good for someone else. “Being a doctor gives you a great feeling,” said Dr. Marwah. “There is no greater satisfaction than improving the health of my patients and seeing the look of happiness and relief on their faces.”

His passion for justice is rooted in a simple piece of advice that his grandfather gave him as he began his career – advice that guides him in both his personal and professional life. “He told me, ‘Do the right thing and everything will fall into place,’ recalls Dr. Marwah. “You keep life simple when you do the right thing.”



**Stewardship:** Cultivating the resources entrusted to us to promote healing and wholeness.

**Gloria Cordero, Environmental Services/CCU**

*Gloria was recognized for being an outstanding individual who works very hard; caring deeply about her job; getting the job done in a fast and efficient manner; working hard and going above and beyond; working proactively, bringing issues to attention when she notices them; and always performing her job with an upbeat and positive attitude.*

Over the 35 years Gloria has worked at Glendale Memorial Hospital, the Hospital has become her home and her co-workers, her family. Gloria loves her job – helping the Hospital, her department, and the patients and their families. She contributes in anyway she can, guided by the philosophy that the smallest things you do for people often make the biggest difference.

Stewardship is a value ingrained in Gloria, who feels a personal sense of responsibility in making sure the Hospital is at its best. “I am very proud to work here and I always try to do my best and encourage others to do their best,” said Gloria. “I want to contribute in any way I can.”



**Excellence:** Exceeding expectations through teamwork and innovation.

**Wendy Ramos, RN, 4th Floor/Medical-Surgical**

*Wendy was recognized for doing her job quietly, confidently and very efficiently; consistently being recognized by patients, peers, and physicians as someone who provides excellent care; doing the extra things, not to be rewarded and recognized, but because it is the right thing to do; being someone the staff can depend on when things get tough and the load is heavy; and going above and beyond her duties.*

For the past six years, Wendy has been the exceeding expectations of her co-workers and patients as a nurse on the medical/surgical floor of Glendale Memorial Hospital. She enjoys the connections she makes with her patients and the camaraderie that has developed between her co-workers.

Her goal is to make sure her patients are comfortable and to let them know what is going on. She also makes an effort to get to know her patients on a personal level. Wendy’s philosophy on patient care is simple and propels her to deliver extraordinary care. “I always treat my patients the same as I would treat a loved one,” she said.

## Surgical Program Big Winner at Annual Golf Classic

Glendale Memorial Health Foundation hosted its 19th Annual Golf Classic on Monday, April 27, 2015. This fundraising event brought together more than 150 golfers and dinner guests in support of Dignity Health Glendale Memorial Hospital.

The Golf Classic took place at the prestigious Oakmont Country Club, in Glendale. Golfers enjoyed lunch, tee prizes, and a chance to win one of three cars in the “hole-in-one” competition. They were also excited to test their skills on the newly landscaped course, which recently replaced 26 acres of turf with sand, rock, and drought resistant plants as part of a major water conservation project.

After coming off the course, players and guests enjoyed an outdoor cocktail reception and a silent auction along with cigars hand-rolled by a craftsman from Cigars By Chivas, in Pasadena.

The evening then moved inside for dinner, where the Foundation presented its annual “Humanitarian of the Year Award” to world-

renowned trial attorney Mark Geragos. Mr. Geragos spoke passionately about the recent 100th anniversary of the Armenian Genocide, praising the Hospital and its staff for its recognition and support of this cause.

Eric Kaufman, Foundation Board Member and Event Chair, pronounced the 2015 Golf Classic a rousing success. “Tri Fritz and Paul O’Hanian, of the Foundation, brought tremendous energy and creativity to this year’s tournament,” he said. “Their efforts brought in an enthusiastic crowd of current and new Hospital supporters. Everyone enjoyed the golf and the fellowship. Glendale Memorial Hospital made many new friends that day.”

The event raised more than \$180,000 for the Foundation. These funds will be used to purchase state-of-the-art equipment for Glendale Memorial’s surgical suites. This new equipment ensures our patients have access to the most efficacious and appropriate care and provides the Hospital’s surgeons with the tools they need to meet an array of complex surgical needs.



**This year’s tournament raised more than \$180,000 to enhance patient services at Dignity Health Glendale Memorial Hospital.**



Photos, clockwise from top left: Golfer **Ian O'Dwyer** sets his sights on the hole; **Eric Kaufman**, Event Chair, **Jack Ivie**, Hospital President, guest of honor **Mark Geragos**, and **James Webber, MD**, Hospital Chief of Staff, gather before the dinner; **Liviu Chindris, MD**, **Kevin Narri**, **Dharshika Chindris**, and **Mervyn Perris**; **John Goodwin, MD**, and **Arlene Hurwitz**; a cigar roller from Cigars By Chivas at work; **Jack Ivie**, **Wayne Herron**, Vice President of Philanthropy, and **Mark Geragos**, at the podium for the award ceremony; and a golfer is challenged on the putting green.

## President's Message

### Harnessing the Power of Humankindness to Heal

As many of our Foundation supporters know, health care is changing rapidly. Not only are hospitals and physicians reframing how they provide patient care, health insurance companies and the Centers for Medicare and Medicaid are reevaluating the practice of medicine as well. At the heart of these changes is enhancing access to preventive health care services and ensuring an optimum patient experience. These changes are among the many reasons I am proud to be a part of Dignity Health Glendale Memorial Hospital.

More than a century of experience at Dignity Health coupled with years of scientific research has taught us that medicine is more effective when delivered with humankindness.

In the beginning, the healthcare industry evolved to address illness and injury while creating quality and patient experience metrics that were insular to the hospitals and practicing physicians. We essentially evaluated ourselves.

With the advent of digital and social media, patients and caregivers have ready access to information about a wide variety of healthcare topics including treatment options, resources, and quality ratings. Hospitals must continue to evolve to meet the needs of our patients.

In today's technology driven world, patients are also consumers who want and deserve the highest quality care, excellent service, convenience, transparency of cost, and an emotional connection to the organization and its caregivers. Patients are evaluating us, and sharing their healthcare experiences through patient surveys, feedback forms and especially through social media – reaching a wider audience than ever before.

Excellent care has always depended not only on both the correct diagnosis and proper treatment, but our ability to listen, communicate, and make our patients feel like welcomed guests. Changing our behavior in an acute care environment represents a seismic shift in how our industry responds to the community we are here to serve. Here at Dignity Health, ensuring that each patient feels empowered and part of a care team, listened to and treated with dignity is an expression of our “brand promise,” humankindness.

At Glendale Memorial Hospital, this means continual employee education and daily acknowledgement of simple acts of humankindness experienced among staff, patients, doctors and volunteers. These acknowledgements serve as important reminders that each individual can make a positive difference in someone's life every day. We believe humankindness can spread and grow within our communities to increase healing and enhance quality of life. In the esteemed words from the immortal Maya Angelou, “People will forget what you said, people will forget what you did, but people will never forget how you made them feel.”



Jack Ivie  
President

Dignity Health Glendale Memorial Hospital



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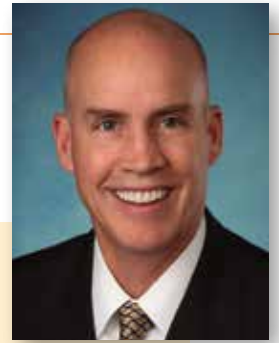
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 Glendale Memorial  
Health Foundation  
A Dignity Health Member





## Letter from the Chairman – Craig Warden



**DEAR FRIENDS AND COLLEAGUES** – It's hard to believe that summer has past and fall is in our midst. That means the holiday season is right around the corner – a time to reflect on the things we are grateful for.

As Chair of the Foundation Board, I am grateful for the overwhelming support of our donors, community foundations and corporate partners. You contribute so much in so many ways – participating in our fundraising events, donating to our giving programs and making planned estate gifts – enabling us to improve patient services at Dignity Health Glendale Memorial Hospital and sustain our tradition of high quality care.

Thanks to you, we successfully reached our \$1.2 million goal to enhance surgical technology at Glendale Memorial Hospital. Your contributions to this initiative have enabled us to upgrade this much-needed equipment.

We continue to rely on your support as we unveil our new funding priority. The details of this initiative are forthcoming. You can be assured that it will make a direct and

meaningful impact on the health and wellbeing of the community.

I am grateful to our Foundation Board Members, physicians, staff, and volunteers, who are united in their commitment to fulfill the Hospital's mission of improving the health and wellbeing of our community. Your dedication is inspiring.

I also extend my gratitude to Wayne Herron, Vice President of Philanthropy, and his team. Through their hard work, donations to the Foundation continue to increase, while they have lowered costs. Thank you for your stewardship.

There is so much to be grateful for and I give my heartfelt thanks to each and every one of you for your continued support of the Hospital and its important work.

Craig Warden  
Chair of the Board  
Glendale Memorial Health Foundation

## Glendale Memorial Goes Green for the Community



Dignity Health Glendale Memorial Hospital is committed to enacting environmental friendly practices throughout the Hospital in fulfillment of our core value of stewardship. Below are some of the practices

adopted by Glendale Memorial Hospital to make a positive environmental impact on our community:

- Replaced Styrofoam cups with compostable and recyclable cups in the cafeteria
- Recycling of the blue wrap that ensures sterility of surgical instruments in the operating room into reusable grocery bags, wheelchair/walker carriers, and aprons
- White paper and cardboard recycling
- Light bulb and battery recycling
- Replaced cooling system with a silica-based loop system that is free of chemicals, saving more than 100K gallons of water each year
- Glendale Health, the Hospital's newsletter, and the Foundation newsletter, both use FSC-approved paper from responsible resources
- Partners with Monterey Bay Aquarium's Seafood Watch program; committing to develop programs that will ensure our seafood purchases in the U.S. come from sustainable sources
- Use and purchase eggs from cage-free hens.
- Use green cleaning products
- Solar-powered emergency telephones
- Electric vehicle charging stations

## Hospital Raises \$22K for Armenian Relief Society

On June 10, 2015, a check totaling \$22,000 was presented to the Sepan chapter of the ARS by the Dignity Health Glendale Memorial Hospital and its Foundation.

In remembrance of the 100th Anniversary of the Armenian Genocide, 133 Glendale Memorial Hospital staff and physicians made personal donations to the Armenian Relief Society (ARS). Inspired by this gesture of humankindness, the Glendale Memorial Health Foundation arranged to contribute to this fundraising effort by providing a matching gift of \$10,000.

The ARS will use these funds to help pay for mental health services for persons in the Glendale community.

Miganoush Melkoian, ARS chapter chairperson, noted the organization's deep gratitude for the donation and likened it to the support the Armenian people received in the immediate aftermath of the Genocide.

"That was also an expression of humankindness, a quality that Dignity Health Glendale Memorial Hospital employees, physicians, and supporters share with the humanitarians who stood by the Armenian people 100 years ago," said Miganoush.



Miganoush Melkoian, ARS chapter chairperson, presented a plaque of appreciation to Wayne Herron, the Hospital's Vice President of Philanthropy.

## Successful Campaign Upgrades Surgical Technology

Glendale Memorial Health Foundation routinely identifies, with the Hospital, areas of focus for fundraising. The funding priority over that last 18 months has been to update the Hospital's surgical equipment.

Glendale Memorial's surgical facilities house eight operating room suites. Approximately 4,800 surgeries were performed in these suites last year. These surgeries cover the full spectrum of medical specialties including neurologic, cardiothoracic, orthopedic, ophthalmic, gastrointestinal, urologic, and general surgeries.

Surgery is driven by technology and technology has a shelf life. The lifespan of computer-aided equipment is about five years, while the lifespan of non-computerized equipment is 10 to 15 years. In addition, advancements in surgical procedures require the use of new technology.

By updating our surgical equipment, we are ensuring our patients have access to the most efficacious and appropriate care in a safe and comfortable environment. It also provides our surgeons with the tools they need to operate in

an optimal environment and meet an array of complex surgical needs.

The equipment is being purchased in three phases, the first two phases having arrived this past summer. This equipment includes a heart-lung bypass machine for cardiothoracic surgery, anesthesia equipment, video towers, endoscopy equipment and surgical lighting.

More than \$1.2 million was raised was raised to purchase this equipment. Funding for the last phase of equipment, which totals \$400,000, will be completed by the end of the year and includes a portable imaging system and surgical navigation system that will enable our surgeons to perform more precise procedures through improved visualization. These tools are used to perform complex and minimally invasive surgeries.

Funding for this project came from a variety of sources, including the annual Evening of Wine and Roses gala, community donors and grant proposals, and contributions to the employee Helping Hands fund.

## Foundation Vice President's Message

### When we collaborate, great things happen

Collaboration is one of five core values that Dignity Health Glendale Memorial Hospital deeply embraces as one of the foundational underpinnings by which we deliver healthcare. Collaboration speaks to our collective efforts. It is the belief that the collective “we” is must stronger and more effective than the singular “I.”

Consider this word for a moment, it really is a beautiful term. The origins of collaboration hark from France in the mid-1800s and literally means, to work with or alongside someone. It is about coming together with a singular vision, and together pursuing and ultimately fulfilling that aspiration.

At Glendale Memorial, we define collaboration as “working together with people who support common values and vision to achieve shared goals.” In the truest sense, collaboration speaks to teamwork. It is about strength in numbers.

The spirit of this beautiful word is defined well by one of my heroes, John Wooden, who says that “selfless teamwork is great teamwork. A player who makes a team great is much

more valuable than a great player.” In Wooden’s famous Pyramid of Success, one of the building blocks is “Team Spirit.” Here he says to “be eager to sacrifice personal interests or glory for the welfare of all. The team comes first.” In a collaborative environment, not one person comes first. It is all about the team and what the team may accomplish. And when this is achieved, great things result.

In this issue of the Foundation newsletter, I hope that you are heartened by the stories of teamwork, humility, and a steadfast belief in our collective calling to help others that is grounded by a deep concern for our patient’s welfare. Here you will read about great results attained through collaboration. Enjoy and be encouraged.



Wayne Herron  
Vice President of Philanthropy  
Glendale Memorial Hospital and Health Center



## First Impressions Improvement Project Update

Dignity Health Glendale Memorial Hospital’s First Impressions Improvement Project’s is well underway and the first floor beautification is nearing completion. In addition to the extensive remodeling of Hospital, the project includes improvements to Laurel Street, between Central Avenue and the alley adjacent to the Hospital.

New tile flooring has been installed throughout the first floor hallways and the walls have been repaired and painted, lending a bright and airy feel to the first floor.

The Hospital’s main lobby was outfitted with new carpet and furniture and the finishing touch – a new lobby desk – is currently being constructed. The lobby improvements will be completed in early December. The gift shop, located in the main lobby, has undergone an extensive renovation and will celebrate its grand reopening in late January 2016.

The Laurel Street improvements include widening of the street and the creation of a center island that will feature landscaping and benches. The island will serve as a gateway, funneling people from the parking structure to the lobby to create a safer and more convenient experience for patients, visitors, and employees.

Permits for the project have been approved by the city of Glendale. Construction of this project is expected to begin in December 2015. In addition to the street widening and center island, improvements include the replacement of sidewalks, the addition of four street lights, and the construction of a concrete crosswalk.

The First Impression Improvement Project is fully funded by the Glendale Memorial Health Foundation, through proceeds of the Burton R. Payne and Dolores K. Payne Trust and the estates of Marth A. Feutz and Mabel and James Coad.



**Glendale Memorial Health Foundation.**

A Dignity Health Member

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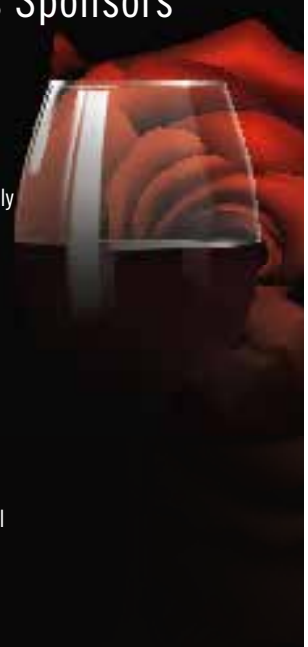
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