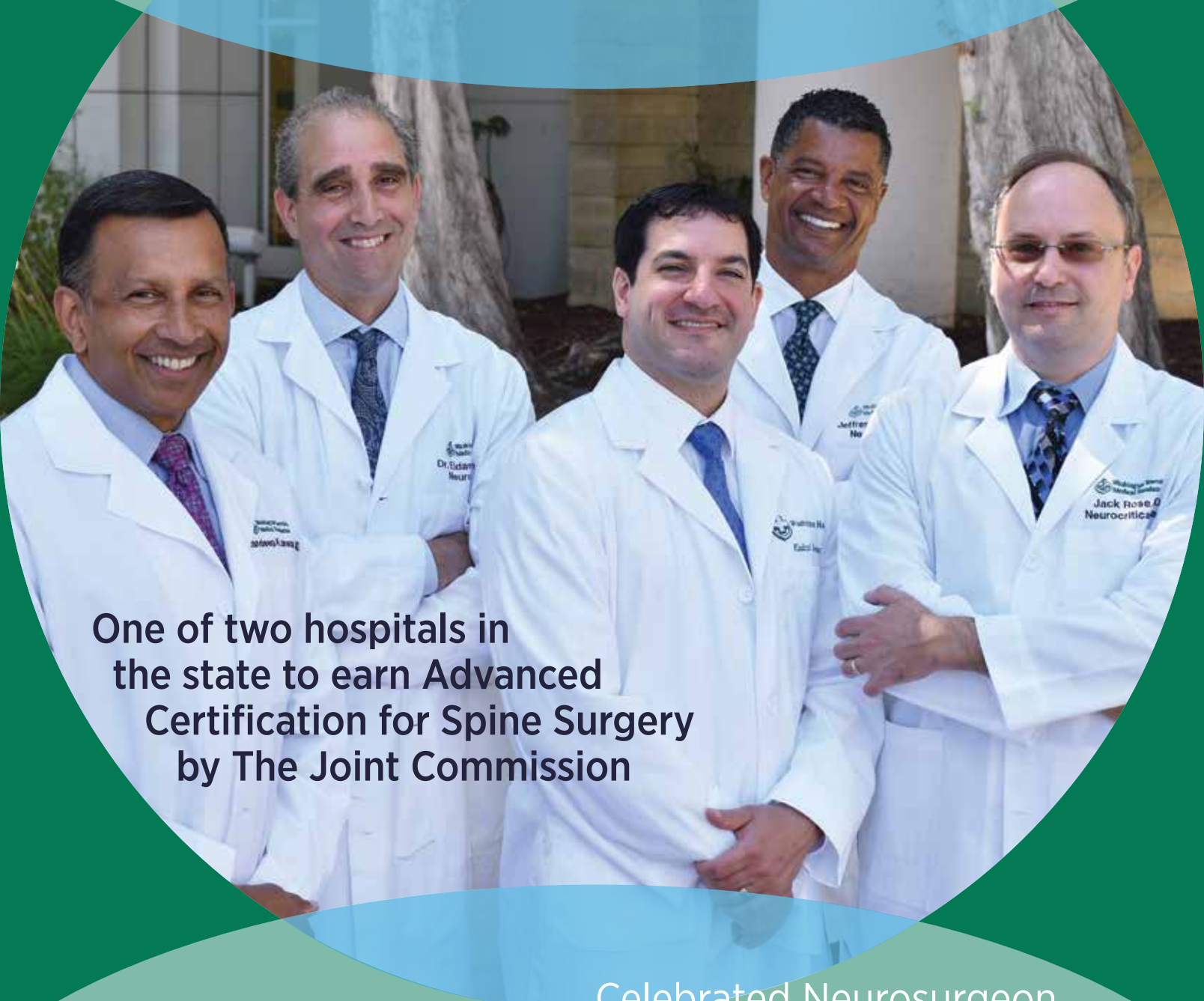


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2022-2023 ANNUAL REPORT EDITION



One of two hospitals in the state to earn Advanced Certification for Spine Surgery by The Joint Commission

Rebuilding After a Traumatic Spine Injury
page 14

Celebrated Neurosurgeon is Leader in Anatomy-Preserving Surgery
page 15

**FROM THE
CHIEF
EXECUTIVE
OFFICER**



Kimberly Hartz
Chief Executive Officer
Washington Hospital
Healthcare System

Our Patient First Ethic and unwavering dedication to high-quality care guide Washington Hospital Healthcare System's (WHHS') decisions to advance technology, invest in our people, and develop services to meet the growing needs of the district and greater community. This was especially true in 2023 as we expanded access, updated facilities, and launched new services essential to South County residents. Our decisions are also influenced by the Community Health Needs Assessment (CHNA) conducted every three years. The latest report (available at whhs.com/CHNA) highlights priorities and barriers that we are addressing through provider recruitment, expanded access, and health education.

This year, we took important steps to remove health barriers by furthering our investments in diversity, equity and inclusion. We are taking a closer look at how we deliver care, how our employees and providers are treated to ensure we deliver care equitably, and that we sustain a workplace that promotes diversity and inclusiveness. We continued expanding and advancing care locally through facility development including plans to open a larger, more expansive UCSF - Washington Cancer Center in early 2025. Our UCSF Health partners are also working with us to develop the Warm Springs Outpatient Center to serve this growing community. On our main campus, WHHS is completing eight new state-of-the-art operating rooms with an advanced imaging center in the Morris Hyman Critical Care Pavilion. We anticipate accepting our first trauma patient this summer, with plans to become the next county-designated level II adult trauma center.

Our continued advancement is possible thanks to the remarkable dedication of our staff and physicians. Their commitment to our Patient First Ethic was evident in the successful three-year hospitalwide accreditation survey visit from The Joint Commission this past year, and certification of our Spine Program following a two-day survey in November 2023. These achievements, plus ongoing national and statewide distinctions, are evidence of the extraordinary talent of our people as you'll read on page 4.

In closing, WHHS remains focused on our Patient First Ethic and meeting the needs of this community. As you read through this year's annual report, I hope you see how we are building for the future and the health of our community.

**FROM THE
BOARD OF
DIRECTORS**



**Washington Township
Health Care District**

2023 Board of Directors

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President

Michael J. Wallace
First Vice President

William F. Nicholson, MD
Second Vice President

Jacob Eapen, MD
Treasurer

Jeannie Yee
Secretary

2024 Board of Directors

Jacob Eapen, MD
President

Michael J. Wallace
First Vice President

William F. Nicholson, MD
Second Vice President

Jeannie Yee
Treasurer

Bernard Stewart, DDS
Secretary

Since its formation in 1948, the Washington Township Health Care District Board has focused on the health of our community. For 75 years, the Board has remained steadfast in this vision and 2023 was no exception. Significant accomplishments include strategic planning, new technology, and facility expansion.

Facility achievements include completion of a new patient bridge and ongoing design work to move acute care services into available space in the Morris Hyman Critical Care Pavilion. When completed, this modern, seismically safe, acute care facility will house all emergency services, operating rooms, imaging, pharmacy, and intensive care under one roof. The Pavilion will also house the next level II adult trauma center in Alameda County.

While facility advancements are vital to serve our growing community, it takes many talented hands to deliver services. The Board acknowledges our exceptional physicians, outstanding employees, and caring Service League volunteers who are the heart and soul of our Healthcare System and core to our Patient First Ethic. Ongoing collaboration with like-minded partners including UCSF Health ensures our patients receive, and district residents have access to world-class care close to home.

This publicly-elected Board is grateful for the enduring trust and support of our community. We are mindful stewards of our fiduciary resources as we set the vision for operations informed by the disciplined planning, research, and management by our executive leaders. We are proud of the Healthcare System that exists today and how far we've come with technological advancements, facility expansion, and an exceptional care team that continues to receive awards and distinctions for extraordinary care. We remain champions of the community we serve, now and into the future.

FROM THE CHIEF OF STAFF



Mark Saleh, MD
Chief of Staff
Washington Hospital
Medical Staff

Physicians seek organizations that strive for the highest level of quality health care by investing in the latest medical technology, attracting and retaining talented providers, and encouraging multidisciplinary collaboration for the best possible patient outcomes.

In 2023, the Healthcare System responded to its growing patient population by expanding existing services and welcoming physicians across medical and surgical specialty areas to meet community health priorities. The WHHS Medical Staff aligned by credentialing 100 new providers and reappointed more than 270 existing members. Our 27 medical staff committees continued their commitment to constantly improving patient care and quality of the medical disciplines practiced throughout WHHS. We are privileged to have provider longevity, which contributes to continuity of care for our patients. We recognize this dedication with pins for five and 10 years of service, and plaques for medical staff members with more than 15 years of service.

Technology advancements included imaging machines that benefit providers and patients with faster screening and diagnostic scans, and shorter times for appointments. New equipment included robotic-assisted devices used by our surgeons for minimally invasive procedures. I was honored to help introduce the AquaBeam Robotic System to WHHS, enabling Aquablation therapy for enlarged prostates, a medical condition that affects 50% of middle-aged men.

In closing, I want to highlight the collaboration of our Medical Staff with the Healthcare System's executive team, clinical peers and supporting staff. Our unity around the Patient First Ethic and providing the best care possible results in a robust array of medical services for our community. It is an exciting time to be part of this Healthcare System and our Medical Staff remains focused on our patients and the community we serve.

A handwritten signature in black ink, appearing to read 'Mark Saleh'.

Awards and Recognition

Washington Hospital Healthcare System has a rich history of being recognized for providing exceptional patient care. **For a more complete list of awards and distinctions, visit whhs.com/Awards.**

Some of the many recent recognitions we have received include the below awards.

Joint Commission Accreditation

Washington Hospital has earned the prestigious Joint Commission seal of approval. The full three-year accreditation is the Gold Seal of Approval from the nation's oldest and largest standards-setting and accrediting body in health care. (2023–2026)



Joint Commission Accreditation for Spine Surgery

Washington Hospital Healthcare System (WHHS) is one of 20 hospitals in the country to earn The Joint Commission's Gold Seal of Approval® for Advanced Certification in Spine Surgery (ACSS). This was achieved by demonstrating continuous compliance with its performance standards. The Gold Seal is a symbol of quality that reflects a health care organization's commitment to providing safe and quality patient care. (2023–2025)



Magnet® Status by the American Nurses Credentialing Center

Magnet designation from the American Nurses Credentialing Center is the nation's highest recognition of excellence in nursing care. WHHS is among just 8% of U.S. hospitals that have achieved Magnet status and has continuously received redesignation. (2011–2025)



Get with the Guidelines Gold Plus Quality Achievement Award for Stroke and Diabetes

AHA acknowledges Washington Hospital's commitment and success in implementing a higher standard of stroke care by ensuring that stroke patients receive treatment according to nationally accepted standards and recommendations. The Hospital earned the Get with the Guidelines – Stroke Gold Plus with Honor Roll Elite and Target: Type 2 Diabetes Honor Roll. The Get with the Guidelines Elite Honor Roll recognizes hospitals that treat



acute ischemic stroke in the most effective way possible using evidence-based guidelines. (2022, 2023)

Commission on Cancer Accreditation & Outstanding Achievement Award



WHHS received three-year accreditation from the Commission on Cancer and also earned their Outstanding Achievement Award for cancer care. (2022–2025)

Breast Health Program

WHHS's Breast Program received three-year accreditation from the National Accreditation Program for Breast Centers, a consortium of national, professional organizations focused on breast health and dedicated to the improvement of quality outcomes for patients with diseases of the breast. (2022–2025)



American College of Radiology (ACR) Reaccreditation

The UCSF – Washington Cancer Center, Radiation Oncology has proudly earned a three-year reaccreditation from the American College of Radiology (ACR), ensuring patients and their families that their treatment occurs at a facility committed to top-tier quality and radiation safety standards. (2023–2026)



Baby-Friendly Designation

In 2014, the World Health Organization (WHO) and the United Nations Children's Fund (UNICEF) named Washington Hospital a Baby-Friendly designated facility for its exceptional support of breastfeeding moms and babies. Recent redesignation is from 2019 to 2024.



Healthgrades 50 Best Hospitals

We're proud to be recognized as one of America's 50 Best Hospitals for Outpatient Orthopedic Surgery and America's 50 Best Hospitals for Outpatient Joint Replacement by Healthgrades. WHHS is among the top 5% nationwide, one of only 19 hospitals across the nation, and the only hospital in the Bay Area to receive both these honors! These remarkable distinctions underscore the value of placing the patient at the center of our care, improving practice through evidence-based quality principles, and investing in the advancement of medical practice.



Advanced Equipment and Process Improvements Optimize Imaging for Patients



Dusty Finn, CNMT, strives to make all patients, including Carmen Ulibarri, as comfortable as possible while getting precise images.

PATIENT APPRECIATES EXCELLENT CARE, NEW SCANNER

Fremont resident Carmen Ulibarri has been coming to WHHS's Nuclear Medicine Department consistently for the past six years. She began her second cancer battle in 2017 and needs a full bone scan every four to six months. While some might dread coming in so frequently, Carmen enjoys her visits. "It may sound strange, but I actually look forward to my appointments. Dusty treats me like I'm his grandmother. He helps me get comfortable on the imaging table and even provides a warm blanket," she says with a smile.

Carmen is referring to Lead Certified Nuclear Medicine Technologist Dusty Finn. Dusty joined WHHS more than 16 years ago, and strives each day to make our patients as comfortable as possible while he captures their scans. Our newly acquired gamma camera, housed in a larger imaging room, makes the process faster and more comfortable. Patients like Carmen who previously had to remain still on a hard table for 45 minutes, are now done in 10 to 15 minutes.

Diagnostic imaging gives doctors a clear picture of what's going on in a patient's body so they can make accurate, evidence-based decisions about medical care. Technologies, including CT, MRI and PET scans, X-ray, and ultrasound are essential to detecting and treating most major illnesses, injuries and abnormalities. WHHS recently updated equipment to optimize imaging for both inpatient and outpatient imaging services.

"The Healthcare System invests in advanced imaging technology and our patient-centered Imaging Department is consistently improving services," says Director of Medical Imaging James Farr. "These actions help patients receive appointments faster, including follow-up care. This advanced imaging equipment also enhances patient comfort along with rapid results."

Recent imaging improvements include:

- Addition of a second advanced 3D mammography machine, shortening the wait time for a screening.
- More space in the Women's Center for DEXA bone scans to accommodate patients requiring a wheelchair or walker.
- New SPECT scanner in the Nuclear Medicine Department that allows for imaging to be done in one-third of the time.

WTMF Cardiology Physicians Work with UCSF Cardi



78-year-old Sister Carol Crater has dedicated her life to serving others. After her TAVR procedure at Washington Hospital, she returned to volunteering as full-time secretary for the Sisters of the Holy Family in Fremont.

Hear disease is the country's number one health condition, and a comprehensive cardiology program lies at the center of our Healthcare System. People see a cardiologist for heart palpitations, chest pain, cardiac arrhythmias (irregular heartbeat), and heart murmurs among other conditions. When primary care physicians refer patients for a cardiology consult, they're in good hands with Washington Township Medical Foundation (WTMF) cardiologists.

Some patients require surgical intervention and that's when Washington Hospital's affiliation with UCSF Health delivers the extra level of care needed. This partnership brings doctors to patients, rather than the other way around. At Washington Hospital/UCSF Health Cardiac Services clinics, renowned academic-level surgeons, work alongside community cardiologists on optimal diagnoses and cutting-edge treatment plans.

Fremont resident Sister Carol Crater, Sisters of the Holy Family, was referred to WTMF cardiologist Rohit Sehgal, MD, for her worsening heart murmur. She did not have obvious symptoms, but her heartbeat made a whooshing sound under the stethoscope. This classic heart murmur sound usually signals turbulent blood flow through one or more heart valves. Dr. Sehgal tracked Sister Carol's condition for several years with echocardiogram and other advanced imaging used to diagnose and monitor heart conditions. In fall 2022, he determined her damaged heart valve had grown concerning enough to be replaced.

Ac Surgeons to Deliver Superior Care

“When surgical intervention is required for our cardiology patients, WTMF cardiologists collaborate closely with Washington Hospital/UCSF Cardiac Services physicians to determine the least invasive approach with the best possible outcome,” says Dr. Sehgal. He recommended Sister Carol undergo a transcatheter aortic valve replacement (TAVR) procedure performed by Dr. Ramin Beygui, as part of Washington Hospital’s TAVR program. In this minimally invasive procedure, a new valve is inserted via the femoral artery through a small incision, replacing the need for open-heart surgery. Recovery is quicker and there is less pain, less blood loss and a lower risk of infection.

“I was quite calm about it because it felt like a minimal procedure, in fact they don’t even call it a surgery,” says Sister Carol. “I felt fine afterward and everyone was very kind and caring. My physicians ordered an overnight stay in the Hospital to be sure I was safe.” Sister Carol’s case was unusual since she was asymptomatic before the procedure, though she reports she can now walk farther for exercise without getting as tired.

“We are pleased to provide our patients with world-class cardiac care right in their own community, from minimally invasive procedures that result in quicker recovery to complex surgeries typically performed at major academic medical centers,” says Medical Director of Cardiothoracic Surgery Ramin Beygui, MD.

Physicians specializing in cardiothoracic surgery, structural heart cardiology, and electrophysiology performed more than 150 traditional open surgeries, and endovascular and transcatheter procedures at Washington Hospital in 2022. Patients in need of a heart transplant are transferred for surgery at UCSF and return to Fremont for follow-up care and rehab through our comprehensive Cardiac Rehabilitation Program.



CALL 911 FOR STEMI

If your loved one complains of chest pain, shortness of breath, nausea, lightheadedness or fatigue, and has pain or discomfort in the jaw, neck, back, arm or shoulder, don’t wait—call 911. These are symptoms of an ST-elevation myocardial infarction (STEMI), or a major heart attack. Washington Hospital is a designated STEMI Receiving Center for Alameda County, and in 2023 the Hospital received the American Heart Association’s Get with the Guidelines® – Lifeline STEMI Receiving Center Gold Award. These distinctions mean we have the expert staff, technology, experience and facilities to provide immediate lifesaving treatment.

Ensuring Dignity Before, During and After Delivery

PREGNANCY HEALTH CRISIS

The United States has the highest pregnancy-related death rate among developed nations despite being one of the world's most advanced health care systems. The reasons are many, including barriers to health care access, health disparities, and inequities in perinatal care. According to the Centers for Disease Control and Prevention (CDC), women of color are two to three times more likely to die from pregnancy-related causes than white women, and many of these deaths may have been preventable.



When patient Elva Romero receives her regular nonstress test, she knows Claudina Tsang, RN, will listen to her concerns.

Washington Hospital Healthcare System's Maternal Child Health Department is aligning with new diversity, inclusion, and equity (DEI) efforts underway including combating unconscious bias against people of color and other individuals who may feel marginalized in pregnancy, childbirth, and postnatal care to ensure all patients are treated with dignity and respect.

All Maternal Child Health staff and physicians have participated in online education aimed at mitigating unconscious racial bias in alignment with Senate Bill (SB) 464, The California Dignity in Pregnancy and Childbirth Act. Training includes maternal morbidity and mortality data as well as education on stereotyping, institutional racism, and nonmedical factors that influence health outcomes. These courses illustrate how unconscious bias is present in most people and how that impacts the delivery of care, along with offering ways clinicians can identify and overcome these barriers.

Several other initiatives are in motion to support our perinatal patients and families. These include:

- The 2022 "Giving Tuesday" donations went towards the Maternal Child Health Fund which supports free and low-cost childbirth and perinatal education classes for the community to help families in need with supplies like diapers, formula, clothing and car seats.
- A Patient Advisory Council is being formed to garner feedback on Maternal Child Health services, to ensure continuous improvement.
- A psychiatrist specializing in treating peripartum patients and members of the LGBTQ community who recently joined Washington Township Medical Foundation.
- Upcoming staff education on perinatal care for transgender patients through our UCSF affiliation.

Health Care Tailored to the Tapestry of our Community

“DEI is not a department, program or initiative. It’s a comprehensive approach to eliminating health disparities and ensuring every patient, visitor, and member of our team feels welcome, safe and appreciated.”

— **Kimberly Hartz,**
Chief Executive Officer

Interacting with a live interpreter, Trang Nguyen, RN, is able to help patient Nehar Singh ask questions and receive important information regarding his care.



In early 2023, WHHS internally announced its commitment to DEI and appointed a Chief DEI Officer to lead the journey. An internal survey followed the launch to gather feedback on the current state of diversity and inclusion. “The valuable insights from staff, physicians and volunteers is paving the way for DEI across our Healthcare System,” said Kimberly Hartz, CEO. “Next, we are establishing a DEI Council to oversee our DEI work and support resource groups that will promote inclusiveness and facilitate a more equitable workforce experience throughout the organization.”

Another area of focus is the use of interpreter services to improve disparities linked to limited English proficiency. Interpreting is available in 144

WHAT IS DEI?

Diversity, equity, and inclusion (DEI) at WHHS is helping identify disparities that may be present, and focuses improvement on opportunities that will yield systemic change to benefit everyone.

languages, including dialect options. Patient benefit is optimal if the service is used throughout their care journey.

Data is critically important, including efforts to improve demographic collection for patients and the workforce. This helps the Healthcare System measure and evaluate outcomes

and experiences with a focus on equity. Everyone who is part of the WHHS family, whether as an employee, provider, or patient, will notice inquiries for more details about their background, which allows WHHS to better tailor our services to meet individual needs. The commitment to DEI demonstrates a level of service that is focused on equitable, safe, quality health care for everyone.

Construction and Renovations for a Safe, Modern, Trauma-Ready Facility



Washington Hospital opened in 1958 as a 150-bed facility built to meet the health care needs of a community of 18,000. The 2022 census listed the Tri-City population at 338,222. The Hospital has been designated to become Alameda County’s next level II adult trauma center, and our facilities must comply with unfunded state seismic mandates by 2030. Amidst constant growth and changing demands, the Healthcare System is well positioned to continue serving this community for decades to come.

Recent and current projects include construction of a patient bridge that now connects the Center for Joint Replacement (CJR) and the Morris Hyman Critical Care Pavilion (MHCCP). This bridge is an important part of future wayfinding for seamless patient transport and intuitive visitor navigation around our campus.

WHHS submitted designs to the California Department of Health Care Access and Information in September 2023, requesting permission to build out the shell space in the MHCCP. All emergency critical care and trauma care services will be conveniently located in one modern, earthquake-safe building,

and we anticipate project completion by 2026. The build-out project will include eight pre-op/recovery bays, 12 post-acute care bays, six state-of-the-art universal operating rooms (ORs) and two hybrid ORs, where surgeons can perform both minimally invasive, image-guided procedures and open surgical procedures without having to move the patient between specialized spaces. These structural additions will allow critically injured patients arriving in the Emergency Department to be transported downstairs for imaging, across the hall for surgery, and upstairs for recovery on a critical care unit.

Current construction projects include the expansion of clinic space on the ground floor of our Center for Joint Replacement to accommodate procedural growth for our program, which remains one of California’s best for joint replacement. Work continues on the Warm Springs Outpatient Center, in partnership with UCSF Health, slated to be completed by 2025. Next up is expansion of the UCSF – Washington Cancer Center that will occupy 15,000 square feet in the Washington West building by its completion in the beginning of 2025. Read more about development of our new cancer center on page 13.

Update: Bringing 24/7 Trauma Services to Southern Alameda County



Backed by the strong support of this community and local need for trauma services in South County, Washington Hospital Healthcare System (WHHS) is well on its way to becoming a level II adult trauma center. This means the facilities, resources, and expert staff will stand ready to care for seriously injured patients when minutes and seconds count, instead of transporting—often in traffic—to the nearest trauma center in Castro Valley or out of county to San Jose.

In June 2022, following an extensive, yearlong evaluation of the county’s existing trauma system, the Alameda County Emergency Medical Services Agency (ACEMSA) selected WHHS as the next designated level II adult trauma center. Building a trauma program includes training and development, protocols and procedures, consultative on-site visits and verification reviews and, ultimately, designation through ACEMSA and the American College of Surgeons. Trauma program planning is well underway and on track to receive our first trauma patient this coming July.

“Washington Hospital will fortify Alameda County’s trauma system by significantly reducing response time, providing definitive trauma care within the ‘golden hour’ after critical injuries occur locally,” says Chet Morrison, MD, medical director of the Trauma Program. “Our comprehensive trauma program will entail much more than attending to trauma patients in the Emergency Department. It begins with educating our community about injury prevention and provides a continuum of care through post-injury rehabilitation.”

TRAUMA CENTER UPDATE

Our numerous multidisciplinary committees are working on these foundational trauma program objectives:

- **Recruitment:** WHHS hired Trauma Program Medical Director Chet Morrison, MD, FACS, FCCM, and Trauma Program Director Elwood Conaway, RN, MSN, MA, CCRN, bringing vast trauma center leadership experience to the Healthcare System. Recruitment continues for positions that directly support the trauma program including surgical, diagnostic, pharmacy, and specialty medical team members.
- **Training and Development:** WHHS is focused on growing from within to ensure a robust team of exceptional trauma professionals. Doctors and nurses undergo trauma-specific training and attend symposiums with staff from other local trauma centers to promote knowledge sharing and best practices.
- **Community Outreach:** WHHS will offer ongoing health education on preventing traumatic injuries and preparing to act when they occur. Community members are encouraged to participate in upcoming free classes on fall prevention, hands only CPR, bleeding control (Stop the Bleed), and choking response among others.
- **Research:** We are conducting initial research and will continue to study local demographics for data on the types of traumatic injuries that most often occur locally. These include broken bones caused by falls among the growing senior population and injuries from motor vehicle accidents.

Continuing Support From a Charitable Community

This community began a tradition of support and charitable giving before Washington Hospital opened its doors, and support for the Healthcare System grew stronger than ever in FY23. The Washington Hospital Healthcare Foundation staff, officers, and trustees oversee many events and campaigns that raise capital for state-of-the-art medical equipment and essential health care programs. Here is a summary of the organization’s philanthropic achievements over the year in review:

EVENTS PUT THE FUN IN FUNDRAISING

For the first time in three years (postpandemic), the 36th annual Top Hat Gala was held in person on Oct. 8, 2022. The gala raised more than \$500,000 to support the acquisition of advanced medical equipment for the future level II adult trauma center. The evening’s success was possible through many gifts from supporters including Vituity, Fremont Bank and Alameda County Supervisors David Haubert and the late Richard Valle.

On Oct. 14, 2023, 625 guests attended the 37th annual Top Hat Gala. Exceeding all expectations, the event raised more than \$1,170,000 benefiting the UCSF – Washington Cancer Center. Generous sponsors included Fremont Bank, Supervisor Elisa Marquez, Sisters of the Holy Family, and UCSF Health. Guests enjoyed food and entertainment under the grand tent on the Healthcare System’s Fremont campus.

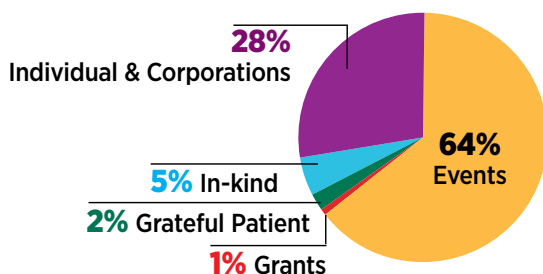
In May 2023, the 36th Annual Gene Angelo Pessagno Golf Tournament at The Club at Castlewood brought together golfers and bocce ball players for a day of fun with a purpose. Generous platinum sponsors Fremont Bank and Gonsalves & Kozachenko Law Firm together with all the donors raised over \$120,000 for state-of-the-art surgical equipment.

GAINFUL CAMPAIGNS

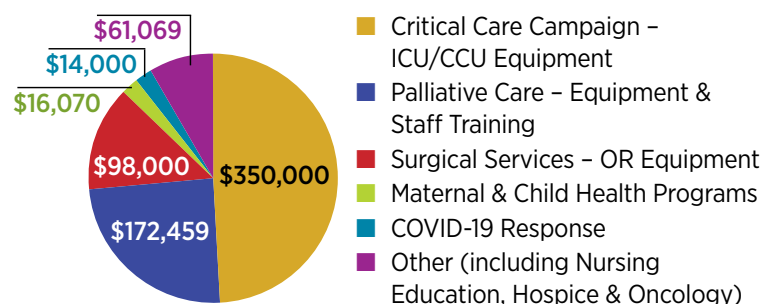
On November’s National Day of Giving, Giving Tuesday, our generous community donated over \$21,000 and Dale Hardware and its customers gave another \$10,500 from their round up purchase campaign. This money supports the Healthcare System’s Maternal and Child Health Fund, providing specialized care, supplies, and education for new mothers in need as we advance equity in pregnancy outcomes and the overall well-being of families across our community.

The Foundation thanks Paul and Sandi Bonderson, John and Candace Hallquist, and Fremont Bank for their prolific giving to grow the UCSF – Washington Cancer Center. Their gifts ensure that our world-class, patient-focused cancer center will continue to evolve to meet the Tri-City Area’s growing oncology needs. The Healthcare System is very grateful to these gracious donors and the many other generous individuals, families, and local business that support WHHS through Foundation programs like Planned Giving, Honor a Caregiver, and in-kind gifts.

FY23 PHILANTHROPY BY CATEGORY



AMOUNT DISBURSED TO WASHINGTON HOSPITAL IN FY23



UCSF – Washington Cancer Center Expanding to Meet Growing Need

Patient visits to the UCSF – Washington Cancer Center have grown exponentially in recent years, demonstrating the need for visionary planning to address cancer as one of the top health care priorities in our 2023 Community Health Needs Assessment. We are pleased to announce that construction will soon begin on an expanded 15,000-square-foot cancer center featuring comprehensive oncology services in one modern facility. Completion is expected by the end of the year with the new center opening at the beginning of 2025.

The newly designed and enlarged space in the Washington West building in Fremont will include:

- Spaces for a collaborative network of interdisciplinary service providers to meet with patients and families including nutritionists, care navigators, social workers, financial counselors, clinical researchers and others.
- Expanded infusion center with 17 bays, and three private treatment rooms.
- Comfortable, centralized patient and family waiting area.
- Large, dedicated full-service pharmacy.

“The UCSF – Washington Cancer Center expansion will allow us to meet the rapidly growing need for more access to advanced cancer care close to home,” says Medical Director and UCSF hematologist–oncologist Bogdan Eftimie, MD. “With the cancer clinics and all support services under one roof, local patients and their families do not need to travel across the Bay for academic-level care and treatments. We have access to the latest in oncology medicine and technology, and when more specialized expertise is needed, we can ensure a seamless transition of care to UCSF, a world leader in oncology.”

Cancer patients will continue to receive advanced, compassionate care from Dr. Eftimie and his colleagues, UCSF hematologist–oncologists Dr. Carlton Scharman and Dr. Matthew Tenold, as well as nurse practitioner Ensun Kim and prominent new UCSF providers joining the team soon.



Rebuilding After a Traumatic Injury

People with debilitating spinal deformities or injuries generally must travel to an academic medical center to see a specialized neurosurgeon with the experience and technology to address their complex condition. Tri-City Area patients have access to these highly advanced procedures in their community, close to home. Never has local access been more important than the experience of a local woman who suffered

a terrible accident and recently got back on her feet thanks to Rajiv Saigal, MD, PhD. Dr. Saigal is a renowned UCSF neurosurgeon and Medical Director of the Spinal Deformity and Tumors Program at the Taylor McAdam Bell Neuroscience Institute (TMBNI) located on the Washington West campus in Fremont.

A normal day quickly and unexpectedly turned tragic for 67-year-old Pacifica resident Janice Holley when a massive eucalyptus tree landed on her car. After firefighters rescued Janice from her mangled vehicle, she had surgeries to fix her broken hand and knee. Though she couldn't walk because of the knee injury, she could feel something was wrong with her back. In April, one day after the devastating loss of her husband of 45 years, MRI results showed a serious infection in Janice's back that confined her to at-home intravenous (IV) antibiotics for six weeks. A registered nurse, Janice was able to administer her own IV.

Janice was referred to Dr. Saigal at Washington Hospital Healthcare System for a second opinion on



Janice Holley and her late husband, Earl Holley, enjoyed an active lifestyle. Janice hopes to once again regain her ability to enjoy hiking and biking.



Janice Holley with Rajiv Saigal, MD, PhD, FAANS, FACS

her worsening back pain. In July, X-ray and MRI images showed she was suffering from post-traumatic kyphosis, or compression fractures that lead to an

abnormal curve of the spine. "I had so much going on that I didn't even know when my spine had literally collapsed after the accident," she recalls.

Dr. Saigal performed a two-stage surgery: first, performing a minimally invasive surgery to remove the fractured bone and insert titanium mesh cages to reconstruct Janice's spine. Two days later, the second stage was completed to provide stability from the back. Thanks to Dr. Saigal's diagnosis and surgical solution, Janice was finally able to begin healing from her traumatic accident eight months earlier. "Dr. Saigal was wonderful. I am back to walking a mile, and after this difficult year, I hope I can return to doing things I love, like riding my bike and playing golf."

"We address all spinal deformities and tumors, from the smallest to the most complex cases," says Dr. Saigal. "First, we consider conservative, nonsurgical treatments and, when surgery is necessary, we look to the least invasive techniques possible to get the patient back to the activities they enjoy."

Celebrated Neurosurgeon is a Leader in Anatomy-Preserving Surgery



Sandeep Kunwar, MD,
FAANS, FACS

Medical Director of the
Taylor McAdam Bell
Neuroscience Institute

Sandeep Kunwar, MD, is internationally hailed as a pioneering neurosurgeon and leader in pituitary tumor resection. He is also an authority on anatomy-preserving spine surgery, helping patients recover their quality of life. This means that patients with spinal stenosis leading to neurogenic claudication (pinched nerves in the lower spine causing leg pain and cramping) can return to the activities they enjoy without the need for major open spinal surgery and longer recovery period.

Years of wear and tear and hereditary factors can cause arthritis, disc degeneration and bone spurs that narrow the bony ring surrounding the spinal cord, creating pinched nerves. This is most common in older people and causes debilitating pain in the thighs, calves and buttocks with walking or standing, but improves with sitting. While a laminectomy, or removal of part of the vertebrae and their ligaments, was the traditional surgical fix for stenosis, Dr. Kunwar uses a much less invasive approach.

Instead of large incisions in the skin and muscles, the surgeon inserts tubular retractors into small cuts in the skin to shave bone spurs and clean out other tissue-impinging nerve roots within the spinal canal. Advanced imaging and computer-aided 3D navigation guide surgeons with great accuracy. Minimally invasive, anatomy-preserving surgery can also be used for tumor removal, spinal fusions, and other serious spinal ailments and generally results in less pain, blood loss, and chance of infection. Patients usually go home the same day and recover much faster.

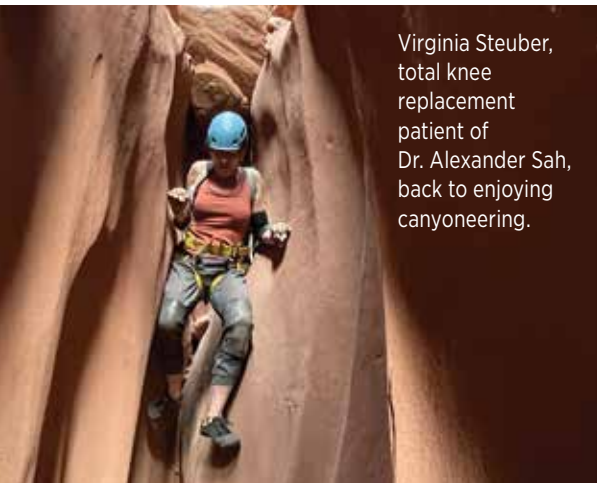
In addition to its world-class spinal programs, the TMBNI also offers specialty services in cerebrovascular conditions (including aneurysms, hemorrhages, vascular malformations and brain tumors); endoscopic skull base and pituitary conditions; and an award-winning stroke program. Among many other distinctions, Washington Hospital is a Designated Stroke Receiving Center for Alameda County.

Joint Replacement Surgery Customized to the Patient

Anthony Silva, double hip replacement patient of Dr. John T. Dearborn, has achieved many goals since his surgery.



Virginia Steuber, total knee replacement patient of Dr. Alexander Sah, back to enjoying canyoneering.



Washington Hospital Healthcare System's Institute for Joint Restoration and Research (IJRR) celebrated its 10-year anniversary in July 2022, marking a decade of trendsetting innovations and exceptional patient outcomes in the field of joint replacement. Housed in the modern Center for Joint Replacement (CJR) building, the IJRR features 30 private patient recovery rooms and a dedicated clinical staff. The institute's trailblazing co-medical directors and the unique clinical setting attracts patients from all over the state and country. Now, these acclaimed orthopedic surgeons offer another groundbreaking option to qualifying patients: same-day discharge after total hip and knee replacement.

“Advancements in surgical approach, robotic-assisted surgery, and our unique multimodal pain management protocols allow my colleague, Dr. Bonner, and I to safely and efficiently perform hip and knee replacement procedures within our inpatient and ambulatory centers,” says IJRR medical co-director, Alexander Sah, MD. All patients, whether they go home the same day or stay overnight, benefit from specialized nursing staff and anesthesiologists as well as comprehensive pre-operative and post-surgery education.

Patients in good health with a support system at home may opt for outpatient surgery at the Washington Outpatient Surgery Center in Fremont or the Peninsula Surgery Center in Redwood City. Older patients or individuals needing more post-surgical support benefit

from having their procedure done at Washington Hospital and recovering one or more days in the CJR. “Based on our proven system of surgical techniques, perioperative anesthesia protocols, and concierge approach to joint replacement, we have successfully replicated our inpatient hip and knee replacement program in the ambulatory surgery center (ASC) setting,” adds IJRR medical co-director, John T. Dearborn, MD.

According to the Journal of Arthroplasty, in 2021, the number of joint replacement procedures in the U.S. where patients went home the same day catapulted from less than 1% of patients to more than 30%. Research shows outpatient procedures are as safe or even better than in-hospital joint replacement surgeries as far as rates of infection and post-surgical complications. Medicare approved knee replacements at ASCs in 2020, hip replacements in 2021, and shoulder replacements in January 2024.



John T. Dearborn, MD, FAAOS
Dr. Dearborn founded the joint replacement program at WHHS and is the medical co-director of the IJRR. In 2022, he founded the Peninsula Surgery Center, a state-of-the-art waterfront ambulatory surgery center in Redwood City.



Alexander Sah, MD, FAAOS
Dr. Sah serves as medical co-director of the IJRR and the medical director of the Washington Outpatient Surgery Center. He is President of the Anterior Hip Foundation and recently co-authored *Anterior Hip Replacement: From Origin to Current Advanced Techniques* with Joel Matta, a pioneer in the field.



**Terri Hunter, DNP, MPA,
RN, NEA-BC, CENP**
Vice President and
Chief Nursing Officer

I had the incredible opportunity to join the Washington Hospital Healthcare System (WHHS) nursing team in July 2023. From my first day, it was clear that I was joining a close family of caregivers and a strong, highly professional team of nurses. I remain impressed by the commitment of our nurses to provide the very best clinical care possible. I have witnessed firsthand their innovation, curiosity, and creativity in delivering care aligned with Washington’s Patient First Ethic.

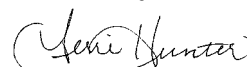
The incredible kindness, friendship, and genuine compassion from each and every caregiver I meet remains inspiring. It is an honor to represent WHHS at community events where I receive so many stories of Washington Hospital’s legacy of patient-focused care. It feels like every member of the community has a connection to the Healthcare System.

Our nurses work together with other clinicians in multidisciplinary teams, collaborating to ensure patients receive the appropriate level of care to meet their needs and health goals. Everything nursing provides is delivered within a culture of safety. It is clear my predecessor, Larry LaBossiere, RN, CEN, CNS, MBA, MSN, performed exceptionally and was well embraced by the team as the Chief Nurse over the past two years. Larry’s advancement to WHHS’ Chief Operations Officer ensured a smooth transition for me and, more importantly, our team of nurses. I am grateful for the unique benefit of his knowledge, sharing and support. I am also proud to uphold the tradition of outstanding leadership of the WHHS team of nurses.

I am also excited to join and support our journey to become a level II adult trauma center serving our community and residents of South County. The energy is palpable across the Healthcare System as well as the community. Several local trauma hospitals have stepped up to support and partner with WHHS as we advance our commitment to strengthen Alameda County’s trauma system. Our nurses will serve an integral role in this critical journey and we are honored to have nursing at the helm of decision making.

WHHS’ Magnet Hospital designation is another distinction of care for our community and indication that our focus on professionalism, research, and continuous improvement is alive and well. We are well positioned as we head into our third redesignation in 2025. Our model for shared governance and strong nurse leaders is the solid foundation upon which we continue to build. I invite you to read about it in the following pages.

I look forward to our upcoming trauma designation, and impending growth in neurology, oncology, orthopedics, stroke, and cardiac care. I am also excited about our focus on enhancing the patient experience. With ongoing support from my executive leadership colleagues and the Washington Township Health Care District Board of Directors, we are working together and supporting each other to exceed our patients’ expectations in care, quality and safety. We will continue transforming care for the better across our Healthcare System.





DAISY Team Award winners, SART,
L-to-R:
Krystal Bodily, DNP, RN, FNP-C
Shannon O'Brien, RN
Sabrina Ayllon, RN, CEN, SANE-A
Erica Riazon-Torres, BSN, RN
Kelly Jarrett, BSN, RN



DAISY and BEE Awards

The DAISY foundation was created in 1999 in memory of J. Patrick Barnes, who died at age 33 from complications related to idiopathic thrombocytopenia purpura. An acronym for Diseases Attacking the Immune System, DAISY recognizes nurses around the world for their profound contributions to patient care. Washington Hospital Healthcare System (WHHS) has recognized nurses through the DAISY Award program since 2005. Nurses, or a team of nurses, may be nominated by patients, visitors and colleagues. Each year, WHHS presents the DAISY Award to outstanding nurses.

In 2023, WHHS introduced two new awards to recognize outstanding staff.

The DAISY Nurse Leader Award recognizes outstanding work of nurses who are not in a direct patient care role. The inaugural recipient of the DAISY Nurse Leader Award was Vice President and Chief Operating Officer (COO), Larry LaBossiere, RN, CEN, CNS, MBA, MSN. Nominated by the Professional Engagement Council, Larry was recognized for his commitment to patients, ongoing support for the nursing staff, and strengthening the nursing division as Chief Nursing Officer before advancing to the role of COO.

The BEE Award, for Being Exceptional Every Day, developed by the nursing Professional Engagement Council, recognizes the extraordinary work done by any employee, provider, or volunteer who directly or indirectly impacts clinical care. The award recognizes

individuals for their great teamwork and customer service, professionalism, and compassionate care.

The fourth annual **DAISY Team Award** was awarded to the Sexual Assault Response Team (SART), a group of highly skilled nursing professionals who represent many areas of the Healthcare System. The SART nurses are specially trained to care for victims of sexual assault and perform forensic assessment of injury. Their skill and attention to detail helped support several successful convictions of sexual offenders in the community.

DAISY Awardees

Cindy Wojdon, RN, CCRN-CSC — Critical Care Unit
Marites Manlangit, BSN, RN — Medical-Oncology
Jing Hu, BSN, RN — 4 West
Luke MacAraeg, BSN, RN — Nursing Float Pool
Larry LaBossiere, RN, CEN, CNS, MBA, MSN, VP and CNO (Nurse Leader Award)
Sexual Assault Response Team (Team Award)

BEE Awardees

Darian Williams, Environmental Services Aide
Megan Tahrán, Clinical Pharmacist
Lindsey Day, Social Worker Case Manager
John Guiao, CNA — 6 West
Maria Hidalgo, CNA — Telemetry

Is there someone you would like to nominate for a DAISY or BEE Award at Washington Hospital?
You are invited to send an email to DAISY@whhs.com or BEE@whhs.com to describe your experience.



Along with compassionate care, nurses in our Infusion Center bring advanced training and experience to our patients.

Professional Board Certification in the Infusion Center

Nurses who achieve professional board certifications demonstrate advanced knowledge and competence in a particular area of nursing. Many research studies demonstrate that professional board certification leads to improved patient outcomes in many areas of nursing such as emergency, oncology, critical care, medical-surgical, maternal child health, neuroscience, and others.

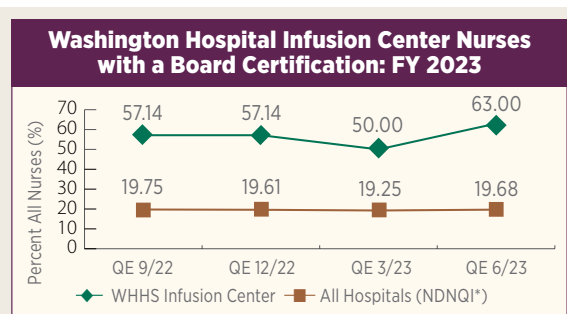
The Sandy Amos, RN, Infusion Center at Washington Hospital specializes in oncology care. In collaboration with UCSF, oncology nurses in the infusion center provide evidenced-based and comprehensive cancer and medical care. To provide competent and outstanding care, 63% of the nurses who work in the infusion center have professional board certifications in oncology care, bone marrow transplant, and medical-surgical nursing.

Yasmin Flores, BSN, RN, OCN, started working at Washington Hospital in September 2022 and became an oncology certified nurse (OCN) one year later. “Being certified wasn’t on my mind until I was encouraged and heard other nurses talking about it,” explains Yasmin. “OCN certification provides a strong foundation and knowledge in the care I provide for oncology patients. It is that validation that enables me to be a safe and competent nurse.”

The oncology certification credential signifies a nurse’s commitment to providing quality care that cultivates positive patient outcomes. Certification also guides care providers in their professional development and demonstrates their critical contribution to the cancer care team and patients.

Washington Hospital recognizes the following nurses for their dedication to providing excellence in care:

- Tammy Ballantyne, RN, OCN, ONN
- Ashley Bruce, BSN, RN, OCN
- Yasmin Flores, BSN, RN, OCN
- Maria de la Luz Garcia, MSN, RN, OCN
- Daljit Kaur, BSN, RN, OCN
- Shari Kellen, MSN, RN, OCN, CNL, ONN-CG
- Jinshuang Liu, RN, OCN, CMSRN
- Monica Stanculeanu, MSN, MBA, RN, OCN, CMSRN, ONN-CG
- Tsegereda Wubea, BSN, RN, BMTCN
- Raymund Pascua, BSN, RN, OCN



The WHHS Infusion Center proudly features an extremely high percentage of nurses with board certifications.

*NDNQI = National Database of Nursing Quality Indicators

Washington Hospital supports nursing certification by providing reimbursement for initial certification and renewal, demonstrating appreciation and recognition, and having an educational platform to access free certification preparation classes.

Effective Strategies to Prevent and Treat Pressure Injuries

According to the Agency for Healthcare Research and Quality (AHRQ), hospital-acquired pressure injuries (HAPIs) are a complex and costly challenge across the U.S. health care system. These injuries are caused by constant pressure between a patient's skin and a surface (like a bed) usually over a bony area.

HAPI statistics in the U.S. are alarming:

- Treatment of all stages of HAPIs totals \$9.1 to \$11.6 billion every year.
- 2.5 million patients per year are impacted by HAPIs.
- An estimated 60,000 people die from complications related to HAPIs each year.
- The cost to treat stage 3 and 4 HAPIs is between \$40,000 to \$150,000 per patient.
- Elderly, malnourished, and critically ill patients are more prone to develop HAPIs.

Healing a chronic wound has its own set of unique requirements and our Healthcare System is equipped to meet them all. We have revamped our wound care formulary to properly care for all types of wounds with better healing outcomes. We can care for patients who have been admitted to the Hospital or through our outpatient wound center.

Our Healthcare System takes a multidisciplinary approach to healing complex wounds and caring for ostomy patients. We have specialty products



Wound care specialists like Alma Igros, LVN III, use specialty products to prevent pressure injuries.

including an overlay mattress to help prevent HAPIs and treat our patients who have wounds. Our staff is specially trained by nationally recognized experts and participates in continuing education.

The goal of nurses caring for patients with HAPIs is to avoid further tissue damage, achieve wound closure as rapidly as possible, restore function to the injured tissue, and improve the quality of life for our wound and ostomy patients.



Yvonne Dobbenga-Rhodes, MS, RNC-NIC, CNS, CNS-BC, CPN, checks in to make sure new mom Fiona Daco is doing well.

Maternal Mental Health Screening

Though the term “perinatal mental health” may bring to mind postpartum depression or “baby blues,” actually, there are several forms of illness parents may experience before or during pregnancy including depression, anxiety, obsessive-compulsive disorder, post-traumatic stress disorder, bipolar mood disorders, and postpartum psychosis.

Any of the symptoms listed below, and others, may indicate a perinatal mental health disorder:

- Sadness or depression
- Feeling irritable or angry with those around them
- Having difficulty bonding with the baby
- Feeling anxious or panicky
- Eating or sleeping problems
- Upsetting thoughts they can’t get out of their mind
- Feeling “out of control” or like they are “going crazy”
- Wishing they never became a parent
- Worrying they might hurt the baby or themselves

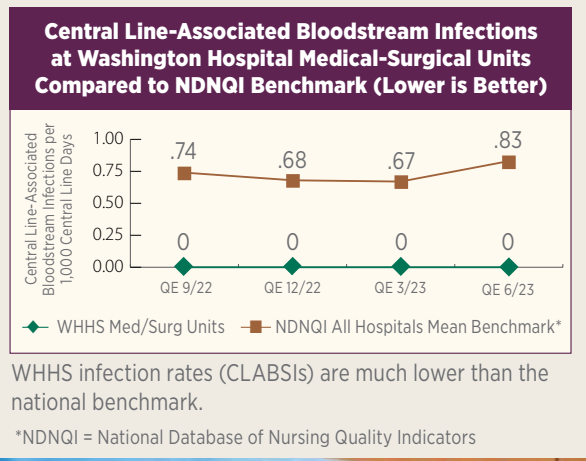
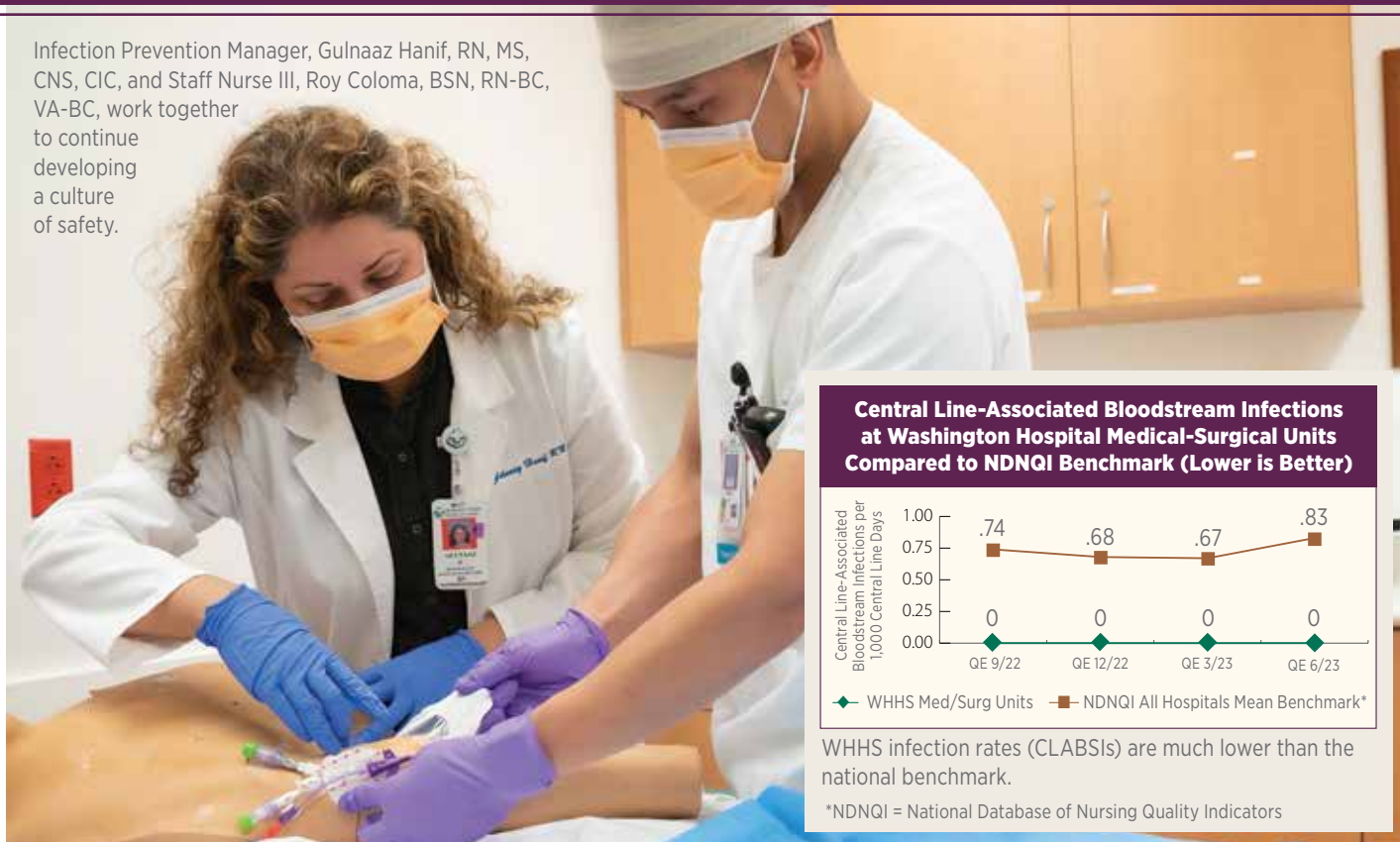
While many parents experience some mild mood changes during or after the birth of a child, 15-20% of birthing persons experience more significant symptoms of depression or anxiety.

In 2019, the state of California enacted Assembly Bill (AB) 2193, requiring hospitals to implement a program relating to perinatal mental health disorders.

Programs must include education about perinatal mental health disorders for birthing persons, families, and hospital perinatal unit employees. Also, mandatory depression screening of pregnant and postpartum persons is now recommended by an increasing number of professional organizations including the American College of Obstetrics and Gynecology, the American Academy of Pediatrics, and the American Medical Association.

According to a study cited by the Centers for Disease Control and Prevention, suicide is one of the leading causes of maternal mortality in the U.S. The Joint Commission, the accrediting body for Washington Hospital, requires patients be screened for suicide risk with an evidence-based assessment tool. In response to these mandates, our Birthing Center adopted the Edinburgh Perinatal/Postnatal Depression Scale (EPDS) as a screening tool for birthing people. The EPDS addresses the anxiety component of perinatal mental health disorders as well as depression and suicidal thoughts. Perinatal nurses administer the screen with the birthing person after delivery. A positive screen prompts a referral to a hospital-based social worker and psychiatry referrals are made in collaboration with the obstetrician when needed.

Infection Prevention Manager, Gulnaaz Hanif, RN, MS, CNS, CIC, and Staff Nurse III, Roy Coloma, BSN, RN-BC, VA-BC, work together to continue developing a culture of safety.



Culture of Safety Leads to Zero Central Line-Associated Blood Stream Infections

The nurses of Washington Hospital Healthcare System are committed to patient safety and quality care. Preventing hospital-acquired infections such as central line-associated blood stream infections (CLABSI) is a priority to nurses across the organization.

Infection Prevention Manager Gulnaaz Hanif, RN, MS, CNS, CIC, works closely with nurse leaders, the Quality and Research Council, and clinical nurses across the organization. The nurses review the latest technology to prevent CLABSI, including:

- Monitoring the number of central line days.
- Assessing central line indication and necessity in collaboration with physicians.
- Providing chlorhexidine baths to patients with central lines.
- Changing central line dressings.
- Following daily maintenance protocols.

Education plays a major role and Roy Coloma, BSN, RN-BC, VA-BC, Staff Nurse III, leads the training

of nurses who are new to the organization in the care of central lines. Additionally, Coloma and Hanif present and review central line and central line dressing data every month with the Quality and Research Council. The council is chaired by nurses representing different units and includes members of the interprofessional team.

Nurses are also involved in finding and introducing technology that improves patient care. An excellent example is the addition of the ClearGuard™ HD cap which was designed to kill infection-causing bacteria inside hemodialysis catheter hubs. These caps are now part of our protocols and practice in caring for dialysis patients.

Washington Hospital nurses practice the Patient First Ethic for each patient and are proud of the Hospital's success in maintaining zero CLABSIs for 600 days as of Jan. 7, 2024.



Jessica Ross, Staff Nurse IV, (right) shares information with Sabrina Ayllon, Staff Nurse II.

Lead for Care Mentorship Program

Washington Hospital Healthcare System (WHHS) supports a culture of learning among nurses by providing opportunities for professional and clinical growth. One of the methods used is mentorship. This year, the WHHS Nursing Education Department partnered with the Lead for Care organization to provide a structured Bedside Leadership Mentorship Program. Participants included 30 nurses who recently graduated, serve as bedside nurses, or newer nurse leaders. They were paired with experienced mentors who have excellent professional and clinical knowledge.

The benefits of nursing mentorship include:

- Increased career and personal satisfaction.
- Expansion of professional networks.
- Ongoing guidance, support and advice from experienced clinicians.
- Refined problem solving and critical thinking.
- Promotion of strong clinical and leadership skills.

The four-month program provided the opportunity for development of individualized goals, online training and one-on-one meetings. Learning topics

included self-awareness, interpersonal effectiveness, teamwork, collaboration, critical thinking and problem solving. Mentors were also provided with additional resources and training to increase their effectiveness when providing advice and guidance.

Overall, participants rated the program positively and stated they grew in leadership confidence, collaboration, and interpersonal effectiveness. One example is Emergency Department Staff Nurse II Sabrina Ayllon and her mentor, Birthing Center Staff Nurse IV Jessica Ross. Sabrina established a professional goal of advancing to a Staff Nurse III position on the Washington Hospital clinical ladder program, and Jessica guided and advised Sabrina based on her own experience. As a result of the mentorship experience, Sabrina is on the path to becoming a Staff Nurse III in the Emergency Department. This personal and professional growth results in better patient care through additional education and experience. Also, this program promotes increased job satisfaction, which translates to staff dedication and stability.

Volunteers Bring Time and Talent to Many Areas



Volunteers find their own way to bring the Patient First Ethic to WHHS.

CELEBRATING THE LIFE OF A LOCAL LEGEND

The Washington Hospital Service League was founded in 1955 by a group of civic-minded women who joined together to support the newly proposed local community hospital even before it opened. Laura Pessagno was one of those women. Laura served as a faithful and dedicated charter member of our Service League for 68 years and longtime trustee of the Washington Hospital Healthcare Foundation before she passed away in March 2023, weeks before her 100th birthday. Her certificate of commendation, drawn up by the Washington Township Health Care District Board of Directors, says it well: “Mrs. Pessagno has been exemplary in upholding the highest standards of the Patient First Ethic and helped establish a culture of volunteerism and philanthropy that greatly contributed to the success of the Healthcare System. Her legacy will last long into the future.”

We are thrilled to announce the number of adult volunteers back in their burgundy shirts, assisting our patients, guests, physicians and staff returned to pre-COVID numbers. Nearly 500 adult Service League volunteers worked 23,985 hours during the 2023 fiscal year, and 129 high school students donated their time and service.

“I am inspired by our dedicated volunteers, who continue to shine as a glimmer of hope even after the darkest days of the pandemic,” says Service League President Sheela Vijay. “Their resilience and commitment to serve the community are a testament to their enduring strength. They remind us that, in the end, it’s not about how long we live, but how deeply we have touched the lives of others.”

In addition to their traditional duties greeting visitors in the lobbies, working the gift shop, cuddling babies in the nursery, visiting patients with therapy dogs, and assisting nurses with patient nonmedical needs, the Service League introduced a new service in 2023. No One Dies Alone connects volunteers with patients at the end of their life, offering emotional support at the bedside for people who may otherwise die alone. In collaboration with our Spiritual Services Program, volunteers provide comfort through talking, reading spiritual passages, playing music and sitting vigil with the patient. This noble service has proven invaluable to nurses, family members who cannot be by their loved one’s side, and especially patients at the end of life who have outlived friends and family.

Hospital Food Benefits Patients and Community

Hospital patients, visiting guests, and our physicians, employees and volunteers benefit from the Food and Nutrition Services (FNS) Department serving a variety of healthy, tasty food in Hospital rooms and cafeteria. Nearly all food is prepared from scratch with high-quality ingredients using recipes developed by the executive chef. And people at the Hospital are not the only ones who benefit. Washington Hospital Healthcare System (WHHS) proudly sources fresh meat and produce locally and donates surplus food to feed families in need within our community.

HOSPITAL FOOD REINVENTED

FNS serves more than 700,000 meals to our Hospital patients every year and Press Ganey patient satisfaction reports show 81% of patients surveyed rate the food good or very good. Registered dietitians help ensure patients' nutritional needs are met based on their health issues or conditions. Every patient receives daily menu options and places their order either in person or by phone. In addition to daily specials, patients can choose sandwiches or wraps that are all made fresh inhouse. Those with a vegetarian or vegan diet are documented and flagged on the computer for FNS staff. The



Veronica Pina checks each item before meals are sent to patient rooms.

“Our program is designed around providing the freshest, most nutritious, high-quality food to our patients, guests and employees. In doing this, we are also able to serve and support our community through sourcing locally and giving back to individuals and families in need.”

— **Matthew Sciamanna, director of Food and Nutrition Services**

Hospital celebrates holidays and birthdays with special tray setups to accompany the meal. For families who have given birth, FNS has partnered with the Patient Experience and Maternal Child Health teams to conduct a pilot study for a celebration meal tray program which they hope to expand in the near future.

SUSTAINABLE SUSTENANCE

The Healthcare System sources food locally where possible and continues to explore additional local offerings. WHHS purchases produce from Bay Cities Produce Company in San Leandro, which supports local farmers in the larger Bay Area. For over 20 years, WHHS has purchased livestock from 4-H youth at the Alameda County Fair auction. This directly supports youth in the Health Care District and Alameda County.

To handle any excess food waste, leaders in the FNS Department partnered with a local, grassroots organization, Daily Bowl, who receive and distribute food donations.

Through the Daily Bowl, Washington Hospital has donated more than 2,000 pounds of prepared food since December 2023, which contributes to local food banks and other agencies who feed hungry and vulnerable people within our community.

Recognizing Heroes of our Patient First Ethic

At Washington Hospital, our Patient First Ethic is the driving force for all staff members. Each month, we shine a light on one employee who consistently provides exceptional service to patients, family, and visitors; collaborates well with co-workers; and finds innovative ways to continually improve our health care offerings. Congratulations to these 2022–2023 Employees of the Month.

JULY 2022



Evelyn Magahiz, CPhT
Pharmacy

AUGUST 2022



Raymond Tam
Physical Therapy

SEPTEMBER 2022



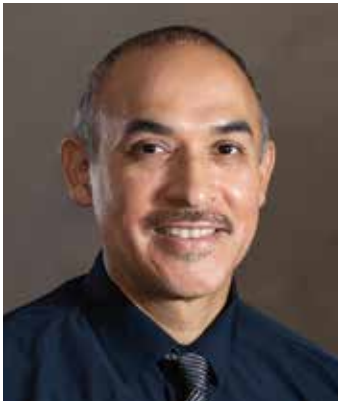
Cecilia Almaguer, BSN, RN, CWCN
Center for Wound Healing
and Hyperbaric Medicine

OCTOBER 2022



Nazima Fayaz
Medical Staff Services

NOVEMBER 2022



Vincent De La Cruz
Information Services

DECEMBER 2022



Kris Birco
Birthing Center

JANUARY 2023



Michelle Thomas
Patient Accounting

FEBRUARY 2023



Kevin Chow, MLS (ASCP)^{cm}
Laboratory

MARCH 2023



Christian Viri
Materials Management

APRIL 2023



Cindy Wojdon, RN, CCRN-CSC
Critical Care Unit

MAY 2023



Joannah Paig
Accounting

JUNE 2023



Kellee Ann Piscanio, RT(T)
Radiation Oncology Center

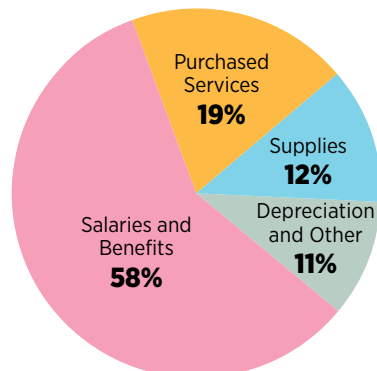
2022 – 2023 Financial Statements

Washington Township Health Care District, also known as Washington Hospital Healthcare System (the Healthcare System), provides many medical and nonmedical benefits to the community through Washington Hospital, Washington Township Medical Foundation, and outpatient programs and services. One direct benefit that receives little notice is the health care that we provide for free, or for which the Healthcare System is not fully compensated. For the fiscal year ending June 30, 2023 (FY23), the Healthcare System provided uncompensated health care services with an estimated total cost of approximately \$78 million to the community's unhoused, low income and vulnerable population. Additional uncompensated health care services with an estimated total cost of more than \$159 million were provided to our community's Medicare and Medicare HMO patients. The Healthcare System also provided a wide variety of health, wellness, and economic education and seminars to the general public.

The FY23 operating loss is \$39.3 million compared to the operating gain of \$5.1 million in FY22 and was driven primarily by higher consolidated operating expenses, particularly in salaries and employee benefits that increased by 14% from FY22. Despite the operating loss in fiscal year 2023, the Healthcare System continues to experience volume improvements. Inpatient and outpatient revenue improved by \$21.2 million from FY22 and is expected to increase as a result of key strategic and operational improvement initiatives the Healthcare System has in its pipeline. The Healthcare System continues to explore and cultivate opportunities to improve its financial performance in both the short and the long term that are expected to have a positive impact on operating revenue. Overall, your Healthcare System remains strong. WHHS continues to respond to district residents and patients' feedback on how they want to receive health care. WHHS will be here to care for you, and your descendants, well into the future.

Operating Expense Distribution

Fiscal year ending
June 30, 2023



WASHINGTON HOSPITAL HEALTHCARE SYSTEM*

FY 2023

| | |
|--|---------|
| Admissions | 10,603 |
| Patient Days | 57,735 |
| Deliveries | 1,508 |
| Surgery Cases | 4,480 |
| Outpatient Visits | 328,370 |
| ER Visits | 58,697 |
| Physicians and Advanced Practice Professionals | 590 |

BALANCE SHEET (in \$000s) June 30, 2023

| | |
|--------------------------------|---------------------|
| Current Assets | \$ 163,377 |
| Assets Limited as to Use | 216,763 |
| Capital Assets, net | 612,011 |
| Other Assets | 44,268 |
| Deferred Outflows of Resources | 72,273 |
| Total Assets | \$ 1,108,692 |

| | |
|-------------------------------|---------------------|
| Current Liabilities | \$ 131,705 |
| Long-Term Debt | 543,256 |
| Other Long-Term Liabilities | 135,100 |
| Deferred Inflows of Resources | 34,250 |
| Net Position | 264,381 |
| Total Liabilities | \$ 1,108,692 |

INCOME STATEMENT (in \$000s) FY 2023

| | |
|--------------------------------|----------------|
| Net Patient Service Revenue | \$ 596,975 |
| Other Revenue | 27,132 |
| Total Operating Revenue | 624,107 |

| | |
|---------------------------------|-----------------|
| Salaries and Benefits | 387,348 |
| Other Expenses | 276,078 |
| Total Operating Expenses | 663,426 |
| Operating Loss | (39,319) |

| | |
|---------------------------------|--------------------|
| Federal Grant Revenue | 550 |
| Interest Expense | (22,121) |
| Property Tax Revenue | 18,194 |
| Other Non-Operating Income, net | 3,582 |
| Total Non-Operating Revenue | 205 |
| Other Changes | (1,882) |
| Net Income | \$ (40,996) |

*Washington Hospital Healthcare System includes Washington Hospital, Washington Township Medical Foundation, affiliates, and outpatient programs and services.

POSTAL CUSTOMER

Health is Wealth and Knowledge is Power

WHHS Offers Free Community Health Resources

As part of the Washington Hospital Healthcare System (WHHS) mission, we provide complimentary health and wellness services and ongoing education on relevant issues to help improve the health of our diverse, growing community.

ON-CAMPUS EVENTS AND SERVICES

The Healthcare System connects with community members through free health screenings, support groups and annual events on campus like the Road to Wellness Family Health Fair in July 2023; the Celebration of Life event for cancer survivors and their loved ones; and the Think Pink breast cancer awareness event that takes place each October. We are also proud to partner with organizations that provide on-site services including HERS Breast Cancer Foundation; SAVE, a grassroots organization supporting survivors of domestic violence; and Mended Hearts, a support group for people with cardiac conditions.



INFO AT YOUR FINGERTIPS

Health & Wellness seminars are presented monthly. Community members hear from health care providers and clinical experts on important and timely topics, such as the signs and symptoms of a stroke, the latest in joint replacement technology, and pregnancy-related conditions. Community members are invited to view these seminars live on Facebook and YouTube platforms or visit the library of past presentations at [YouTube.com/whhsInHealth](https://www.youtube.com/whhsInHealth).



FREE INSURANCE SUPPORT

WHHS provides a free, confidential Health Insurance Information Service for community members who have questions about their health insurance plan regardless of where they choose to receive health care. Appointments are available by phone or in person. Call 510.818.7005 or visit [whhs.com/Insurance](https://www.whhs.com/Insurance).

