



Washington Hospital Healthcare System

Health Signs



Summer 2015



Joys and Challenges of Motherhood

New support group for babies on the move, and moms, too

Volunteers 60th Anniversary

Service League celebrates six decades of service

World-Class Care

Neurosurgeon saves North Bay patient from life-threatening aneurysm

Wound Care

Comprehensive wound center heals wounds



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VISIT US ONLINE



Stay connected to Washington Hospital at www.whhs.com and on Facebook. Browse our calendar of upcoming events and other happenings taking place at your community hospital.

Upcoming Events

For the calendar of upcoming health events at Washington Hospital, go to www.whhs.com/event/class-registration or call (800) 963-7070.

Free Children's Health and Safety Fair: Fun Tricks and Healthy Treats

When: Saturday, October 31, 2015
11 a.m. to 2 p.m.

Location: Conrad E. Anderson, M.D.
Auditorium, Rooms A & B
(Washington West)
2500 Mowry Avenue, Fremont



Awards

Many of our programs and services have earned recognition from respected health care sources regionally and nationwide. Listed below are just a few of the awards and accreditations received. For a complete list, visit www.whhs.com/about/awards.



Joint Commission Accreditation

The Joint Commission has granted Washington Hospital reaccreditation, the Gold Seal of Approval from the nation's oldest and largest standards-setting and accrediting body in health care.



Baby-Friendly Hospital

The World Health Organization (WHO) and the United Nations Children's Fund (UNICEF) has named Washington Hospital a Baby-Friendly designated facility, one of few U.S. hospitals recognized for exceptional support of breastfeeding moms and babies.



Magnet® Status

The American Nurses Credentialing Center has recognized the high level of care that Washington Hospital's nurses provide to patients and families.



Distinguished Hospital Award for Clinical Excellence

For the second year in a row, Healthgrades has named Washington Hospital a Distinguished Hospital for clinical excellence.



Patient Safety Awards

Washington Hospital is the recipient of Healthgrades' Patient Safety Excellence Award and Healthgrades' Top 5% in the Nation for Patient Safety Award.

MISSION STATEMENT

As the local Health Care District, our mission is to meet the health care needs of the District residents through medical services, education and research.

Within this scope, Washington Township Health Care District is committed to assuming the leadership role in improving and maintaining the health status of the residents by:

- Identifying and assessing community health care needs.
- Developing mechanisms to respond to the identified need within the financial capabilities of the District.
- Committing to a culture of patient safety and accountability.
- Adopting identified best practices.
- Providing access to high quality, cost-effective health services through an integrated delivery system.
- Providing appropriate employee, professional and community educational resources to enhance patient care and health promotion throughout the District.

To support the fulfillment of the mission, the District's strategic vision is to be the regional medical center of Southern Alameda County offering services that span the full range of care within the available financial resources.

FROM THE Chief Executive Officer



*Nancy Farber
Chief Executive Officer
Washington Hospital
Healthcare System*

Sixty years ago, three years before Washington Hospital opened in 1958, the Washington Hospital Service League was created to support the new hospital. The group raised \$15,000 for the hospital, which is the equivalent of more than \$132,000 in today's market. The Service League is still at work today and we all benefit greatly in so many ways from their service.

The Service League's list of important activities include fundraising to purchase clinical equipment, recruit and train new volunteers and sponsor scholarships for students in the District who are pursuing studies in a health-related field.

You don't have to scratch very deep at Washington Hospital to find a volunteer helping us make this a better community hospital. Volunteers can be found greeting patients and visitors, keeping concerned friends and families updated on the condition of loved ones, and assisting staff with feeding patients. Their duties and responsibilities range far and wide.

The care we provide our patients is enhanced immeasurably by the dedicated work of Service League volunteers. Their contributions to the Hospital and the greater community cannot be measured in numbers alone. We look forward to celebrating their 60 years of service this year.

In other news, construction of the Morris Hyman Critical Care Pavilion is underway. Earlier this year, friends, community leaders, hospital employees, physicians and volunteers, joined our Board of Directors in celebrating the groundbreaking of this important project, which is named in memory of the founder of Fremont Bank who was a staunch supporter of our Hospital.

Key for the future of Washington Hospital, the Critical Care Pavilion will house a new and expanded emergency department, a state-of-the-art intensive care unit and an advanced coronary care unit.

The new emergency department will be approximately four times the size of the current facility, which was built more than 50 years ago and intended to serve 16,000 patients a year. Currently, more than 50,000 patients annually go to the emergency room, second only to Highland Hospital in terms of volume in Alameda County.

Not surprisingly, the Service League was among those organizations and individuals who helped fund this new building. In addition to a donation from Fremont Bank Foundation and the Hyman family, other significant funding has come from public support of Measures FF and Z, from the medical staff, the Hospital's Foundation, District board members, and from Hospital employees who contributed an aggregate of nearly \$1.2 million.

The Washington Women's Center has been honored by the Alameda County Women's Hall of Fame for its work, as a non-profit community partner, in improving the health and wellness of women in the Washington Township community.

And, Washington Hospital has received the "Women's Choice Award" which recognizes our Hospital as one of the best hospitals for treating women with breast cancer.

All of us at Washington Hospital are very proud of all of our award-winning clinical programs that contribute every day to the health and wellness of our community.

A handwritten signature in black ink that reads "Nancy Farber". The signature is fluid and cursive.

Nancy Farber
Chief Executive Officer

Gifts You Can't Measure

Service League celebrates 60 years of service to Washington Hospital

In 1955, a small group of energetic, service-minded, local women met to propose an exciting new project. They wanted to organize a group of volunteers to begin helping the community's much-needed new Hospital even before the doors were open. This year, the Washington Hospital Service League celebrates 60 years of invaluable volunteer and financial support that has played a major role in making Washington Hospital what it is today.

"In those days, there were only two of us on duty, between the gift shop and the lobby, and we got a lot of exercise because we did everything. It was fun," reminisces Laura Pessagno, a charter member of the Service League, who still volunteers at the Hospital.

In the early years, the group's ambitious fundraising efforts also helped with key projects like the Hospital library, renal dialysis equipment and a Tel-Med system. The Service League was a key factor in the Hospital's growth and ability to serve the Tri-City Area.

Nevertheless, what patients and family members remember best are the warm smiles, helpful, friendly attitudes and the gentle touch of Service League volunteers. Over the years, their roles have evolved, and now you'll find them just about any place in the Hospital where a helping hand is needed.

"Our volunteers are a crucial part of each patient's health care team," explains Stephanie Williams, RN, MHA, CPHQ, NE-BC, Associate Administrator, Chief Nursing Officer. "They are very special people, and we couldn't provide the quality of care we do without them."

Today, as it celebrates six decades of matchless dedication to our Hospital and community, the Service League continues to flourish. The Service League counts more than 600 men and women, including high school



Pink Ladies in front of the Cheery Budget Shop in the mid 1950s. In the beginning, Service League volunteers were known as "pink ladies" because of the pink uniforms they wore. The Cheery Budget Shop, which was located in the Centerville District of Fremont, raised funds for Washington Hospital before the hospital opened its doors in 1958.

students, on its volunteer roster reflects the diversity of our local population. Their accomplishments include well over 2 million hours of service and more than \$2 million in donations. And yet, their gifts to us and our patients can never truly be measured.

Congratulations to all Service League members for 60 years of service and your unmatched contribution to the success of Washington Hospital Healthcare System!

The Service League's 60th Anniversary will be celebrated on Tuesday, October 13, 2015. Past presidents of the Service League are invited to the luncheon as guests of Washington Hospital. Past Service League volunteers can purchase tickets for the luncheon by contacting Washington Hospital Volunteer Services at (510) 791-3465.

World-Class Care...Near and Far

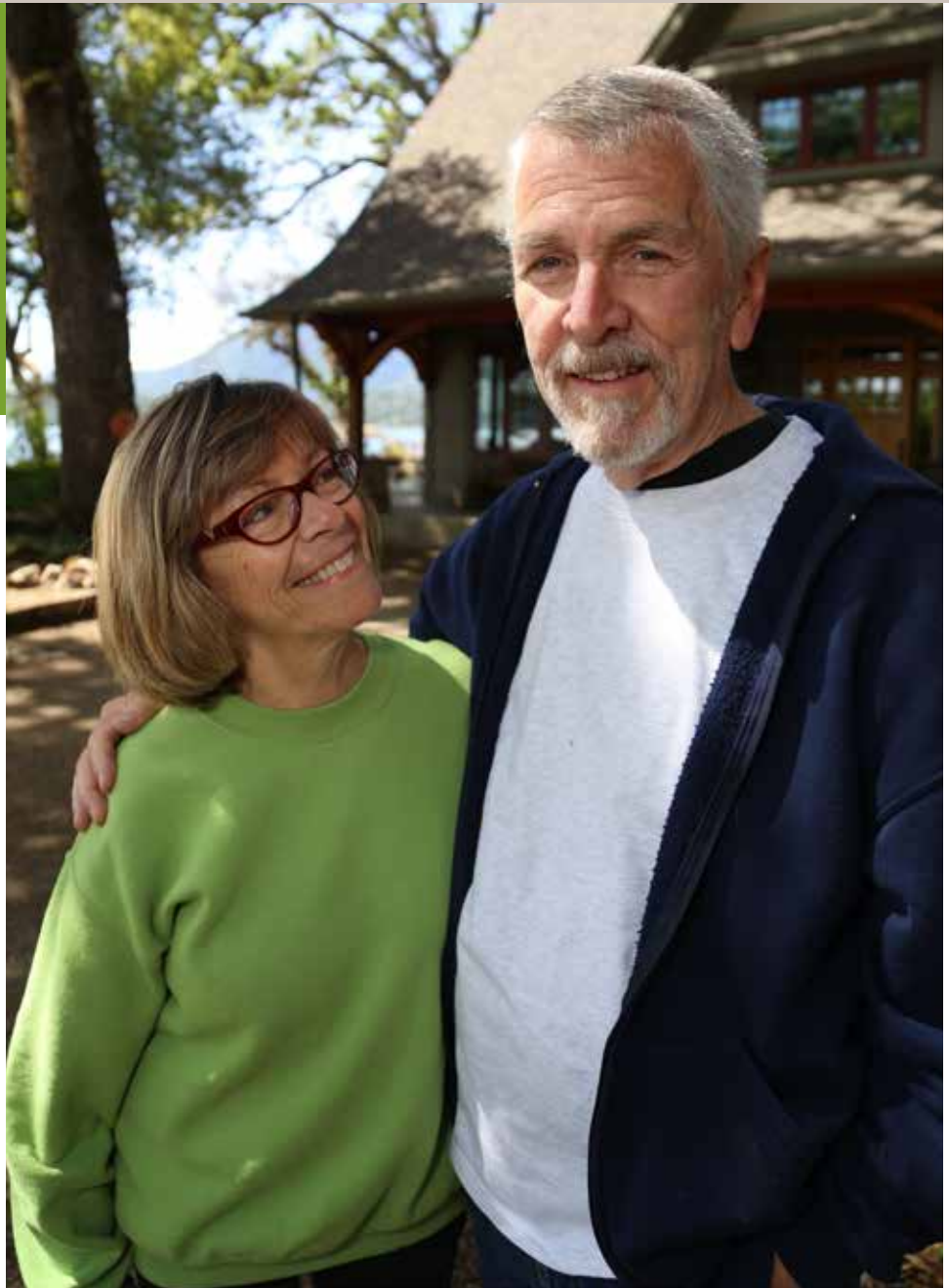
Northern California man receives rare combination of advanced treatments for life-threatening brain condition

Not long ago, retired teacher John Carr didn't know what a cerebral aneurysm was. Or, that one existed in an artery of his brain — threatening to burst and cause bleeding, disability and even death. But recently, during 18 harrowing days, John and his wife, Vicki, learned all about this serious condition. They also discovered that the right medical experts to perform the unique combination of life-saving treatments he needed were just a helicopter ride away.

“Mr. Carr represents a success story,” says his surgeon, Jeffrey Thomas, MD, medical director of Interventional Neuroradiology and Surgical Stroke Services Program at Washington Hospital. “Not just for his own life and vitality, but also for our program because it shows we are delivering on our promise to our patients, as well as the local community.”

John's journey started on a sunny day at his retirement home in Clear Lake, California, when he and Vicki were outdoors washing their dog.

“John fell to the ground and didn't respond when I called his name. Although his eyes were open, it seemed like he couldn't see anything. It was scary,” remembers Vicki, who ran to call 911.



John Carr and his wife, Vicki, in front of their Clear Lake home only months after he suffered a life-threatening cerebral aneurysm. The Carrs are grateful that the ideal cerebrovascular neurosurgeon was available a short helicopter ride away, at Washington Hospital in Fremont.

The next few hours were a blur, as John was taken by ambulance to his local hospital and then airlifted by helicopter to Washington Hospital in Fremont. Vicki scrambled to grab her belongings and drive to the Bay Area. Very early the next morning, she met Dr. Thomas at the Hospital.

“The doctor conveyed total confidence, and I felt reassured about the care John was getting,” she relates. “From that moment on, I never doubted the outcome.”

The aneurysm in John's brain had ruptured, and he needed emergency surgery to repair it and stop the bleeding. The two most effective methods of repair include coiling, a less invasive technique in which a tiny wire mesh is placed inside the artery at the site of the rupture. The other method is called clipping, when the scalp, skull and coverings of the brain are opened, and a metal clip is placed at the base of the aneurysm.

John's case was unusual because he had both procedures, which completely eliminated the rupture. Dr. Thomas is one of only a very few experienced, board-certified neurosurgeons in the country who regularly perform both coiling and clipping to treat an aneurysm.

"This combination of treatments is very unusual, and we hope to be able to report it in medical literature," adds Dr. Thomas. "More important, it demonstrates our commitment to focusing treatment on the patient and the specific disease process. We do what is best and safest for the individual we are treating."

John went through 10 hours of successful surgery, but the danger wasn't over. In the next several weeks, his brain would react to the rupture by swelling, and other cerebral arteries would constrict in response to the blood that had spilled out. During this time, expert neurocritical care was essential to his survival and recovery.

Washington Hospital neurointerventionist Jack Rose, MD, leads a team of specialized nurses and other professionals that constantly monitored John's condition and carried out therapies to counter the aftereffects of the ruptured aneurysm. This is a complicated phase of any aneurysm patient's care, and all members of the team are involved. It is a huge, shared undertaking.

"Dr. Rose was kind, gentle and with us every day," observes John. "He helped us understand what was going on, and he continued to be available even after I came home from the Hospital. I want to thank both doctors for their years of hard work and specialization that enabled them to do what they did for me and my family."

"Mr. Carr is a great example of what can happen for an aneurysm patient," concludes Dr. Thomas. "His life was

in danger for a few weeks, and every available technology and modern medical intervention was used to treat him. Now, when you see him, you can hardly tell anything happened. And, his risk of having a similar rupture is 1 percent — the same as for the general population."

Aneurysm: An aneurysm is an abnormal weakening in the wall of an artery, which can cause the artery wall to bulge. If an aneurysm gets large, it may burst and cause dangerous bleeding or death. An aneurysm in the brain that bursts causes a stroke.



John Carr, with his dog, months after a life-threatening aneurysm. This is the same dog he was washing the moment that the aneurysm occurred.

Washington Hospital's Maternal/Child Health



A 'One-Stop Shop'
for Bringing up Baby

*Above: Mom and new crawler enjoying their regular visit to the New Crawler Group at the Washington Maternal Child Education Center.
Below: Moms have formed bonds with each other and greatly value their new friendships and support group.*



For years, Tri-City mothers have depended on Washington Hospital Healthcare System's free Baby 'n' Me drop-in support group to connect with other local women so they can share the joys and challenges of being a new mom. Held three times weekly at Washington's Maternal/Child Health Education Center on Beacon Street in Fremont, the come-as-you-are group is a great way to help smooth the transition into parenthood while developing lasting relationships for moms and babies. All local mothers and babies are welcome, no matter where the baby was born.

Women love the group and are sad when their baby "graduates out" at 8 months of age — about the time they begin crawling. So recently, in response to suggestions from local families, the center started a new Crawler's Group, giving moms an opportunity to

continue sharing ideas and information and support for each other, as the babies begin developing their own friendships.

“The Baby ‘n’ Me Group is tremendously popular,” says Washington Hospital’s Maternal/Child Health Education Center manager Carmen Williams, RN. “Moms can talk about problems and share possible solutions related to any infant care or parenting issue they want, from sleeping to breastfeeding and more. Support for moms continues through the resources available at the center and programs, such as the new Crawler’s Group, too.”

The groups are part of the Healthcare System’s comprehensive program of education and support for families in our community. A wide range of offerings cover many aspects of new parenting, from prenatal classes and caring for baby and mom after delivery to sign language, infant massage, yoga and exercise for mom, and infant and child CPR. At the center, staff members and instructors are available to help families make the experience of pregnancy and parenthood as smooth as possible.

“We are a ‘one-stop shop’ for meeting the educational and support needs of parents and families with young children — whether the baby is their first or there are older children at home,” explains Williams. “They may begin with Prenatal Smart Start, Prepared Childbirth, and

Becoming New Parents, as well as classes about sibling preparation and expecting multiple births. After the baby is born, we are the place families can turn to when they need help with many types of ‘real life’ situations at home.”

Breastfeeding support is a major focus, based on Washington Hospital’s designation as a Baby-Friendly Hospital. This means we are recognized for offering an

optimal level of care for infant feeding and mother/baby bonding. We provide lactation educators and consultants who offer support to breastfeeding and back-to-work moms with low-cost, private visits, classes and clinics. The center is also the largest breast pump rental station in the Bay Area, with a wide variety of breastfeeding products on sale.

Another recent offering is Child Safety Seat Installation Training by a certified child

passenger safety technician. During the 30-minute one-on-one session, parents learn how to make sure child safety seats are installed and used correctly.



The Crawlers Group meets on Monday, Wednesday and Friday from 11 a.m. to 1 p.m. at Maternal/Child Health Education Center located at 3569 Beacon Avenue, Fremont.

For details about all the classes and services offered by Washington Hospital Healthcare System’s Maternal/Child Health Education Center, including dates and times, locations and fees, go online to www.whhs.com/womens-health/childbirthfamily.

A Critical Milestone

New critical care facility another major step in our vision of serving the community for decades to come

In February, Washington Hospital Healthcare System celebrated another important milestone in phase two of the Facilities Master Plan to meet the growing and changing health care needs of the community. A groundbreaking ceremony was held to commemorate construction of the Morris Hyman Critical Care Pavilion, expected to be completed in 2018.

“Today, we are making history,” Nancy Farber, CEO of Washington Hospital, told the crowd who gathered for the celebration. “The Pavilion will answer our District’s need for expanded emergency and critical care facilities and will be among the most advanced in the Bay Area.”

The Pavilion will house an expanded, upgraded Emergency Department (ED), a state-of-the-art Intensive Care Unit (ICU) and an advanced coronary care unit (CCU). It was named for Fremont Bank founder and community leader Morris Hyman. The Fremont Bank Foundation made a major donation in his honor to fund the new facility.

Completion of the 223,000-square-foot, three-floor Pavilion is a key aspect of the Hospital’s plan to continuously improve services in line with community growth and changes in technology and the practice of



medicine. The building’s sophisticated design will also help ensure services are provided in a seismically safe structure, so it can continue operating during and after a major tremor.

When completed, the new ED will be about four times the size of the current facility, which was originally built to serve 16,000 patients a year. Today, more than 50,000 patients come to Washington Hospital’s ED annually. As a designated stroke and cardiac receiving center, the Hospital cares for some of the area’s sickest patients, second only to Oakland’s Highland Hospital in patient volume among Alameda County hospitals.

Completion of the new ED will make it possible for the Hospital to apply to become a Regional Trauma Center. This would enable local residents to receive trauma-level care without leaving the community.



Street view of future Morris Hyman Critical Care Pavilion building. The building is currently under construction and is expected to be completed in 2018.

The ICU and CCU will also be expanded, and there will be an additional 68 private medical/surgical patient beds, as well as more space for support personnel and storage.

“The focus of our Facilities Master Plan has always been meeting our patients’ needs for decades to come,” stated Patricia Danielson, president of Washington Township Health Care District Board of Directors, which oversees implementation of the plan. “It has been my privilege to serve with a Board of Directors that is just as committed to putting patients first today as it was when I joined the Board 15 years ago.”

Construction of the facility is the largest public works project ever undertaken by the District in its 57-year history. As with the original Hospital building, the new facility is being built with funds provided by residents of Washington Township. Community support came through

overwhelming approval of two bond measures, Measures FF and Z, in recent years.

In addition to the support of the Fremont Bank Foundation and the family of bank founder Morris Hyman, other significant financial donations came from the Washington Hospital Service League, Washington Hospital employees and medical staff, the Washington Hospital Healthcare Foundation, and District board members.

The Hospital is also in the process of constructing a new parking garage across the street from the Pavilion. The seven-story structure will have 648 parking spaces, a roof-top emergency transport helipad, and chargers for plug-in vehicles. The garage is expected to be completed in the Spring of 2016.

POSTAL CUSTOMER

Leaders in Quality Wound Care

Chronic wounds are a continuing problem for people in our community and across the country. The diabetes epidemic, an aging population, increased obesity and other factors contribute to a rising number of people with hard-to-heal wounds.

At the Washington Center for Wound Healing and Hyperbaric Medicine, we offer high-quality, specialized care for many different types of wounds, even the most difficult. We partner with Healogics, the nation's leading wound care management company, and this gives us more advanced resources to help patients heal faster.

Our multispecialty team of local physicians and staff works closely with each patient's personal physician to plan and carry out the most effective, individualized treatment regimen for all types of wounds, from simple to the most challenging. We utilize a wide range of advanced healing technologies and are one of the few facilities in the area to offer hyperbaric oxygen (HBO) therapy. HBO is a safe, comfortable, well-established treatment using air pressure to help the blood carry more oxygen to tissues which, in turn, helps wounds heal faster.



Washington Center for Wound Healing and Hyperbaric Medicine medical director, Prasad Kilaru, MD, MBA, discussing wound care with patient.

These are just a few of the reasons our center has such an excellent record healing wounds more quickly and effectively. Our outcomes are consistently higher than the average for the hundreds of other Healogics wound care centers across the country:

- More of our patients experience wound healing — 95 percent compared with 91 percent nationwide.
- Our patients' average healing time is shorter — 28 days compared with a national average of 30 days.

“With our expertise and advanced equipment, we see every kind of wound,” says surgeon Prasad Kilaru, MD, the center's medical director. “Some patients

have particularly complex wounds due to diabetes or immune system problems, like cancer. Some have suffered with wounds as long as four or five years.”

To help achieve the most effective healing, Dr. Kilaru encourages patients not to wait too long before being seen. A patient with a wound lasting more than four to five weeks, especially with complicating conditions, should come in for evaluation and care.

For more information about the Washington Center for Wound Healing and Hyperbaric Medicine, go to whhs.com/wound or call (510) 248-1520.

