



WASHINGTON TOWNSHIP HEALTH CARE DISTRICT

Milestones in Excellence

ANNUAL REPORT TO THE COMMUNITY 2011

CALENDAR 2012



Magnet® Recognition 2011



Washington Hospital Healthcare System

Investing in the health of the community.

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.

*Resolved by the Board of Directors
Washington Township Health Care District
May 14, 2008*



2010 – 2011 Board of Directors



Top row, left to right:

WILLIAM F. NICHOLSON, MD

Position: Second Vice President

Elected: November 2008

Occupation: Physician,

Cardiologist

Address: 2557 Mowry Ave., #33
Fremont, CA 94538

BERNARD STEWART, DDS

Position: Secretary

Elected: November 2010

Occupation: Dentist

Address: 2243 Mowry Ave.,
Suite B

Fremont, CA 94538

MICHAEL J. WALLACE

Position: First Vice President

Elected: November 2010

Occupation: Vice Chairman of
the Board, Fremont Bank

Address: 39150 Fremont Blvd.
Fremont, CA 94538

Bottom row, left to right:

PATRICIA DANIELSON, RHIT

Position: President

Elected: November 2008

Occupation: Consultant, Health
Information Management

Address: 2000 Mowry Ave.
Fremont, CA 94538

JACOB EAPEN, MD

Position: Treasurer

Elected: November 2010

Occupation: Physician,
Pediatrician

Address: 2000 Mowry Ave.
Fremont, CA 94538

OUR JOURNEY TO EXCELLENCE

Since ancient times, people have stacked stones – like the one pictured on the cover of this report – as landmarks or indicators showing a trail or path. At Washington Hospital, our pathway to excellence has encompassed numerous indicators, or milestones, navigating our progress on the never-ending journey to provide the best care for patients. Along the way, we have improved the outcomes of our care, and the community has gained access to a growing range of high quality services to meet their needs.

As we look back on calendar year 2011, many of the Hospital's programs and services have been certified or commended for excellence by respected organizations across the country. Some recognize exceptional care and service in a specific department, while others cite successful initiatives related to the Hospital's key strategic objectives, such as process or quality improvement. We are proud that the collaboration between our Hospital staff and physicians has received such well-deserved recognition.

In looking to the journey ahead, we anticipate the next steps in our critically important, multi-phase campus renovation and expansion project. These major improvements to our facilities are preparing Washington Hospital to serve our growing community well into the 21st century.

Patricia Danielson, RHIT

President, Board of Directors

Washington Township

Health Care District

From the Chief Executive Officer



OUR ACHIEVEMENTS – MAKING A DIFFERENCE FOR PATIENTS

Achieving recognition for a job well done is not a new experience for those of us at Washington Hospital. It is also not a path that we intentionally went down. Rather our focus was on providing excellent patient care for the residents of our community. Nevertheless, this past year has been unique in the sheer number of recognitions and accreditations received by our programs and departments.

It is important to recognize that many of these milestones are the culmination of years of hard work and collaboration by numerous dedicated physicians and Hospital employees at all levels and areas of the organization. I would like to take this opportunity to thank each of these individuals for their commitment to quality on behalf of our patients and the community.

One of our foremost achievements has been the granting of Magnet® status recognition to our Hospital, a rare honor bestowed in recognition of exceptional nursing excellence. Fueled by our long commitment to quality nursing care, Washington Hospital's journey to Magnet was successful after three years of intense effort by the entire nursing staff. Magnet recognition is an honor given to very few hospitals, and we are proud that our Hospital has been singled out in this manner. Currently only four hospitals in the Bay Area have Magnet status.

A handwritten signature in black ink that reads "Nancy Farber". The signature is written in a cursive, flowing style.

Nancy Farber

Chief Executive Officer

Washington Hospital Healthcare System

From the Chief of Staff



THE ROAD TO QUALITY HEALTH CARE

The physicians of the Washington Hospital Medical Staff are proud to collaborate with the Hospital's staff in serving District residents by providing excellent health care services to meet their needs. As programs and services have evolved, we have worked closely to continuously improve the safety and quality of our care. This successful partnership is based on a long history of mutual respect and achievement.

We extend our congratulations to the staff of Washington Hospital for the numerous exceptional commendations and accreditations received in the past year, and especially to the nursing staff for the stellar achievement of Magnet recognition. We believe our physicians have played an important role in helping to garner many of these milestones, as we have worked collaboratively to develop and implement processes and procedures that contribute to the highest standards of quality and safety.

Other exciting developments are taking place as part of the Hospital's Master Plan for the future. We look forward to the benefits of expanded, more advanced facilities that support our work, while nurturing patients and families through a more comforting and accessible environment. The Hospital's commitment to conserving resources and caring for the environment throughout the building process and beyond is also commendable.

Since the medical staff was formed in 1948 and the Hospital opened its doors ten years later, there have been many changes in our community and in the health care field. As we have traveled this road together, we are proud of our ability to overcome many challenges. Our success has been based on a shared dedication to the Patient First Ethic and a commitment to providing the residents of this community with the opportunity to live healthier lives.

A handwritten signature in black ink that reads "Jan Henstorf MD". The signature is written in a cursive, flowing style.

Jan Henstorf, MD

Chief of Staff, 2010 – 2011

Washington Hospital Medical Staff

Safety-ready...all the time

From the moment a patient enters Washington Hospital – through the Admitting Department or the Emergency Department – we work hard to ensure their safety at all times. We are proud to have earned the 2011 Award for Patient Safety Excellence from HealthGrades, an independent source of hospital quality information. Our Hospital was among the top 5 percent of hospitals nationwide, and the only one in the East Bay, to receive this honor.

In February 2011, the California Department of Public Health performed an unannounced Patient Safety Licensing Survey at our Hospital, with successful results.



In our Emergency Department, staff and physicians go the extra mile to ensure patient safety, using a Surgical Safety Checklist developed by the World Health Organization. The checklist shown here by Emergency Department nurses Lisa Alvernaz, RN, (left) and Madora Ramirez, RN, is a systematic, efficient way to verify that all conditions are optimum for patient safety before starting any type of procedure.

January

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|--|----------------------------------|---------|-----------|----------|--------|----------|
| New Year's Day 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| Healthy Weight Week 15 | Martin Luther King Jr. Day 16 | 17 | 18 | 19 | 20 | 21 |
| National Nurse Anesthetists Week 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |

National Birth Defects Prevention Awareness Month
 Cervical Cancer Screening Month
 Glaucoma Awareness Month
 National Blood Donor Month



For information about community classes and programs, call our Health Connection line at (800) 963-7070 or visit our web site at www.whhs.com. InHealth broadcasts available on Comcast Channel 78 and online at www.inhealth.tv.

Honored for nursing excellence



Washington Hospital took an important step in our ongoing journey to provide the best care possible when we were granted Magnet® status by the American Nurses Credentialing Center on September 19, 2011. Received by only four hospitals in the Bay Area and 7 percent across the country, this designation is the highest level of recognition a hospital can achieve for nursing excellence. It demonstrates that our nurses focus on best practices, innovation and professionalism in caring for their patients. Magnet status is the ultimate benchmark for quality of nursing care.



Our Hospital's Magnet designation is the culmination of more than three years of intense study and work, led by Jan Wood, RN, MPA/HAS, Senior Associate Administrator with our dedicated Magnet Communications Team and involving the entire hospital staff. To maintain the coveted Magnet status for the long term, Washington Hospital will continue progressing toward even higher standards of nursing excellence.

February

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|---|-----------------------|-----------------------|--|--------------------|--------|----------|
| American Heart Month Wise Health Care Consumer Month | | | National Patient Recognition Week 1 | Groundhog Day 2 | 3 | 4 |
| National Burn Awareness Week 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| National Cardiac Rehabilitation Week 12 | 13 | Valentine's Day 14 | 15 | 16 | 17 | 18 |
| 19 | President's Day 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | | | |

Magnet Communications team, photographed above, back row: (left to right) Lita Hughes, BSN, RN, Shobna Kumar, RN, Jennifer Keese, RN, Denise Fasolis, BN, RN, Jimmy Chang, MSN, RN, Kathy Hunt, MA, SPHR, Ranjini Kumar, RN, Sing Ting Chan, BSN, RN-BC. Middle row: (left to right) Jocelyn Love, BSN, RN, Monica Stanculeanu, MSN, MBA, RN, OCN, CMSRN, Eileen O'Riordan, MSN, MBA, RN, Katie Choy, MSN, RN-BC, CNS, NEA-BC, Mary Jo Hildenbrand, BSN, RN, CCRN, Nancy Eleazarraraz, RN, Esther Zeller, RN, Lani dela Rama, MSN, RN. Front row: (left to right) Christian Rieta, BSN, RN, Anna Gonzalez, RN, Melissa Canal, BSN, RN, Katherine Robinson, RN, Caroline Querol, RN, Rene Sy Su, RN



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Top-ranking in joint care



Our Center for Joint Replacement is renowned for excellent patient outcomes. In 2011, HealthGrades named us the number one joint replacement program in California. We have been ranked among the top 10 programs in the state for six years and the top 5 percent nationwide for the past five years. The Center also received the 5-Star customer service award and "Top Performer" award from Professional Research Consultants (PRC), the longest standing health care research company in the nation. To earn this award, we scored in the top 10 percent of programs in the nation, based on the number of "excellent" evaluations by our patients.

Medical Director John T. Dearborn, MD (left) with joint replacement specialist Alex Sah, MD, (right) partner with a team of leading physicians and staff to provide high quality care that helps patients experience an end to pain and return more quickly to normal, active living. Our new Center for Joint Replacement is scheduled for completion in spring 2012. This innovative facility, with its unique rehabilitation garden, will further advance our Hospital's ability to meet the needs of joint-care patients.

March

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|---|--------|---------------------|--------------------------------|----------|-------------------|--|
| National Brain Injury Awareness Month National Colorectal Cancer Awareness Month National Eye Donor Month National Save Your Vision Month National Kidney Month National Nutrition Month | | | | | | |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| National Pulmonary Rehabilitation Week Daylight-Saving Time Begins 11 | 12 | 13 | Registered Dietitian Day 14 | 15 | 16 | National Inhalants & Poisons Awareness Week St. Patrick's Day 17 |
| 18 | 19 | Spring Begins 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | Doctors Day 30 | 31 |



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Leaders in “going green”

Washington Hospital is sensitive to the vital link between human health and the environment, and we have taken a leadership role in promoting environmentally safe practices. In recognition of our efforts, the Alameda County Waste Management Authority awarded us the StopWaste Business Efficiency Award. We also received two national Partner for Change Awards from Practice Greenhealth. These honors recognize our Hospital for outstanding achievement in preventing pollution, reducing and recycling solid waste, eliminating mercury, decreasing water and energy consumption, and establishing “green” purchasing policies.



For the third year, Washington Hospital is partnering with the City of Fremont to host the annual “Let’s Go Green Together” Earth Day event, including an organic farmers’ market, with environmental and nutrition education and family-friendly activities. There is also a medication drop-off point, offering area residents a convenient, safe, environmentally sound way to dispose of old medications. Photographed above are members of the Washington Hospital Green Team: Paul Kelley, CBET Director of Biomedical Engineering and The Green Initiative, Kathy Fox, Sustainability Coordinator, Kris LaVoy, RN, MS, Chief of Compliance and Safety Officer, Sue Klingman, Speech Pathologist and Phyllis Wood, Education Coordinator.

April

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|--|----------------------------------|---|-----------|----------|--------|---|
| 1 | 2 National Public Health Week | 3 | 4 | 5 | 6 | 7 World Health Day |
| 8 Easter Sunday | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 National Healthcare Volunteer Week | 16 | 17 | 18 | 19 | 20 | 21 Let's Go Green Together Earth Day Event |
| 22 National Infant Immunization Week | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | National Foot Health Awareness Month National Sexually Transmitted Diseases Awareness Month National Autism Awareness Month Youth Sports Safety Month Cancer Control Month National Occupational Therapy Month | | | | |

Raising the standard of stroke care



When it comes to excellence, Washington Hospital's comprehensive Stroke Program never stops striving to reach a higher level. In 2011, our certified Primary Stroke Center achieved the Gold Seal of Approval™ from The Joint Commission for Primary Stroke Centers for the third year in a row. We were also granted a 5-Star Award from HealthGrades, ranking us among the top 15 percent of stroke treatment centers in the nation. Our consistently excellent performance in achieving the best possible outcomes for patients has been recognized by the American Stroke Association, which has honored us with the Gold Plus Performance Achievement Award. This designation is given only to programs maintaining an aggressive goal of at least 85 percent compliance with core standards of stroke care for two consecutive years.



Led by Medical Director Ash Jain, MD (in photo top left), our Stroke Program includes a well-coordinated, multidisciplinary Stroke Team to manage every aspect of patient care. Early identification can have a major impact on the quality of a stroke patient's recovery. We reach out to early responders and the community at large, educating them about the best way to respond when someone suffers a stroke.

May

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|---|--------------|---------|-----------|----------|--------|----------|
| National Physical Fitness & Sports Month National Arthritis Awareness Month National High Blood Pressure Education Month National Mental Health Month National Osteoporosis Awareness & Prevention Month National Stroke Awareness Month | | 1 | 2 | 3 | 4 | 5 |
| Nurses Day National Nurses Week National Hospital Week | 6 | 7 | 8 | 9 | 10 | 11 |
| Mother's Day | 13 | 14 | 15 | 16 | 17 | 18 |
| National Emergency Medical Services Week | 20 | 21 | 22 | 23 | 24 | 25 |
| | 27 | 28 | 29 | 30 | 31 | 26 |
| | Memorial Day | | | | | |

In the photograph above (from left to right); Denise Lynch BSN, RN, Douglas Van Houten BSN, RN, CCRN, Tashan Arrivas RN, Jennifer Cave-Brown MS, RN, NP, CNRN and Melissa Reyes MS, RN.



For information about community classes and programs, call our Health Connection line at (800) 963-7070 or visit our web site at www.whhs.com. InHealth broadcasts available on Comcast Channel 78 and online at www.inhealth.tv.

Advancing patient safety

At Washington Hospital, nothing is more important than the safety of our patients. This year, we were recognized by The Joint Commission as a Top Performer on Key Quality and Patient Safety Measures. This prestigious distinction was bestowed upon only 405, or 15 percent, of hospitals nationwide. To qualify, a hospital must be at least 95 percent compliant with 22 essential best practices related to caring for patients with heart attack, heart failure, pneumonia and children's asthma.



Using the latest technology, our staff collaborates to increase efficiency and avoid errors. The Hospital recently installed the Pyxis Medstation™ System, utilized here by Nurse Manager Donna Williamson, RN, BSN, Senior Director of MedSurg Alice Santos, RN, OCN, NE-BC, and Director of Pharmacy Minh-Thu Dennen, PharmD. The system automates the dispensing of medication to ensure that patients get the right medication, in the right dosage, at the right time.

June

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|---|--|---------|--------------------------------|----------------|--------|----------|
| | National Aphasia Awareness Month National Hernia Awareness Month National Scleroderma Awareness Month National Men's Health Month | | | | | |
| | | | | | 1 | 2 |
| National Cancer Survivor Day National Sun Safety Week 3 | Washington Hospital Healthcare Foundation Event: Golf Tournament 4 | 5 | 6 | 7 | 8 | 9 |
| | | | | | | |
| 10 | National Men's Health Week 11 | 12 | 13 | Flag Day 14 | 15 | 16 |
| | | | | | | |
| Father's Day 17 | 18 | 19 | Summer Begins 20 | 21 | 22 | 23 |
| | | | | | | |
| Deaf-Blind Awareness Week 24 | 25 | 26 | National HIV Testing Day 27 | 28 | 29 | 30 |



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Recognized for outstanding cancer care



Washington Hospital's comprehensive Community Cancer Program, which has been recertified by the American College of Surgeons (ACS), received an Outstanding Achievement Award from ACS' Commission on Cancer (CoC). The CoC is dedicated to improving survival and quality of life for cancer patients through standard-setting, prevention, research, education and monitoring of comprehensive quality care. The award, which recognizes the high level of care we provide, was given to only four programs in California and 82 nationwide. It is earned by just 35 percent of programs surveyed by ACS. Accreditation is granted only to organizations that commit to providing the highest level of quality cancer care and are willing to undergo a rigorous evaluation process and performance review.



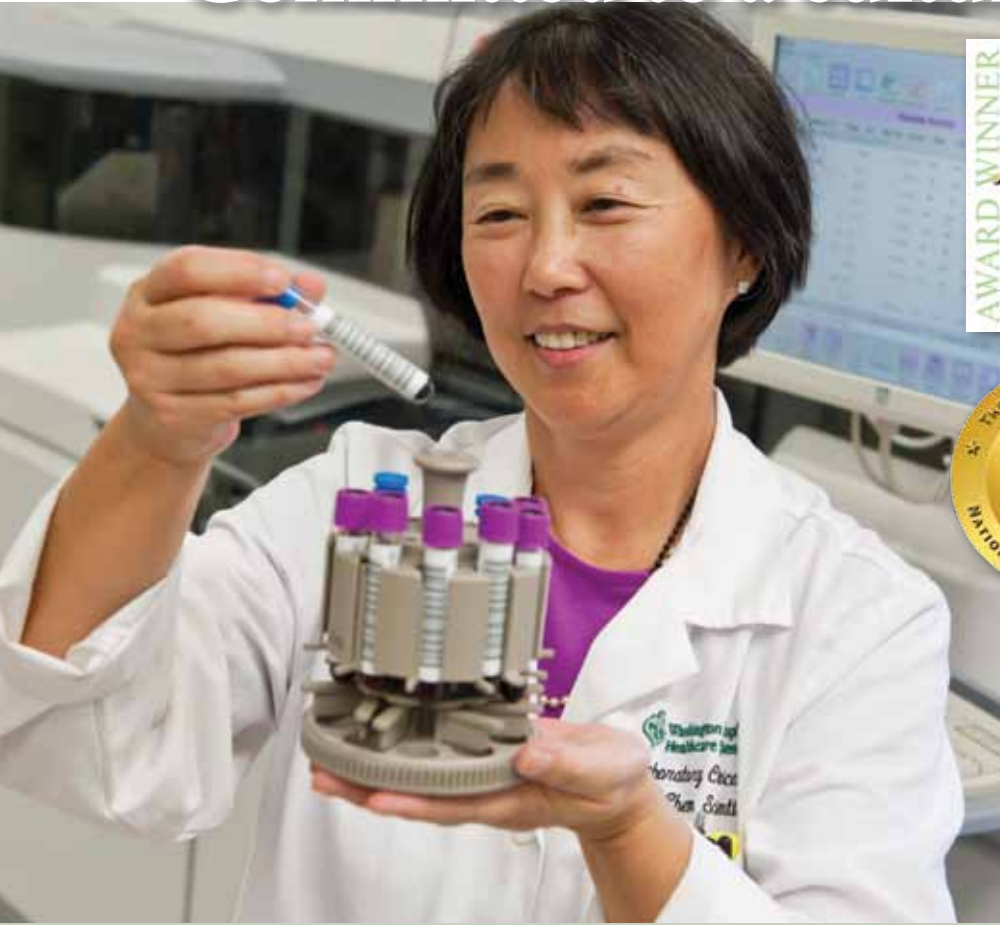
The Community Cancer Program uses state-of-the-art technology to provide advanced chemotherapy. We develop comprehensive treatment plans designed to achieve improved outcomes. Our Program has been further enhanced with the recent addition of the new Sandy Amos R.N. Outpatient Infusion Center, staffed by expert, caring nurses from the Hospital's cancer care unit. They include (from left to right), Shari Kellen, RN; Monica Stanculeanu, RN and Tammy Ballantyne, RN. The conveniently located Center focuses on the needs of patients in a comforting environment.

July

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|---|--------|---------|-----------------------|----------|--------|----------|
| 1 | 2 | 3 | 4 Independence Day | 5 | 6 | 7 |
| 8 National Therapeutic Recreation Week | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |



Committed to a culture of excellence



Our total dedication to excellence means every department has a role in delivering superior patient care. Based on a survey of our physicians, we received a National Excellence in Healthcare Award from Professional Research Consultants (PRC) for outstanding quality of care in Orthopedics, Anesthesia Services and Medical Records. Staffed by trained, experienced technicians, such as Linda Jasany, Laboratory Technician Lead, our Laboratory was also surveyed by The Joint Commission and was accredited for the maximum term possible.

Employees in our Information Management (Medical Records) Department, including Barbara Rymer (above), Release of Information Clerk, hold themselves to a high standard of performance while facing the challenge of tracking, organizing and storing a huge amount of detailed, sensitive and confidential information. They work closely with physicians to achieve a common goal of timely, accurate completion of patients' medical records and respond quickly when it is necessary to transmit records to physicians and other authorized sources.

August

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|---|--------|---------|-----------|----------|--------|----------|
| Neurosurgery Outreach Month Cataract Awareness Month | | | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | |



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Powering for the future

Washington Hospital has achieved the first milestone in its 2010 to 2030 Site Master Plan, guiding development of our main campus into the mid-21st century. The grand opening of the 37,000 square foot Central Utility Plant was celebrated in December 2011. The modern plant, which received funding from voter-approved Measure FF, has the capacity to power all functions of the Hospital's expanded and upgraded campus of the future. With three new emergency generators, this facility will enable the Hospital to operate independently in the event of a serious power outage.



With the expanded Central Utility Plant, our Hospital can depend on the safe delivery of energy-efficient, cost-effective power to fulfill all of our utility requirements. This will enable us to continue functioning while replacing and expanding buildings on our campus over the next two decades. Completion of the plant is a critical step in Washington Hospital's ongoing commitment to meeting the growing health care needs of our community. Pictured above is Robert Alfieri, Senior Director of Facilities Services, performing a system inspection.

September

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|---|----------------|-------------------|--|----------|--------|---------------------|
| | | | | | | 1 |
| 2 | Labor Day 3 | 4 | 5 | 6 | 7 | 8 |
| National Healthcare Environmental Services & Housekeeping Week 9 | 10 | Patriot Day 11 | 12 | 13 | 14 | 15 |
| Child Passenger Safety Week Prostate Cancer Awareness Week National Rehabilitation Awareness Celebration 16 | 17 | 18 | 19 | 20 | 21 | Autumn Begins 22 |
| 23/30 | 24 | 25 | National Women's Health & Fitness Day 26 | 27 | 28 | 29 |



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Excelling in quality breast health care



NAPBC

NATIONAL ACCREDITATION PROGRAM FOR BREAST CENTERS

The Washington Women's Center Breast Health Program is a leader in providing high quality, diagnostic, treatment, education and support services for women. It was the first in Northern California, and only the third in the state, to be fully accredited by the National Accreditation Program for Breast Centers (NPBC), a standard achieved by only 105 hospitals in the country. NPBC accreditation means our program offers comprehensive, state-of-the-art services, takes a multidisciplinary team approach to care, and informs women about the latest clinical trials and new treatment options.

The success and accreditation of the Breast Health Program are due to many years of hard work and collaboration by physicians, staff and volunteers, according to Medical Director William Dugoni, Jr., MD (right) and Women's Center's Clinical Coordinator Kathy Hesser (left), RN. It is now more important than ever for women to access the best care and advice to maintain good breast health.

October

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|--|-------------------|---------|-----------------------|--|--------------------------------|---|
| | 1 | 2 | 3 | 4 | 5 | 6 |
| | Columbus Day 8 | 9 | 10 | 11 | 12 | 13 Washington Hospital Healthcare Foundation Event: Top Hat XXVI |
| 7 International Infection Prevention Week: 14 | 15 | 16 | 17 | 18 Washington Women's Center Think Pink Event | 19 National Mammography Day | 20 |
| 21 Healthcare Quality Week National Healthcare Facilities & Engineering Week National Respiratory Care Week Pastoral Care Week | 22 | 23 | 24 Lung Health Day | 25 | 26 | 27 |
| 28 | 29 | 30 | 31 Halloween | | | |

National Breast Cancer Awareness Month
 National Physical Therapy Month
 American Pharmacists Month
 Healthy Lung Month
 National Disability Employment Awareness Month



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Extending the quality of urgent care



Washington Urgent Care delivers excellent care in a friendly environment and offers extended hours.

The clinic was independently surveyed and awarded accreditation by the American Academy of Urgent Care Medicine (AAUCM) and is the only urgent care facility in the Tri-City area to achieve this honor. Accreditation is a voluntary process, measuring quality of services and performance against nationally recognized standards. In addition to evaluating our facility, the AAUCM examined the qualifications of all the clinic's practitioners and the quality of medical care they provide.

Staffed by experienced physicians and caring staff, the Urgent Care clinic is open daily from 8 a.m. to 8 p.m. to treat colds and coughs and minor injuries, perform physical exams, and provide work-related health care. X-ray and laboratory services are available. During the fall and winter flu season, the clinic offers flu vaccinations, which are now recommended for everyone older than six months of age, according to the U.S. Centers for Disease Control and Prevention.

November

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|--|--------|--|-----------|---|--------|----------|
| <ul style="list-style-type: none"> National Alzheimer's Disease Awareness Month National Epilepsy Awareness Month American Diabetes Month National Hospice Month Lung Cancer Awareness Month National Healthy Skin Month National Family Caregivers Month | | | | 1 | 2 | 3 |
| <ul style="list-style-type: none"> National Diabetes Education Week Daylight-Savings Time Ends | 5 | <ul style="list-style-type: none"> Election Day | 7 | 8 | 9 | 10 |
| <ul style="list-style-type: none"> Veterans Day | 12 | 13 | 14 | <ul style="list-style-type: none"> Great American Smokeout | 16 | 17 |
| 18 | 19 | 20 | 21 | <ul style="list-style-type: none"> Thanksgiving Day | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | |

In photo above from left to right; Denise Capper, Chanel Corrales; Rosalie Naguiat, LVN; Patti Coffey, RN, Nurse Manager and Janet Clausen, LVN



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Health information whenever you need it



InHealth, Washington Hospital's cable channel on Comcast Channel 78, marked its fifth anniversary by receiving honors from the 31st Annual Telly Awards which recognized outstanding, original local and regional productions. The winning program, *Inside Washington Hospital: The Green Team* hosted by John Thomas Mehigan, MD, (in photo at right) earned a bronze Telly. InHealth also earned a bronze Telly Award for *Inside Washington Hospital: Advances in Cardiac Care*. The program was selected from more than 14,000 entries from around the country.



December

InHealth is an innovative way for community residents to benefit from our Hospital's resources in the convenience of their own homes. Entertaining, educational and informative programs, such as Voices InHealth hosted by Barbara Kostick, MD, medical director of Washington Hospital's Community Health Services (in photo at left), promote overall good health and well-being. The channel also airs regular broadcasts of Washington Township Health Care District Board meetings.

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|----------------------------------|-------------------------|---------------------|-----------|----------|---------------------------|-------------------------|
| Safe Toys and Celebrations Month | | | | | | AIDS Awareness Day 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 First Day of Winter | 22 |
| 23/30 | New Year's Eve 24/31 | Christmas Day 25 | 26 | 27 | 28 | 29 |



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Washington Hospital Service League

COMPANIONS ON THE JOURNEY

Volunteers are key participants on our journey to excellence at Washington Hospital. They make an important contribution by providing assistance and additional support for patients, visitors and families. From its founding in 1955, the Washington Hospital Service League has celebrated many milestones of its own.

With nearly 600 members, Service League volunteers donate about 48,000 hours of service to the Hospital each year, at an estimated value of nearly \$1 million. Over the years, volunteers have given more than 1.8 million hours to Washington Hospital. This year, three volunteers were honored for their many years of service. The 2011 honorees included Bettie Jacobs (45 years), Ruth Nelsen (40 years) and Mary Hedgecock (35 years).

A friendly Service League volunteer is often the first to see people who are entering the Hospital and the last to say goodbye, as patients leave. Volunteers fill critical support roles in numerous departments throughout the Hospital, including taking newborn photos, feeding patients, providing emotional support to patients and families in the Emergency Department, and many more important functions.

“We believe in the value of a strong community hospital,” says Maria Teresa Artuz, Service League president. “Simply put, when each of us completes our shift, we feel very good that we have been able to help someone.”

Service League volunteers also raise funds to support Hospital programs. Last year, they donated \$50,000 to complete the League’s total pledge of \$300,000 in support of the Critical Care Emergency Room Building fund. Since its inception, the Service League has donated more than \$2 million to the Hospital. The group also raises money to fund health career scholarships for students. Over the years, more than \$250,000 in scholarships has been donated.



Another important milestone for the Service League this year was the anonymous donation of \$10,000 to support the group’s Pinky Puppets and Magic Hankie programs. This substantial gift funded the cost of four new sewing machines, accessories and supplies. Service League volunteers make puppets for young children who must spend time in the Emergency Department and Hospital waiting areas. They also fashion special hankies for all new mothers at Washington Hospital.

Washington Hospital Healthcare Foundation

RESOURCES THAT SUPPORT EXCELLENCE

For more than 28 years, the Washington Hospital Healthcare Foundation has been a crucial partner in helping the Hospital meet the changing health care needs of the community. With the support of generous donors, corporate sponsors and trustees, the Foundation has helped to underwrite the cost of leading-edge medical technology and new clinical services. Its three primary fundraising events bring together business and community leaders throughout the District.



Kranthi Achanta, MD and Jaya Achanta, MD at Top Hat XXIV

The Foundation's Top Hat dinner dance is now one of the community's most anticipated social gatherings, with more than 500 guests attending annually to raise funds for the Hospital. Since Top Hat was first held in 1986, generous community donors have contributed more than \$1.6 million to support the health and well-being of our community. At Top Hat

XXIV, the Fremont Bank Foundation made the largest ever contribution to the Foundation by pledging \$1.5 million to the Critical Care Campaign. Top Hat XXV raised funds to support the Sandy Amos R.N. Infusion Center that offers a comforting environment for patients requiring chemotherapy and cancer care.



From left to right; Carmen Agcaoili, MD, Dianne Martin, MD and Demetrious Shaffer, Foundation president at Top Hat XXV



During the holiday season for the past 15 years, the Foundation has hosted its annual Trees of Angels tree lighting ceremonies in Fremont, Union City, and Newark. A beautiful opportunity to celebrate the holidays, the tree lightings also provide an occasion for attendees to remember loved ones and friends who have passed away. In total, donors have given more than \$400,000 to Trees of Angels in support of hospice services.

The Foundation's annual golf tournament is held in memory of Gene Angelo Pessagno, a local businessman and early supporter of the Foundation. Each year, 200 community members join Foundation trustees on the golf course to raise money for cancer care and hospice services. Now in its 26th year, the tournament has raised nearly \$1.5 million.



Skip Turner, Jan Henstorf, MD, Rod Silveira, Alex Sah, MD

"On behalf of all the trustees of the Foundation, I would like to thank the many corporations and individuals in our community who so generously support the mission of the Foundation," says Demetrious Shaffer, Foundation president. "Their steadfast involvement bolsters our commitment to supporting Washington Hospital along its path to health care excellence."

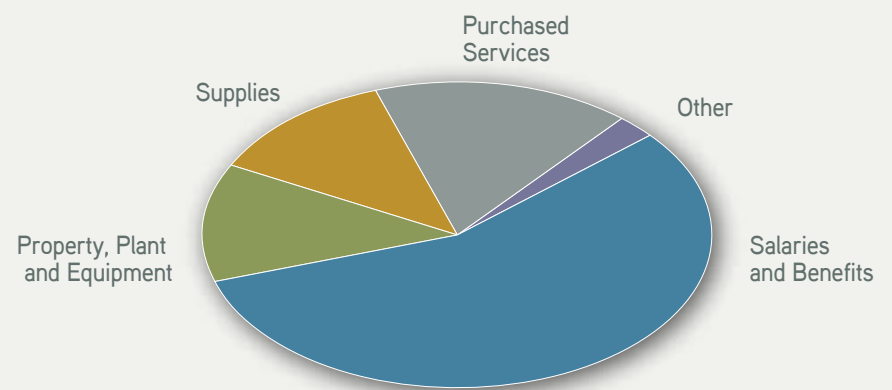
2010 – 2011 Financial Statement

Fiscal year ending June 30, 2011
Dollar amounts represent thousands

| Balance Sheet | 2011 | 2010 |
|---|-------------------|-------------------|
| Current Assets | \$ 108,710 | \$ 92,980 |
| Assets Limited As to Use | 383,187 | 350,536 |
| Property, Plant and Equipment | 315,564 | 260,461 |
| Other Assets | 28,474 | 12,261 |
| Total Assets | \$ 835,935 | \$ 716,238 |
| Current Liabilities | \$ 81,508 | \$ 87,071 |
| Long-Term Debt | 292,147 | 240,510 |
| Long-Term Liabilities | 48,927 | 31,920 |
| Fund Balance | 413,353 | 356,737 |
| Total Liabilities and Fund Balance | \$ 835,935 | \$ 716,238 |

| Statistics | 2011 | 2010 |
|---------------------|-------------|-------------|
| Admissions | 12,702 | 13,017 |
| Days | 66,433 | 63,579 |
| Deliveries | 1,946 | 2,247 |
| Surgery Cases | 4,303 | 4,380 |
| ER Visits | 51,278 | 50,513 |
| Physicians on Staff | 517 | 481 |

| Expenditures | 2011 |
|-------------------------------|-------------|
| Salaries and Benefits | \$ 271,068 |
| Property, Plant and Equipment | \$ 60,459 |
| Supplies | \$ 58,659 |
| Purchased Services | \$ 78,208 |
| Other | \$ 11,556 |



| Income Statement | 2011 | 2010 |
|---------------------------------|----------------|----------------|
| Net Patient Service Revenue | \$ 464,021 | \$ 413,469 |
| Other Revenue | 11,540 | 14,099 |
| Total Operating Revenue | 475,561 | 427,568 |
| Salaries and Benefits | 271,068 | 238,372 |
| Other Expenses | 167,730 | 148,018 |
| Total Operating Expenses | 438,798 | 386,390 |
| Operating Income | 36,763 | 41,178 |

| Non-operating Revenues and Expenses | 2011 | 2010 |
|---|------------------|------------------|
| Investment Income & Realized Gain/(loss) | 10,518 | 7,575 |
| Interest Expense | (1,527) | (3,047) |
| Other | 1,726 | 293 |
| Unrealized Gain/(loss) on Investments | (2,596) | 7,241 |
| Property Tax Revenue | 8,203 | 3,785 |
| Total Operating and Non-operating Income | \$ 53,087 | \$ 57,025 |

Caring for the Community

Washington Township Health Care District provides many benefits to the community. One direct benefit that receives little notice is the health care that is provided for free or for which the District is not fully compensated. In the past year alone, Washington provided more than \$44 million in health care to the community's medically indigent population, \$3 million for community education and other expenses, and an additional \$82 million for the uncompensated cost of care for Medicare patients and bad debt.

Calendar Year 2013

| JANUARY | | | | | | | FEBRUARY | | | | | | | MARCH | | | | | | | APRIL | | | | | | | |
|-----------|-----|------|-----|----|-----|-----|----------|-----|------|-----|----|-----|-----|----------|-----|------|-----|----|-----|-----|----------|-----|------|-----|----|-----|-----|---|
| Sun | Mon | Tues | Wed | Th | Fri | Sat | Sun | Mon | Tues | Wed | Th | Fri | Sat | Sun | Mon | Tues | Wed | Th | Fri | Sat | Sun | Mon | Tues | Wed | Th | Fri | Sat | |
| | | 1 | 2 | 3 | 4 | 5 | | | | | | 1 | 2 | | | | | | 1 | 2 | | 1 | 2 | 3 | 4 | 5 | 6 | |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | |
| 27 | 28 | 29 | 30 | 31 | | | 24 | 25 | 26 | 27 | 28 | | | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 28 | 29 | 30 | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MAY | | | | | | | JUNE | | | | | | | JULY | | | | | | | AUGUST | | | | | | | |
| Sun | Mon | Tues | Wed | Th | Fri | Sat | Sun | Mon | Tues | Wed | Th | Fri | Sat | Sun | Mon | Tues | Wed | Th | Fri | Sat | Sun | Mon | Tues | Wed | Th | Fri | Sat | |
| | | | 1 | 2 | 3 | 4 | | | | | | | 1 | | 1 | 2 | 3 | 4 | 5 | 6 | | | | | | 1 | 2 | 3 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | |
| 26 | 27 | 28 | 29 | 30 | 31 | | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 28 | 29 | 30 | 31 | | | | 25 | 26 | 27 | 28 | 29 | 30 | 31 | |
| | | | | | | | 30 | | | | | | | | | | | | | | | | | | | | | |
| SEPTEMBER | | | | | | | OCTOBER | | | | | | | NOVEMBER | | | | | | | DECEMBER | | | | | | | |
| Sun | Mon | Tues | Wed | Th | Fri | Sat | Sun | Mon | Tues | Wed | Th | Fri | Sat | Sun | Mon | Tues | Wed | Th | Fri | Sat | Sun | Mon | Tues | Wed | Th | Fri | Sat | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | | | 1 | 2 | 3 | 4 | 5 | | | | | | 1 | 2 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | |
| 29 | 30 | | | | | | 27 | 28 | 29 | 30 | 31 | | | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 29 | 30 | 31 | | | | | |

Production credits

If you would like additional copies of the Washington Hospital Healthcare System 2011 Annual Report, or for more information, please contact:

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Thank you to all who are featured in this report.

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