

*many faces,
one mission*



Annual Report 2000 - 2001



Washington Township Health Care District

Our 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 needs within the financial capabilities of the District;
- 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
June 14, 1995*

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Many Faces, One Mission

About the Cover

Washington Hospital’s nurses are a skilled team of more than 500 men and women who reflect the diversity of the community they serve. Nevertheless, they are unified in their dedication to providing high-quality, compassionate care to patients and families in the Tri-City Area. Chosen to represent their peers and pictured on the cover are (top left to right): *Janice Pasion, RN; Ugochi Nzeadibe, RN; Ravinder Thiara, RN; Nancy Vick, RN; Joey Schriefer, RN; Connie Thomas, RN; Marilyn Ryan, RN; Sandy Amos, RN; Lorena Encarnacion, RN; Carolyn Bradon, RN; Shirley Favor, RN; Martha Guilbeaux, RN; Judy Farro, RN; Bonnie Tu, RN; Cathy Warner, RN; Josette Tabari, RN; Lisa Thomas, RN; Elminda Galang, RN; Julia Yap, RN; Beverly Brown, RN; Marie Ticsay, RN; Laurie Miller, RN; Clive Chambers, RN; Nancy McGibon, RN; Shari Smith, RN; Tess Garcia, RN; Josie Clevenger, RN; Carolyn Spears, RN; Grant Peterson, RN; Patti Coffey, RN; Delia Montemayor, RN; Lydia Rimando, RN; Anna Floresca, RN; Linda Anderson, RN and Lolita Bajarias, RN.*

Message from the CEO

As we have crossed the threshold of the 21st century, it is gratifying to know that Washington Hospital has been more than successful in fulfilling the expectations of our community when this medical center was founded more than 50 years ago. Key to this hospital's continued ability to fulfill its Mission is our dedication to quality patient care. In this annual report, we recognize the profession of nursing. However, without the support of all employees, volunteers and physicians working as a team, we would not be able to provide true quality patient care.

An excellent nursing staff is made up of motivated, energetic men and women who are well trained and have high standards for themselves and the people with whom they work. At Washington Hospital, this standard begins and ends with the Patient First Ethic, which guides the work of every employee and volunteer. The true meaning of Patient First is most clear when applied by our nurses who know that serving the needs of patients is at the core of everything they do.

Having the right number of nurses with the best possible training also influences the quality of patient care. The issue of staffing levels has generated considerable public discussion in recent years. At Washington Hospital, our commitment to the Patient First Ethic means we believe staffing decisions should be based on the actual needs of patients at any given time. The result is that the high RN-to-patient ratio other providers are hoping to achieve in the future have been a reality at this hospital for a number of years. Of course, training and education for nurses are also important, and that's why more than 76 percent of our nurses are registered nurses (RNs), a depth of staffing expertise rarely found in California hospitals.

How have we achieved and maintained such high standards when many other providers are struggling? It's because, over the years, we've continually focused on doing the right thing to provide quality patient care to the residents of our District. Washington Hospital's success is in no small part due to the contributions of everyone who has a hand in bringing health care services to this community — from our Board of Directors, to the physicians on our Medical Staff, to every employee and volunteer. I would like to thank each individual for his or her dedication as we continue to follow our mission of service to the people of Southern Alameda County. And, on behalf of the entire hospital staff, I'd like to express our appreciation to the residents of this District for your lasting support of our efforts to meet your health care needs and to serve you in a truly ethical and outstanding way.



Nancy Farber
*Chief Executive Officer
Washington Hospital
Healthcare System*

Message from the Board of Directors



Michael J. Wallace
President, Board of Directors
Washington Township
Health Care District

Over the last several years, the Tri-City Area has witnessed a continuing tide of growth and change. The result has been an increasingly diverse community with expanding and more complex health care needs. It has been both an opportunity and a challenge for the Washington Hospital Healthcare System to stay abreast of and respond to this transformation. I am pleased to report that, in 2001, we remain financially strong and stable with an excellent outlook for future viability and growth. Such prospects are especially good news in the face of the past year's uncertain economic environment.

More than 50 years ago, the not-for-profit Washington Township Health Care District was created and financed by local residents as a way of providing health care services in Southern Alameda County. Today, this fact continues to influence every decision we make as members of the Board of Directors, and it is uppermost in the minds of everyone who has a role at Washington Hospital. Local accountability, however, is only part of the picture. The true foundation of our effectiveness as a health care provider is the high standard of quality patient care for which Washington Hospital is recognized.

Quality is also reflected in the range of services we provide. As you read through this report, you'll learn more about how we have responded to the community's changing needs by expanding some programs — such as radiation oncology, minimally invasive surgery, advanced cardiovascular treatment and newborn care — while developing new services and facilities, including the Washington West Mammography Center, The Center for Joint Replacement, The Sports Medicine Center and The Infant Development Clinic in Newark. Collaborative community service projects begun in the last two years include mammography services for the uninsured, free osteoporosis screenings, expanded Health Insurance Information Services, a tattoo removal program and gun safety trigger lock giveaways.

Of course, none of these achievements would have been possible without the support of many organizations and individuals, including the Washington Hospital Healthcare Foundation, the Washington Township Hospital Service League and its volunteers, the Medical Staff, the hospital's management and employees, and the very supportive people who live in this District. Together, we have built a rare partnership that nurtures this incredible asset we call the Washington Hospital Healthcare System. In celebrating our accomplishments, we should also take time to re-dedicate and re-energize ourselves for the future as we continue to ensure the excellence and availability of health care services to the community.

A handwritten signature in black ink that reads "Michael J. Wallace".

Message from the Chief of Staff

As our community's burgeoning population continues to grow in diversity and its need for health care services, the physicians of Washington Hospital's Medical Staff have increased in numbers and their ability to serve this need. Today, we are a group of 355 highly-skilled individuals who bring an impressive range of training and experience to our practices in a wide array of disciplines. Despite our diversity, we are unified in our commitment to the hospital's Mission of fulfilling the health care needs of the people who live in this District.

As physicians, we also have a common dedication to a close working relationship with the employees of Washington Hospital. Whether they are in Admitting, Housekeeping, the Operating Room or other hospital department, every employee plays a critical part in the patient care process. Together, we constantly strive to improve the quality of care we offer, always keeping the hospital's Patient First Ethic as our touchstone.

At the heart of quality patient care is the collaboration between doctors and nurses as we work together on a daily basis to serve the needs of our patients. Through the leadership and hard work of the nurses at Washington Hospital, the highest possible standard of care is provided to every patient in a spirit of compassion for the individual and his or her family.

With such depth and breadth of expertise in the local health care community, you can be secure in the knowledge that, as a resident of the District, you no longer must travel out of the area to receive the best medical care available. Through the Washington Township Health Care District, you have access to an impressive range of services that continues to increase in scope. In cooperation with the hospital, the Medical Staff plays a vital role in improving existing services and developing leading-edge programs to meet the growing needs of our residents.

We are proud of the unique partnership that has grown over the years between Washington Hospital, the Medical Staff and our supportive community. As the new century begins to unfold, the changes we anticipate in the field of health care are almost unimaginable. Nevertheless, our collaboration will ensure that the people of Southern Alameda County continue to benefit from a tradition of excellent health care that meets their evolving needs.



Jan Henstorf, MD
Chief of Staff
Washington Hospital Medical Staff

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

A Tribute to David L. Johnson, MD

Washington Hospital experienced a tremendous loss when retired radiologist David L. Johnson, MD, died unexpectedly on December 18, 2000. A member of the Medical Staff for 25 years, Dr. Johnson had been sworn in as a newly elected member of the Washington Township Health Care District Board of Directors just five days before his death.



A respected leader within the medical community, Dr. Johnson was the hospital's Chief of Staff in 1991 and Medical Director of the Medical Imaging Department and President of the Washington Radiologists Medical Group prior to his retirement in 1999. He was also active on numerous hospital advisory groups, including the Radiology, Bioethics and Physicians Advisory Committees.

“Dr. Johnson was devoted to his patients, this hospital and the people of our District,” says Nancy Farber, CEO of Washington Hospital.

“He worked hard to help the Health Care District fulfill its Mission, and he led efforts to make the Medical Imaging Department a state-of-the-art facility that has continued improving and expanding its services to meet the needs of our community.”

In recognition of his significant contribution to Washington Hospital and the District, the Board of Directors has passed a resolution to dedicate the hospital's Medical Imaging Department to Dr. Johnson, renaming it the David L. Johnson, M.D. Medical Imaging Center. The Center provides comprehensive radiology services, including diagnostic fluoroscopy, CT scan, ultrasound, nuclear medicine, mammography and MRI.

“As a colleague, I valued Dr. Johnson's medical skills,” says Douglas Gallacher, MD, current Medical Director of the hospital's Medical Imaging Department. “But, it was his integrity as a person and his dedication to this community that I truly revered. He believed in giving back to the place where he lived and practiced for 25

years. He was a philanthropist in every sense of the word and would have made an excellent member of the Board of Directors.”

Dr. Johnson was also a devoted family man and community leader. He is survived by his wife, Susan, and two daughters. He actively supported the Washington Hospital Healthcare Foundation's fundraising efforts through his leadership and participation in the Top Hat and Medical Musicales events. These occasions gave him an opportunity to enjoy his love of music and to demonstrate another of his skills — trumpet and cornet playing. He was also an ardent supporter of the Fremont Symphony.

“Dr. Johnson's leadership and visionary thinking are two of the main reasons our hospital has such an excellent Medical Imaging Department today,” says Ms. Farber. “By naming the department after him, we'll continue to honor the significant impact he made on health care and quality of life in this community.”



Directory of Services



*** Washington West features:**
 Cardiac Rehabilitation
 Community Health Resource Library
 Conrad E. Anderson M.D.
 Conference Center
 Health Insurance Information Service
 Pulmonary Rehabilitation
 Washington Clinic/Fremont
 Washington Maternal & Child
 Health Education Center
 Washington-Stanford Sleep
 Disorders Clinic
 Washington West Lab & Pre-Op Testing
 Washington West Mammography Center
 Washington West Satellite X-Ray Lab

District Services

- Cardiac Surgery and Care
- Cardiac Rehabilitation
- Center for Joint Replacement
- Childbirth and Family Services
- Community Clinics
- Community Education
- Community Health Resource Library
- Diabetes Services
- 24-Hour Emergency Care
- Financial and Insurance Counseling
- General Medicine and Surgery
- Health Promotion
- Hospice Program
- Laboratory Analysis and Support
- Level II Special Care Nursery
- Mammography Center
- Medical Imaging
(X-ray, MRI and CT Scanner)
- Minimally Invasive Surgery
- Neurosurgery
- Nutritional Counseling and Care
- Occupational Medicine Program
- Occupational Therapy
- Oncology Services
- Orthopedics
- Pathology
- Pediatrics
- Pharmacy
- Physical Therapy
- Pulmonary Rehabilitation and
Respiratory Care
- Sangalli Center for Critical Care
- Sleep Disorders Clinic
- Social Services
- Speech Therapy
- Spine Center
- Sports Medicine Program

Washington Clinic/Fremont
 2500 Mowry Avenue, Suite 212
 Fremont, CA 94538
 510-608-6174
 Monday – Sunday, 8 a.m. to 8 p.m.

Washington Clinic/Newark
 35500 Dumbarton Court
 Newark, CA 94560
 510-797-7535
 Monday – Friday, 8 a.m. to 6 p.m.

Washington Clinic/
 Warm Springs
 46752 Mission Boulevard
 Fremont, CA 94539
 510-651-2371 or 408-946-6443
 Monday – Friday, 8 a.m. to 6 p.m.

Washington Outpatient Surgery Center
 2299 Mowry Avenue
 Fremont, CA 94536
 510-791-5374
 Monday – Friday, 6 a.m. to 5:30 p.m.

Washington-Stanford Radiation
 Oncology Center
 39101 Civic Center Drive
 Fremont, CA 94538
 510-796-7212
 Monday – Friday, 8 a.m. to 5 p.m.

Washington Outpatient
 Rehabilitation Center
 3575 Beacon Avenue
 Fremont, CA 94538
 510-794-9672
 Monday – Friday, 8 a.m. to 6:30 p.m.

Ohlone Student Health Center
 43600 Mission Boulevard
 Bldg. 16
 Fremont CA 94539
 510-659-6258

Patient Safety – A Vital Part of Quality Care

At Washington Hospital, we believe there is one primary reason for our existence — our patients. That’s why we’ve adopted the Patient First Ethic, putting the people we care for at the center of all we do. This ethic is not just for doctors and nurses. It’s a consistent standard for every person who works or volunteers here, whether they’re in Housekeeping, Food Services, the Business Office or any of our clinical departments. One of the most important elements of this philosophy of patient-centered care is safety.

“Our job is to create an environment in which patients who are here during a very vulnerable time in their lives are protected in every possible way,” says Kristine LaVoy, RN, Chief of Professional Resources at Washington Hospital. “Providing a safe environment for patients is paramount to everything we do.”

A focus on safety has always been an integral part of this hospital’s quality patient care program, and it is consistent with Washington Township Health Care District’s mission of meeting community needs. Yet, there are times when even the most fundamental principle should be re-examined and, perhaps, revitalized. When it comes to safety, there’s no better time than the present.

“Although safety is ingrained into our hospital’s tradition of quality patient care, we believe right now is the perfect time to re-commit ourselves to providing the safest possible care for our patients,” says Nancy Carlson, RN, Director of Quality and Patient Safety at Washington Hospital. “That’s why we’re taking some important steps to assess our current level of safety and make it even more effective.”

Historically, safety has been a priority for most American hospitals. The main concern has usually been safety of the environment in which care is provided, including such issues as fire safety and hazardous materials handling. In recent times, hospital safety has evolved to include a hospital-wide focus on clinical, or patient care aspects. Traditionally, such issues were the responsibility of doctors and nurses who tracked and developed ways of preventing adverse events, such as medication errors, treatment errors, patient falls, wrong site surgery errors and infant abductions.

At Washington Hospital, the Safety Committee has been active for many years. Its priority has been to ensure a safe patient care environment, while the clinical aspects of patient safety have been monitored by other groups within the hospital and Medical Staff.

Now, in support of the Patient First Ethic and our belief that patient safety is the responsibility of everyone who works at the hospital, a new Patient Safety Committee has been created with responsibility for both the environmental and clinical aspects.

To get a full picture of the current status of all aspects of safety at the hospital, the committee’s first activity will be a comprehensive patient safety assessment. Then, based on what it learns, it plans to conduct a hospital-wide safety education program to underscore the Patient First Ethic and re-energize the staff’s commitment to safety.

Patient education is also an important part of improving patient safety, and the committee plans to support efforts to educate patients about how they can become more involved in their care. With the proper knowledge

“Although safety is ingrained into our hospital’s tradition of quality patient care, we believe right now is the perfect time to re-commit ourselves to providing the safest possible care for our patients.”

Patient Safety – A Vital Part of Quality Care (continued)

and motivation, patients and family members can help ensure safety by advocating for themselves and their loved ones. Future plans also include educational programs for the community that will teach residents how to be proactive about their health care.

Washington Hospital uses automated systems and technology to support its patient safety efforts, and we're always investigating new technological developments that could make systems even safer. For example, we're currently researching a bar coding method that would lessen the chance of a medication error by requiring the

nurse to match his or her bar code with those of the patient and treatment plan before the medication is dispensed.

These new and continuing efforts to improve the safety of patient care at Washington Hospital are expected to yield measurable results in the months and years to come.

Nevertheless, the fact is that patient safety will always be a focus at this hospital for everyone who works or volunteers here. That's because the patient is at the center of everything we do.

At Washington Hospital, we're revitalizing our patient safety efforts, making patients the focus, and giving everyone the responsibility. It's the housekeeper who puts up the "Wet Floor" sign. It's the nurse who gives the medication. It's the clerk who makes sure the door stays locked as she leaves the newborn nursery. It's the doctor who writes the orders. We're all looking at making sure we provide a safe experience for our patients.

Care Card Brings Personal Health Information into the 21st Century

Washington Hospital has now made it possible for patients and District residents to keep their medical, contact and insurance information on a user-friendly, pocket-sized card for easy access and updating. Since all information is contained in a secure and confidential database, cardholders have absolute control over their personal information. When patients come to the hospital, the staff can easily access the patient's necessary medical and insurance information through a simple swipe of the card. The program is anticipated to be fully operational by November, 2001. To learn more about the new Medical Information and Access Card Program, call the Hospital's Department of Contract Services at 800-540-1115.



Nurses at Your Bedside

Each year, nearly 14,000 people are admitted to Washington Hospital for a wide range of health care needs. Whether they experience the birth of a child or require specialized treatment for a serious illness or injury, our patients receive the best possible care, offered in a spirit of compassion. The backbone of this hospital's dedication to quality care is our exceptional staff of nurses.

"The first duty of registered nurses (RNs) at Washington Hospital is to manage and direct the care of patients as prescribed by their physicians," says Alice Santos, RN, Nursing Director Medical/Surgical. "Our nurses also make sure this care meets our hospital's high expectations for quality and compassion."

The excellence of our nursing staff is one reason Washington Hospital is known in the community for achieving such high levels of patient satisfaction. Another reason is our Patient First Ethic. Adopted by the Washington Township Health Care

District Board of Directors, the Ethic says, "We are here for our patients." All hospital employees and volunteers use the Patient First Ethic in their daily work, but it is the nurses who make "patients first" an essential part of bedside care.

Meeting such high nursing standards takes more than a compassionate spirit and a willingness to work hard. It takes a great deal of training and preparation.

Of the more than 500 nurses on staff at Washington Hospital, over 75 percent are registered nurses (RNs), a larger proportion than most California hospitals. RNs have one of the highest levels of training of anyone with the title of nurse, and they are required to meet the most stringent licensing requirements.

Licensed vocational nurses (LVNs) are the other key members of our nursing staff. As part of the care team, LVNs work under the direction of RNs. Their scope of practice includes technical skills, such as starting IVs, dressing wounds and reinforcing patient education.

"We are extremely proud of all our nurses," says Nancy Farber, CEO of Washington Hospital. "The high percentage of RNs on staff means that patients receive 'round-the-clock' care from one of the best trained, most experienced groups of nurses in Northern California."

One way this hospital recognizes its team of RNs is to present each with a special pin designed by a Washington Hospital nurse. This pin is a replica of the cherished pin RNs earned at nursing school signifying



Lydia Rimando, RN
Nursing Supervisor

"I see the nurses at the bedside a lot as the supervisor. The nurses have to keep abreast of new technology and they have to keep their skills tuned to be able to meet the needs of patients."

"Our nurses' commitment is demonstrated by their longevity at this hospital and their extremely high standard of patient care."

that a nurse has completed his or her formal education and is prepared to play an active role in managing patient care.

In 1998, Washington Hospital honored its nurses by reinstating the tradition of all-white uniforms for RNs. The white uniform also enables patients to easily identify the nurse who has responsibility for their care. Today, RNs are the only staff members at our hospital who wear all-white.

Although history and tradition are valued by Washington Hospital nurses, it's their openness to innovation and new approaches to patient care that make our hospital unique. For example, RNs now carry wireless phones at all times while on duty. From the bedside, they're able to be instantly in touch with a patient's doctor. Nurses can communicate a change in condition without leaving their patient's side, and physicians can immediately prescribe the appropriate treatment. Nurses also use the phones to contact caregivers and family members quickly and easily.

"The primary role of Washington Hospital's nurses is to direct the care patients receive as prescribed by their physicians."

Washington Hospital was one of the first on the West Coast to be fully wired for telemetry and linked to a centralized system. The technology has enhanced our nurses' ability to monitor their patients and access necessary equipment if a patient's condition changes. With this capability, it's no longer necessary to move patients to different units or floors when their needs change. Instead, monitoring equipment is brought directly to their bedside.

Some innovations can be simple, yet effective, in meeting a patient's personal needs. A recent pilot project suggested by Anna Walker, LVN III, involved posting a white board at each patient's bedside. On the board, patients can read the name of the RN who is overseeing his or her care. When the shift changes, the new nurse simply writes his or her name on the board.

At Washington Hospital, the essence of quality care at the bedside is demonstrated every day through the actions of our nurses. As they coordinate and guide the care of their patients, they also serve as team managers, health care educators and patient advocates. Despite the many challenges, our nurses say their jobs are extremely rewarding because they make a difference in the lives of patients and families. These dedicated men and women can't imagine themselves working anywhere else than at the bedside of a patient.



Jan Wood, RN
Chief of Patient Care Services

"Washington Hospital is a regional leader in recognizing and appreciating the value nurses bring to the care of our patients. The nurses here are a diverse group of men and women, each having his or her own personality and touch. Together, they take pride in the compassionate care they give to the patients entrusted to them. Our nurses' commitment is demonstrated by their longevity at this hospital and their extremely high standard of patient care."

Becoming a Nurse

When you think of a nurse, what image comes to mind? For many of us, it's a figure in a crisp white uniform administering the gentle touch of caring for the sick. Although caring and compassion are a big part of a nurse's job, the men and women who have made nursing their life's work know it is much more. Being a nurse in today's complex world of health care takes a rare combination of softness and steel, compassion and determination.

"Nursing is both physically and mentally challenging," says Martha Giggelman, RN, Director of Nursing Support Services at Washington Hospital. "Besides being well versed in the technical aspects of their job, nurses must be sympathetic, empathetic and strong, both emotionally and spiritually."

Despite the challenges and stresses of their profession, nurses at Washington Hospital say they love nursing because it gives them the opportunity to make a real difference in the lives of the people who live in this community. These special women and men tell many stories about how they were called to this demanding, yet fulfilling, profession. Some knew as children that they wanted nursing to be their life's work. Others followed the example of a mother or aunt. Some tried different jobs before they discovered nursing.

Over the years, Washington Hospital has attracted some of the Bay Area's best and brightest nurses, and we're constantly looking for more talented men and women to join our health care team.

"We talk to many high school students about how nursing offers such a wide range of opportunities. There's no job in our hospital that has more career flexibility," says Shari Smith, RN, Health Promotions Manager. "I encourage anyone thinking about becoming a nurse to attend some of our community education classes and get more information at our free Community Health Resource Library."

Washington Hospital also has a very successful Job Shadowing program for high school seniors. Job shadowing enables students to learn more about nursing or other health care professions by spending three hours in the hospital, one-on-one, with others who works in their field of interest.

Whether an aspiring nurse decides to become a registered nurse (RN) or a licensed vocational nurse (LVN), he or she must have a solid educational foundation on which to build their career. Becoming an LVN requires one year of training. The nursing school curriculum for RNs takes two years to earn an

Associate Degree in Nursing and four years to earn a Bachelor of Science in Nursing. Then, both LVNs and RNs must pass their individual California State Board licensing exam, enabling them to practice.



Ida Swahn, CRT, Senior Radiology Technologist and Judy Farro, RN, Radiology Nurse



*Janet Clausen, LVN
LVN II
Washington Clinic/Fremont*

"When I first started nursing, it was so intensely interesting, and it still is. Every day I learn something new."

Many RNs at Washington Hospital have attended the well respected, two-year nursing school at Ohlone Community College in Fremont. In addition to having a rigorous program of classroom work, Ohlone's program is recognized for its superior clinical training offered in collaboration with our hospital. During their last semester, Ohlone nursing students spend six weeks on one of our patient care units observing and learning under the watchful eye of a nurse-preceptor. Students from the California State University campuses in Hayward and San Jose also participate in our nurse-preceptor clinical site training program.

Nurses say they never forget their first job in the hospital after nursing school. This is the time when they make the challenging transition from book learning to hands-on care. They are both scared and excited as they begin to undertake their new responsibilities. Yet, every new nurse's strongest wish is to provide the highest quality of care to our community.

Whether they're fresh out of nursing school or changing professions, nurses who begin at Washington Hospital spend a minimum of six months in the Medical/Surgical unit. They also participate in a

seven-week new grad program, working under the individual guidance of an experienced nurse with strong clinical skills and an aptitude for teaching.

"The new grad program is so important because the experiences new nurses have during their first weeks make a huge difference in the quality of their future development," says Sam Avila, RN, New Grad Program Manager.

"Besides being well versed in the technical aspects of their job, nurses must be sympathetic, empathetic and strong, both emotionally and spiritually."

As Washington Hospital nurses follow their career paths through the years, some stay in the Medical/Surgical unit, and some transfer to specialty units, such as the emergency room, surgery, obstetrics, orthopedics and cardiac care. Some nurses become case managers and others take supervisory or management roles.

Throughout their careers, our nurses update their skills through continuing education. This ensures that our patients always get the benefit of the latest advancements in technology and nursing techniques. Many nurses also expand the level and scope of their knowledge through more advanced education, such as, certification in a specialty area of nursing or by earning a Master's Degree or Ph.D.

No matter what their level of education or responsibility, Washington Hospital nurses always feel pride in their profession and in their ability to serve the needs of our community. They also have the great honor of being with families during some of life's most important and intimate moments — birth, serious illness and even death. Through these cherished times, they experience both the challenge and the joy of what it means to become a nurse.



*Doug Van Houten, RN
Staff Nurse III
Intensive Care Unit*

Washington Hospital's Nurses – Individually Diverse...

United in their High Standard of Care and Compassion

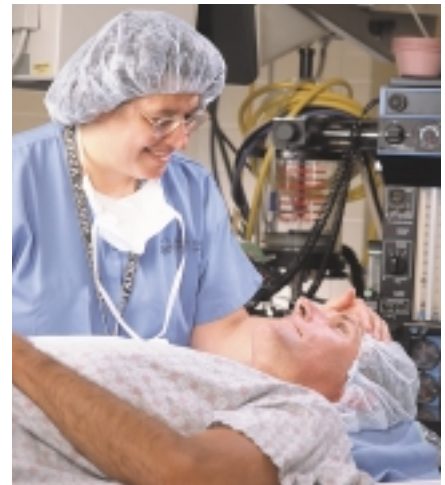
Our nurses come from various backgrounds and life experiences, reflecting the diversity of the people who live in this region. Yet, each nurse is an individual. Each has his or her own personality, family, home, and personal hopes and dreams for the future. Every nurse at Washington Hospital, is unified in their pride, the nursing profession and in their commitment to providing the best possible care for our community.

"I've wanted to be a nurse since I was nine years old and was a patient in the hospital. I just admired the nurses so much . . . their kindness, gentleness and the love they shared."

Sandy Amos, RN

Many backgrounds, many life experiences.

In coming to Washington Hospital, our nurses took many different pathways. Some even traveled across the globe. As they recall their varied memories of becoming a nurse, they smile — knowing they chose the right profession.



Melody Hall, RN, Operating Room



Donna Nobleza, RN and Daniel Payne, RN, Medical/Surgical Nursing

"It's nice working around the doctors and learning the way they want procedures done. We are a close-knit family."

Marie Ticsay, RN

Teamwork is the key to success.

The team spirit thrives at Washington Hospital. Nurses collaborate with physicians, Allied Health professionals, support personnel, managers and volunteers, bringing the highest possible standard of care to their patients.

“At this hospital, there’s a lot of pride. They keep their standards high and have a real desire to meet the needs of the community.”

Rita Meekma, RN



Mother Connie Thomas (right) and daughter Lisa Thomas. Lisa followed her mother’s footsteps into nursing at Washington Hospital.

Passing the torch.
Teaching is part of nursing at Washington Hospital.

The instinct to share what they’ve learned comes naturally to Washington Hospital nurses. Younger nurses share energy and enthusiasm with their colleagues. Among older nurses, there’s a deep desire to create a legacy of knowledge and compassion for nurses who will follow them.

“This hospital is a resource that this community can depend on . . . They know when they come in here, they’re going to get the care they need, they’re going to get the appropriate treatments and they’re going to get the nurses at the bedside who make the difference.”

Grant Peterson, RN



*Marie Ticsay, RN
Center for Joint Replacement*

Serving their patients.
Serving our community.

Whether they’re working in the hospital or in the community, whether they’re being paid or volunteering, Washington Hospital nurses feel the call to serve. Their inspiration is the knowledge that they can make a difference in someone’s life.



*Fritz Bushman, RN, and Karen Norris, LVN,
Medical/Surgical Nursing*

“I have so much trust and faith in the nurses here and the doctors... Everybody here is so compassionate.”

Lottie Grove, LVN

Fulfilling Our Mission —

New developments in programs, facilities and community service.

Advanced Cancer Care Close to Home

High quality radiation oncology services for cancer treatment have been available to Tri-City residents for the past 17 years through a collaboration between Washington Hospital and Stanford University School of Medicine, Department of Radiation Oncology.



On August 6, 2001, the Washington-Stanford partnership made advanced radiation oncology services more accessible to local residents when it opened the state-of-the-art Washington-Stanford Radiation Oncology Center located on the Washington Hospital campus. Patients and families now come to a quiet, spacious setting conveniently located across the street from the main hospital.

“We’re pleased that the new Washington-Stanford Radiation Oncology Center has the capability to deliver state-of-the-art radiation treatments in Fremont,” says Melanie Smitt, MD, the Center’s Medical Director.

The new center gives physicians access to leading-edge equipment, offering the latest advances in radiation therapy. Now, more than ever before, each course of treatment can be individually tailored to a patient’s specific disease to achieve the best possible outcome. Such expanded radiation oncology services offer sophisticated technology more common to university medical centers.



Kellee Piscanio, Radiation Therapist

Mammography Center Meets Women's Special Needs

Washington Hospital's vision of a full-service program, dedicated to the unique health care needs of women, took another big step forward in June 2000 with the opening of the Washington West Mammography Center. Located on the second floor of the Washington West building and staffed exclusively by women, the Center performs breast cancer screenings and diagnostic mammograms in a quiet, supportive environment.



Women are encouraged to take charge of their own health care through a wide range of educational materials in multiple languages. A trained nurse-educator is also available to provide individual counseling on breast self-examination. Response to the new service has been enthusiastic, with more than 4,550 screenings and diagnostic mammograms performed in the first year.

To expand the Center's capabilities even further, Washington Hospital is becoming the first in the East Bay to add the highly advanced Senographe2000 D mammography system, which is the only machine of its type in the country. The system's breakthrough digital technology enables radiologists to identify some of the most hard-to-detect lesions.

New Technology Means Faster, Easier Recovery from Surgery

In the last decade, the use of a tiny camera-like device called an endoscope, has revolutionized the art of surgery, enabling many patients to return home from the hospital one or two days after their procedure. With minimally invasive surgical techniques becoming more widespread, recovery and return to normal activity is taking one or two weeks rather than the six to eight

weeks needed after traditional surgery. Now, revolutionary developments in technology are enabling surgeons to use the minimally invasive approach to treat a wider range of conditions.

Over the past year, a team of doctors at Washington Hospital has worked with pioneers in the field of

minimally invasive surgery to convert many clinically appropriate procedures to this successful approach using physician-guided robotic technology including an AESOP 3000 robotic arm and a HERMES voice activation system. Their efforts will culminate in the formal opening of the Minimally Invasive Endoscopic Surgical Institute early in 2002.

The hospital is also renovating and upgrading one of its operating rooms to give surgeons the latest high-tech equipment in applying the minimally invasive approach.

"Through its strong support of our efforts to provide the community with the latest in minimally invasive surgical techniques and equipment, Washington Hospital has assumed a leadership role in this field, both locally and throughout the State," says Ramsey A. Araj, MD, FACS, the Institute's Medical Director.

Cardiac Care Takes a Giant Leap Forward

Washington Hospital's state-of-the-art digital imaging equipment, in all of the cardiac catheterization suites, demonstrates the hospital's commitment to providing leading technology and quality care. More than 3,400 local cardiac patients have benefited from the new equipment's exceptionally fast, high resolution imaging.



“The challenge and the joy is watching people go from a very debilitated state to a more improved state where they can take care of themselves and have an improved lifestyle.”

Cardiac Care Takes a Giant Leap Forward (continued)

Using the latest in digital technology, doctors can now see a much higher level of detail — even in a patient’s small veins and arteries — from head to toe. All images are stored in a database and are retrievable from the hospital’s cardiac cath suites, doctors’ reading rooms, and operating rooms. When they perform surgery or other interventions, physicians now have instant access to the best information, enabling them to make a diagnosis or perform the necessary procedure.

“The level of technology we now have in the cardiac cath lab is truly superior,” says Pat Ash, RN, Senior Director of Cardiovascular Services. “Washington Hospital stands at the forefront of advanced cardiac care in our region. It also means we will have the potential to perform even more innovative procedures in the future.”



Tri-City Residents Among First to Benefit from Life-Saving Treatment

Every year, about 15,000 Americans die from ruptured abdominal aortic aneurysms (AAA), a condition so serious that 80 percent of patients die before reaching a hospital for treatment.

In Spring 2000, Washington Hospital became one of the first community hospitals in the Bay Area to offer a new, less invasive treatment for AAA, known as stenting. Two physicians on the hospital’s Medical Staff, cardiologist Ash Jain, MD and vascular surgeon Ramesh Karipineni, MD, are trained in this procedure.

“Although AAA stenting is not applicable to all patients, it certainly revolutionizes the treatment of one of the most lethal conditions,” says Dr. Jain.

“Techniques like these will revolutionize the care of vascular disease in the near future.”

The procedure is safe and reliable and takes two or three hours. Patients can usually go home after one or two days.

“AAA stenting is one of the innovations we have recently begun at Washington Hospital that makes it possible for patients with life-threatening disease to experience even better care, at much lower risk with more comfort, and longer life expectancy,” says Dr. Karipineni. “Techniques like these will revolutionize the care of vascular disease in the near future.”

More Joint Pain Sufferers Get Relief

Since the Washington Center for Joint Replacement opened its doors in January 1999, its mission has been to enable people to return to their everyday activities quickly and with as little pain as possible. Specially designed to provide diagnosis and treatment of joint pain, the program has developed a reputation for superior surgical technique and a high level of patient satisfaction. As a result, it is now performing nearly three times as many joint replacement procedures than were being performed at Washington Hospital before the Center opened.



*John Dearborn, MD
Medical Director, Center for
Joint Replacement*

*Cathy Warner, RN
Clinical Nurse Specialist
Orthopedics*

John Dearborn, MD, the Center's Medical Director, also attributes the increased need for joint replacements to growth in the aging population. As people get older, they experience more wear and tear on their joints. In addition, many people who had joint replacements 30 years ago are wearing out their replacements and need new ones.

The program offers diagnostic, advanced surgical, patient education and rehabilitation services, including occupational and physical therapy. Located behind the hospital's emergency room, the specialized 18-bed unit has a care team made up of five physicians, who have years of specialized training, four therapists, and ten trained orthopedic nurses and support personnel.

Sports Medicine Program Helps People Stay Active

As more people in the Tri-City Area participate in fitness activities and athletics, the need for a comprehensive sports injury treatment and prevention program continues to grow. In January 2001, Washington Hospital drew on its extensive treatment, rehabilitation expertise and resources when it opened The Sports Medicine Center, co-directed by John Jaureguito, MD and David Bell, MD.

"The Center fills a growing need in our sports community for high quality medical services," says Dr. Jaureguito. "It is staffed with experts in assessing and treating activity-related injuries."

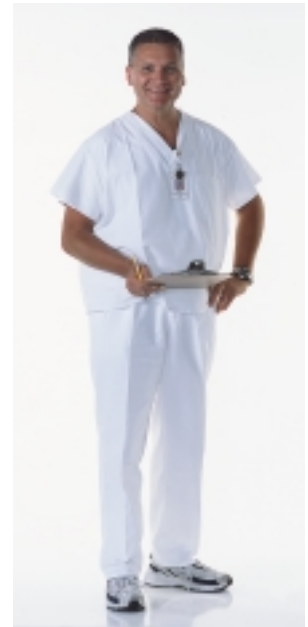
*David Bell, MD and John Jaureguito, MD
Co-Medical Directors of the Sports
Medicine Program*



"We're focused on getting local residents 'back in the game'."

"We have new things coming our way all the time. . . new discoveries, new insights, new things to learn all the time. Our growth is really supported."

*Grant Peterson, RN
Nursing Supervisor*



Both Dr. Jaureguito and Dr. Bell are Board Certified orthopedic specialists with fellowship training in sports medicine. They lead a multi-disciplinary staff of physicians, physical therapists and athletic trainers who are experienced in helping injured athletes return to their favorite sport with minimal downtime.

The Center's staff also helps patients learn how to prevent future injuries and find ways to improve current performance. The program works directly with the Washington Hospital clinics, outpatient rehabilitation center, surgery center, emergency room and other affiliates to provide a full range of diagnostic, treatment and rehabilitation services.

Adult and weekend athletes aren't the only ones who need a program of this type. The Center's sports medicine experts are collaborating with several area high schools and universities to give teams, coaches and parents the guidance needed to treat young athletes, while teaching them about conditioning and injury prevention.

"Our program wants the community to know they can get excellent sports medicine care right here in Southern Alameda County," says Dr. Bell. "We're focused on getting local residents 'back in the game'."

“I could see the dedication of the nurses here. They work really hard to give patients the best care that they can get no matter what . . .”



*Siony Bondoc, RN
Assistant Nurse Manager
Transitional Care Unit*

All Newborns Now Checked for Hearing Problems

A hearing impairment is the most common newborn disability, affecting 24,000 babies in the U.S. every year. Hearing deficiencies that go undetected at birth are usually not identified until the child is 2-1/2 or 3 years old — well after the most important time for language development.

“Screening at birth is critical because children who are identified as hearing impaired in infancy can receive hearing aids and therapy, greatly improving their language comprehension, verbal expression and psycho-social development,” says Yvonne Dobbenga-Rhodes, RN, a Washington Hospital Maternal/Child Health Clinical Nurse Specialist.

In August 2000, Washington Hospital began screening every baby born at the hospital. The non-invasive test, using an ALGO Newborn Hearing Screener is done while the baby is quiet or asleep and takes only a few minutes. Parents receive the screening results before leaving the hospital.

Co-Bedding Helps Infants Grow and Develop

A newly-adopted, innovative technique that allows infant twins or triplets to be swaddled together in one bed is having a positive impact on the level of contentment, growth and development of babies in Washington/Packard Special Care Nursery. The Nursery cares for children who are premature, sick or require special feeding.

“Co-bedded” babies snuggle together and settle more rapidly, while their heart beats become synchronized. The babies’ improved development rate may be attributed to the fact that they use less energy to heat their bodies when swaddled together.

The Nursery staff adopted the co-bedding technique after successful outcomes were observed among co-bedded babies at Lucile Salter Packard Children’s Hospital.

High-Risk Babies Get a Better Start

During their early years, many children need extra medical attention due to developmental concerns or chronic illness. In Spring 2001, Washington Hospital made the expertise of an entire staff of infant care specialists available to families in the East Bay, when it teamed with Lucile Salter Packard Children’s Hospital to open the Infant Development Clinic at the Washington Clinic/Newark.

Working with local primary care providers, the clinic’s infant care experts, including physicians, therapists, dieticians and psychologists, offer evaluations and resource referrals to any child under age three who has developmental concerns. The staff also follows premature babies as they grow into childhood to assess their developmental progress and links them with other support services in the community.

The new clinic’s commitment to long-term care and attention for special-needs children gives parents and doctors the assurance that specialized pediatric health care is available close to home, even for children with rare or severe conditions.

“With the people you love, especially, you do not realize how important it is to have Washington Hospital so close and with such experienced people.”

Free Mammograms for Uninsured South County Women

Washington Hospital’s last community needs assessment showed a high incidence of late-stage breast cancer among women in Southern Alameda County. In January 2000, to help combat this problem, the hospital collaborated with Tiburcio Vasquez Health Center, Inc. and Tri-City Health Center to provide free education and screening mammograms to uninsured women in the District.

“Many barriers make it difficult for uninsured women to receive the preventive health care they need,” says Kathy Lievre, Clinic Manager at Tri-City Health Center. “Having access to free mammograms close to home motivates more South County women to get regular screenings as an important part of breast cancer prevention and early detection.”

The program is funded through a \$50,000 grant from the Washington Hospital Healthcare Foundation, using proceeds from its Top Hat 2000 event.



*Lottie Grove, LVN
LVN III
Central Surveillance Unit*

Community Health Library Fights Osteoporosis

Osteoporosis is a serious threat to the health of older Americans, especially women. When the disease goes undiagnosed and untreated, one result is a greater risk of bone fractures. Here in the Tri-City Area there is a high fracture rate among older residents that may be due to osteoporosis. That’s why the Washington Hospital Community Health Resource Library began offering free bone density screenings in September 1999 to encourage people to become more aware of their risk for osteoporosis.

The safe, painless screening is performed at the Library by trained volunteers. In less than two years, more than 4,800 people have been screened. Results of the screening test, coupled with information gathered through a brief written questionnaire, advise people age 50 and older whether they are at high or low risk for osteoporosis. Everyone screened is encouraged to discuss the results with his or her physician.



Other health information resources at the Washington Community Health Resource Library include more than 2,000 books and videotapes, as well as magazines, health journals, children’s selections, anatomical models and computer facilities, including Internet access to health-related web sites. Located on the first floor of Washington West, the Library is free and open to the general public, Monday through Saturday. Currently, more than 2,200 members have cards enabling them to check out materials.

For more information about osteoporosis screenings or the Washington Hospital Community Health Resource Library, visit our web site at www.healthlibrary.org or call (510) 494-7030. If you’d like to become a member, drop by the library and complete an application.



Sandy Amos, RN
Staff Nurse II
Medical/Surgical Unit

“It's a great community hospital. When I came here, it was a little bitty community hospital. It has grown and it's still growing.”

The HIIS is a Community Resource, an Advocate and a Problem Solver

Begun in 1996, Washington Hospital's innovative Health Insurance Information Service (HIIS) has continued to help people navigate today's increasingly complicated health insurance maze. In the last two years, 3,600 people have been assisted.

One of its newest programs is SMART Rx, a medication safety awareness workshop to help seniors learn the importance of taking prescription medications according to their doctor's directions. In addition, 400-500 local seniors depend on HIIS for helpful resources and information as they face the frequent possibility of higher insurance costs, decreases in benefits, and even cancellation of their senior HMO plans. The Service has also expanded efforts to enroll qualified children and parents in California's Healthy Families program, a low cost health insurance plan for working families with children.

Located in the Community Health Resource Library in Washington West, the free Health Insurance Information Service is available to all residents in the Tri-City Area by calling 1-800-770-9447. Office hours are 8 a.m. to 5 p.m., Monday through Friday. Evening appointments can be scheduled.

Tattoo Removal Program Gives Teens a New Lease on Life

In 1999, Washington Hospital and Project New Start began collaborating on a program to help young people make a positive change in their lives by safely removing tattoos that signal past gang — or drug-related activity. The free service includes a laser procedure guided by one of three physicians who volunteer their time — Barbara Kostick, MD, the program's Medical Director, Derek Jue, MD, and Gloria Carreon-Siddiq, MD. Nurses and clerks who staff the program are also volunteers. Removing the tattoos with no residual scarring takes multiple treatments over a period of six months to a year.



Barbara Kostick, MD, Medical Director of the Tattoo Removal Program



“An additional benefit to the tattoo removal program is the positive impact it has on the self-esteem of the very diverse group of patients we work with,” says Dr. Kostick. “It takes a great deal of motivation to continue coming back for treatments that can sometimes be very difficult.”

Tattoo Removal Program Gives Teens a New Lease on Life (continued)

Once the tattoos are no longer visible, project participants often discover a new lease on life by landing a new job or enrolling in college. In return for the treatment, they must perform a minimum of 50 hours of community service.

The program is currently funded through a donation of \$6,600 from the Candle Lighters, sponsors of the annual Halloween ghost house at the Fremont Hub, and \$3,300 from the Washington Hospital Healthcare Foundation.

Trigger Lock Giveaways Promote Gun Safety

The 1998 community needs assessment, conducted by Washington Hospital, revealed increasing concern among Tri-City residents about child safety and violence, especially involving guns.

In addition, local gun safety has always been a big worry for the Fremont Fire Department, whose firefighters are often the first responders when there is a serious personal injury from a gun shot. Together, the Hospital and Fire Department set out to find ways to promote a more secure community for everyone — especially our children — through gun safety.

The two organizations decided to distribute free trigger locks to the community, as a way to help stop gun violence, while educating the public about safety issues. To do this, they purchased 2,000 trigger locks with \$10,000 donated by the Washington Hospital Healthcare Foundation.

Residents have responded enthusiastically to this collaborative community safety effort. All the locks were distributed at five public events during 2000 and 2001, the most recent being the hospital's Children's Health and Safety Fair in the fall.

"One of our top priorities is to promote the safety and well being of the community," says Ruth Young, Washington Hospital's Manager of Community Outreach. "We believe the trigger lock program is a valuable step toward making our neighborhoods safer for everyone."



Book Reflects Our Area's Rich History

The colorful and intriguing history of Washington Township and its surrounding communities has been brought to life in a 160-page book containing more than 200 vintage photos and illustrations. *Washington Township — A Pictorial History* was commissioned by the Board of Directors of Washington Township Health Care District and introduced to the community in late 2000. Proceeds from the sale of the book will support future expansion of Washington Hospital's Emergency Department and Critical Care Unit.

The book is dedicated to Robert Fisher, MD, one of nine physicians who formed the original Medical Staff of the Washington Township Health Care District. Dr. Fisher's meticulously compiled and preserved collection of historical photographs, together with others contributed by local residents and universities, was digitally reproduced and hand-tinted for the book. The photos are accompanied by maps, illustrations and a fascinating narrative, tracing the development of the area back to the Ohlone Indians in 2500 B.C.

"This volume of artwork, illustrations and stories is Washington Hospital's way of celebrating our heritage and saying thank you to the communities we serve," says Nancy Farber, CEO of Washington Hospital.

The limited one-of-a-kind publication is available for purchase at the Community Health Resource Library, Hospital Gift Shop, or by calling the Washington Hospital Healthcare Foundation at (510) 791-3428. Copies can also be ordered online from the hospital's web site at www.whhs.com.

Service League Volunteers Share a Common Mission



*Muriel Nolan
Service League President*

“Each of us is a unique individual, but we have one thing in common — we welcome all newcomers.”

For 46 years, the Washington Hospital Service League has been a valuable part of the hospital’s health care team. Each volunteer makes a significant contribution to quality of patient care, and each is a constant source of pride to the entire staff.

“Our volunteers come from all walks of life. Some are retired, some work full- or part-time and some are students. That’s because we have something for just about everyone,” says Anna Elola, Director of Volunteer Services.

The Service League offers many different opportunities for volunteers to help patients, support hospital staff and serve the community. It’s newest program provides volunteers to feed patients who are unable to do so on their own. Through the feeding program, volunteers help people who’ve suffered a stroke, are very weak or unwilling to eat. Begun in October 2000, the feeding program currently involves eight volunteers who assist with the lunchtime meal in the hospital’s Medical/Surgical and Orthopedic units. The Service League is always looking for additional members of the community who are willing to help, so that more patients will receive the very personal time and attention they need at mealtime.

“It’s amazing what volunteers can do,” says Tess Garcia, RN, charge nurse on the Hospital’s Medical/Surgical unit. “The feeding program is truly wonderful.”



*Sharon Adamson,
Merchandise Manager
and Regina Weir,
Operations Manager*

Another important volunteer project is the Hospital Gift Shop which was housed in temporary quarters during most of last year. Any inconvenience to shoppers was for a good cause — a new, more spacious and convenient shop opened in October 2001. During the remodeling, the interim shop was made especially attractive through the use of a kiosk, donated by Fremont resident Kim Holtz in memory of her mother, Patricia Kilkenny.

One of the Service League’s favorite programs is newborn photography. As the number of births at Washington Hospital has increased, more Service League members have volunteered to take these special photos. Far-off family and friends can now enjoy their first glimpse of a new little face, because photos are placed in a secure online location on the hospital’s web site.

“I’ve enjoyed the camaraderie of being with other volunteers as we serve patients at Washington Hospital,” says Muriel Nolan, who is currently enjoying her second term as Service League President. “Each of us is a unique individual, but we have one thing in common — we welcome all newcomers.”

As Washington Hospital grows, so does the need for more volunteers. To learn more, call (510) 791-3465 or visit the hospital’s web site at www.whhs.com.

Community and Foundation Follow Many Pathways of Giving

The Washington Hospital Healthcare Foundation was created in 1983 by a group of community leaders who envisioned a non-profit organization that would increase awareness and raise funds in support of programs and services to benefit the health care needs of the community and Washington Hospital. From the beginning, the Foundation has enjoyed the outstanding volunteer leadership of some of our community's finest individuals.

Current Foundation President, Pauline Weaver, says, "I became associated with the Hospital and Foundation following the hospitalization of my husband several years ago. He received wonderful care and the staff was so compassionate and helpful. We recognized the value of Washington Hospital and desired to become more involved as a way of giving back not only to the hospital but to the community as well."



Through the generosity of Fremont-based Central Chevrolet, the Foundation received a 15-passenger commuter van. The van is being used as a shuttle for hospital employees who commute to work on the ACE train. Plans are underway to also use the van to transport patients who need hospital services.

Through the years, many individuals and businesses have joined with the Foundation to fund important projects to help meet the growing healthcare needs of the community. Much of the fundraising comes through special events such as the annual Top Hat Dinner Dance, the Gene Angelo Pessagno Golf Tournament, Trees of Angels and the biennial Medical Musicale. These events have become some of our community's premier social and recreational gatherings.

During the past two years, more than \$1.3 million has been raised to support local health care needs. Proceeds have supported the purchase of mammography equipment for the new Washington West Mammography Center. In addition, funds were made available to provide mammography services for those in the District that might otherwise not be able to afford them. This fall a new mobile health van will be purchased with the help of proceeds from one of our Top Hat events. During the past two years, more than \$186,000 has been raised for local Hospice (end of life care) and Cancer Services at Washington Hospital through the Golf Tournament and Trees of Angels.

Washington Hospital's importance as a community health education resource was underscored last year when it received a \$250,000 donation from the Fremont Bank Foundation to help build a large, modern, state-of-the-art conference center at Washington West. The generous gift — the largest ever to the Washington Hospital Healthcare Foundation — was made in honor of Conrad Anderson, M.D., one of the hospital's first physicians and a member of the Medical Staff until his retirement in 1999. Today, Dr. Anderson continues to be a vital and active supporter of Washington Hospital, the Medical Staff and the Foundation. Scheduled to open in November 2001, the conference center will be used for community program, educational lectures, hospital employee seminars and medical staff conferences.



Pauline Weaver
Foundation President



2000 & 2001 Financial Statement

Fiscal years ending June 30, 2001 and 2000.

Dollar amounts represent thousands.

Balance Sheet

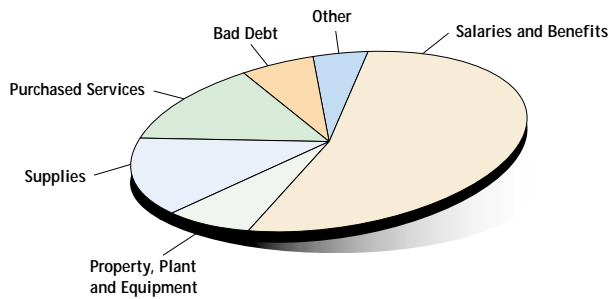
	2000-2001	1999-2000
Current Assets	42,129	36,750
Assets Limited as to Use	140,846	137,134
Property, Plant and Equipment	99,332	94,396
Other Assets	22,128	14,602
Total Assets	\$ 304,435	\$ 283,082
Current Liabilities	34,296	30,106
Long-Term Debt	83,091	84,763
Long-Term Liabilities	14,329	12,124
Fund Balance	172,719	156,089
Total Liabilities And Fund Balance	\$ 304,435	\$ 283,082

Income Statement

	2000-2001	1999-2000
Net Patient Service Revenue	175,179	157,863
Other Revenue	9,131	6,924
Total Operating Revenue	\$ 184,310	\$ 164,787
Salaries and Benefits	95,444	86,657
Other Expenses	72,897	66,183
Total Operating Expenses	\$ 168,341	\$ 152,840
Excess of Revenue Over Expenses	\$ 15,969	\$ 11,947

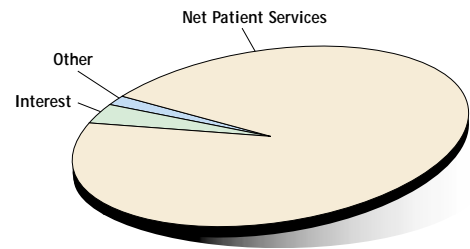
Washington Township Health Care District

Fiscal Year 2000 - 2001



Expenditures

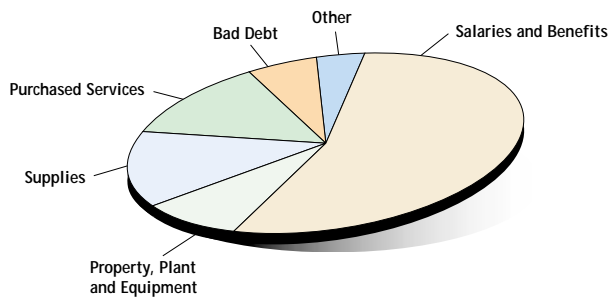
Salaries and Benefits	\$95,444
Property, Plant and Equipment	\$12,694
Supplies	\$24,553
Purchased Services	\$21,236
Bad Debt	\$9,399
Other	\$7,223



Revenues

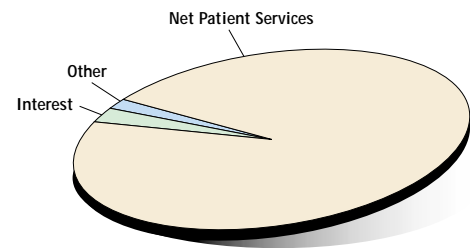
Net Patient Services	\$175,179
Interest	\$6,185
Other	\$2,946

Fiscal Year 1999 - 2000



Expenditures

Salaries and Benefits	\$86,657
Property, Plant and Equipment	\$14,705
Supplies	\$22,672
Purchased Services	\$19,770
Bad Debt	\$8,863
Other	\$6,230



Revenues

Net Patient Services	\$157,863
Interest	\$4,099
Other	\$2,825

Statistics	2000-2001	1999-2000
Admissions	14,905	13,841
Days	62,419	58,905
Deliveries	3,033	2,696
Surgery Cases	3,419	3,312
ER Visits	48,306	43,783
Physicians on Staff	357	363

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 1999-2000, Washington provided nearly \$13 million in free health care services to the community's medically indigent population and an additional \$3 million for unpaid medical costs and other expenses. During 2000-2001, free health care services totaled \$13 million and other uncompensated medical costs and expenses totaled \$3 million.

Board of Directors

Washington Township Health Care District Board Officers 2001



Michael J. Wallace
Position: President
Elected: November 1998
Occupation: President and CEO
Fremont Bank
39150 Fremont Blvd.
Fremont, CA 94538



Benn C. Sah, MD
Position: First Vice President
Elected: November 1998
Occupation: Physician
Ear, Nose and Throat Specialist
2557 Mowry Ave., #30
Fremont, CA 94538



William F. Nicholson, MD
Position: Second Vice President
Elected: November 2000
Occupation: Physician
Cardiologist
2557 Mowry Ave, #33
Fremont, CA 94538



Patricia Danielson
Position: Secretary
Appointed: February 2001
Occupation: Consultant,
Health Information Management
7189 Arbeau Drive
Newark, CA 94560



Don Pickinpaugh
Position: Treasurer
Elected: November 1998
Occupation: Realtor/Broker
40099 Paseo Padre Parkway
Fremont, CA 94536

In Memoriam

The skilled, dedicated physicians of the Washington Hospital Medical Staff play an invaluable role in the hospital's ability to achieve its mission. The following members of the Medical Staff, who passed away in the last two years, are deeply missed and appreciated for the contributions they made to the excellence of medical care in our District.

Daniel Chen, DDS
February 1957 - June 2001

John Mollenkopf, MD
August 1928 - June 2001
Chief of Staff 1981

David Johnson, MD
June 1940 - December 2000
Chief of Staff 1991

Guy Romito, MD
October 1916 - September 2000

Merle Buehler, MD
September 1913 - January 2000
Chief of Staff 1969

If you would like additional copies of the Washington Township Health Care District Annual Report, or for more information, please contact:

Community Relations Department
Washington Hospital Healthcare System
2000 Mowry Avenue
Fremont, CA 94538-1716
Phone: (510) 791-3417 Fax: (510) 791-3496

This report has been published as a service to the District residents by the Washington Township Health Care District.

Nancy Farber, *Chief Executive Officer*

Tina Nunez, *Editor*

Carla Zaccheo, *Writer*

Firestone Photography, *Photography*

I.On Design, *Creative Direction and Graphic Design*



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