

Health Signs



2021-2022 ANNUAL REPORT EDITION

Outstanding Lab Results

How our behind-the-scenes laboratory team earned top marks from The Joint Commission.

See page 5.

Senior Clinical Laboratory Scientist Maribeth Valdez gathers reagent vials for blood bank testing

Customized Cardiac Care

When and where residents need it

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Patient Mobility Progress

New program up and running

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**FROM THE
CHIEF
EXECUTIVE
OFFICER**



Kimberly Hartz
Chief Executive Officer
Washington Hospital
Healthcare System

This is an exciting time for Washington Hospital Healthcare System as we are laying the foundation for our future success. We are expanding programs to bring more and improved services to the community; continuing construction on our campus to ensure all areas of the Hospital are seismically safe, modern and efficient; and collaborating outside and within our walls so we can provide the best possible health care to patients and their families. I am also pleased to say we are actively working on the momentous journey to become Alameda County's next trauma center within five years — an effort motivated by the community that made it clear they want local access to trauma services.

I know residents value our UCSF Health partnership, which offers a collaborative approach to bringing advanced medical technology and care to the Tri-City Area. We are currently working closely with UCSF to enhance cancer services as well as other programs. This includes the ongoing design and permit work for the future Warm Springs Outpatient Center, which will bring world-class health care services to that growing neighborhood in South Fremont.

I am pleased to report that departments and programs across the Healthcare System are performing well and invite you to read about them in these pages. Our Hospital Laboratory, highlighted on page 5, is a good example. While our lab operates 24/7/365 behind the scenes, it is central to patient care — processing 2.2 million tests a year and thousands of COVID-19 tests monthly. Additionally, it performed extremely well in a recent Joint Commission survey. Last year, we also received the highest American Heart and Stroke Association honor for our Stroke Program and a first-time recognition for our STEMI heart attack protocols.

These achievements continue across the organization, which shows that throughout the pandemic our team never stopped focusing on the Patient First Ethic. I am proud to say that we continue to strengthen our culture of safety and are preparing for tomorrow's health care needs. COVID-19 has become a part of our normal operations, as we continue to plan for the future. Everyone here at Washington Hospital Healthcare System is dedicated to bringing you the finest patient and family-focused health care services now and for generations to come.

A handwritten signature in black ink, appearing to read 'Kimberly Hartz', with a long, sweeping flourish extending to the right.

**FROM THE
BOARD OF
DIRECTORS**



**Washington Township
Health Care District**

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Washington Hospital Healthcare System's fiscal year ending June 2022 will be remembered as an important stepping stone on the Hospital's path to building a strong foundation for the future. The Hospital was selected as Alameda County's next level II adult trauma center — an important designation the Healthcare System has long worked hard to achieve in direct response to the community's request and need for these critical services.

This trauma center journey began two decades ago when we developed the long-term Facility Master Plan. To date, this roadmap has effectively guided expansion of the Hospital's main campus to accommodate the community's growing population and comply with upcoming state seismic mandates. We invite you to read about several exciting Hospital construction and development projects currently in progress in this report.

Trauma center approval is just one instance of how this publicly elected board of directors governs to bring essential, quality health care services to meet evolving community health needs. Another example is the expedited and highly efficient COVID-19 testing and vaccination clinics launched during the pandemic and still operating today. We also continue to facilitate strategic joint ventures and collaborations with our UCSF Health partner to bring academic-level health care to the Tri-Cities.

This Board remains focused on ensuring the health of this community today and for decades to come. We are ever grateful for your steadfast support and endeavor to continue working together to achieve the best possible health and wellness for residents of Southern Alameda County.

FROM THE CHIEF OF STAFF



Shakir A. Hyder, MD
Chief of Staff, 2021 - 2023
Washington Hospital
Medical Staff

We are pleased COVID-19 hospitalizations are declining and as a result, Hospital protocols put in place during the pandemic are easing. While it has been an unprecedented time for everyone, benefits were borne from the pandemic such as convenient telemedicine and heightened attention on infection prevention throughout our facilities and the community. The entire Healthcare System, including physicians, administrators, other clinicians, and ancillary staff are emerging as an even more unified team, all with the primary goal of providing safe, excellent patient care.

Important in our role as physicians is to build our future by teaching those who follow us in the profession. In addition to our ongoing UCSF Fellows accredited rotation program, we added continuing graduate education opportunities that benefit new doctors, medical staff and ultimately our patients. Now, in association with Touro University, fourth year medical students rotate in our Emergency Department; we have a UCSF graduate-level genetics extern working in maternal fetal medicine; and surgical residents from San Joaquin General Hospital accompany our vascular surgeons.

On behalf of the medical staff, we are honored by Alameda County's trust in Washington Hospital in awarding the Hospital with the long-anticipated opportunity to become a trauma center in the coming years. That said, there is much preparation to be done. We look forward to working closely with the Hospital's administration and departments to bring this much needed service to our deserving community.

A handwritten signature in black ink, appearing to read 'Shakir A. Hyder'.

Awards and Recognition

Joint Commission Accreditation

Washington Hospital has earned the prestigious Joint Commission seal of approval. The full three-year accreditation is the Gold Seal of Approval from the nation's oldest and largest standards-setting and accrediting body in health care. The Hospital also received full accreditation for its laboratory.



Magnet® Status by the American Nurses Credentialing Center

For the third time in a row, Washington Hospital has earned Magnet Status from the American Nurses Credentialing Center who recognized the superior patient care, nursing excellence and innovations in professional nursing practice at Washington Hospital. Magnet Status designation is for a four-year period with the first one in 2011.



Surgical Care Excellence

Washington Hospital has received Healthgrades Surgical Care Excellence Award for 2023, for the second consecutive year; and was named among the top 10% in the nation for Surgical Care.



Gallbladder Removal Surgery Excellence

Washington Hospital is the recipient of Healthgrades Five-Star recognition for Gallbladder Removal Surgery.

Excellence in ED and Obstetrics

The BETA Healthcare Group's Quest for Zero program has again awarded Washington Hospital with two excellence awards: Excellence in ED and Excellence in OB. For the Emergency Department, the award reaffirms our very high standards, abilities and judgment when facing high-risk cases. For Obstetrics, it means our Washington Hospital Birthing Center continues to be one of the top birthing centers for patient safety and reliability.

America's 100 Best Hospitals for Orthopedic Surgery

Washington Hospital has received Healthgrades America's 100 Best Hospitals for Orthopedic Surgery and is one of only 12 in California, and one of two in the Bay Area to receive this honor, which has been earned for the sixth year in a row (2018-2023). Washington Hospital also received Healthgrades Five-Star Distinction in Total Hip Replacement for 20 years in a row (2004-2023) and Hip Fracture Treatment for the second consecutive year. The Hospital has received Healthgrades Orthopedic Surgery Excellence Award for 10 years in a row. According to Healthgrades, Washington Hospital is the only hospital in the Bay Area to receive the Joint Replacement Excellence Award for 17 years straight (2007-2023).



Gold Plus Achievement Award for Stroke and Diabetes

The American Heart Association and American Stroke Association recognized Washington Hospital's commitment and success in implementing a higher standard of care for stroke and type 2 diabetes patients by ensuring that patients receive treatment according to nationally accepted standards and recommendations. The Hospital earned the Get With the Guidelines - Stroke GOLD PLUS with Honor Roll Elite and Target: Type 2 Diabetes Honor Roll.



Environmental Excellence

Practice Greenhealth has awarded Washington Hospital the 2022 Partners for Change award, which recognizes superior performance in environmental sustainability, covering a range of different sustainability programs and activities.



Mission & Vision

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



Scan this QR code to read the full Mission & Vision or visit whhs.com/about-us/mission-values

Our Lab Meets Top Industry Standards Even Through COVID-19 Crunch

Washington Hospital's Laboratory processes 2.2 million tests every year with the speed and accuracy necessary for physicians to correctly diagnose and treat patients. On top of that, the lab team has handled up to 4,500 COVID-19 tests a month. Our lab proved it works well under pressure by performing remarkably in the rigorous accreditation survey, which earned the laboratory The Joint Commission's seal of approval for another two years.

A Joint Commission surveyor visited our lab for five days in July to evaluate standards compliance. In addition to outstanding results, when asked how we did, the surveyor said ours was one of the top labs out of over 200 she had inspected.

Lab staffers focus on 21 key performance indicators to drive continuous improvement and ensure ambitious turnaround times are met, all analyzers are in tiptop shape, and results are 100% accurate. They are an integral part of the care team, as their work is critically important to diagnosing patients. This team is known internally for its seamless collaboration with clinicians and other departments, and being laser focused on the Patient First Ethic.



(Above) Laboratory Clerk/Phlebotomist Reyna Mendez, CPT, checks the accuracy of test orders and patient information on incoming blood culture samples.



(Right) Nilottama (Neeloo) Bhatt, CLS, lead clinical laboratory scientist for hematology reviews results of a urine sample that has been processed on the analyzer.

LIFEBLOOD OF THE HOSPITAL

While most people associate the lab with phlebotomists who draw their blood samples, there are 110 staffers behind the scenes whose work is vital to patient care. They include clinical lab scientists, medical lab technicians, pathologists and support staff who analyze patient samples of fluids or tissues to identify evidence of disease or medical conditions. While unseen, working behind the walls of the lab, these unsung heroes keep the lab and the Hospital operating around the clock every day of the year.

Health Signs Sits Down with OB-GYN Department



(From left) Jessica Yuen-Kate Ing, MD, and Ouanza Puplampu, MD

If you live in the Tri-City Area, you likely know people who were born or delivered their babies at Washington Hospital. Our first Washington Hospital baby came three hours after the Hospital opened its doors in 1958, and now an average of 120 newborns are welcomed in our Birthing Center every month. Health Signs interviewed three of our obstetrician-gynecologists (OB-GYN) to discuss why local women choose to deliver their babies at Washington Hospital.

Ouanza Puplampu, MD, Medical Director, OB Hospitalist Program

Health Signs: *Tell us about the Obstetrics (OB) Hospitalist Program and why it's important.*

Dr. Puplampu: Someone from our OB hospitalist team is on duty 24/7 to handle emergencies, so expectant mothers can be confident a doctor is always on duty to help if their own doctor is not available. For instance, if a woman rushes to the

Emergency Department or Birthing Center ready to deliver or has a complication like a lot of bleeding, we are there. Unlike other OB-GYNs, our whole focus is on labor and delivery, so we have the time to be dedicated to each patient, fully understanding their plan of care, and ensuring they know and are comfortable with everything that is happening. We provide personalized care, ensuring every mother has a voice in creating the safest, best possible experience for her and her baby.



Stacey Barrie, MD

Stacey Barrie, MD, WTMF OB-GYN and Medical Director of Maternal Child Health

Health Signs: *What are women looking for when deciding on a place to deliver their baby?*

Dr. Barrie: The number one thing women want is to ensure safety for themselves and their baby. This may include 24-hour availability of anesthesia and a neonatal intensive care unit (NICU). Expectant women want to feel heard and their culture respected with things like postpartum food choices for her and her partner. Women want the staff to communicate and work well together. They want a place that is comfortable and attractive. Good pediatric follow-up, including lactation support, is important and women want to deliver at a place that is a part of their community. These are all things that expectant mothers and families can count on at Washington Hospital.

SPECIAL DELIVERIES

Washington Hospital is a designated **Baby-Friendly Hospital**, which means we encourage breastfeeding and provide full lactation support to mothers. Our UCSF-affiliated **Washington Prenatal Diagnostic Center** provides prenatal counseling, screening, and testing for maternal or fetal disorders which means our higher risk patients receive academic-level care here in Fremont. In our **Birth Center**, mothers can undergo labor, delivery and recovery supported by a loved one in one of our 22 suites where babies room-in for optimal bonding. The Washington Special Care Nursery, staffed by top UCSF neonatologists and pediatricians, is the only level II neonatal NICU in the area. And our **Washington Maternal Child Education Center** offers prenatal classes, exercise sessions, and postpartum breastfeeding support and equipment to all new mothers in the District at low to no cost.

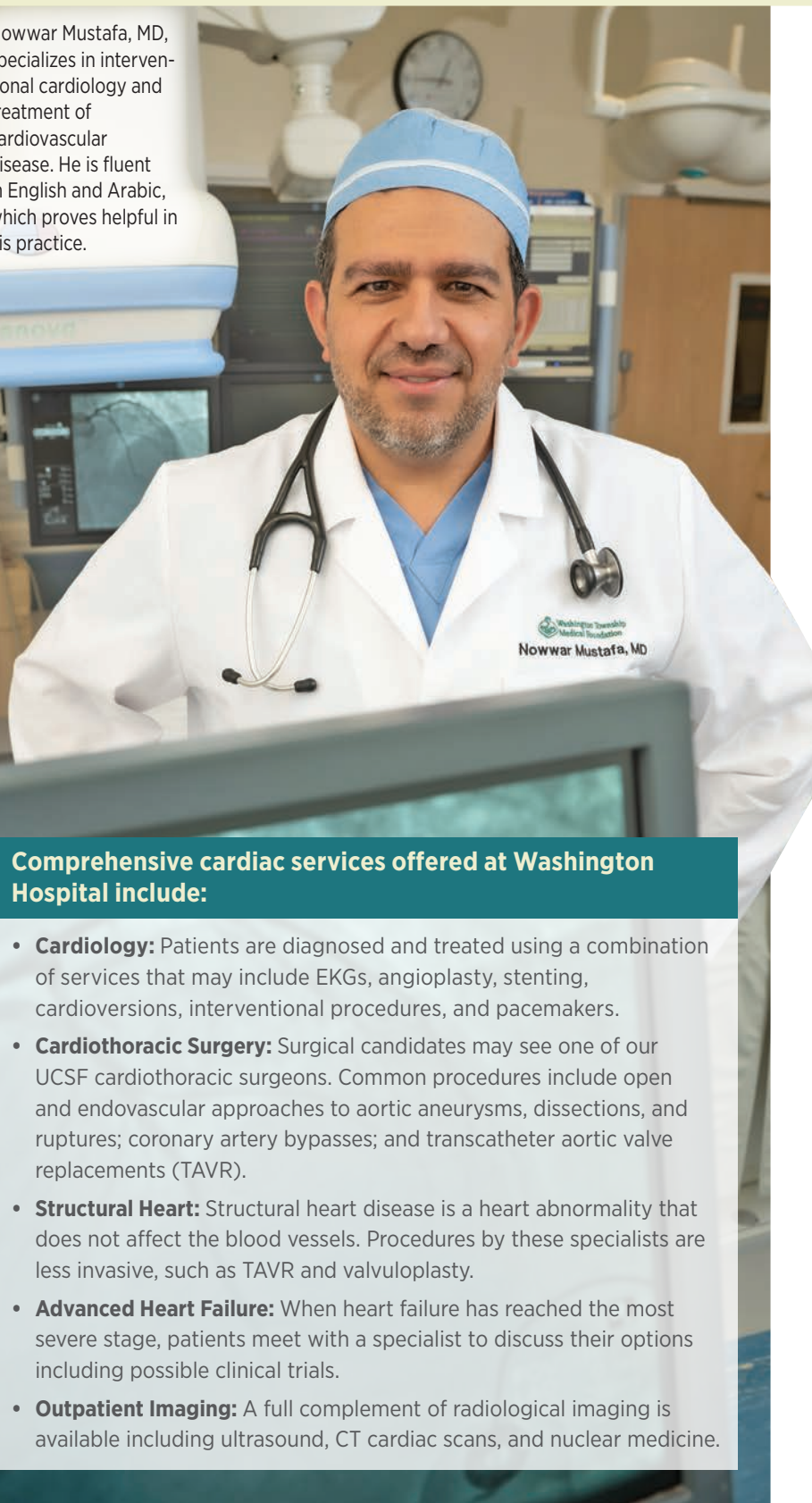
Jessica Yuen-Kate Ing, MD, Department Chair, Maternal Child Health

Health Signs: *What are the benefits of delivering at Washington Hospital?*

Dr. Ing: Our biggest strength is the people who work here. We have an amazing team of nurses, OB-GYNs, anesthesiologists, pediatricians, and ancillary staff. Most of us have been around for a long time because we really like working here and feel we are providing excellent patient care. I had my own babies here for that exact reason. It's an incredibly safe place to deliver with a dedicated team of people who take wonderful care of you. That's what Washington Hospital offers — safe care from people you trust.

Customized Care in the Heart of the Tri-City Area

Nowwar Mustafa, MD, specializes in interventional cardiology and treatment of cardiovascular disease. He is fluent in English and Arabic, which proves helpful in his practice.



Comprehensive cardiac services offered at Washington Hospital include:

- **Cardiology:** Patients are diagnosed and treated using a combination of services that may include EKGs, angioplasty, stenting, cardioversions, interventional procedures, and pacemakers.
- **Cardiothoracic Surgery:** Surgical candidates may see one of our UCSF cardiothoracic surgeons. Common procedures include open and endovascular approaches to aortic aneurysms, dissections, and ruptures; coronary artery bypasses; and transcatheter aortic valve replacements (TAVR).
- **Structural Heart:** Structural heart disease is a heart abnormality that does not affect the blood vessels. Procedures by these specialists are less invasive, such as TAVR and valvuloplasty.
- **Advanced Heart Failure:** When heart failure has reached the most severe stage, patients meet with a specialist to discuss their options including possible clinical trials.
- **Outpatient Imaging:** A full complement of radiological imaging is available including ultrasound, CT cardiac scans, and nuclear medicine.

Heart disease is the leading cause of death for both men and women in the U.S., but Tri-City residents can be confident they'll be in good hands in case of heart attack and other heart-related conditions. In collaboration with UCSF Health, Washington Hospital offers a full range of cardiac services delivered by academic doctors and surgeons alongside our community cardiologists, using the latest technologies and minimally invasive techniques.

Washington Hospital is a designated STEMI Receiving Center for Alameda County. A ST-elevation myocardial infarction (STEMI) is a severe heart attack requiring immediate intervention. In 2022 the Hospital was awarded the American Heart Association's Get With the Guidelines®—Lifeline STEMI Receiving Center Silver award. These designations and honors mean we have the facilities, technology and experts needed to provide immediate diagnostic tests and interventions necessary to save lives.

According to Nowwar Mustafa, MD, a cardiologist with an impressive six board certifications who joined Washington Township Medical Foundation in June, "Patients who come to Washington Hospital, instead of traveling to an academic medical center, don't need to compromise on receiving the highest quality cardiac care. They have local access to our comprehensive program including outstanding cardiologists, renowned UCSF cardiothoracic surgeons, and structural heart specialists who provide customized, patient-focused care."

Experienced Physicians Deliver Advanced Cancer Care



(From left) UCSF Health physicians Carlton Scharman, MD; Bogdan Eftimie, MD; and Matthew Tenold, MD, bring the latest advancements in oncology to the UCSF - Washington Cancer Center.

A cancer diagnosis may bring fear of the unknown, but patients of our UCSF - Washington Cancer Center are equipped with the knowledge, tools, support, and personalized care needed to fight the disease with confidence. In 2021, two new hematologist-oncologists joined the Cancer Center bringing not only their expertise, but also their own personal experiences with cancer.

Carlton Scharman, MD, was successfully treated at UCSF for leukemia at age 16 before he went on to become a physician, and now he cares for cancer patients at the Center in Fremont. His colleague, Matthew Tenold, MD, fought Hodgkin's lymphoma as a teenager and has also now come full circle to help others.

Drs. Scharman and Tenold, along with the Center's Medical Director Bogdan Eftimie, MD, have all the advanced technology, treatments, and expert

colleagues available to them through UCSF Health. This includes access to top programs like clinical trials that bring hope to those with cancer. The Center now has eight clinical trials including new ones for prostate and breast cancer. When one of our patients is a candidate for one of the many clinical trials at UCSF, they can be qualified and enrolled through a streamlined process which can start at the UCSF - Washington Cancer Center in Fremont.

"The UCSF - Washington Cancer Center continues to grow organically to meet the needs of this community," says Dr. Eftimie. "Welcoming two outstanding hematologist-oncologists and expanding our UCSF-affiliated clinical trials are examples of how we deliver world-class cancer services with the convenience, comfort and compassionate care only available through a community hospital."

Bell Neuroscience Institute: World-class Care in a Community Setting

People with brain or spine problems living in the Tri-City Area have access to world-renowned neurosurgeons right in their neighborhood. What makes the Bell Neuroscience Institute of Silicon Valley such a rare advantage for locals is the comprehensive range of neurosurgeries and treatments provided by prominent physicians with a proven record of exceptional results in a patient-focused environment.

Patients come to the Institute from all over Northern California and beyond to see our neurosurgeons who are widely known for their areas of specialty. “All our physicians here have been trained at one of the country’s top 10 medical centers, which is unique for a community hospital, and several are on the UCSF faculty so we have access to clinical trials and everything else provided at top academic institutions,” says Sandeep Kunwar, MD, FACS, medical director of the Institute and Washington Township Medical Foundation neurosurgeon.

Our neurosurgeons perform the most advanced open surgeries and minimally invasive procedures that result in less blood loss and faster recovery times. They utilize TrueBeam, the latest in radiotherapy technology, to target all sizes of brain and spine tumors with precision. Washington Hospital is now designing eight state-of-the-art hybrid and traditional operating rooms that will soon be located in the modern Morris Hyman Critical Care Pavilion, featuring the newest imaging and surgical technologies.

“Our focus is always on providing the best possible compassionate care for patients suffering from simple or devastating diseases of the brain or spine,” says Dr. Kunwar.



Neurosurgeons Rajiv Saigal, MD, PhD, FAANS; Eldan Eichbaum, MD; Sandeep Kunwar, MD, FACS; Neurointerventional Surgeon Jeffrey Thomas, MD, FAANS, FACS; and Neurointensivist Jack Rose, MD, utilize the most effective, least invasive techniques to treat a wide range of neurological conditions.

Here are some of the specialty programs offered and conditions treated at the Institute:

- **Cerebrovascular Program:** Specialized treatment for aneurysms, hemorrhages, vascular malformations, vascular brain tumors, strokes and more.
- **Complex Spine Program:** Treatment and surgery for degenerative spine disorders; scoliosis; traumatic spinal cord injuries; and spinal fractures, tumors, and deformities.
- **Endoscopic Skull Base and Pituitary Center:** Skull base procedures, craniotomies, and care for malignant and benign lesions ranging from pituitary to pineal tumors.
- **Minimally Invasive Spine Program:** Surgery performed through tiny incisions provides relief from painful osteoporosis; herniated discs; and spinal fractures, tumors, and stenosis.
- **Stroke Program:** Fast, effective response to acute stroke. Our Stroke Program just received top honors from the American Heart and Stroke Associations, and Washington Hospital is a Designated Stroke Receiving Center for Alameda County.

Outpatient Joint Replacement and Sports Medicine Procedures in a Beautiful Setting



The Peninsula Surgery Center was officially opened at an April 2022 ribbon cutting ceremony. (From left) Dr. Bernard Stewart, WTHCD Board Vice President; Dr. Steven Chan, DEVCO Board Secretary; Dr. John Dearborn, orthopedic surgeon, PSC Medical Director and board member; Kimberly Hartz, WHHS CEO; Dr. Jeff Stuart, PSC Board President; Dr. Mark Saleh, WOSC MSO Board President; Tina Nunez, WOSC Board President.

Imagine undergoing a hip or knee replacement at an advanced medical facility in a stunning waterfront location and going home the same day to recover in the comfort of your own home. Patients are doing just that at the Peninsula Surgery Center (PSC) in Redwood Shores, which opened in April 2022. PSC is a joint venture between Washington Hospital Healthcare System and Dr. John Dearborn, with support from the Washington Outpatient Surgery Center.

Leading the effort to open the PSC was orthopedic surgeon John Dearborn, MD, founder of the Institute for Joint Restoration and Research (IJRR) at Washington Hospital, which opened in 1999 as the Center for Joint Replacement. “The vision for the PSC is to reproduce our excellent existing program, which we’ve refined over the past 23 years, and extend it to a beautiful outpatient

facility,” he says. “We brought the latest evolution of our advanced surgical techniques, perioperative anesthesia protocols, and concierge approach to the outpatient realm.”

Eligible patients who prefer to recover from a procedure at home in lieu of a hospital stay can be confident the PSC offers a safe environment with renowned physicians who utilize the latest technologies and techniques. Certified by the Accreditation Association for Ambulatory Health Care, the PSC is an excellent option for patients in good health who have a solid home support system. Those with major medical conditions, living alone, or having bilateral knee replacements continue to have their surgery at the IJRR at Washington Hospital.

For more information, visit www.PeninsulaSurgeryCenter.com

Mobility Program Helps Patients Recover Quicker



Physical therapist Sabitha Saravanan assists a patient using a gait belt to help him walk the halls, which speeds up recuperation time.

Studies show that sitting up bedside and walking when possible provides numerous benefits for hospitalized patients, including an earlier discharge and more chance of going home instead of to a rehab facility. Washington Hospital has instituted a Mobility Program to help get patients moving for a faster recovery and to avoid potentially serious physical and mental effects of long-term bedrest.

Washington Hospital’s Coordinator of Rehab Clinical Programs Alisa Curry, PT, DPT, a 26-year clinician at the Hospital, who participated in the research efforts and program launch, calls the Mobility Program an interdisciplinary passion project. “Insufficient physical mobility drastically increases the risk of functional decline and can lead to ongoing problems like blood clots, skin ulcers, poor muscle strength and respiratory problems like pneumonia,” she explains. “In addition to the physical benefits, we know it is a team effort with nursing of engaging patients to proactively participate in their recovery as it improves their Hospital experience and can reduce factors like depression and delirium, especially in the older population.”

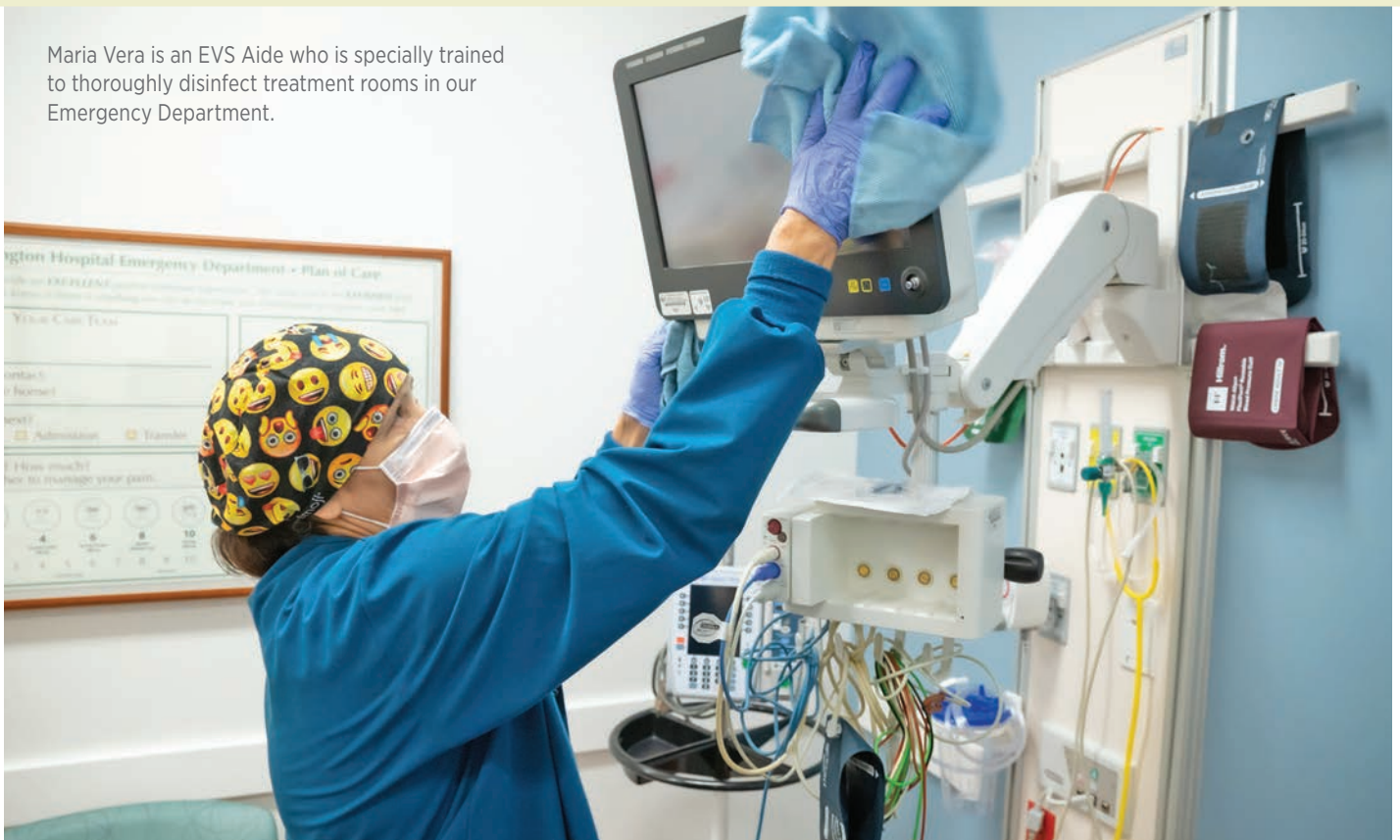
Components of the comprehensive program include adopting a Hospital-wide common level of mobility chart; conducting two internal research studies; interdisciplinary mobility education for nurses, nursing aides and transport staff; and reinforcing the Walking Patient Program using green signs placed in 25-foot increments along hallways. Staff is also trained on utilizing various lift devices to help them get patients up, while protecting themselves from personal injury in keeping with our culture of safety. This growing program has produced exciting results and continues to benefit patients on our medical-surgical, oncology, telemetry, critical care, and other units.



Washington Hospital has implemented use of this chart systemwide with permission from John Hopkins Medicine which designed it as part of their Activity and Mobility Promotion. Nurses note what level number each patient has reached and record it in their chart to track progress regularly. They also use it to collaborate with the patient’s interdisciplinary team of physicians, physical therapists, family members and others who are familiar with the scale.

Clean Facilities are Key to Everyone's Safety

Maria Vera is an EVS Aide who is specially trained to thoroughly disinfect treatment rooms in our Emergency Department.



We all know the importance of washing our hands regularly to prevent the spread of infection, but just imagine the responsibility of keeping all areas of a Hospital clean and disinfected 24/7 to maintain the safety of patients and those who care for them. That's the job of our Environmental Services (EVS) team whose critical role lies at the center of our operations.

From operating rooms to patient rooms to public areas and everything in between, highly trained EVS technicians use the latest in evidence-based cleaning and disinfecting techniques with meticulous consistency to prevent the spread of dangerous pathogens. In addition to the COVID-19 virus, their work is essential to preventing the spread of hospital-acquired infections (HAI) such as *C. difficile*, a germ that causes a serious intestinal infection. Our Infection Prevention team collaborates regularly with EVS on fast-changing CDC and public health cleaning

protocols as well as innovative ways to prevent disease transmission.

“The pandemic brought with it constant changes and challenges but our staff members were resilient and remained dedicated to protecting patients and Hospital staff,” says Assistant Director of EVS and Laundry Brian Fell. He also credits his teammates, EVS Training Coordinator Alfredo Garcia and Supervisor of EVS and Laundry Matthew Robertson for their leadership.

While doctors and nurses are most often associated with the term health care frontline heroes, even they will tell you, EVS professionals have been at the forefront of the fight during the pandemic. At Washington Hospital our EVS workers are a highly valued part of our team, and we are grateful every day for their hard work and commitment to keeping us safe.

Work is Underway to Ensure Seismic Safety and Tr



Currently under construction, this rendering shows the bridge that will connect the Institute of Joint Restoration and Research to the Pavilion. This bridge will be a critical pathway once the new operating rooms are built out in the Critical Care Pavilion.

Washington Hospital opened in 1958 as a 150-bed facility built to meet the health care needs of a community of 18,000. Today, the population has grown twentyfold; we are approved to become Alameda County's next level II trauma center; and our facilities must comply with unfunded state seismic mandates by 2030. Amidst constant growth and changing demands, the Healthcare System is well positioned to continue serving this community for decades to come.

Proactive planning in anticipation of this remarkable growth began 20 years ago when the Washington Township Health Care District Board of Directors developed a Facility Master Plan to guide development of the



Hospital's main campus. The Plan has proven an effective roadmap to date, and the final third phase is now underway. None of this would be possible without the support of District residents who have approved bond measures to help fund these essential expansion projects.

BRIDGE TO THE FUTURE

Phases 1 and 2 of the Facility Master Plan entailed construction of the consolidated central utility plant, Institute for Joint Restoration and Research (IJRR) building, a seven-floor employee parking garage, and Morris Hyman Critical Care Pavilion. To kick off phase 3, construction is underway on a pedestrian bridge linking the Pavilion to the IJRR building. This connection bridge is important to the overall plan to create more efficient pathways to facilitate the transport and movement of patients, supplies and visitors. The bridge is also necessary for the next major step of building out shell space in the Pavilion and connecting all acute care services from the main Hospital building into the Pavilion.

Much of the focus for the Pavilion project is on eight new state-of-the-art traditional and hybrid operating rooms, and supporting services featuring the most advanced technologies. Of course, this will include capabilities necessary for our transition to a level II trauma center in the coming years. Other services being built into the Pavilion include a well-designed pharmacy and leading-edge imaging center. Designs for the Pavilion buildout are expected to be submitted to the state for approvals in Q1 of 2023 and construction is slated to begin by Q4 of 2024.

“Buildout of unused space in the Morris Hyman Critical Care Pavilion, which is currently in design, represents fulfillment of the original vision for this building which was planned long ago. Even if state seismic mandates are amended before 2030, we will still be in excellent shape. Our Emergency Department, operating rooms, and imaging services will all be located in the modern new earthquake safe Pavilion by that time, putting us in compliance and positioning us well as a trauma center.”

— Ed Fayen, Senior Vice President and Chief Operating Officer

The final steps of phase 3 that will complete the current Facility Master Plan include construction of another seismically safe 200,000-square-foot building adjacent to the Pavilion to house the rest of our acute care services currently in the Main Hospital. This building will include a beautiful new 20-suite Birthing Center and all supporting Maternal Child services on one floor. It will be designed as a safe, “conciierge” environment with its own private entrance to provide security and privacy for expectant families. This is expected to be open by 2030.

Joint Venture with UCSF to Bring Top Care to Residents and Businesses



This rendering shows the future Health Care Center that will bring academic-level medical services to those in the southernmost part of Alameda County.

Design and planning are well underway for the future Warm Springs Outpatient Health Center, which represents one of the largest joint collaborations to date between Washington Hospital Healthcare System (WHHS) and UCSF Health. Residents will enjoy the convenience of high-quality primary and specialty health care services for people of all ages in their own neighborhood beginning in mid-to-late 2024.

The existing 88,000-square-foot building, purchased jointly by WHHS and UCSF Health in 2019, is located on a 5-acre parcel at 45388 Warm Springs Boulevard. This is across the street from the BART station in an easy to access area between two major highways and near many new homes, businesses, and a new school.

“Purchasing an existing building jointly with UCSF meets the needs of southern Alameda County residents and businesses, and this project has positioned us to be the first health care provider in the Warm Springs Innovation

District,” says Washington Hospital Construction Project Manager Robert Alfieri. “The facility is large enough that we can renovate the building in phases, scaling up to meet the anticipated growth of this burgeoning area.”

Phase 1 of the buildout includes 40 exam/procedure rooms plus a physicians’ telehealth space, as well as a pharmacy, lab and an imaging center. Young patients will be well cared for by UCSF Benioff physicians at the facility’s pediatric clinic. Phase 2 calls for a surgery center, additional imaging services and more services designed around the future needs of the surrounding community.

“It’s exciting to see a District Hospital dedicated to serving the needs of its residents and we’ve joined forces with an esteemed academic medical center to bring world-class health care services to people and businesses right in their community,” adds Washington Hospital Chief of Strategic Management Donald Pipkin.



FROM THE CHIEF NURSING OFFICER

**Larry LaBossiere, MSN,
MBA, RN, CEN, CNS**
Vice President of Patient Care
Services and Chief Nursing Officer

On behalf of Washington Hospital's nurses, I am proud to report it has been a productive, collaborative and rewarding year, and we are excited for the future. Significant strides were made in fortifying our culture of safety, continually improving patient outcomes, and enhancing the patient and family experience. Only 10% of U.S. hospitals hold Magnet® status, and as you would expect from a three-time designee, our highly skilled nurses work well together and interdepartmentally across the Healthcare System to deliver top-notch, evidence-based clinical care.

In addition to their clinical expertise and caring demeanor, what sets Washington Hospital nurses apart is their drive toward lifelong learning and desire to teach others. Our team far exceeds national benchmarks in holding a BSN or higher degree and board certifications. We continue to expand our new grad program and have initiated specialty training opportunities for medical-surgical nurses in Intensive Care, Emergency, and other departments. And during the pandemic, all our nurses advanced their isolation protocol skills, making them experts in keeping all our patients, visitors, and staff safe.

In my first full year here, it was fulfilling to witness not just the nursing workforce, but all areas of the Hospital working together and truly committed to our Patient First Ethic. This stems from direction and support from the board of directors and CEO, based on their steadfast focus on this community's health care needs. We share this mission and will continue providing the best nursing care possible.

NURSING

MULTIDISCIPLINARY CARE



(From left) Jermaine McGary, OT; Katherine Ng, PT; Yvonne Eugenio-Crum, RN, RN-BCM; Nicole Jamali, MD; Catherine Hou, PharmD; Jimmy Chang, MSN, ONS; and Lina Nguyen, MSN, RN, discuss a patient's discharge.

Multidisciplinary Rounds to Coordinate Patient Care Transitions

Hospitalization can be a confusing experience. To help alleviate patient concerns, Washington Hospital is committed to providing the necessary resources to aid patients along their journey toward medical recovery, rehabilitation and transitional care once discharged. To achieve this, multidisciplinary rounds were initiated in April 2022 on our Medical Oncology and Telemetry Units.

Clinicians from numerous disciplines (doctors, nurses, pharmacists, rehabilitation therapists, dietitians, and case managers), review every patient's hospital course on a daily basis to identify their needs and make arrangements to provide a safe discharge. These multidisciplinary rounds are pivotal to helping the multidisciplinary team prioritize efforts and be more efficient in helping patients return home. The success of multidisciplinary rounds has led to its expansion into every inpatient unit.

Washington Hospital is committed to care and attention, even after a patient is discharged. A high-quality network of providers supports transitional care for patients who are discharged from our Hospital to a rehabilitative facility or to home requiring setup of home health services. Our case managers assist our patients who request prescribed durable medical equipment. Every team member participates and provides recommendations during multidisciplinary rounds with the ultimate goal of executing the best and most safe discharge for each one of our patients.



Our proud nurses celebrated Washington Hospital's third Magnet designation at the National Magnet Conference in Philadelphia. (Top row from left) Larry LaBossiere, MSN, MBA, RN, CEN, CNS; Kristie Seisa, MSN, RN; Roy Coloma, RN, VA-BC; Kathy Weinberg, MSN, RN, CNS, CCRN, CCNS; Felipe Villanueva, MSN, RN; Teresa Guy, RN; (bottom row from left) Bing Bing Zhang, MSN, RN, DNP, RNBCV; Susara Martinez, RN, RNC-OB; Connie Liao, RN, RN-BCM; Paula Tee Westman, RN; Adelita Tinoco, PhD, MS, RN, CNS, AGCNS-BC, NEA-BC.

DAISY Awards and Magnet Conference Recognition



Washington Hospital proudly partners with the DAISY Foundation to recognize exceptional nurses. Created in 1999 by the family of J. Patrick Barnes in his memory, DAISY is an acronym for Diseases Attacking the Immune System. The DAISY Award recognizes extraordinary nurses around the world for their profound contributions to patient care. The DAISY Team Award is for nurse-led teams who go above and beyond the traditional role of Nursing to meet patient needs. Nurses or nurse-led teams may be nominated by patients, visitors, and colleagues for the awards.

Last year's individual DAISY honorees were nominated for their commitment to patient-centered care, practicing at the highest level of clinical excellence, and fostering teamwork on their units. The DAISY Team Award was awarded to the 5 West and Float Pool Team in recognition of their resilience

and dedication to caring for patients admitted with COVID-19. Despite challenges brought on by the pandemic, they provided superior patient care and outperformed on quality and safety metrics.

DAISY AWARDEES

- Danielle Benz, RN – 2W
- Abegel Dalman, RN – 6W
- DAISY Team Award – 5W and Float Pool Team
- Christine Mikkelsen, RN, RN-BC – Telemetry
- Jin Liu, RN, OCN, RN-BC – Infusion Center

In addition to these internal awards, Washington Hospital's nurses were recognized at the Annual American Nurses Credentialing Center National Magnet Conference in Philadelphia on October 13 for achieving a third Magnet® designation. Washington Hospital congratulates our nurses and all members of the care team who support excellent patient care for their efforts!

These highly educated nurses represent the 87% of all Washington Hospital nurses with a BSN or higher degree in nursing. All eight of the Critical Care nurses shown are among the 44% of our Critical Care nurses who hold a board certification. (Top row from left) Deivy Santillan, BSN, RN, CCRN; Amanda Schurpf, BSN, RN, CCRN; Mina Amin, BSN, RN, CCRN; Michael Platzbecker, RN, MSN, CEN; Erin Brooks, MSN, RN, CCRN; Kathy Weinberg, MSN, RN, CNS, CCNS, CCRN; (bottom row from left) Maria Bayucan, BSN, RN, CCRN; Will Cristobal, MSN, RN, CEN; Cecille Gobel, BSN, CCRN; Herman Bagtas, BSN, RN, CCRN, CMSRN; Reina Pecadeso, BSN, RN, CEN; and Betty Goodwin, DNP, MSN, RN, CNS, AGCNS-BC, CEN.



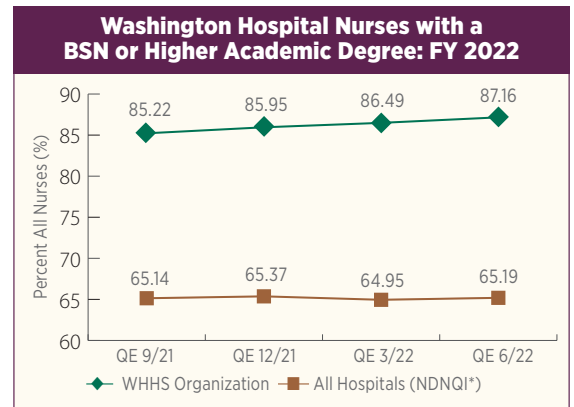
Commitment to Nursing Excellence

Washington Hospital is proud of its highly educated workforce of nurses. Nurse leaders at all levels promote formal education, professional board certification and career development among all nurses. As part of the Magnet® program, nurses at Washington Hospital measure and set goals for metrics including percentage of nurses holding a Bachelor of Science in nursing (BSN) or a higher degree in nursing and percentage of nurses holding a board certification.

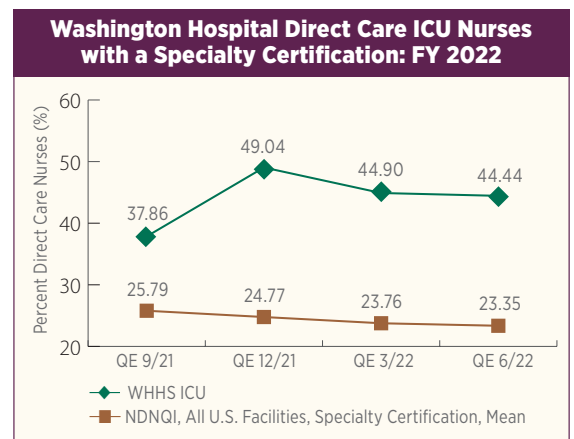
In June 2022, more than 87% of the 800+ nurses employed at Washington Hospital held a BSN or higher degree in nursing, far surpassing the National Database of Nursing Quality Indicators (NDNQI) “All U.S. Facilities” national benchmark of 65.19% in quarter ending June 2022. The BSN or higher degree in nursing rate has continued to steadily increase over the years. This reflects the passion our nurses have to pursue higher education and that of Hospital leaders to support and encourage our nurses.

The Magnet® program has announced a shift from tracking and encouraging attainment of professional certification to board certification. In order to attain a board certification, a nurse must meet eligibility criteria and pass a rigorous test. In addition, that nurse must continue to meet eligibility in order to renew their board certification.

We proudly recognize and celebrate our Critical Care nurses for their commitment to our patients, our Hospital, and our community. In June 2022, more than 44% of Washington Hospital’s 100+ Critical Care nurses held a board certification, which far surpassed the NDNQI “All U.S. Facilities” national benchmark of 23.35% in quarter ending June 2022.



87% of our nurses who provide care directly to patients have a Bachelor of Science in nursing or higher degree. We outperform the benchmark set by other national hospitals by 22%.



44% of our direct care ICU nurses hold at least one specialty (board) certification. We outperform the benchmark set by other national hospitals by more than 20%.

*NDNQI = National Database of Nursing Quality Indicators



Members of our accredited Stroke Team include Elaine Camungol, CLS; Teresita Saniel, CPT; Catrina Montano, RT, Medical Imaging Manager; Cindy Lau, PharmD, BCPS, BCCCP; Bruce Nixon, MD, Radiologist; Maria Nunes, MSN, FNP-BC, SCRN, Clinical Manager Stroke Program; Lawrence Moore, RN, MSN, NVRN, Stroke/Rapid Response Team; Florian Capitulo, BSN, RN, Emergency Department; Kadeer Halimi, DO, Medical Director Emergency Medicine; Janele Schrader, CPT; and Khoi Lam, MD, Emergency Department physician.



Lawrence Moore, RN, MSN, NVRN, prepares a dose of tenecteplase to administer to a stroke patient.

Implementation of Tenecteplase for Patients Who Have a Stroke

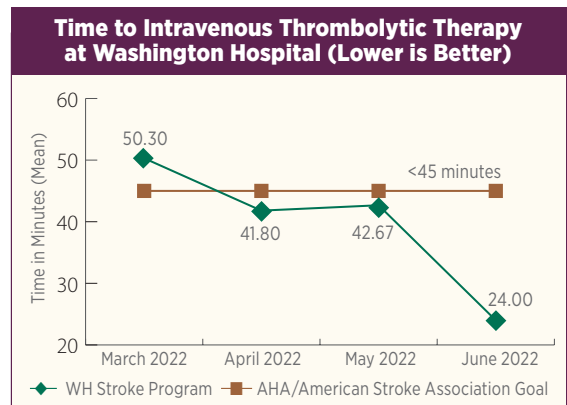
Stroke is a devastating disease with many diagnostic and treatment challenges. Optimal stroke management requires a multidisciplinary team, the latest medications, innovative technology, and keeping abreast of new clinical research findings.

The Washington Hospital Stroke Program is accredited as a Primary Stroke Center by The Joint Commission and is recognized by the American Heart Association (AHA) with the Stroke Gold Plus Elite award. A key component of certification is the time taken for treatment with thrombolytic (clot-dissolving) medicine to reverse or halt the stroke. In 2010, AHA launched the Target Stroke Program to decrease the door to medication time, as time saved is brain saved.

Clinicians at Washington Hospital strive to rapidly administer the intravenous clot-dissolving drug, tissue plasminogen activator (tPA) — the main acute ischemic stroke treatment medication for eligible patients. An AHA best

practice to reduce the administration time is using a modified version of tPA, called tenecteplase (TNKase). A collaborative approach was utilized to guarantee a safe and effective implementation of this change at Washington Hospital. The interdisciplinary team provided education to assure the smooth transition to TNKase, which took place in April 2022.

Since implementation, Washington Hospital has treated many patients with TNKase with significantly improved administration times. Our commitment to delivering the highest quality, effective stroke care for our community is evident with this approach. We are optimistic that improving our tPA administration times will lead to less permanent disability and higher quality of life for stroke survivors.



After our Stroke Team transitioned to utilizing TNKase in April, the minutes to intravenous thrombolytic therapy decreased more than 50% by June.

(Nurses from left) Cindy Chan, MSN, RN, CNL, CNRN, RN-BC, CMSRN and Jocelyn Love, BSN, RN, RN-BC, exhibit their excellent communication skills and use of best practices as they discuss the discharge process with a patient.

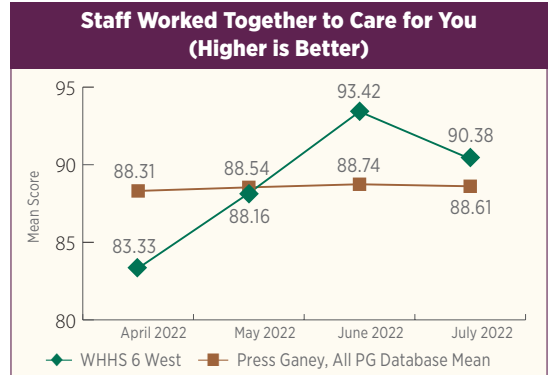


Better Together: Improving the Patient Experience

Washington Hospital nurses are guided by the Patient First Ethic. As a Magnet® designated Hospital, nurses conduct research and implement evidence-based practices to improve patient outcomes. Nurses on 6 West reviewed unit-specific patient experience data and identified an opportunity to improve the score for the Press Ganey patient experience survey question, “Did staff work together to care for you?” In April 2022, they implemented the Better Together program, which consists of four interventions:

- 1. Bedside handoff:** At the change of shift, off going and incoming nurses complete their handoff report at the patient’s bedside. Bedside handoff offers the opportunity to include both the patient and their family in their plan of care.
- 2. Discharge planning journal:** Nurses encourage patients and family members to use a discharge planning journal to write down their questions or concerns and discuss them with their nurse as they round. The journal identifies five key areas for patients to write about: Signs; Medication; Appointments; Results; and Talk with me; and has the clever acronym “SMART journal.”
- 3. Hand hygiene awareness:** Although nurses clean their hands with hand sanitizer every time they enter a room, patients and families are not always aware this has occurred. To enhance patient awareness, every staff member explicitly demonstrates, “Be Seen and Heard Being Clean,” when entering each patient’s room. In other words, staff actively communicate with their patients that they are cleaning their hands for the patient’s safety.
- 4. Communication strategies:** To help nurses remember key communication techniques when caring for patients, all nurses use “GREAT” communication techniques which stands for Greet, Relate, Explain, Ask, and Thank.

The 6 West nurses achieved their goal. The unit mean score for the question, “Did staff work together to care for you?” has steadily improved since implementation of the Better Together program.



Patient experience ratings rose significantly on 6 West after implementation of the “Better Together” quality improvement initiative.

Roy Coloma, BSN, RN, VA-BC demonstrates catheter procedures for (from left) Swastika (Tika) Chand, BSN, RN; Shanli Tacuyan, BSN, RN; Claudette Ognita, BSN, RN; and Nika Biuckaghai.



A Culture of Safety to Decrease Infection

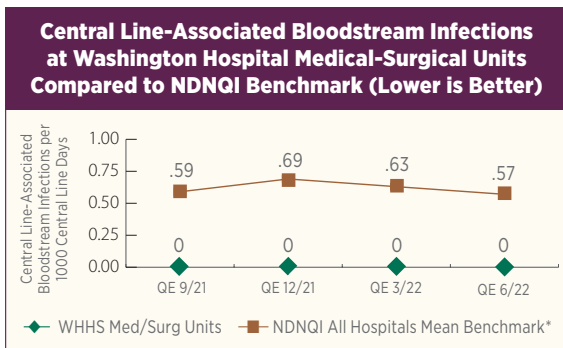
Washington Hospital supports a culture of safety that includes preventing hospital-acquired infections (HAI) related to devices such as urinary catheters and central line catheters. Prevention of HAIs requires ongoing collaboration, education and monitoring.

Front-line nurses, infection prevention experts, nurse leaders and physicians regularly review central line-associated bloodstream infection (CLABSI) and catheter-associated urinary tract infection (CAUTI) data to identify opportunities for improvement. Interventions are targeted at decreasing the number of days that central lines and catheters are in place as well as eliminating variability in nursing care.

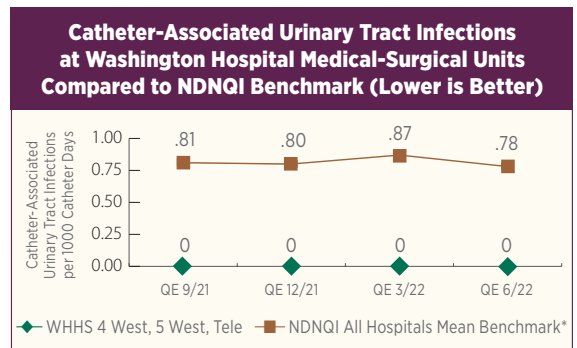
To decrease CAUTIs, education was provided to 100% of our nurses on current evidence-based practice techniques for inserting urinary catheters. Inserting and providing care for urinary catheters are common skills; however, Washington Hospital nursing leadership has a goal in place to eliminate any variability in practice and assure all RNs are up to date on the latest evidence-based standards.

CLABSI interventions focused on three areas. These include removing catheters as soon as they are no longer necessary, instituting a new antimicrobial cap for dialysis catheters, and using a bath product containing ingredients that decrease the risk of infection for patients with central lines.

Nurse managers and unit-based nurse champions monitor the process daily. The effectiveness of the interventions is reflected in results reported to the Nursing Database of Nursing Quality Indicators (NDNQI) for comparison with other hospitals. Because of our commitment to a culture of safety and learning, there were no reported CAUTIs on our 4 West, 5 West and Telemetry Units from September 2021 through August 2022, and no CLABSIs on our Medical-Surgical Units from September 2021 through August 2022.



There were no central-line associated bloodstream infections on our Medical-Surgical Units, which far exceeds the national benchmark.



Not one patient in our 4 West, 5 West and Telemetry Units acquired a catheter-associated urinary tract infection.

*NDNQI = National Database of Nursing Quality Indicators



Like all of our Emergency Department nurses, Sabrina Ayllon, BS, RN, CEN, SANE, is trained to recognize signs that a patient may be a victim of human trafficking.

Advocating for Patients Through Screening and Referral for Human Trafficking

Washington Hospital Emergency Department (ED) nurses strive to provide the highest level of care to everyone, especially those who are not able to advocate for themselves. During the pandemic, national rates of interpersonal violence surged, including human trafficking (HT) which is a human rights violation frequently missed in EDs. California ranks in the top 10 states for HT with a prevalence of 3.8 cases per 100,000 people, concentrated in the San Francisco Bay Area. Although 56% of HT victims in the nation are seen in the ED during trafficking, most go undetected.

ED Clinical Nurse Specialist Betty Goodwin, DNP, MSN, RN, CNS, AGCNS-BC, CEN, recognized the importance of detecting HT victims in the ED. Betty collaborated with Hospital leadership, interprofessional teams, and law enforcement to implement a strategy to detect HT victims in the ED and provide supportive services in a way that is accessible and appropriate.

PROGRAM COMPONENTS:

- ED nurses trained to recognize red flags for HT and use the Adult Human Trafficking Screening Tool
- Epic electronic record optimized to alert nurses to high-risk patients
- Strengthened community partnerships to facilitate collaboration between our ED nurses and social services, offering local referrals for patients who screen positive in the Adult Human Trafficking Screening Tool

During the initial implementation period, 3,860 patients were assessed, 14 patients exhibited red flags for human trafficking, and one patient was assisted out of their trafficking situation. Also, 100% of patients with positive screenings were referred to local services. As a result of the implementation of this initiative to recognize victims of human trafficking, our community can be confident that Washington Hospital's ED nurses will advocate for them.

Our Valuable Volunteers Are Back in Burgundy



Gift shop volunteer Jean Yamamoto helps visitors find the right surprise to cheer their hospitalized loved one.

Volunteers have been an integral part of Washington Hospital's care team since the Hospital opened in 1958. For the first time in our history, volunteers were absent from the campus for over a year during the pandemic for safety reasons, but thankfully they are back in their burgundy uniform shirts comforting patients and supporting staff throughout the Hospital.

A monthly average of 340 of our beloved volunteers logged a total of 16,219 hours during the 2021-22 fiscal year. "We are very happy the volunteers are back in most areas of the Hospital and have been welcomed with open arms and much appreciation!" says Service League President Debbie Feary.

Volunteers have returned to greeting visitors in the lobbies and helping them find their destinations. Service Leaguers have reopened the gift shop and others serve in the surgery waiting room updating families on the status of loved ones. Baby cuddlers rock babies in the Special Care Nursery and Nurse Assist volunteers attend to non medical needs like bringing warm blankets to patients. Crafty helpers make baby bonnets for newborns and hand puppets



Veteran volunteer Sheela Vijay (second from left) trains new Hospital volunteers (from left) Marcus Soo, Mousumi De and Vineet Warach.

for children who are hospitalized or in our Emergency Department. And the "Washington Outreach of Fur," (WOOF) program volunteers returned with their therapy dogs to the delight of our dog-loving patients who benefit from calming canine visits.

During the pandemic, volunteers helped remotely, by assembling nearly 30,000 COVID-19 test kits and putting together face shields for clinical staff among other tasks. Service League academic scholarships have also continued to support students focused on careers in health care. A total of \$365,335 has been awarded to promising young Washington Township Health Care District residents.

Innovative Fundraising Supports Vital Programs

In a year when navigating the pandemic became the new normal and the Hospital moved forward with needed health care services, our Foundation adapted with effective new ways for the community to show support. That meant changing how traditional events were held, like making Top Hat a successful online affair in 2021, and promoting new or enhanced options to bring in charitable donations.

Disappointment turned to delight when the 35th in-person Annual Top Hat Gala had to be canceled due to COVID concerns, but the resulting internet event marked by video testimony from physicians, auction items and generous donations exceeded fundraising goals! More than \$470,000 was raised for the Hospital’s future Inpatient Acute Rehab Center, which will fill a critical gap in acute rehabilitation care locally.

The 35th Annual Golf Tournament was held in May after two years off for health and safety reasons. Over \$100,000 was raised for surgical equipment and technology. We send sincere thanks to the family of Foundation co-founder Gene Angelo Pessagno for their ongoing support, and posthumous honors to longtime Foundation Trustee and Golf Chair Lamar Hinton who will always be remembered for his great contributions.

“The Washington Hospital Healthcare Foundation had a banner 2021–22 year marked by generous financial and in-kind philanthropic giving from the community,” says Foundation President Gary G. Charland, JD. “This perpetual support of Washington Hospital comes back around to local residents in the form of enhanced high-quality health care services and it inspires the everyday heroes who work there who provide compassionate patient-focused care.”



(Left) First place winners at the 35th Annual Golf Tournament (from left) Patti Balch, Linda Gonsalves and Naomi Wallace. (Right) Tournament volunteers Marie Smith and Marlene Weibel helping with golfer registration and raffle sales.



Anya Saxena donated more than 100 blankets for families with a baby in the neonatal intensive care unit.



Little Apples Learning Center collected books and toys for our pediatric patients.

Our Washington Hospital Healthcare Foundation (WHHF) makes it easy to support the Hospital through these charitable giving programs:

- **Giving Tuesday** — a national day of giving in November when the Foundation collects donations for a specific program. In 2021, \$27,000 was raised for Maternal Child Health.
- **Honor a Caregiver Program** — patients and families can recognize a nurse, physician, staffer, or team that provided exceptional care, showing their gratitude with a donation.
- **In-kind Gifts** — local people and businesses donate in numerous ways including handcrafted gifts for patients, timeshare weeks for raffles, or restaurant meals for staff members.
- **Planned Giving** — donors establish financial goals in their estate plan that includes a gift to the Hospital, earning them tax benefits and the satisfaction of giving.

For more information on these programs and others, go to www.whhs.com/foundation or call 510.818.7350.

Going Above and Beyond for Patients

Our Hospital prides itself on our staff members' commitment to the Patient First Ethic. Each month, we celebrate an employee who consistently stands apart, providing outstanding service to patients, family, and visitors; collaborating especially well with co-workers; and finding innovative new ways to continually improve the way we work. Congratulations to these 2021-2022 Employees of the Month.



July 2021 — Joe Kim
Catheterization Laboratory



August 2021 — Geoffrey Advincula
Physical Therapy



September 2021 — Anna Mazzei
Food and Nutrition Services



October 2021 — Julie Hill
Accounts Payable



November 2021 — Rebecca Stange
Birthing Center



December 2021 — Sharon Hoffman
Center for Wound Healing &
Hyperbaric Medicine



January 2022 — John Peterson
Central Transport



February 2022 — Seng Kang
Information Systems



March 2022 — Emebet Mussa
Patient Care Services



April 2022 — Falisa Fullard
Executive Services



May 2022 — Theresa Wallace
Patient Accounting



June 2022 — Venches Vergara
Nursing Administration

2021 – 2022 Financial Statements

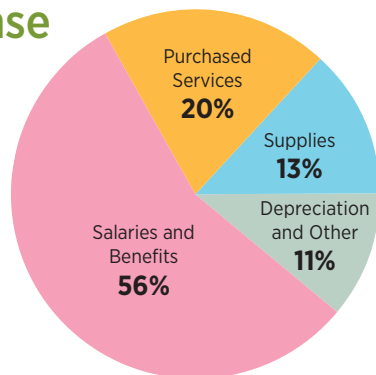
Caring for the Community

Washington Township Health Care District, also known as Washington Hospital Healthcare System (the Healthcare System), provides many benefits to the community through Washington Hospital, Washington Township Medical Foundation and other outpatient programs and services. One direct benefit that receives little notice is the health care that is provided for free, or for which the Healthcare System is not fully compensated. For the fiscal year ending June 30, 2022 (FY22), the Healthcare System provided uncompensated health care services with an estimated total cost of approximately \$66 million to the community's medically indigent population. Additional uncompensated health care services with an estimated total cost of more than \$139 million were provided to Medicare and Medicare HMO patients. The Healthcare System also provided a myriad of health education and wellness programs that are available to the general public, and other general community support, at an estimated cost of \$3 million.

The FY22 operating income is an improvement of \$36 million compared to the FY21 operating loss. Volumes recovered to pre-pandemic levels throughout the Healthcare System as the treatment of COVID-19 became integrated into day-to-day operations. As a result, inpatient and outpatient revenue improved by \$53.7 million. The Healthcare System remains financially stable with a strong balance sheet and is well positioned to continue delivering quality health care to the community long into the future.

Operating Expense Distribution

Fiscal year ending
June 30, 2022



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

WASHINGTON HOSPITAL
HEALTHCARE SYSTEM*

FY 2022

Admissions	9,739
Patient Days	56,242
Deliveries	1,442
Surgery Cases	4,694
Outpatient Visits	337,481
ER Visits	53,616
Physicians on Staff (as of June 30, 2022)	571

BALANCE SHEET (in \$000s) June 30, 2022

Current Assets	\$ 154,903
Assets Limited As to Use	236,919
Capital Assets, net	635,182
Other Assets	77,858
Deferred Outflows of Resources	22,441
Total Assets and Deferred Outflows	\$ 1,127,303

Current Liabilities	\$ 130,444
Long-Term Debt	556,767
Other Long-Term Liabilities	52,412
Deferred Inflows of Resources	82,412
Net Position	305,268

**Total Liabilities, Deferred Inflows
and Net Position** **\$ 1,127,303**

INCOME STATEMENT (in \$000s) FY 2022

Net Patient Service Revenue	\$ 575,825
Other Revenue	13,438
Total Operating Revenue	589,263

Salaries and Benefits	324,918
Other Expenses	259,405
Total Operating Expenses	584,323
Operating Income	4,940

Federal Grant Revenue	1,410
Interest Expense	(21,927)
Property Tax Revenue	17,298
Other Non-Operating Income, net	(5,904)
Total Non-Operating Revenue	(9,123)
Other Changes	(510)
Net Income	\$ (4,693)

POSTAL CUSTOMER

Health and Wellness Customized to You!

Free Classes and Events Designed Around the Community's Needs

Part of Washington Hospital's mission is to help educate local residents about medical issues that affect them most and hold events designed to meet their health and wellness needs. Our *Health & Wellness Catalog* listing all these offerings is sent in the mail twice a year (and available online by scanning the QR code on this page).

Every three years we conduct a comprehensive health needs assessment. The purpose of the study is to identify the most critical physical and mental health issues District residents are facing, then target our services and education programs to improve the health of the community.

Seminars on topics like asthma, cancer, diabetes, stroke, stress, and healthy eating are presented by our physicians and available to watch live on our YouTube channel or Facebook page (see links), or you can watch a video recording at your convenience. In-person events, like our health screenings, support groups, and Think Pink breast cancer awareness seminar, are held regularly to bring us together in the name of wellness.



Watch our Health & Wellness seminars at:

InHealth YouTube channel: www.YouTube.com/WHHSInHealth

Facebook page: www.facebook.com/WashingtonHosp



Scan this QR code with your phone's camera to see our Health & Wellness Catalog