



Washington Hospital Healthcare System

HealthSigns



Spring 2018

Your community hospital is one of the

**TOP
100**

in the country



Awards and Recognition

2018 America's 100 Best Hospitals

Washington Hospital is one of Healthgrades America's 100 Best Hospitals™ and one of 20 recognized hospitals in California



Baby-Friendly Hospital by the World Health Organization and the United Nations Children's Fund

Washington Hospital is one of few U.S. hospitals recognized for exceptional support of breastfeeding moms and babies.



Practice Greenhealth Partner for Change

Washington Hospital has received the Practice Greenhealth Partner for Change Award in recognition of its achievements in developing programs to prevent pollution, reduce and recycle solid waste, eliminate mercury, reduce water and energy consumption, and establish "green" purchasing policies.



2018 Distinguished Hospital Award for Clinical Excellence™

Washington Hospital is rated by Healthgrades among the top 2 percent of hospitals in the nation for overall clinical excellence.



2018 America's 100 Best for Joint Replacement

Washington Hospital is the only hospital in the Bay Area* to be named one of Healthgrades® America's 100 Best Hospitals for Joint Replacement™ for seven years in a row (2012-2018).



2018 Joint Replacement and Orthopedic Surgery Excellence Awards

Washington Hospital is the only hospital in the Bay Area* to receive Healthgrades Joint Replacement Excellence Award™ for 12 consecutive years and one of only three hospitals in the State of California. The Orthopedic Surgery Excellence Award™ has been received for four consecutive years.



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.



2018 America's 100 Best Orthopedic Surgery Award

Washington Hospital is one of four hospitals in the Bay Area* to be named one of Healthgrades® America's 100 Best Hospitals for Orthopedic Surgery™ in 2018.



Magnet® Status by the American Nurses Credentialing Center

The American Nurses Credentialing Center has recognized the high level of care that Washington Hospital's nurses provide to patients and families. Magnet designation for four years was again earned in 2016, with the first one in 2011.



2018 Five-Star Recipient for Treatment of Heart Attack

Washington Hospital is a Healthgrades® Five-Star Recipient for Treatment of Heart Attack for three years in a row (2016-2018).



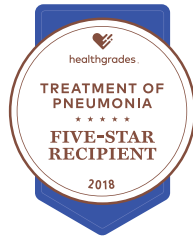
2018 Five-Star Recipient for Treatment of Sepsis

Washington Hospital is a Healthgrades® Five-Star Recipient for Treatment of Sepsis for four years in a row (2015-2018).



2018 Five-Star Recipient for Treatment of Pneumonia

Washington Hospital is a Healthgrades® Five-Star Recipient for Treatment of Pneumonia in 2018.



2018 Five-Star Recipient for Total Knee Replacement

Washington Hospital is a Healthgrades® Five-Star Recipient for Total Knee Replacement for 13 years in a row (2006-2018).



2018 Five-Star Recipient for Total Hip Replacement

Washington Hospital is a Healthgrades® Five-Star Recipient for Total Hip Replacement for 15 years in a row (2004-2018).



**The Bay Area is Sonoma, Napa, Solano, Contra Costa, Alameda, Santa Clara, San Mateo, San Francisco and Marin Counties in California.*

MISSION STATEMENT

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

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

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

VISION

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

Resolved by the Board of Directors
Washington Township Health Care District
October 12, 2016



Washington Township Health Care District

From the Chief Executive Officer



*Nancy Farber
Chief Executive Officer
Washington Hospital
Healthcare System*

Sixty years ago this coming November, Washington Hospital opened its doors to serve the residents of the Tri-City Area including unincorporated Sunol and the southernmost portion of Hayward, and Fremont, Newark and Union City before they were incorporated as cities.

The goal of the community members who agreed to tax themselves was to build and support a community hospital to provide the very best care for residents and all others who came to seek our services.

Today, 60 years later, I'm very proud of the accomplishments of our founders and those who succeeded them. And, our hard work and dedication to the Patient First Ethic has been recognized time and time again throughout these past 60 years.

Most recently, Washington Hospital was named one of the top 100 hospitals in the United States by Healthgrades, the leading online resource for comprehensive information about hospitals and physicians.

This recognition places our Hospital among the top 2 percent of U.S. hospitals for clinical excellence. Healthgrades evaluated nearly 4,500 hospitals nationwide and we are one of 20 California hospitals to receive this distinguished award.

What does this mean? According to Healthgrades, from 2014 through 2016 (the evaluation years), patients treated in hospitals receiving this recognition had, on average, 22.3 percent lower risk of dying than if they had been treated in other, non-participating hospitals. Washington Hospital also earned Healthgrades' America's 100 Best Hospitals for Joint Replacement Award and the America's 100 Best Hospitals for Orthopedic Surgery Award.

But Healthgrades is not the only external group rating the Hospital. Six other quality-care organizations assessed care at Washington Hospital this past year (2017).

These include Joint Commission accreditations for our Hospital overall, for our laboratory operations and for our stroke program. The Joint Commission evaluates actual care processes during regular on-site visits.

Other organizations completing patient care and operational surveys of Washington Hospital last year include the California Department of Public Health (for relicensing purposes), and the federal Centers for Medicare and Medicaid Services (CMS) for compliance to federal health care requirements.

Being named one of the top 100 hospitals in the U.S., and receiving recognition for the quality of care we provide our community from other organizations that regularly review our work is a reflection on the leadership of our board of directors and the work of everyone on our staff — physicians and volunteers, as well as clinical and non-clinical Hospital staff — who each day strive with an unwavering commitment to meet our Patient First Ethic.

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

Nancy Farber
Chief Executive Officer

World Class Wound Care

More of our patients heal more quickly compared to national standards

When all goes well, our bodies heal naturally and relatively fast, but for many it's not that simple. Today, nearly 5 million Americans struggle with a chronic wound and the number grows each year. The diabetic epidemic, increased rates of obesity, our aging population, poor nutrition and other factors contribute to a higher number of people with hard-to-heal wounds.

To address this growing need, Washington Hospital's Center for Wound Healing and Hyperbaric Medicine offers the most comprehensive wound care program in the Tri-City Area. A team of specialized doctors and nurses use clinically-proven technologies and advanced therapies to help heal all types of wounds.

According to Prasad Kilaru, MD, the center's medical director, "Our goal is to provide the best care and optimal healing as quickly as possible for our patients."

The center consistently tops national benchmarks for wound healing services around the country. Our average patient healing rate ranges between 95 and 97 percent compared to the national average of 91 percent. The average time it takes to heal is 25 to 27 days compared to the national average of 30 days.

This success is due in part to the wide range of proven healing technologies we offer our wound care patients, including hyperbaric oxygen therapy (HBO) — a safe, comfortable method of delivering high concentrations of oxygen to a patient's bloodstream. Our wound healing center is the only one in the Tri-City Area offering HBO. Advanced wound care therapies, which use state-of-the-art skin substitute products, are another highly effective tool we use to help heal difficult wounds.

"As a hospital-based wound center, we are able to offer leading-edge therapies that may be too labor-intensive for other local wound healing clinics to implement," explains Dr. Kilaru.

The center boasts a staff of seasoned wound care experts. A team of 13 physicians who are trained in various medical specialties make up the Wound Care Physician Panel. The group meets monthly to discuss complex cases and develop the quickest, most-effective healing plans for patients. There are four certified wound care nurses on staff, and a certified hyperbaric oxygen technician.

Says Dr. Kilaru, "We have amazing nurses who make up our dedicated inpatient and outpatient teams. This ensures



Certified Wound Care Nurse Kelly Van is preparing a foot wound for casting.

continuity of care for patients after they leave the hospital and transition to our outpatient clinic."

"What makes our program unique is that we focus not only on healing the patient's wound, but we identify all the conditions that caused it," explains Dr. Kilaru. "We work closely with the patient and their referring physician to address all the contributing factors. This helps prevent future wounds and improve their overall health."

Cancer Care Leaders

Study shows our cancer care exceeds state and national quality standards



Bogdan Eftimie, MD, co-medical director of the UCSF-Washington Cancer Center and a cancer specialist with UCSF Health consults with a patient.

At the UCSF - Washington Cancer Center, our patients know the benefits and convenience of having world-class cancer doctors and nearly every advanced service and treatment they need right here in Fremont. Now, a new report proves that we are also at the top when it comes to quality of cancer care.

The annual study, Quality of Care Measures from the American College of Surgeons Commission on Cancer,

compares cancer registry data that we submit to the National Cancer Database to the same data from other state and national cancer centers. Specifically, it tracks the frequency and timeliness of cancer treatments, including surgery, radiation therapy, chemotherapy and other procedures. These results show quality measures tracked for patients with breast, lung, ovarian, and colon and rectal cancers.

Our cancer center received a 100 percent rating on nine of the 12 quality measures listed, while the state and national averages ranged from the 70th to 90th percentile.

According to Bogdan Eftimie, MD, co-medical director of the UCSF – Washington Cancer Center and a cancer specialist with UCSF Health, “These numbers show we’re doing as well as all the cancer centers around here and the nation, and much better in many cases.”

Dr. Eftimie, who is co-medical director along with David J. Lee, MD, credits this success to the seamless collaboration between the specialized teams of people who are part of the cancer center staff.

“Without each specialized group of people working closely together, the system would be fragmented, and the numbers would reflect that,” he explains.

These groups include surgeons, medical oncologists, radiation oncologists, pathologists, nurse navigators and others who collaborate to ensure that the right procedures are done at the right time. To accomplish this, they get together for regularly scheduled meetings, called tumor boards, to discuss details of each patient’s condition.

UCSF Health has one of the top academic cancer programs in the world. When Washington Hospital’s cancer center began its affiliation with UCSF Health, we gained a direct interface with the leading scientific minds in cancer research today.

According to Dr. Eftimie, “We have a video-conferencing link to the many specialized tumor board meetings held at UCSF every week. We send over pathology or radiology test results from some of our most complex cases here at Washington, and have instant collaboration with our UCSF colleagues to decide what would be the best course of treatment.”



A QUALITY PROGRAM
of the AMERICAN COLLEGE
OF SURGEONS

The Commission on Cancer, a program of the American College of Surgeons (ACoS), recognizes cancer care programs for their commitment to providing comprehensive, high-quality, and multidisciplinary patient centered care. In addition to our recent high ratings on Quality Measures, the UCSF-Washington Hospital Cancer Center has earned many achievement awards from the ACoS and received their accreditation since 1993.

Besides the latest in cancer research and technology, we offer our patients all the treatment services they may need in one convenient location. These include the Washington Cancer Genetics Program, also affiliated with UCSF Health; the Sandy Amos, RN Infusion Center; and the Washington Radiation Oncology Center.

New technologies and services will be coming to our cancer center soon, including a new, state-of-the-art radiation machine. We are also collaborating closely with UCSF Health to develop our own Clinical Trials Research Program, expected later this year.

“Our goal for patients who are unfortunately diagnosed with cancer is that they feel confident they are receiving care that’s as good as anywhere else in the Bay Area,” says Dr. Eftimie. “And they have the added benefit of access to the leading-edge technology and world-class medical knowledge UCSF offers.”

Managing the Pain Experience

Pain management team focuses on safety and effectiveness for each patient



Francis Wong, DO, medical director of our Pain Management Team, works closely with doctors and patients to develop treatment plans tailored to meet the needs of each person.

Lately, there's a lot of attention around the dangers of prescription opioids in our society. Washington Hospital's Pain Management Team adds an extra layer of support to doctors, ensuring our patients receive the safest possible, most effective treatment plan to relieve and manage their pain.

Prescription opioids are strong pain-reducing medications that have both benefits and potentially

serious risks. These medications help manage pain when prescribed for the right condition and when used properly. But when misused or abused, they can cause serious harm, including physical dependence, addiction, overdose and death. Studies show this is happening to Americans at an alarming rate, affecting millions of people of every age, race and socioeconomic status.

There are many reasons why people become dependent on opioids. They may be unaware that pain medications prescribed for an injury or a medical or dental procedure can be addictive. It can start with misuse of a prescription drug — taking it in higher doses or more frequently than prescribed. The regular use of opioids over a period of time can lead to physical dependency, which means the brain adapts to the effects of the drug and develops tolerance. The person needs more and more of the drug to achieve pain relief and ultimately relies on it to prevent withdrawal symptoms.

Safely Managing Pain of Hospitalized Patients

Many hospitalized patients experience pain and each person's situation is unique. Some patients come for a surgical procedure, so they may be treated for pain during treatment and healing. Others have serious illnesses resulting in long-term pain, requiring a more complex treatment plan.

Managing pain can be a complicated process. To deal with these complexities, we have a Pain Management Team made up of two doctors who are board certified in anesthesiology and pain management, and a specially trained nurse practitioner. They consult with doctors and their patients to provide the right pain treatment plan individualized to each person. The team also employs strategies to protect patients from the dangers of opioid misuse or abuse.

“Our first job is to screen to make sure people taking opioids for pain are not putting themselves at risk by misusing them,” says Francis Wong, DO, medical director of the Pain Management Team. The team always uses the Controlled Substance Utilization and Review System (CURES), a statewide database that identifies individuals who may be misusing or abusing opioids.

For patients taking opioid pain medication, the team creates a plan to reduce or eliminate the use of the medications as soon as possible. The goal is to help protect the person from dependency or addiction. Some effective pain management alternatives include:

- Non-opioid, multimodal medications
- Interventional methods such as epidural steroid injections
- Addressing underlying psychological issues such as depression, anxiety and post-traumatic stress disorder, which may contribute to the pain syndrome
- Physical therapy and/or increasing physical activity

A traditional method of determining pain level is through pain scores, or asking a patient what their pain is on a scale of one to 10. The team, however, focuses on setting outcome related goals as a more practical assessment of chronic pain. They do this by analyzing the amount of pain a patient experiences while sitting, standing, walking and returning to work.

“Pain is not just a symptom or a chronic condition, it's an emotional and physical experience,” says Dr. Wong. “We look at each patient's individual situation to assess the safest, most effective solutions for pain relief. Our goal is to help them feel better and ultimately, have an improved quality of life.”

If you or a loved one needs help with substance abuse or addiction, call 1-800-662-HELP (4357) for free and confidential information and treatment referrals. The Substance Abuse and Mental Health Administration (SAMHA) National Hotline is available 24 hours a day, 365 days a year.

Our Formula for Top Ranked Heart Care

UCSF Health affiliation brings renowned cardiothoracic surgeons to Washington



UCSF Health Cardiothoracic surgeons, Ramin E. Beygui, MD (left), and Teng Chun Lee, MD (center), assisted by Surgical Tech II Andrew Earls (right), perform heart surgeries at Washington Hospital, where patients can be closer to their homes and family.

Local residents who need a heart or lung surgery don't need to commute to other parts of the Bay Area. Washington Hospital's Cardiothoracic Surgery Program has excellent doctors, including top surgeons affiliated with UCSF Health. We also offer continually advancing facilities and an Intensive Care Unit (ICU) staffed 24/7 with a dedicated physician.

Through the ongoing collaboration between Washington Hospital and UCSF Health, now in its fifth year, Tri-City residents have access to two of the world's premier board-certified cardiothoracic surgeons right here in Fremont. Ramin E. Beygui, MD, professor of surgery at UCSF Health is Washington Hospital's medical director of the Cardiothoracic Surgery Program. He was joined last year by cardiothoracic surgeon, Teng Chun Lee, MD, associate professor of surgery at UCSF Health.

In addition to being accomplished surgeons, these renowned doctors are leading-edge academics in cardiothoracic research. They teach at UCSF and also bring rich experience from other top national medical schools such as Stanford University, UCLA and Duke University. Before coming to the Bay Area, Dr. Lee co-directed the University of Florida Health Aorta Center and founded the Center for Aortic Disease at the University of Maryland Medical Center.

“I believe this model of university professors providing the majority of a patient’s care on-site at a community hospital benefits our patients,” explains Dr. Beygui. “We can do most of the surgeries at Washington Hospital, while having access to a quorum of cardiac, thoracic and vascular surgeons to consult with us about complicated cases. Besides working with the excellent Washington Hospital medical staff, Dr. Lee and I enjoy the fact that another dozen clinicians at UCSF Health are happy to assist us in determining the best option for our patients.”

Dr. Lee adds, “Dr. Beygui and I love teaching and being at the forefront in the field of heart surgery. We enjoy bringing the benefits of the newest technologies to patients at Washington Hospital.”

According to Dr. Beygui, they can perform most cardiothoracic surgeries in Fremont, and this allows patients to stay close to their homes and families. Only patients requiring heart transplant and high-risk aortic valve replacement are transported to UCSF Health where Dr. Beygui or Dr. Lee performs the surgery.

What is a cardiothoracic surgeon? A cardiothoracic surgeon is a medical doctor who specializes in surgical procedures of the heart, lungs, esophagus, and other organs in the chest. As well as performing surgery, they also diagnose and treat diseases of these organs.

“Besides working with the excellent Washington Hospital medical staff, Dr. Lee and I enjoy the fact that another dozen clinicians at UCSF Health are happy to assist us in determining the best option for our patients.”

— Dr. Beygui

“In the rare instance that we cannot perform the surgery here, we place critically ill patients on the most advanced cardiopulmonary support machine and seamlessly transport them to UCSF Health where we and our team personally continue their care,” explains Dr. Lee.

Sophisticated Facilities, Specialized Care

“Washington Hospital is investing in new technology to continually improve its Cardiothoracic Surgery Program,” says Dr. Beygui. “One such project is the construction of a hybrid room that can be used for both interventional and surgical procedures.”

A hybrid room is a cardiac surgical theater equipped with advanced medical imaging devices. In this type of surgical suite, a surgeon can perform both open-heart surgeries as well as minimally invasive procedures that require smaller incisions.

At Washington Hospital, heart surgery is currently done in a dedicated cardiac operating room. When a patient moves from surgery to the ICU, the nurse who will care for them meets personally with the surgical team to ensure a safe and smooth transition. Once in the ICU, patients are monitored 24 hours a day by an intensivist.

“Washington has a really good group of profusionists, intensivists, physician assistants, surgical room nurses, surgical technicians and anesthesiologists,” says Dr. Lee. “Cardiac surgery can be compared to a team sport and Washington Hospital has a very strong team.”

POSTAL CUSTOMER

Caregiver Series



Providing care for a loved one can be a rewarding, but overwhelming, endeavor. In order to be effective, caregivers need to take care of themselves. This four-part series will provide tips and support for those who care for others.

WHEN: 7 to 8:30 p.m.

WHERE: Washington West, 2500 Mowry Ave.,
Conrad E. Anderson, MD, Auditorium, rooms A & B

Participants need not attend every class. To register or for more information, visit www.whhs.com/events or call (800) 963-7070.

SPEAKERS



Father Jeff Finley
Palliative Care Coordinator



J.B. Goodier
Spiritual Care Coordinator
Certified Meditation Instructor

**Thursday, May 31:
Mindfulness Meditation for the
Caregiver**

*Self-care practices and stress
reduction techniques*

Speaker: J.B. Goodier

**Tuesday, July 10:
Codependency and the Caregiver**

*Understanding characteristics of
codependent caregiver behavior*

Speakers: J.B. Goodier &
Father Jeff Finley

**Thursday, September 20:
Securing Care Preferences Through
Advance Health Care Directives**

*Starting the conversation of identifying
values and goals at the end of life*

Speakers: J.B. Goodier &
Father Jeff Finley

**Thursday, November 8:
Caring for Someone with
Dementia or Other Medical-related
Memory Loss**

*An overview of the signs and symptoms of
dementia and how to support a loved one
experiencing dementia*

Speakers: J.B. Goodier &
Father Jeff Finley

