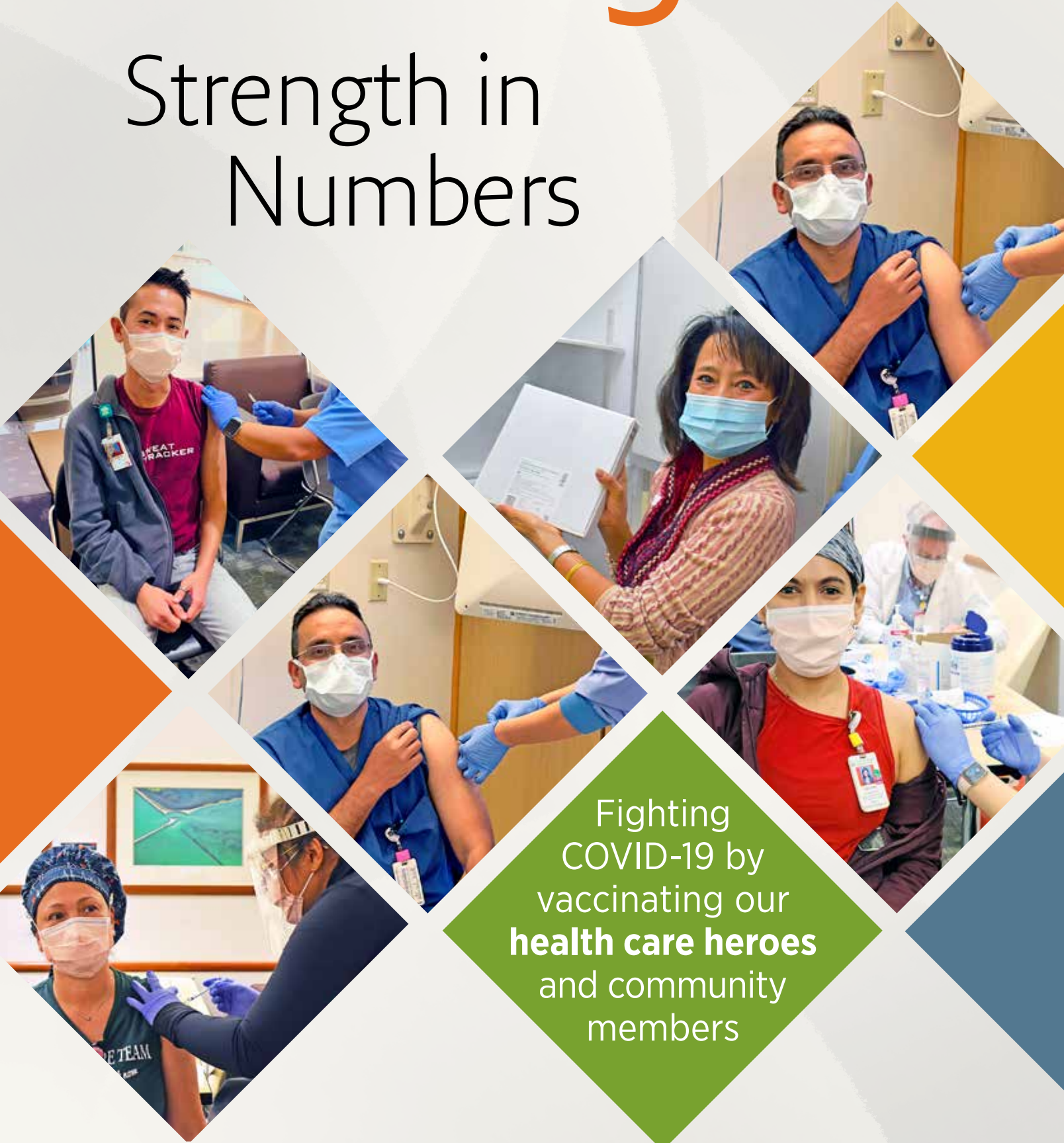


Spring 2021

HealthSigns



Strength in Numbers



Fighting
COVID-19 by
vaccinating our
health care heroes
and community
members

Upcoming Virtual Community Health Seminars and Events



Breathe Easier with Pulmonary Rehab

Wednesday, June 16
3:30 p.m.

From climbing a set of stairs to working in your garden, living with a lung condition such as COPD can affect your quality of life in many ways. Washington Hospital's Pulmonary Rehabilitation program offers exercise training, breathing strategies, education and support. Learn your options at this energetic seminar.



Fun Fresh Summer Cooking Demonstration

Wednesday, June 30
3:30 p.m.

Summertime brings opportunities for outdoor grilling and family fun. Food options do not need to be unhealthy choices in order to taste good. Learn how to incorporate nutritious and delicious foods into your next cookout.



Chronic Venous Disease: causes, symptoms and treatment

Tuesday, August 3
6:30 p.m.

Chronic venous disease (CVD) can cause swelling, a feeling of heaviness, or pain in the legs. It happens when veins become abnormal or diseased.

Join Dr. Sarah Wartman to find out causes and treatment options for CVD.

Visit whhs.com/seminars or call 800.963.7070 to find out which format will be used for these virtual seminars and to RSVP





Mission

As the local Health Care District, our mission is to meet the health care needs of 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, academic medical centers 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.



Washington Township Health Care District

Resolved by the Board of Directors
Washington Township Health Care District
April 22, 2020

From the Chief Executive Officer



Kimberly Hartz
Chief Executive Officer
Washington Hospital Healthcare System

Over the past year, the staff and physicians of Washington Hospital Healthcare System (WHHS)

proved that in times of crisis they are resourceful, resilient, and focused on our mission. That is why we bestowed the *2021 Nancy Farber Patient First Ethic Award* not on one individual, but the entire Healthcare System, acknowledging how everyone collaborated in a time of crisis to ensure safe, compassionate care for our patients and community when they needed us most.

While the COVID-19 pandemic will be remembered for its extraordinary challenges, we also celebrate recent successes that foretell a bright future for local health care. At the top of the list is the passing of Measure XX by the residents of Washington Township Health Care District. Our community once again proved its unwavering support for the Hospital and for this we are grateful. When they voted to approve Measure XX, residents supported our continued investment and expansion of our campus. This includes the build-out of space in the Morris Hyman Critical Care Pavilion and construction of a modern new patient tower, which are necessary to meet unfunded state seismic mandates by the 2030 deadline to keep our Hospital open.

This year, our UCSF cardiothoracic and structural heart physicians began performing transcatheter aortic valve replacements (TAVR) here in Fremont. TAVR, a minimally invasive procedure, replaces the need for open-heart surgery and gives aortic stenosis patients who need a heart valve a new lease on life without leaving their community. This is just one of the many ways our growing affiliation with UCSF Health benefits our patients.

I am also pleased to announce that last month we participated in the prestigious Joint Commission survey. Based on on-site surveyor feedback, we expect to receive their three-year accreditation, which is the Gold Seal of Approval from the country's oldest and largest health care accrediting body. This accreditation, like other awards and recognitions, is the byproduct of the drive and commitment to high-quality and safe patient care demonstrated by our employees, physicians and volunteers.

Now, while continuing to safely care for patients in a pandemic, we are focused on the most promising hope for ending this crisis: vaccinating our community. Following local public health and CDC directives, we started with staff and physicians, then began vaccinating eligible community members on February 1. On behalf of the Washington Hospital family, I strongly encourage everyone to get vaccinated when you are eligible and given the opportunity, so that we can reach herd immunity and finally end the fight against COVID-19.

I am hopeful for a return to our "new normal" and excited about the future of WHHS. While I feel we are turning the corner, there may be a few bumps along the way. The road to recovery will not happen overnight, but as we go through that journey we will continue to improve our facilities, bring the newest in medical technology to this community, and keep our team committed to the Patient First Ethic.

A handwritten signature in black ink, appearing to read "Kimberly Hartz". The signature is fluid and cursive.

Don't Put Your Health on Hold



Telehealth and on-site safety protocols keep patients safe

Thomas Collins-Pallett, MD, says telehealth visits are ideal for conditions you can see, such as skin rashes, but other symptoms like abdominal pain usually require an in-person physical exam. Below, Jitendra Shinde attends an online medical appointment with his father Vasant Chantru Shinde.

In a recent study, four in 10 U.S. adults reported avoiding seeking emergency medical care and routine care because of concerns related to COVID-19. Delaying medical care can escalate disease and increase mortality from chronic and acute health conditions. Many things in our daily lives have changed during the pandemic, but seeing a doctor when needed should not be one of them. Telehealth appointments and rigorous safety measures in our Hospital and clinics make keeping up with your care a no-brainer.

“Scheduling a phone or video telehealth appointment with your physician to discuss any changes in your health and stay current with checkups is convenient and even more important during the pandemic when people are living with increased stress,” says Thomas Collins-Pallett, MD, a board-certified family medicine specialist with Washington Township Medical Foundation. “Most conditions, such as a new rash or flu-like symptoms, can be assessed via a telehealth call, but when we need to bring patients in for a physical exam, I assure them our infection protection protocols make our offices safe to visit.”

In response to the COVID-19 pandemic, Washington Hospital took extensive measures as outlined by the U.S. Centers for Disease Control and Prevention and the California and County Departments of Public Health to keep patients, visitors, staff, physicians, and volunteers safe. To read more about the safety protocols in place at the Hospital, go to www.whhs.com/covid.



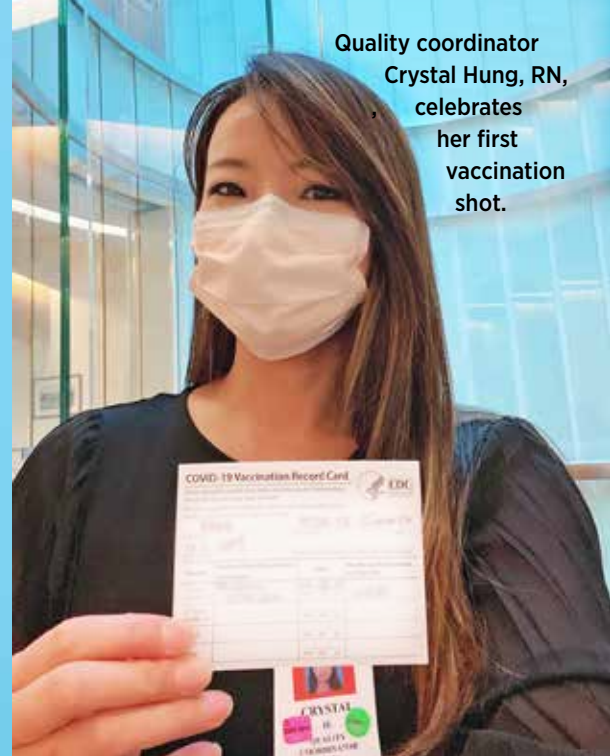
TECHNOLOGY MEETS HEALTH CARE

Telehealth is a “virtual visit” with a health care clinician through a phone call or video chat. This quickly evolving trend has been a win-win during the pandemic and will likely become part of the new normal. In addition to providing patients the convenience and safety of receiving health care from their homes, telehealth has reduced health care professionals’ exposure to infection, preserved in-demand personal protective equipment (PPE), and minimized patient surges.

Doses of Hope

Vaccinations are a shot in the arm in our fight against COVID-19

Quality coordinator Crystal Hung, RN, celebrates her first vaccination shot.

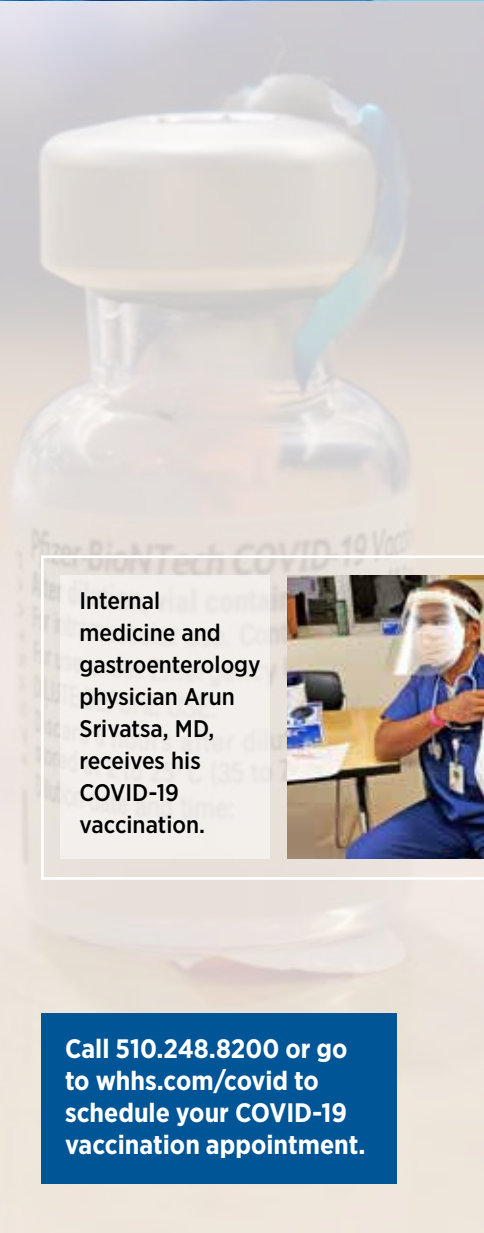


We all know COVID-19 has had a dramatic impact on life as we know it: hundreds of thousands of jobs lost, schools shut down, cherished time with loved ones postponed, and above all — the tragic loss of more than 500,000 lives, including 1,432 in Alameda County as of April 7. While the pandemic came quick and unexpectedly, so too has hope for winning the fight against COVID-19. Highly effective vaccines arrived late last year after an unprecedented fast-track development and FDA and CDC approval process.

Washington Hospital Healthcare System (WHHS) received doses of the Pfizer vaccine in mid-December. Following CDC and local public health guidance, we immediately began a 24/7 effort to vaccinate our health care workers on the frontlines of the COVID-19 battle, followed by all others in the organization. WHHS has proudly vaccinated 85% of staff and more than 90% of physicians.

Less than two months later on February 1, Washington Township Medical Foundation (WTMF) opened and continues to run our community vaccination clinic.

Despite the countrywide challenge of not receiving enough doses to meet demand, we began vaccinating 500 people a day who met the requirements of being a community member 65 years of age or older. At the time of this printing, vaccination of community members at Washington Hospital remains strong. We continue vaccinating people who live or work in our community who meet the county's vaccination eligibility criteria, which includes anyone over the age of 12.



Internal medicine and gastroenterology physician Arun Srivatsa, MD, receives his COVID-19 vaccination.



Call 510.248.8200 or go to whhs.com/covid to schedule your COVID-19 vaccination appointment.

“From the beginning of the pandemic — even before a vaccine was authorized for use, Washington Hospital has had a task force in place to ensure the safe storage, transportation and management of vaccines,” says Dianne Martin, MD, WHHS infectious disease and internal medicine specialist. “Our goal has always been to safely vaccinate as many people as possible as soon as we could, and I am happy to say we continue to be successful.”

SAFETY, EFFICACY AND SIDE EFFECTS

Before their release, the Pfizer and Moderna vaccines proved to be an astounding 94.1 to 95% effective, and their safety was demonstrated in tens of thousands of trial participants. Recently, we received the Johnson & Johnson vaccine, which is a single-dose option. The FDA’s emergency use authorization of medications, which includes these vaccines, is in place for situations like this pandemic. The vaccines are determined to be safe for use and urgently needed, so their approval happens without the typical FDA process. In addition to safety monitoring by the FDA, vaccine safety and efficacy was also validated by independent advisory committees.

After getting the required dose(s) of the vaccine, some people experience side effects, such as flu-like symptoms, for up to 36 hours. When this occurs, it is a normal sign that the body is building immunity against the virus.

“To end the pandemic we need herd immunity, which means most of the population must be vaccinated, says Dr. Martin. Until this is accomplished, everyone needs to continue to follow COVID-19 safety precautions. However, the CDC recently issued new guidelines* for unmasked gatherings with fully vaccinated people, which brings us one step closer to normal.”

Anuradha Thiruvengadam, RN, PHN, proudly displays her vaccination card



VACCINE LINKS

There is reliable information on the internet about the COVID-19 vaccines, but the source is important to ensure accuracy. Check out these websites and stay informed:

National (CDC):

cdc.gov/vaccines/covid-19

Local (Alameda County):

covid-19.acgov.org

Washington Hospital:

whhs.com/covid

**CDC guidelines when you've been fully vaccinated: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated.html>*



Community members line up in front of Washington West for their drive-thru COVID-19 vaccine



Chief Nursing Officer Stephanie Williams, RN, CPHQ, NE-BC; Intensivist and Critical Care Medical Director Carmencita Agcaoili, MD; and Hospital Chief Executive Officer Kimberly Hartz



Respiratory therapist, Pablo Baluyat



(From left) Members of our Washington Radiation Oncology Center team in front of the new Varian linear accelerator: manager Mark Boulanger; nurse navigator Monette Domingo, RN; Kellee Piscanio, RT; Emi Yoshida, MD; dosimetrist Kelly King; and Alejandro Munguia, RT.

ROC Solid Cancer Care

New radiation center features top technology: stereotactic body radiation therapy (SBRT) & stereotactic radiosurgery (SRS)

For some people, the word “radiation” is associated with fear or negative thoughts about cancer. But patients who undergo life-saving treatment to fight their cancers at the Washington Radiation Oncology Center (ROC) feel reassured when receiving state-of-the-art radiation therapy available in a comfortable, compassionate environment.

Our UCSF Health-affiliated center in Fremont recently reopened after undergoing a major renovation. The fresh, modern design and amenities make the ROC a pleasant place to come for radiation treatments, while the most exciting feature is a new top-of-the-line Varian linear accelerator. The new machine offers surgery-free, brain-sparing radiation therapy for brain tumors; as well as advanced non-surgical radiation therapy treatment for tumors. These options preserve quality of life for our patients.

“Our new linear accelerator represents the latest in radiation therapy technology and allows us to pinpoint and treat cancerous tumors with incredibly high levels of precision, accuracy and speed,” says Emi Yoshida, MD, ROC medical director and assistant professor with the UCSF Department of Radiation Oncology. “Since radiation therapy is a daily endeavor for our patients, we are thrilled to bring this cutting-edge technology to Fremont to eliminate the burden of traveling across the Bay Area for top treatment.”

Dr. Yoshida is celebrated in the field for her extensive radiation therapy research and is one of three UCSF radiation oncologists who work closely with cancer



ROC medical director
Emi Yoshida, MD

patients receiving treatment at the ROC. On her team are two other prominent UCSF radiation oncologists, Nicolas Prionas, MD, PhD, and Jesse Alexander, MD, PhD. Rounding out the ROC staff are three licensed radiation therapists, a medical physicist, dosimetrist, nurse navigator, and manager. These experienced clinicians develop a caring, supportive relationship

with each patient as treatment plans require visits five days a week for a period of two weeks to two months.

“I am consistently proud of our team of exceptional professionals who go above and beyond to deliver the best possible treatments and service every day and truly get to know every patient,” says Dr. Yoshida. “They understand the challenges each person is facing and how they are tolerating the treatments, which makes for a positive, encouraging, and caring experience for our patients and a rewarding one for us.”

STATE-OF-THE-ART LINEAR ACCELERATOR

Two contributing technologies make the new linear accelerator such a powerful tool for cancer treatment. First is image-guided radiation therapy (IGRT) — sophisticated imaging to improve precision and accuracy, especially when targeting tumors near sensitive structures or in areas that move, like the lungs or other organs.

It also uses intensity-modulated radiation therapy (IMRT) which is an advanced way to manipulate beams of radiation to conform to the shape of a tumor. This combination of technologies improves speed and effectiveness of the treatment while limiting the dose and minimizing injury to surrounding tissues. All this means quicker therapy sessions, fewer side effects, and a better overall outcome for cancer patients.



An infusion suite at the Sandy Amos, RN Infusion Center.

WORLD-CLASS CANCER TREATMENTS RIGHT IN OUR COMMUNITY

Radiation therapy is just one of the advanced therapies offered at Washington Hospital. In the area of cancer, our affiliation with UCSF Health allows us to provide area residents the UCSF – Washington Cancer Center, which brings the latest in highly specialized, comprehensive cancer services to the community. Leading UCSF oncologists use precision medicine, which considers genetic analysis, medical history and lifestyle to determine the most effective therapies tailored specifically to each patient. When surgery is required, it can be done on-site by top surgeons working closely with the patient’s oncologist. Our patient-centered and tranquil Sandy Amos, RN, Infusion Center is also available for patients needing chemotherapy. All this comprehensive cancer care is available without having to leave the community.

Nancy Farber Patie

Providing safe health care during a pandemic takes a village

Patients come first at Washington Hospital. It's our mission and the ethic that guides us. But sometimes a person goes far above and beyond to care for or support a patient. They make personal sacrifices, put their heart and soul into their work, innovate, and pave the way for others to follow. Annually, we present an award to someone who truly exemplifies the Patient First Ethic in this way, and during the pandemic, it was not one person but *everyone* who makes up the Washington Hospital Healthcare System (WHHS) family.

"This past year was challenging in so many ways," says CEO Kimberly Hartz. "Yet, despite these unprecedented times, our staff and physicians demonstrated heroic efforts that saved lives. During our toughest days that sometimes turned into weeks and months, they worked collaboratively and faced each obstacle with resolve. This year, the Nancy Farber Patient First Ethic Award is presented to everyone within the organization."

The following are a few examples of how our workforce and physicians embodied the Patient First Ethic to safely and bravely meet the community's health care needs during the pandemic:

24/7 TASK FORCE

The COVID-19 Command Center was launched at the outset of the pandemic. Initially, a daily teleconference was held with **Hospital administrators, physicians and representatives from all areas of the Healthcare System** to identify challenges, find solutions, and implement action plans. Changes in protocol became the norm as frequent changes in public health mandates had to be implemented immediately. Regular shifts were replaced with round-the-clock work for many. While this group now only meets as necessary, it continues to be a critical part of the Healthcare System's COVID response.

PPE AND SUPPLY PROCUREMENT

A countrywide shortage of personal protective equipment (PPE) and other critical medical supplies put our **procurement professionals, nursing staff and department managers** into action to ensure adequate supplies for each unit, so staff, physicians and patients were safe and protected. The **WHHS Foundation** has been efficiently managing donations from generous community groups and individuals.



nt First Ethic Award



“*Washington Hospital is accustomed to managing infection and illness, but has never been tested on a health care crisis of this proportion. It has taken a village, but we are succeeding. Our entire workforce, volunteers, and physicians continue to exemplify courage and resilience during the pandemic while using our Patient First Ethic as a guiding light,” says Hartz.*

FRONTLINE HEROES

Not enough can be said about the selfless dedication of those who work in and support our **Emergency Department, Critical Care and COVID-19 units**. They are **physicians, nurses, respiratory and physical therapists, housekeepers, imaging and laboratory technicians, laundry staff, food servers, social workers, spiritual care providers, case managers and many others**. They self-sacrificed to support or provide direct emotional and medical care to very sick patients, while managing the stress of protecting their own health and that of family members at home.

Staff and physicians in other departments of the Hospital were also heroic in their efforts to continue serving patients, whether online or in person. Physicians were flexible and resourceful when state mandates restricted nonemergency procedures. They embraced telehealth and advocated for patients to keep up with critical medical care during the pandemic.

FACILITIES AND INFORMATION TECHNOLOGY CHAMPIONS

A workforce of **engineering, facilities, and information technology (IT) experts** is responsible for the infrastructure on which the Healthcare System operates. During the pandemic, engineers swiftly created dedicated COVID-19 units, including the addition of 77 negative air pressure rooms, for a total of 92, to safely care for patients with the virus. Our IT Department made constant, critical changes to our network, such as new intuitive access to phone and video telehealth calls so patients could continue care from home. IT also facilitated the use of iPads for patients and clinicians to communicate with family, since most visitation was restricted.

REMOTE SERVICE LEAGUE SUPPORT

For their safety, **our volunteer workforce** stayed home in response to the shelter-in-place order. However, that did not stop them from supporting frontline heroes and patients from afar. They sent in gifts; supported our laboratory team; did social rounding by calling patients to offer a supportive ear while they were isolated from loved ones; and much more.



POSTAL CUSTOMER

The Signs are Clear

More than 30 million Americans have had COVID-19 and over 556,000 have lost their lives to the virus. Together, we can reach herd immunity, end the pandemic, and finally win the battle against coronavirus by getting vaccinated. There is strength in numbers. If you have not gotten your shots, schedule an appointment today. WHHS is offering COVID-19 vaccines to anyone 12 and older in the Tri-City Area. Appointment information is available at whhs.com/covid. And remember, until most people get vaccinated, it is still important to wear masks, wash hands and stay apart from others.

COVID DOESN'T SEE CULTURE

COVID DOESN'T SEE GENDER

COVID DOESN'T SEE ETHNICITY

COVID DOESN'T SEE RELIGION

THE VIRUS ATTACKS ANYONE

THE VACCINE PROTECTS EVERYONE

Please get vaccinated.

COVID DOESN'T SEE INCOME

COVID DOESN'T SEE AGE

COVID DOESN'T SEE RACE

COVID DOESN'T SEE COLOR