

Washington Hospital Healthcare System



# Dream Big

Building our future.

60  
YEAR  
CELEBRATION  
2017 - 2018  
ANNUAL REPORT



# Awards and Recognition



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



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



**Healthgrades** — Washington Hospital is an honored recipient of the Healthgrades Distinguished Hospital Award for Clinical Excellence for consistently providing comprehensive and clinically excellent care.



**U.S. News & World Report** — Washington Hospital has earned high performance ratings for congestive heart failure, COPD, hip replacement and knee replacement, which has led to a number 5 ranking in the San Francisco Metro Area and number 32 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.



**Quest for Zero Award in ED and Obstetrics** Washington Hospital has been recognized by Beta Healthcare Group for its Quest for Zero quality initiative in the Emergency Department and Obstetrics. Quest for Zero is a risk reduction program to improve patient safety.



**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.

**For a complete list of awards, go to [whhs.com/awards](http://whhs.com/awards).**

## Mission

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

**T**his year, 2018, is a landmark year for Washington Hospital and for our extended community.

Sixty years ago, the first patients were admitted to the newly constructed Washington Hospital, a district hospital, funded and supported by the residents of the Tri-City Area, including Fremont, Newark, Union City, unincorporated Sunol and the southernmost portion of Hayward.

And, on November 13, we opened the Morris Hyman Critical Care Pavilion, a 224,800 square-foot medical facility that houses our expanded Emergency Department and Critical Care as well as oncology, telemetry and intermediate care medical/surgical units. Again, construction of the Pavilion has been made possible by the strong backing of residents of our community who believe in and support a hospital whose primary mission is to serve the health care needs of their local community.

Our newly expanded Emergency Department allows us to continue to provide care to our growing community in an appropriately sized state-of-the-art facility. We can also apply to Alameda County to be designated as a regional trauma center. With a trauma center designation, critically ill patients will no longer have to be transported to distant trauma facilities, but rather be treated in their community by the top physicians and nurses at Washington Hospital.

The community's faith and determination 60 years ago to build and support a local hospital, whose stakeholders are its own residents, has been rewarded time and time again. Every year, the Hospital's profits are reinvested in our community for our health care needs rather than being sent to distant investors.

That commitment to local control and locally focused health care has resulted in Washington Hospital being named one of the top 100 hospitals in the U.S. by Healthgrades, the leading resource for comprehensive information about hospitals and physicians. This recognition places Washington Hospital among the top 2 percent of U.S. hospitals for clinical excellence. We are among only 20 California hospitals to receive this distinguished award.

As we celebrate our 60th anniversary and the opening of the Morris Hyman Critical Care Pavilion, we continue to thank our founders for their vision and work, who followed their dream and built a local, community-focused hospital.

A handwritten signature in black ink that reads 'Nancy Farber'.

Nancy Farber  
Chief Executive Officer



# From the Chief of Staff



Timothy Tsoi, MD  
Chief of Staff, 2017 - 2019  
Washington Hospital  
Medical Staff

On September 13, 2018, the Washington Hospital community celebrated the completion of the new Morris Hyman Critical Care Pavilion, which features an expanded Emergency Department and Critical Care.

This is the latest achievement by our medical community, in partnership with hospital management and staff, in its ongoing work to provide the best health care in a state-of-the-art medical facility for our residents, work that began over 60 years ago.

Washington Hospital opened its doors for the first time back in 1958, when only nine doctors had the vision to provide local medical care to a population of 18,000 residents. The Hospital and medical staff have grown year after year to meet the health care needs of our community. Today, 597 staff physicians serve a much larger community of more than 350,000 residents.

In response to the medical needs of the community, we have expanded our top-quality medical care services and have several award-winning specialty treatment programs. We now have a dedicated Institute for Joint Restoration and Research and specialty programs for the treatment of acute heart attacks and stroke, among others. We have been recognized as being among the top 100 hospitals for clinical excellence in the U.S. by Healthgrades.

We have formed a strategic alliance with UCSF Health so that our patients who require more complex tertiary care can now be treated in the immediate Bay Area by one of the best tertiary centers in the U.S.

This past year, the medical staff has continued its work integrating community-based physicians with hospital-based physician groups such as hospitalists, critical care intensivists, emergency room physicians, cardiovascular surgeons, radiologists and others. By improving how we work together, patient care is improved.

Our doctors are meeting the challenge of providing excellent medical care to our patients while optimizing health care costs and, at the same time, responding to new and ongoing government initiatives related to performance and quality-based reimbursements.

Now, as we celebrate our 60th anniversary, the Washington Hospital Healthcare System medical community is excited to meet the challenges of providing the best health care to our ever expanding, ethnically diverse population, with its complex medical issues. Throughout all our efforts, we will continue to be guided by Washington Hospital's mission of the Patient First Ethic.

A handwritten signature in black ink, appearing to read "Timothy Tsoi, MD". The signature is stylized and cursive.

Timothy Tsoi, MD  
Chief of Staff, 2017 - 2019

# From the Board of Directors



## Washington Township Health Care District

**T**he Washington Township Health Care District, originally called the Washington Township Hospital District, was formed in 1948. Residents of what is now the Tri-City Area agreed that they needed a hospital, which was made possible through the creation of an independent hospital district that allowed financing of the new hospital. The first board of directors focused, with great devotion, on ensuring that the Hospital would meet the local health care needs. Board president Lester S. Whitaker in 1952 expressed his belief in establishing a policy of working with and for the people of Washington Township.

With the nearest hospital more than 20 miles away and the local maternity home in Niles closing, residents worried about the lack of access to reliable medical care.

The proposal, approved by a vote of 2,533 to 633, was for a 50-bed hospital estimated to cost \$600,000. It quickly became clear that the hospital size was inadequate to meet the community's growing medical needs. In 1956, the hospital project was expanded to a 150-bed hospital.

This tradition of local support for the Hospital continues to this day. From those early days, district residents have demanded and successfully developed a first-rate, award-winning health care system that provides the very latest in medical care for its residents and the greater community.

From its beginnings as a community hospital for a rural community, Washington Hospital now is ranked as one of the top 100 hospitals in the U.S. Its specialty services, including neurosurgery, cardiology and joint replacement among others, win the highest rankings from quality survey organizations.

Seeking always to remain a community-based hospital, the board of directors and Hospital leadership has responded to community needs by developing a strategic partnership with UCSF Health, providing local residents with the best medical resources of a top, nationally ranked research hospital.

Further, every three years, the Hospital participates in a community health needs assessment. The data from that survey is used to focus the district's outreach programs, bringing needed medical services to residents in their own communities. These programs include a diabetes clinic, health and wellness education programs and screenings, and other services to improve community health.

As we celebrate our 60th anniversary, we look to the future with great confidence in continued support for the very best in health care services here in our community.

*The Washington Township Health Care District Board of Directors*

### **Board of Directors**

*Patricia Danielson, RHIT*  
*Jacob Eapen, MD*  
*William F. Nicholson, MD*  
*Bernard Stewart, DDS*  
*Michael J. Wallace*

# We Are Family

## Clinicians following in their parents' footsteps

As an advanced and growing medical center serving our community for 60 years, Washington Hospital offers something rare in health care today. You'll often hear it in our halls: "Washington Hospital has a family atmosphere."

**S**ometimes, the family connection in our Hospital is quite literal. The Araj and Sah families are two examples. Members in each of these local families are following the lead of the generation before. They chose to practice medicine at Washington Hospital, where their parents have enjoyed long, successful careers as doctors.



Washington Township Medical Foundation general surgeon Ramsey Araj, MD, and wife, local pediatrician Susan Dugoni, MD, have been practicing medicine in the community for more than three decades.

### The Araj Family

Ramsey Araj, MD, has been a board-certified general surgeon at Washington Hospital for 33 years. His wife, Susan Dugoni, MD, is a local pediatrician. All five of their children are following in their parents' footsteps, studying to be clinicians or working in the medical field.

Daughter, Aileen Araj, has been a registered nurse at our Hospital for four years. She will soon take on a new role as she recently earned her nurse practitioner degree. Aileen's roots at our Hospital date back to her early childhood when her father, Dr. Araj, would bring her and her siblings to the Hospital when he did his rounds.

Years later, when Aileen joined Washington Hospital's nurse grad program, she was pleasantly surprised to be working with some of the nurses who knew her as a little girl! Aileen remembers, "After completing my rotations in other Bay Area hospitals, being hired here felt like coming home. Our Hospital is more than just doctors, nurses and staff working together—it's family."

How did Drs. Ramsey Araj and Susan Dugoni raise five motivated children who all chose the medical field? It's simple. As doctors who enjoy their work, they modeled that value in their children.

“ I love what I do and if I could turn back time, I'd do it all over again here at Washington Hospital,” says Dr. Ramsey Araj. “My wife and I wanted gratifying professions helping others in our community, and we've fulfilled our dream. Now we're proud to see our children do the same.”

### The Sah Family

The Hospital was abuzz when Alexander Sah, MD, a promising new orthopedic surgeon, joined our medical staff in 2008. He came home, to practice in the hospital where he was born. Alexander is the son of ear, nose and throat specialist Benn C. Sah, MD, who has been an integral part of Washington Hospital's history for 45 years. Known for his patient-centered practice, he was also president of the medical staff and served on the Washington Township Health Care District board of directors.

“It was a privilege coming back to work with my father’s former patients and colleagues who have great respect for him,” says Dr. Alexander Sah, now co-medical director of our Institute for Joint Restoration and Research. “In my practice, I aim for the same personal touch he showed his patients.”



Dr. Benn Sah, Dr. Alexander Sah and Eva Sah. Committed to serving our community, the Sah family has invested their time and extraordinary talents in Washington Hospital for 45 years.

Today, 12 years retired, Dr. Benn Sah chairs our Development Corporation (DEVCO) Board and volunteers at the Hospital with his wife, Eva, a devoted member of our Service League for four decades. Son Alexander credits the Hospital's 60-year success to this kind of dedication and sacrifice.

“The strength of our Hospital comes from people like my parents who epitomize service to others,” he says. “Not only have they devoted themselves to the Hospital and our community, they instilled that value in me. My hope is to carry on the tradition for another 40 years.”

# Infection Prevention

## A new level of cleanliness and safety

Years ago, our cleaning staff at Washington Hospital was called Housekeeping. Today, they are Environmental Services (EVS) staff, and their role in our daily functions is much more vital and complex. Cleanliness and infection prevention are at the core of a safe, healthy environment for our patients, visitors and staff.



Environmental Services aide Mirzet Alicic cleans each room from top to bottom.

**E**merging infectious diseases, contagious viral strains, and antibiotic-resistant “superbugs” have evolved into a major threat for health care institutions in recent years.

Now, it’s not just about making sure conditions are clean and everyone at the Hospital gets a flu shot and washes their hands regularly. Effective infection control requires that we work together constantly to eliminate harmful microorganisms and protect the well-being of everyone in the facility.

That’s where Environmental Services comes in. Our expertly trained EVS workers know the most effective cleaning agents, tools and techniques to thoroughly disinfect, sanitize and decontaminate all patient care areas of the Hospital.

“Infection prevention and control are utmost priorities at Washington Hospital,” says Dianne Martin, MD, infectious disease specialist. “Ensuring a safe, healing environment for our patients requires commitment and vigilance from every staff member, and our outstanding EVS team is at the forefront of that charge every day.”

When we treat patients with contagious diseases, our SWAT team of EVS technicians is dispatched to the areas that may be contaminated, like operating rooms or isolation rooms. These specially trained professionals use an arsenal of advanced technologies, like ATP bioluminescence meters, to quickly assess whether a surface has been thoroughly disinfected.

“Our superior team of EVS professionals understands the critical nature of their work and is dedicated to the safety of our patients, employees and community,” says Karl Hicketier, director of Environmental Services and Facilities. Karl has been on the cutting edge of the rapidly changing EVS field in the Bay Area for 60 years.



# Bringing Top Heart Care Close to Home



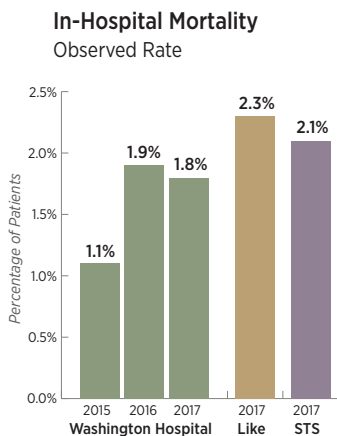
Cardiothoracic surgeon, Teng Chun Lee, MD, is a member of the UCSF Health faculty and part of Washington Hospital's Cardiothoracic Surgery team along with Ramin Beygui, MD.

## Skilled surgeons, advanced procedures improve results

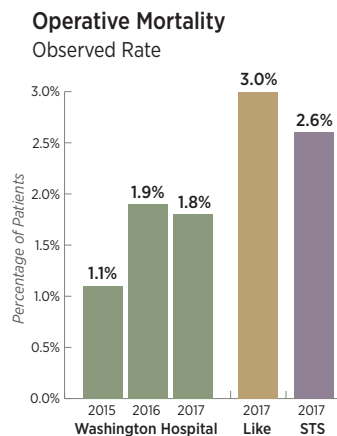
When Washington Hospital opened in 1958, heart disease was our country's leading cause of death. That is still true. Today, cardiovascular surgery and other advanced treatments can make a big difference in helping improve a patient's quality of life.

In the mid-1980s Robert Pipkin, MD, a Stanford cardiothoracic surgeon came to Washington Hospital to head the development of our first state-of-the-art cardiac surgery program. Today, we continue to provide world-class cardiac care through our UCSF Health affiliated Cardiothoracic Surgery Program. UCSF Health is ranked as one of the best hospitals in the nation for Cardiology and Heart Surgery, according to *U.S. News & World Report*.

“I see cardiothoracic surgery moving toward less invasive approaches, which offers a more comfortable experience for our patients.”  
Ramin Beygui, MD.



Washington Hospital's in-hospital mortality rate for cardiac surgeries has been consistently below the Society for Thoracic Surgeons' benchmark. We performed better than other hospitals that are comparable to ours.



The Washington Hospital operative mortality rate for cardiac surgeries shows that we have consistently performed better than our comparison hospitals. Our mortality rates continue to be well below the Society for Thoracic Surgeons' standards.

Cardiothoracic surgery corrects conditions from coronary heart disease, congenital heart defects, aneurysms, arrhythmias, valvular disease and various lung disorders. Patients needing more complex or combined surgical treatments undergo traditional open-chest surgery while on a heart-lung machine.

Now, a growing number of conditions, such as valve disease and aneurysms, are being treated through minimally invasive surgery, requiring a much smaller incision. Patients usually experience less pain and return to normal activities sooner.

“My colleague, Dr. Lee, and I work closely with the vascular surgeons at Washington Hospital to perform minimally invasive surgeries, like correcting thoracic and abdominal aortic aneurysms,” says Ramin Beygui, MD, professor of surgery at UCSF Health and Washington Hospital's medical director of the Cardiothoracic Surgery Program.

## A Clear View

### Advanced imaging technology means less invasive surgeries

**M**inimally invasive surgery has emerged as a safe, effective technique offering many patients remarkable benefits over traditional open surgery. In Washington Hospital's Catheterization Laboratories (Cath Labs), world-class physicians and expert staff use advanced digital imaging technology to help perform an increasing number of procedures.

These less invasive surgeries can be performed on nearly every part of the body. The surgeon inserts a long, thin tube (catheter) through a small cut into the patient's blood vessel. Images appear on large monitors, giving a clear, magnified view to help diagnose problems inside the body. Surgeons can also operate using small tools to open, repair and support blood vessels; destroy tumors; stop bleeding; and much more.

"Minimally invasive surgery is 21st century medicine," says interventional radiologist Bruce Lin, MD. "It has transformed the way we diagnose and treat our patients, not just in vascular and interventional radiology, but across many disciplines like vascular surgery, neurosurgery, cardiology, and several surgical specialties."



Patients who undergo minimally invasive surgeries tend to have shorter hospital stays, recover more quickly, experience less pain, and have a lower chance of bleeding and infection.

Cerebrovascular and neurointerventional surgeon, Jeffrey Thomas, MD, FAANS, FACS.



Interventional radiologist, Bruce Lin, MD.

"Our Cath Lab's biplane angiography unit offers the best arterial imaging in modern medicine today," says neurointerventional surgeon Jeffrey Thomas, MD. "With this technology, I can repair a brain aneurysm through a tiny incision instead of opening the skull. Remarkably, patients who undergo this procedure look and feel normal after surgery and can go home the next day."

Minimally invasive surgery is growing in popularity. In our Cath Labs last year, more than 11,300 interventional radiology, cardiology and neuroradiology procedures were performed — a 70 percent increase over the previous year.

“Surgery of this caliber is usually done only at the largest academic medical centers,” says Dr. Thomas. “Patients here get leading-edge medical care along with very personal, traditional doctor-patient relationships that are unique to our community Hospital.”

## Customizing Cancer Care



Our UCSF - Washington Cancer Center staff: (from left) Michael Geise; Lorena Bermudez; Chetali Gupta; Richelle McCarthy, RN; David J. Lee, MD; Bogdan Eftimie, MD; Patricia Limpo, RN; Marites Mercado; Yamilet De Leon; and Andie Barker, MSW.

### Precision therapies offer more hope in fighting cancer

In recent years, a better understanding of how cancer forms and grows has armed doctors with a more effective treatment approach for a growing number of patients. It's called precision cancer care.

Now at UCSF - Washington Cancer Center, our patients have access to world-class oncologists who use the latest in targeted cancer treatments. It's all possible through our affiliation with renowned UCSF Health, one of the nation's top 10 cancer centers.

“Our patients are part of the larger UC system. That means they are connected with current clinical trials, genetic testing and the UCSF 500 Gene Panel, which is key to precision cancer diagnosis and treatment.”  
Bogdan Eftimie, MD.

Precision cancer care is the evolving science of identifying specific genetic abnormalities in tumors and determining what cancer-fighting therapies target them effectively. Today, oncologists can personalize treatments based on genomic testing that identifies specific markers in an individual patient's cancer cells.

“When a patient is diagnosed with cancer, we first consider where the cancer is coming from and analyze the cells, looking for any specific mutations,” says UCSF - Washington Cancer Center Co-Medical Director Bogdan Eftimie, MD. “If a mutation is present, and there is a proven drug to target it, we can tailor our patient's treatment for the best possible outcome.”

Not all mutations can be matched with known treatment options, and advanced genomic testing is not appropriate for all patients. But, the field of precision medicine for cancer treatment continues to grow. The shift from one-size-fits-all to individualized treatment is a milestone in cancer care.

# Tiny Instruments. Big Pain Relief

## Today's less invasive spine surgery offers major benefits

In past decades, people with debilitating back pain not relieved by medication or therapy had only one other option — major open surgery. Today, many back patients enjoy a new lease on life thanks to safer and less painful minimally invasive spine (MIS) surgery.

At the Spine Center, part of Washington Hospital's Taylor McAdam Bell Neuroscience Institute, we bring together world-class, specially trained surgeons with advanced technologies to offer the latest in MIS surgery to residents in the Tri-City Area. Treatments are designed to relieve patients' pain safely, while helping them to return quickly to their active, productive lifestyle.

Advances in MIS surgery have made it an excellent option, providing long-term relief from painful conditions like osteoporosis, herniated discs, spinal fractures, spinal tumors and spinal stenosis.

MIS surgery is performed through tubular retractors inserted through small incisions. This reduces damage to surrounding soft tissue, minimizes blood loss, and greatly lowers the chance of infection. It also means faster recovery for patients, who are generally up and walking within hours and enjoy a full recovery in weeks, not months.

“The MIS tools and technologies have improved dramatically, allowing us to achieve the same outcomes as traditional surgery, but with fewer postoperative risks, and an easier recovery for our patients,” says neurosurgeon and Medical Director of the Institute Sandeep Kunwar, MD.

Sandeep Kunwar, MD, and certified physician assistant Kristi LaRock prepare for surgery.



The benefits of MIS surgery make it a good option for older patients. Traditional open surgery can pose too much of a risk for people in their 80s, leaving them sedentary, often in a wheelchair. Now, with MIS surgery, they can usually return to a mobile, more active life.

MIS surgeries are performed with a state-of-the-art CT scanner and neuro navigation system, so surgeons can explore the spine using 3-D imagery. Dr. Kunwar looks forward to bringing the next-generation technology for spinal surgery to the health care system in the future.

# A Place for Families, Close to Home

## Full range of top-quality birthing services for mothers and newborns

One reason our community built Washington Hospital 60 years ago was because there was no birthing center nearby. Women in labor had to travel 20 miles to the nearest hospital. Today, local families receive comprehensive care from our expert physicians through world-class health care programs and services before, during and after their baby is born.

The birth of a child is one of life's most cherished events. In our family-focused, 22-room Birthing Center, we provide a safe, memorable experience for expectant families.

We give babies the healthiest possible start. As a designated Baby-Friendly Hospital, mothers "room in" with their babies 24/7. This makes it easier for moms and babies to bond and breastfeed. We support breastfeeding because it offers many health benefits.

Before a baby is born, we offer services for pregnant women at the recently opened Washington Prenatal Diagnostic Center (PDC). Here, through our partnership with UCSF Health, we provide the most advanced counseling, screening and diagnostic testing for fetal or maternal disorders.

"Our new PDC connects Washington Hospital's high-risk patients to UCSF's leading experts on the forefront of maternal fetal medicine. This is a breakthrough for patients in our region," says Jacquelyn Chyu, MD, UCSF maternal fetal specialist and medical director of the PDC. "Family support is just as important to these women as top medical resources. Uniting our care seamlessly with UCSF's specialty services, and offering it all here in this community, brings immeasurable value."

Infants born prematurely or in need of special medical attention stay in our Special Care Nursery. Here, neonatal intensive care is directed by trained, experienced specialists from the highly ranked UCSF Benioff Children's Hospital who practice at Washington Hospital along with our own pediatric doctors and nurses.



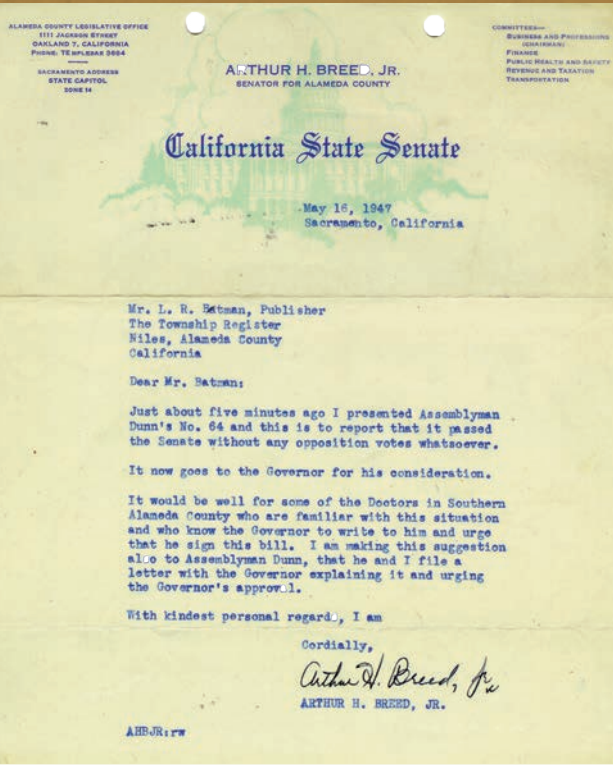
(From left) Nicole Alvarez, RDMS, and Jacquelyn Chyu, MD, using ultrasound to create a sonogram for an expectant mother in the Washington Prenatal Diagnostic Center.

The Washington Maternal Child Education Center offers a range of prenatal and postpartum classes for expectant parents. Lactation consultants are available to support breastfeeding mothers through private appointments (covered by most insurances), classes and breast pump rentals.

Call: (510) 818-5040

Website: [whhs.com](http://whhs.com)

# The early years 1948 – 1958



Administrator William Weeks and Nursing Supervisor Catherine Caldwell open the doors to local health care on November 24, 1958.

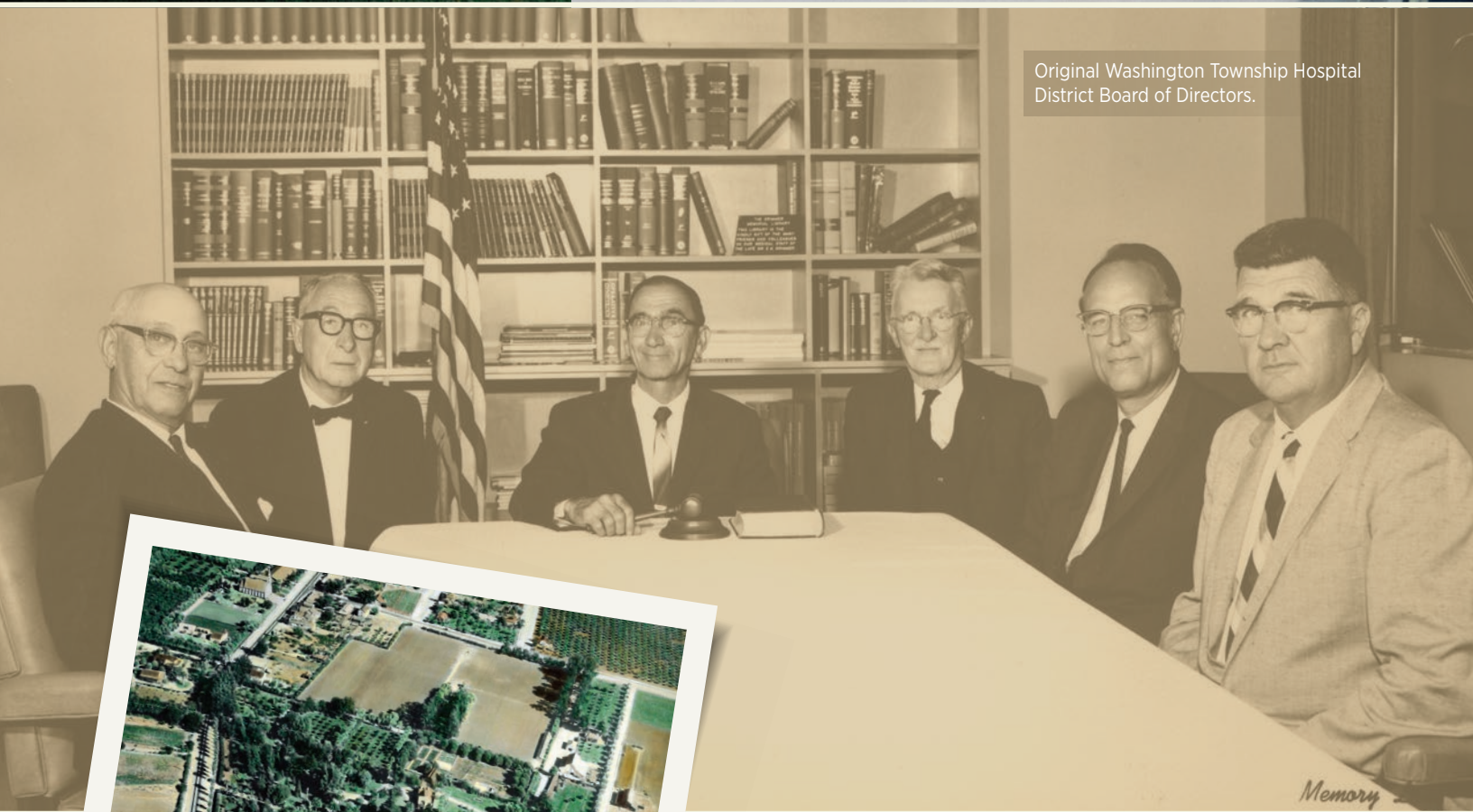


Lester Whitaker, founding president of the Washington Township Hospital District Board of Directors.

Early in 1948 the Hospital District was formed and the first sign of the proposed hospital site was posted in an old cauliflower field. This marked an early milestone and the tireless efforts of a rural but growing community of 18,000. With the nearest hospital 20 miles north, area residents had to travel two-lane country roads for emergency medical care, surgery, and specialized services. The need for local comprehensive care united our community to overcome daunting financial, political, and legal obstacles and create what would become the world-class hospital it is today.



Bob Solon, chief engineer, was Washington Hospital's first employee.



Original Washington Township Hospital District Board of Directors.



On the morning of November 24, 1958, our doors opened with seven doctors, 150 beds, a service league of 100 volunteers, and a board of directors to lead the way. Within three hours, we delivered our first baby.



# Washington Hospital Healthcare System 1958 – 2018

**1969**

Washington Township residents approve expansion of Hospital (creating the Hospital tower)

**1974**

Emergency Department renovates and expands

**May 1986**

Washington Outpatient Surgery Center opens

**July 1995**

Level II nursery opens in partnership with local academic medical center

**1998**

Washington West opens

1958 1969 1974 1976 1983 1986 1993 1995 1996 1998 1999

**November 1958**

Washington Hospital opens

**1974**

Washington Hospital increases beds from 156 to 265

**November 1983**

Washington Clinic/Fremont opens at 1999 Mowry Avenue (now Washington Urgent Care)

**January 1993**

First accreditation from the American College of Surgeons (grants three-year approval of Cancer Program)

**March 1996**

Ohlone Student Health Center opens

**April 1996**

American College of Surgeons grants four-year approval of Cancer Program

**January 1999**

Center for Joint Replacement opens

Sixty years later and now serving 350,000 residents, we remain committed to the mission and vision that the first board of directors set forth. Washington Hospital remains community-owned and deeply committed to excellence, our Patient First Ethic, and the needs of the people who live here. We've grown to become Southern Alameda County's top medical provider with a 385-bed acute care hospital, an innovative network of satellite clinics and facilities, a broad spectrum of specialized programs and clinical services, and 1,997 employees.





**January 2004**  
Implementation of OB Hospitalist Program (first in the U.S.)

**2007**  
First of many Healthgrades awards for Joint Replacement Excellence

**March 2007**  
Outpatient Women's and Imaging Centers open

**June 2009**  
First Greenhealth Partner for Change Award from Practice Greenhealth

**April 2012**  
American College of Radiology designates Women's Center a "Breast Imaging Center of Excellence"

**May 2012**  
Grand opening of new Center for Joint Replacement building

**January 2014**  
Distinguished Hospital Award for Clinical Excellence from Healthgrades

**November 2018**  
Morris Hyman Critical Care Pavilion opens

**2004    2005    2007    2008    2009    2011    2012    2013    2014    2016    2018**

**July 2005**  
Hospital Launches InHealth Channel 78 (local cable health care education resource)

**May 2008**  
The formation of Taylor McAdam Bell Neuroscience Institute

**August 2008**  
Washington Hospital's Green Team launches on 08/08/08 at 8:08 a.m.

**September 2011**  
First Magnet® status designation

**December 2011**  
New central utility plant opens to support continued growth

**2012/2013**  
Implementation of WeCare: Electronic Medical Records System (Epic)

**June 2013**  
Affiliation with UCSF Health brings academic level care to our community

**June 2016**  
Completion of a new seven-story parking garage



**And just this year, we proudly received the 2018 Healthgrades award for being one of the 100 best hospitals in America and one of the 20 best hospitals in California.** We also achieved a milestone of historical proportions — the opening of our Morris Hyman Critical Care Pavilion that includes a larger, more advanced emergency department and state-of-the-art critical care unit, plus an entire floor dedicated to private medical-surgical patient rooms.



Stephanie Williams, MHA, RN, CPHQ, NE-BC, Associate Administrator, Chief Nursing Officer

## From the Chief Nursing Officer

**A**s Washington Hospital celebrates this milestone year, we reflect on the people and events that brought us here. My thoughts go back a century before our Hospital opened, to the time of Florence Nightingale, revered as the founder of modern nursing.

In the Crimean War, Florence Nightingale radically improved sanitation in the military hospitals, significantly raising the survival rates of soldiers. She then established a school for the formal education of nurses where her values of evidence-based care, advocating for patients, and promoting health — both in the hospital and surrounding community — were taught.

It's remarkable how our profession has evolved from the days of valiant women in white uniform dresses and winged caps. Today our nursing force is made up of highly educated men and women who fulfill leadership roles, as they collaborate with physicians and other care providers to offer the highest possible quality of care.

Our nurses use advanced technologies and follow evidence-based practices. They track and analyze data, developing strategies to improve care. Guided by Washington Hospital's long-standing Patient First Ethic, they are also empowered to serve as advocates on behalf of their patients. Clearly, Florence Nightingale's foundational teachings remain at the core of our work.

This is a thrilling time to be a nurse at Washington Hospital, which has twice earned the esteemed Magnet® designation for nursing excellence. We also celebrate this year's opening of the Morris Hyman Critical Care Pavilion, which offers many of our nurses an opportunity to contribute their skills to one of the most advanced critical care units in the Bay Area.

On behalf of our nurses, I wish to thank the Hospital's leadership team and the board of directors of Washington Township Health Care District for their enduring support and inspired vision. Your guidance has brought us to this pivotal moment in the history of our organization and of local health care.

I am proud that my profession is based on a long, rich tradition of quality, compassionate care. I am honored to be part of an excellent team of nurses and I am grateful for their consistent dedication to our patients and our community.

Stephanie Williams, MHA, RN, CPHQ, NE-BC  
*Associate Administrator  
 Chief Nursing Officer*



## Six decades of nursing excellence

**N**urses at Washington Hospital share a rich history of innovation and collaboration in offering our patients the safest, highest-quality care possible. Over the last six decades, our skilled, dedicated nurses have achieved many successful milestones such as adopting a groundbreaking shared governance model for improved patient care and twice achieving the esteemed nursing Magnet® designation.

Washington Hospital first earned Magnet status in 2011. We celebrated a well-deserved Magnet redesignation in 2016. Only 3 percent of hospitals in California and 8 percent nationwide have this designation. Magnet status is the highest honor awarded by the American Nurses Credentialing Center (ANCC) and is recognized nationally and internationally as the gold standard of nursing excellence.

Research shows patients and nurses at Magnet facilities are more satisfied with their care. Patients at Magnet hospitals experience fewer hospital-acquired infections, lower mortality rates and higher nurse satisfaction, compared to hospitals without the designation.

Achieving Magnet status requires a rigorous process involving the entire Hospital. Once achieved, the standards of Magnet hospitals must be maintained continuously. Our Patient First Ethic and 60-year history of exceptional nursing care have played important roles in our Magnet journey.

Long before Washington Hospital pursued Magnet designation, our nurses implemented the shared governance model, a cornerstone of Magnet hospitals. Shared governance gives more nurses a voice in planning patient care. In this working model, nurses collaborate in making decisions about clinical standards, quality improvement, and staff and professional development.

The nurses are organized into six key councils: Coordinating, Administrative, Clinical Innovation and Technology, Education, Quality and Research. Each group includes nurses and other Hospital representatives who meet monthly to elevate nursing practices and continually improve patient outcomes.



Members of our outstanding nursing staff: (from left, front row) Yvonne Eugenio-Crum, BSN, RN; Roy Coloma, BSN, RN-BC, VA-BC; Meseret Tessema, MSN, RN; Seema Bansal, BSN, RN, PCI; Erna A. Edejer-Lacebal, BSN, RN, CCRN; Katie Choy, DNP, RN-BC, CNS, NEA-BC; Lauren Lucas, BSN, RN, CR-NI; (from left, back row) Alisa Curry, DTP, PT, GTC, GCS; Tigist Awel, MSN, RN; Lilli Eaton, RN; Kathy Weinberg, MSN, RN, CCNS, CCRN; and William Cristobal, MSN, RN, CEN.

## Our tradition of nurturing future leaders

Outstanding nursing leadership is essential to any Magnet® designated facility. Washington Hospital has a tradition of developing nurses to become effective leaders. These are long-serving, visionary nurses who guide continuous improvement throughout the nursing ranks. They collaborate in teams, mentor based on experience and inspire innovative patient care.

**Michael Platzbecker, BSN, RN, CEN**, joined Washington Hospital’s Emergency Department (ED) as a licensed vocational nurse in 1993 after serving as a U.S. Navy corpsman. This year, he was named as an assistant chief nursing officer, overseeing the ED, Critical Care, Intermediate Care and the Observation Unit. He is an inspirational, engaging leader who empowers other nurses to deliver the highest possible level of patient care.

Over the years, Michael has steadfastly advanced his education and recently completed an MSN (Master of Science in Nursing). He is an example for other nurses, encouraging them to build their professional careers.

**Jimmy Chang, MSN, RN**, worked in finance before launching his new career as a registered nurse at Washington Hospital in 2008. Over the past decade, Jimmy served as charge nurse on the Cardiac Telemetry Unit before becoming a nursing supervisor and patient flow coordinator. Today, he is nurse manager of the Medical-Surgical Oncology Unit where he is devoted to streamlining workflow and improving patient outcomes.

“Throughout my journey, I’ve been mentored and empowered by transformational leaders. Now, a leader myself, I enable other nurses to grow professionally and practice to the best of their abilities.”  
Jimmy Chang, MSN, RN.



Jimmy Chang, Alix O’Brien and Michael Platzbecker have become exceptional nurse leaders at Washington Hospital and now inspire others to do the same.

After first earning a degree in nutrition, **Alix O’Brien, MSN, RN**, returned to school to become a nurse. She joined Washington Hospital as a new nurse grad in 2010 and recalls how everyone was invested in supporting and developing new nurses.

Today, as nurse manager of 5 West and the Cardiac Surveillance Unit, Alix is a role model, nurturing fellow nurses. She promotes teamwork and professional growth and advocates for the best resources. This inspires positive change and outstanding patient care.

These nurse leaders are just three of many who have grown professionally at Washington Hospital through active mentoring and leadership development. They are committed to their own professional growth and that of future nurse leaders who will help sustain our culture of nursing excellence and high-quality patient care.



Nurses, (from left) Aileen Peralta, BSN, RN; Cam Van Tran, BSN, RN; Gina Gholston, BSN, RN; Maricel Espinosa, BSN, RN; and Kui Kang, BSN, RN-BC, are among many at our Hospital who have earned advanced degrees and certifications.

## Supporting nurses on their educational path

Patients receive a higher quality of care from nurses who have more education and expertise, are satisfied in their jobs and are passionate about their work. Washington Hospital has an outstanding record of nurturing our nurses' pursuit of lifelong education.

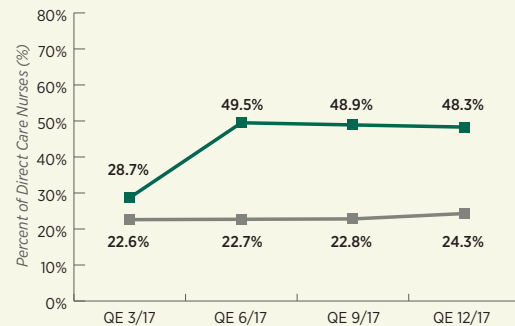
Bringing new nurses into the Washington Hospital family begins on their first day of work. The new graduate nurse training program welcomes new grads by pairing them with experienced nurse mentors for an eight-week preceptorship. New nurses use evidence-based tools to help them quickly learn how to provide efficient, effective, compassionate care — a hallmark at Washington Hospital.

“The new graduate program is so important because the experiences new nurses have during their first weeks make a huge difference in their future development,” says Sam Avila, RN, MSN, director of Medical-Surgical Education and the new graduate program. Sam was in the Hospital’s very first cohort of the new graduate training program in 1992.

Once our nurses are established in their professional practice, we encourage them to pursue specialized certifications and advanced academic degrees. The Hospital supports nurses through incentives, tuition reimbursement and flexible scheduling.

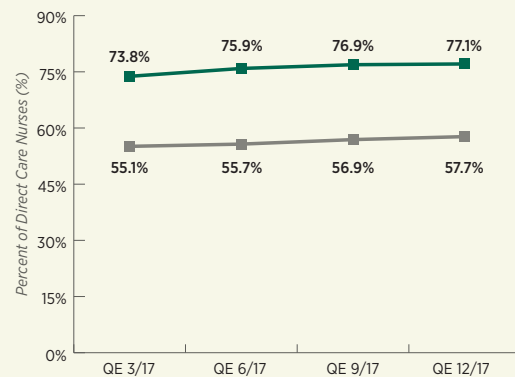
The Institute of Medicine recommends that 80 percent of nurses at a hospital have bachelor’s degrees by 2020. Washington Hospital is well positioned to meet this goal. Also, half of our critical care nurses have earned a specialty certification, which is double the national benchmark.

**Critical Care Direct Care Registered Nurses with a Specialty Certification: CY 2017**



48.3 percent of nurses in our Critical Care Units who provide care directly to patients have a specialty certification, which is much higher than the national benchmark.

**Direct Care Registered Nurses with a Bachelor of Science (BSN) in Nursing or Higher Academic Degree: CY 2017**



77.1 percent of our direct care registered nurses have a Bachelor of Science in Nursing or higher degree, which far exceeds the national benchmark.

— WHHS — National Benchmark

## Boosting the patient experience with Lean



Caroline Qurerol, BSN, RN, and Yvonne Eugenio-Crum, BSN, RN, gather supplies in the new centralized location on 4 West.

Consistent with our Patient First Ethic, Washington Hospital has always been focused on meeting the needs of our patients. We took this to a new level in 2015 by launching a strategic initiative to implement Lean tools focused on what adds value to the patients' experience.

Lean is a set of operating methods and philosophies that helps us look closely at how we're doing things and make improvements to streamline our processes. The strategy emphasizes customer needs, employee involvement and continuous improvement. This benefits our patients in many ways, like less waiting, an improved environment and more time with nurses and doctors.

Teams of nurses participate in Lean workshops where they analyze problems in the current work situation, brainstorm solutions, develop a plan and put a more efficient process in place. Through this process, nurses develop innovative and exciting improvements that benefit patients. Here are two examples on the 4 West care unit.

Before Lean, supplies and medications were located throughout the unit and nurses made multiple trips to get what they needed. The team identified the problem and consolidated supplies in one central location. This resulted in a 50 percent decrease in the time it took nurses to prepare and administer medications. Now, nurses spend less time moving around the unit and more time with their patients.

Another Lean effort focused on making the environment quieter for patients, which has been proven to reduce anxiety and foster healing. After their 2016 workshop, the nurses implemented a plan that led to a 30 percent improvement in patient satisfaction scores related to quietness in 2017.

Lean enables continuous improvement, so we can offer the highest possible level of compassionate care to our patients. Our nurses are key leaders and participants, driving new innovations throughout the process.

# Setting standards for high-quality nursing care



Nurses, (from left), Betty Goodwin, MSN, RN, CEN; Emily Gamboa, MSN, RNC-NIC; Adelita Tinoco, PhD, RN, AG-CNS; Yvonne Dobbenga-Rhodes, MS, RNC-NIC, CNS, CNS-BC, CPN; Kathy Weinberg, MSN, RN, CCNS, CCRN; and Katie Choy, DNP, RN-BC, CNS, NEA-BC, always track how they compare to national benchmarks for nurse-sensitive patient outcomes.

**W**e have voluntarily participated in national and state quality measurement initiatives for over a decade, including the National Database of Nursing Quality Indicators (NDNQI) and the Collaborative Alliance for Nursing Outcomes (CALNOC).

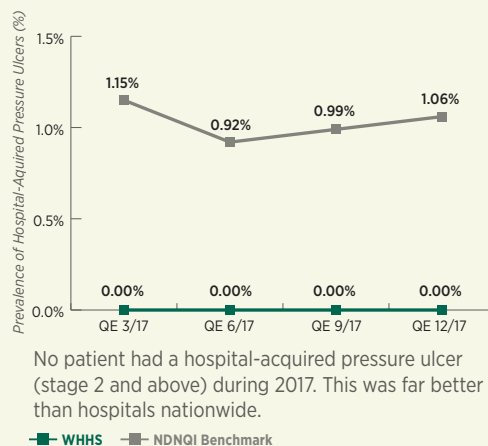
These databases collect nursing performance measurements, called nurse-sensitive indicators, which are specific actions that nurses take as part of the patient care process. They include outcomes like patient falls and blood or urinary tract infections.

Our nurses track, monitor, and compare our nurse-sensitive indicators with state and national benchmarks. Based on the findings, they implement strategies to improve care.

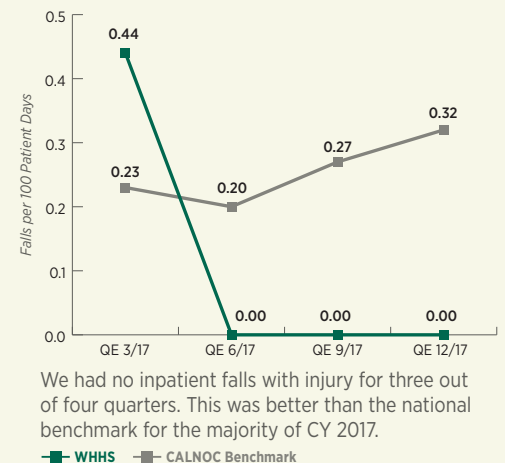
By acting upon this quarterly empirical data, we continually improve our numbers and the care we provide. As you can see from the charts on this page, we outperformed hospitals nationwide in most nurse-sensitive indicators.

At Washington Hospital we measure, report and compare our nursing performance data to show we are making a positive difference. This is called empirical outcomes, and it is a key part of the Magnet® program.

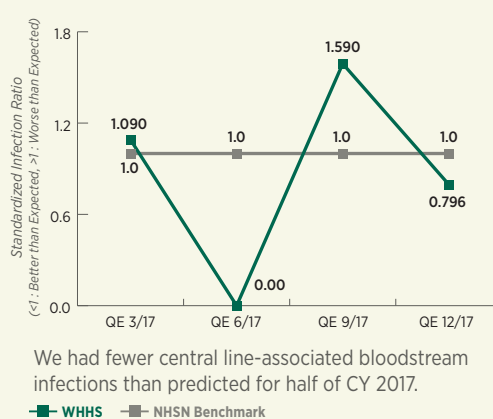
**Prevalence of Stage 2+ Hospital-Acquired Pressure Ulcers in Adult Med/Surg Units**



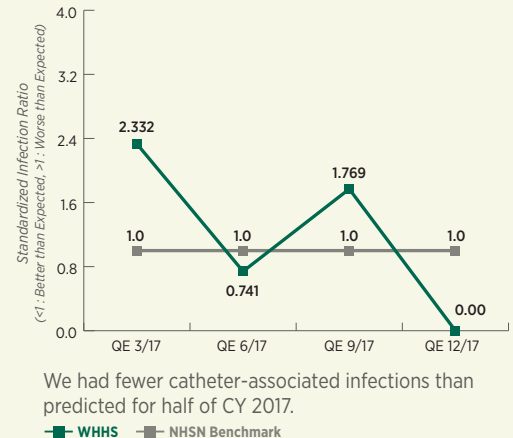
**Patient Fall with Injury Rate in Critical Care**



**Med/Surg Central Line-Associated Bloodstream Infections**



**Med/Surg Catheter-Associated Urinary Tract Infections**



NDNQI = National Database of Nursing Quality Indicators • CALNOC = Collaborative Alliance for Nursing Outcomes  
 NHSN = National Healthcare Safety Network, part of the U.S. Centers for Disease Control (CDC). It is the nation's most widely used health care-assisted infection tracking system.

## The Healthiest Start



Breastfeeding is a vital component of realizing every child's right to the highest attainable standard of health, while respecting every mother's right to make an informed decision about how to feed her baby, based on complete, evidence-based information, free from commercial interests ..."

*2018 Baby-Friendly Hospital Initiative*

### Baby-Friendly practices are best for newborns and moms

**A**t Washington Hospital, we are committed to delivering the best possible care for patients from the moment they are born. We encourage skin-to-skin contact between mother and baby immediately after birth and breastfeeding within the first hour of life. The most recent studies show that mother-baby bonding and breastfeeding give infants the healthiest possible start.

In 2014, Washington Hospital was proud to receive the Baby-Friendly Hospital designation by the World Health Organization and the United Nations Children's Fund (UNICEF). This recognizes us for our dedication to offering the highest level of care for infant feeding and mother-baby bonding. At that time, we were just one of 175 Baby-Friendly hospitals in the U.S. Since then, the number has more than tripled to 530. Next year, Washington Hospital must again go through the rigorous process of redesignation to remain a highly respected Baby-Friendly Hospital.

Currently, breastfeeding is widely seen as the most natural and optimal feeding and caring method for the health of babies and mothers. Scientific evidence shows it leads to better health and lower risk of disease for both mother and baby.

“Babies who receive only breast milk for the first six months of life get the healthiest possible start,” says nurse manager Dorothy Scull, RN, RNC-OB, who has worked in our Birthing Center for 37 years.

“Breastfeeding requires a major commitment by the whole family. We fully educate, support and encourage moms so they can make an educated decision about what is best for their babies and themselves. Whatever her decision, we respect the needs and wishes of each mother,” adds Scull.

In our Birthing Center, mothers share a room with their babies 24/7. This supports parent-baby bonding and breastfeeding. Our board-certified lactation consultants are available day and night to teach mothers and families about breastfeeding. Once families return home, we encourage moms to call or visit our consultants for further help. Our Maternal Child Education Center also offers affordable breastfeeding classes and breast pumps for sale or rent.



# Helping Kids Breathe Easier

## New asthma care pathway improves response and prevention

**A**sthma is the most common chronic medical condition affecting children in the U.S., and studies show more children in the Tri-City region have asthma than in other parts of our county and state.

This year, Washington Hospital responded to this problem by starting an innovative asthma program. It is helping us deliver the best care possible to our young asthma patients.

In partnership with UCSF Health, Washington Hospital is piloting the asthma program in our Emergency Department and inpatient Pediatric Unit before it rolls out to 50 hospitals nationwide. The project is part of a quality-improvement effort by the American Academy of Pediatrics to connect academic and community-based hospitals.



Katherine Caldwell, MD (left), worked with a large team of clinicians, including Geraldine Enriquez, RN (right), to bring the new asthma pathway to Washington Hospital.

We integrated clinical pathways for asthma tools into our electronic medical records system. This “clinical pathway” standardizes and improves our asthma care processes by basing them on evidence-based best practices. This means, when a child comes to our Hospital with respiratory symptoms, the triage nurse is automatically alerted to see if the patient is a candidate for the asthma pathway. If so, we give them a steroid medication within 60 minutes of their arrival. They are also assigned a zero-to-10 clinical asthma score which is used as a baseline to help monitor how well treatments are working.

### Asthma in Our Area

For detailed information about the higher prevalence of asthma in the Tri-City Area, see the latest Community Health Needs Assessment we conduct in collaboration with the Hospital Council of Northern and Central California. Go to: [whhs.com/CommunityHealthNeeds](http://whhs.com/CommunityHealthNeeds)

Program goals include reducing the use of chest X-rays and antibiotics. We also stress prevention. For example, we screen patients for secondhand smoke exposure and educate families about the connection between tobacco smoke and asthma.

“Early results show we are already meeting program goals and streamlining our care of pediatric asthma patients,” says Katherine Caldwell, MD, assistant clinical professor at UCSF and Washington Hospital pediatric hospitalist. “We’re helping asthmatic children manage their symptoms better and prevent future episodes so they can live more active lives.”

# Green Solutions for a Healthy Community

## Our Green Team celebrates 10 years of leadership

**W**ashington Hospital's Green Team first met on August 8, 2008 — 08/08/08 at 8:08 a.m. The Team's mission was and continues to be making our facilities, operations and community greener, cleaner and healthier. Ten years later, reducing what we use is built in to how we work. And, promoting a safe, healthy workplace, community and planet is a perpetual mindset for our employees.

The Green Team is a group of employees from nearly every Hospital department. They put environmentally friendly solutions in place to reduce waste and decrease water and energy usage. They also work to ensure eco-friendly purchasing; eliminate products containing mercury, silver and harmful chemicals; and recycle across all possible areas of Hospital functions and operations.

“Health care facilities generate a lot of waste and are among the nation's largest consumers of water and energy,” says Paul Kelley, director of Biomedical Engineering, and Green Initiatives. “Our Hospital leadership and staff have embraced our environmental efforts because it's the right thing to do, especially for future generations.”

Some of the many successes during the Green Team's first decade include:

- **Water reduction** — The Hospital decreased water usage from 30 million gallons in 2013 to 2.4 million in 2017, a 93 percent reduction.
- **Less paper** — Switching to 30 percent recycled paper and distributing documents electronically saves the equivalent of hundreds of trees a year.
- **Healthy food service** — We source food from local, organic farmers and compost food waste. Our healthy food initiative is recognized as a model for hospitals nationwide.



Robert Martin with Food and Nutrition Services displays fresh produce served in our cafeteria.

Washington Hospital is among just 6 percent of U.S. hospitals that have been named “Partner for Change” by Project Greenhealth, the nation's leading organization for environmental sustainability in health care. We're proud to have received this commendation for seven consecutive years. We're even prouder to know we're making a real difference to the health of our environment and our community.

# Above and Beyond the Call of Duty

## Honoring a cherished employee for half a century of service with a smile



Nancy Tondag, known as, “The Voice of Washington Hospital,” is our longest-term employee, celebrating her 50th year as a communications operator.

**W**ashington Hospital is one of the few health care providers in the Bay Area with a staff of telephone operators answering calls 24/7/365. Instead of hearing an electronic voice, callers enjoy the convenience and comfort of speaking to a person. At the heart of this operation is our beloved communications operator Nancy Tondag, known as, “The Voice of Washington Hospital.”

Nancy earned this distinctive title because of her ever-positive attitude, patience and love of helping people. This year we honor Nancy for being our longest-term employee, celebrating her 50th year with the Hospital!

“Nancy’s 50 years of dedicated service is an extraordinary accomplishment,” says her department head, Chief Information Officer John Lee. “She epitomizes the caring, professional and experienced employees that make Washington Hospital a world-class medical center with a community hospital atmosphere.”

“I love our employees and enjoy helping them and our callers to reach who they need to talk to,” says Nancy. “I truly love my job.”

In 1968, Nancy was a volunteer in our Hospital lobby and coffee shop. She got to know the switchboard staff and accepted an operator position. At the time, her mother, Emma, worked as a housekeeper at our Hospital. Emma was later promoted to environmental services director, spending 27 years as a Hospital employee followed by another 20 years as a valued Service League volunteer.

“We’ve always considered Washington Hospital our second home,” says Nancy about her and her mother’s remarkable 97 years of combined service to our Hospital.

Nancy has witnessed first-hand Washington Hospital’s evolution from a small hospital in a rural community to our newly expanded campus that serves a suburban area with 20 times the population. She says she is truly amazed by the modern Pavilion where her new workspace, flooded with bright natural light, is located.

## State-of-the-Art Critical Care



### The beginning of a new era in local health care

**W**e proudly announce that Washington Hospital's new Morris Hyman Critical Care Pavilion opened its doors on November 13, 2018. This is the largest public works project in the history of the Washington Township Health Care District, and it represents a pivotal moment for our Hospital.

The three-story, 224,800-square-foot building dramatically expands our ability to meet the community's health care needs. The Pavilion is unique in many ways. It has a patient-focused design, creating a comfortable and calming atmosphere. The structure is built on a sophisticated base isolation system, making it the most seismically sound structure in the southeast Bay Area. This will enable us to continue operating after an earthquake.

“This project was completed on schedule and on budget, which is a testament to our strong partnerships with the exceptional design and construction companies that helped make our vision a reality,” says Ed Fayen, the Hospital's senior associate administrator.

The first floor of the building features a new Emergency Department (ED) four times the size of our former ED. This expansion and a wide array of technically advanced equipment means our Hospital can apply to be a designated trauma center. This allows us to provide care after a catastrophic event when our services will be needed more than ever.

On the second floor is a state-of-the-art Critical Care Unit with 48 beds, doubling the number of patients we can serve. The third floor has another 68 medical-surgical beds with supporting nursing stations. In the new family-friendly design, every patient has their own large room for comfort, safety and privacy. All rooms also include guest daybeds, so even our most critically-ill patients can be with loved ones around the clock. Patient rooms have floor-to-ceiling windows for maximum natural light, which encourages healing. Beds can even be wheeled into outdoor spaces for patients to enjoy fresh air and peaceful gardens.

It is said that the reward for work well done is the opportunity to do more. The third and final phase of our Facilities Master Plan is a new patient tower slated to be completed by 2030.

BUILDING THE FUTURE

# A Strong Foundation

## Generous support for the new Critical Care Pavilion

The Washington Hospital Healthcare Foundation is celebrating 35 years of fulfilling its mission to build public awareness and financial aid for medical services and technologies. Thanks to the generosity of our community, this has been the Foundation's most fruitful year!

This year, the Foundation's Critical Care Campaign secured major gifts and pledges to equip the new Morris Hyman Critical Care Pavilion. Some major donors have been honored with a floor, room or lobby in the building named after them or their organization. The Pavilion bears the name of the late Morris Hyman, founder of Fremont Bank, a significant contributor to the project.

There was an inspiring show of staff support for the campaign, with more than 500 Hospital employees pledging more than \$1.6 million over several years.

“Under the expert leadership of Michael Wallace and Rodney Silveira, our Critical Care Campaign cabinet generated phenomenal support,” says Foundation President Helen Kennedy. “We thank all the donors, including the generous Washington Hospital employees and physicians.”

Traditional annual Foundation fundraisers continue to engage the community and raise enthusiastic support for local health care needs. In its 32 years, the popular springtime Gene Angelo Pessagno golf tournament has raised more than \$2 million, which recently has supported Surgical Services at the Hospital. Also in its 32nd year, the Top Hat Dinner Dance has earned more than \$3 million for new technology and medical equipment. And the Trees of Angels lit up local city centers during the winter holiday season. This 23-year tradition has garnered more than \$500,000 for local hospice and palliative care.

### Washington Hospital Healthcare Foundation

We are grateful to everyone who generously donated to the Critical Care Campaign including these community members and organizations:

#### Humanitarian

Fremont Bank Foundation

#### Visionary

Albert and Marsha Badella

#### Benefactor

CIGNA Behavioral Health

#### Patron

BizLink Technology  
Janice Futch-Claridge  
Nancy Farber and Peter Farber-Szekrenyi  
Mission Peak Homes  
Robson Homes  
Washington Hospital Service League  
Daren and Sandra Young

#### Champion

Drs. Kranthi and Jaya Achanta  
Gene M. Barrie, M.D. and Barbara J. Barrie  
Chattha-Eichbaum Families  
Fremont Emergency Medical Group  
Jim and Patricia Griffin  
Dr. Prasad and Risha Kilaru  
Dr. Sandeep and Purvi Kunwar  
Lam Research Corporation  
Rodney and Cynthia Silveira  
Dr. Benn and Eva Sah  
Jim and Fran Stone  
The Taghioff Family  
Piia E. Thomas, MD and Jeffrey E. Thomas, MD  
Vituity Anesthesiology Partners  
Michael and Naomi Wallace  
Washington Outpatient Surgery Center  
Washington Radiologists Medical Group

#### Ambassador

Arnaldo Agcaoili and Carmencita Abarquez Agcaoili, MD  
Paul and Sandi Bonderson  
Dale Hardware  
The Dutra Family  
Emergency Physicians Associates  
Linda M. Gonsalves and Paul Kozachenko  
Hemant and Nalini Gupta  
Kimberly Hartz and Steve Foster  
Drs. Ranjana and Rakesh Sharma  
Dr. Annamalai Veerappan and Mrs. Janaki Veerappan  
Western Laboratories Medical Group

#### Partner

Dr. Albert and Dorothy Brooks  
Angus Cochran and Ann Eisenberg  
Edward and Susan Fayen  
Anne and Chris Henry  
Paul and Kathy Kelley  
Helen Kennedy and Tony Acosta  
Rafael and Tina Nunez  
Cris and Evelyn Raimundo  
Tina M. Sankoff  
Harold W. Smith, RN  
Dr. Bernard Stewart and Nancy Stewart  
Vernon and Stephanie Williams, RN



# 2017 – 2018 Financial Statements

## HOSPITAL STATISTICS

	FY 2018
Admissions	12,441
Patient Days	58,332
Deliveries	1,655
Surgery Cases	4,285
Outpatient Visits	87,005
ER Visits	51,835
Physicians on Staff (as of June 30, 2018)	591

## BALANCE SHEET (in \$000s)

June 30, 2018

Current Assets	\$ 175,338
Assets Limited As to Use	222,586
Property, Plant and Equipment	738,497
Other Assets	2,992
Deferred Outflows	44,150
<b>Total Assets and Deferred Outflows</b>	<b>\$ 1,183,563</b>
Current Liabilities	\$ 129,041
Long-Term Debt	571,031
Other Long-Term Liabilities	119,086
Deferred Inflows	21,603
Net Position	342,802

## Total Liabilities, Deferred Inflows and Net Position

\$ 1,183,563

## INCOME STATEMENT (in \$000s)

FY 2018

Net Patient Service Revenue	\$ 505,529
Other Revenue	15,655
<b>Total Operating Revenue</b>	<b>\$ 521,184</b>
Salaries and Benefits	289,874
Other Expenses	212,356
<b>Total Operating Expenses</b>	<b>\$ 502,230</b>
<b>Operating Income</b>	<b>\$ 18,954</b>
Interest Expense	(6,984)
Property Tax Revenue	16,260
Other Non-Operating Expense, Net	1,028
<b>Total Non-Operating Revenue</b>	<b>\$ 10,304</b>
<b>Net Income</b>	<b>\$ 29,258</b>

## CASH EXPENDITURES (in \$000s)

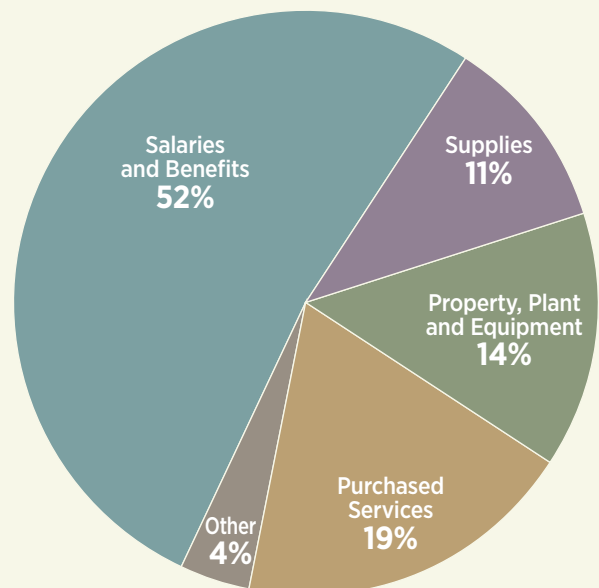
Salaries and Benefits	\$ 289,874
Property, Plant and Equipment	79,151
Purchased Services	103,796
Supplies	60,562
Other	20,949

## Caring for the community

Washington Township Health Care District provides many benefits to the community. One direct benefit that receives little notice is the health care that is provided for free, or for which the district is not fully compensated. For the fiscal year ending June 30, 2018, Washington Hospital provided uncompensated health care services with an estimated total cost of approximately \$57 million to the community's medically indigent population. Additional uncompensated health care services with an estimated total cost of more than \$128 million were provided to Medicare and Medicare HMO patients. The district 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 \$2 million.

## Cash expenditures

Fiscal year ending June 30, 2018



# Service League Salute

## Celebrating 63 years of caring volunteers



Valued volunteers who donate their time and talents to the Washington Hospital Service League, (from left), Michelle Karimi, Parnika Kant, and David and Elizabeth Scandling.

**K**ind. Compassionate. Enthusiastic. Devoted. These traits are shared by our dedicated Service League members whose nurturing, personal touch is key to Washington Hospital's consistently high-level quality of care and services. This active group of community volunteers generously gives their time, fundraising dollars, and caring support to benefit our patients, their families, staff and visitors.

The Service League began in 1955 when a group of civic-minded women joined together to support the newly proposed local community hospital even before it opened. Their vision flourished into an organization that has provided more than 2 million hours of volunteer service and raised \$2,665,000 to help fund Washington Hospital programs and services over the last 63 years.

Today, more than 500 adult and student volunteers work together with staff in nearly every area of the Hospital. Duties range from staffing the Lobby Desk and managing the Gift Shop to providing support and information for families and friends of patients in the emergency, critical care and surgery areas.

It is often said that our volunteers are the heart and soul of Washington Hospital. Many enjoy giving back because they or their family members have received excellent care here in the past.

Jim Santos trains new volunteers to provide nonclinical patient care in our Nurse Unit Assist Program. He is especially good at comforting patients and their families because he cared for his wife for nine years, before she passed away from cancer in 2013.

Service League President Jeannie Yee joined the team as a volunteer 15 years ago. Before that, she completed her nursing student clinical work and delivered both her daughters at our Hospital.

“The outstanding volunteers of Washington Hospital will continue to be an essential part of our care throughout the hospital and in the Morris Hyman Critical Care Pavilion during this exciting new chapter of the Hospital's growth.” Jeannie Yee.



## The Morris Hyman Critical Care Pavilion is Now Open

The critical care pavilion was proudly named after Morris Hyman, community leader and advocate, visionary, philanthropist and Fremont Bank founder.

*For decades, Mr. Hyman improved many lives in our community and gave generously to various causes including health care, education and the arts. His varied contributions included the creation of the Fremont Bank Foundation, Conrad E. Anderson, MD, Auditorium at Washington Hospital, free community aortic aneurysm screenings, the Morris and Alvirda Hyman Hall for Business and Technology at Ohlone College, the Alvirda Hyman Learning Center at Fremont Adult School, Aqua Adventure Water Park at Lake Elizabeth-Central Park, the Silliman Swim Center in Newark, Bridgeway East Transitional Housing in Fremont, and providing food to thousands of people in need throughout our community. His participation on the Fremont Recreation Commission was instrumental in creating Central Park. His commitment to the community and the strong values he embodied live on today through the culture and generosity of Fremont Bank and Fremont Bank Foundation, a key donor that helped bring our critical care pavilion to fruition.*

### WASHINGTON HOSPITAL HEALTHCARE SYSTEM • MORRIS HYMAN CRITICAL CARE PAVILION



A Hospital Annual Report is published annually as a service to our friends and neighbors by Washington Township Health Care District. Material in the Annual Report is obtained from a wide range of medical scientists and health care authorities. If you have any concerns about specific items that appear in this report, please consult your personal physician regarding their effects on your individual health.



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Nancy Farber, *Chief Executive Officer*  
Gisela Hernández, *Executive Editor*  
Betty Brassfield, *Copy Editor*

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