

NEWSLETTER

Glendale Health

WINTER 2016



Dignity Health™
Glendale Memorial Hospital
and Health Center

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Letter from our President



Dear Friends and Neighbors:

If you have visited Dignity Health - Glendale Memorial Hospital recently, it’s easy to see all of the campus improvements made to increase patient and employee safety. The staff is grateful to both the Glendale Memorial Hospital Foundation, along with the Dignity Health system, for investing sizeable resources to improve the hospital campus’s safety and aesthetics.

Yet, I’m struck most by what happens inside Glendale Memorial day after day — the quality of our care and the humankindness with which it is delivered. Humankindness is the promise we keep while treating our patients, working closely with families to deliver the best care, and collaborating with our physician and community partners to ensure our longstanding commitment to the health and wellness of our Greater Glendale community. With preventive care and health education more important than ever, collaboration is our best opportunity to move from treating sickness to promoting wellness.

This fall, Glendale Memorial partnered with Glendale Adventist and Verdugo Hills Hospital to conduct the triennial Community Health Needs Assessment (CHNA). Based on the prior year’s CHNA, Glendale Memorial awarded more than \$100,000 in community grants to notable local organizations including: Ascencia, Glendale Community Free Health Clinic, Kids’ Community Dental Clinic, and Wellness Works to improve health knowledge and behavior, increase access to care, and create conditions that support good health.

Ninety years ago, a group of dedicated doctors opened the doors to Physicians and Surgeons Hospital of Glendale. Today, we are Dignity Health - Glendale Memorial Hospital and we remain a vital resource within the community. Guided by a healing mission, our dedicated team of doctors, nurses, and staff continue to provide direct health services while advocating for improving the quality of life for the most vulnerable. As we look ahead to the coming year, we will work closer than ever with our community partners to build a continuum of health care and wellness systems.

From all of us, we wish you the best health.

Jack Ivie
Hospital President
Dignity Health
Glendale Memorial Hospital and Health Center



The Garzas

Carolyn Marries Randall in Glendale Memorial’s Rehab Gym

This past August, Randall received an alarming message that his girlfriend Carolyn was in a terrible car accident. While driving to run errands, Carolyn’s left hand started feeling numb. Within seconds, the numbness spread through the left side of her body and she lost control of the wheel. “The only time I got scared,” said Carolyn, “was when the paramedics told me ‘Take this oxygen. It’s not for your lungs, it’s for your brain.’ That’s when I knew something was really wrong.” After being rushed to the ICU and transferred to the stroke unit, Carolyn received 24-hour care from Physical Medicine and Rehabilitation specialist Dr. Raffi Balian, MD, and Glendale Memorial’s team of physical therapists who encouraged Carolyn through each step of her recovery.

“As an Army veteran, I could not have turned my life around without Carolyn” said Randall. “When I first met her, Carolyn saw the person in me, not the things that were going on in my life. I’m grateful for the team here who keeps her laughing, having fun, and nursing her back to health. Now it’s my time to be strong for her.”

On Tuesday, September 20th, 2016, Randall fulfilled that promise. Glendale Memorial patient and stroke survivor Carolyn Thomason married her best friend and fiancé Randall Garza. The pair agreed that there was no better venue than the place where Carolyn learned to regain her strength —Glendale Memorial’s Rehabilitation Gym. With the support and creative event planning of her rehab team, the bride took purposeful strides to the rhythm of Chaka Khan’s powerful ballad “Through the Fire” towards her new husband and new life.

When asked how she’s overcome the challenges that come with healing her body, Carolyn replied with her personal mantra, “Never give up. Just take on one mission at a time.” Carolyn and Randall look forward to returning home and cuddling with their cats: Spaz and Shadow.

Watch the full wedding ceremony here:
dignityhlth.org/rehabwedding

Stroke Warning Signs

Seconds do matter when it comes to getting immediate treatment for stroke. If you feel you or a loved one may be having a stroke, call 9-1-1 immediately. **Act F.A.S.T.** to help identify symptoms of stroke:

- F - Face Drooping**
- A - Arm Weakness**
- S - Speech Difficulty**
- T - Time to call 9-1-1**

Community News

Around Town



As stewards of our health care resources, Glendale Memorial's Community Relations team provides a variety of health screenings and wellness education at events and health fairs throughout the greater Glendale area. Alongside partners such as the Glendale City Police Department (photo above), our team regularly coordinates programs to advance our healing mission. From raising awareness in the fight against breast cancer to organizing a Thanksgiving Food Drive with charitable organizations, we are called to help our community at large and benefit those in need.

Advocacy Highlights



Our collaboration with organizations like Women's Civic League, City of Glendale Parks and Recreation, Glendale Unified School District, Armenian American Medical Society and others, allows us to better serve the needs of our community. This fall, we worked closely with the League to host a luncheon featuring guest speaker Congressman Adam Schiff. The congressman addressed civic, economic, and legislative questions and provided an update on Washington.



From left: The Martinez Family (Jasselle, Blanca, Nelson, Melinda, and Ashley) with Glendale Memorial Health Foundation VP of Philanthropy, Wayne Herron.

Our Mission

At Glendale Memorial, we understand that the social fabric is woven in partnership with all who are called to serve the community. Ours is a community of service — and we understand the tremendous responsibility we hold as health care providers to patients and their families. This is why Glendale Memorial partnered with its sister hospitals across Southern California to present Camp Strong in collaboration with the American Diabetes Association and EcoMediaCBS. We were honored to sponsor a “first-of-its-kind” summer camp for youth and families to experience traditional summer camp activities while learning important tools to remain healthy.

90 Minutes of Humankindness

Glendale Memorial staff participated in a series of service projects named “90 Minutes of Humankindness” held throughout the year to demonstrate the hospital's ongoing commitment to our community while honoring the hospital's 90th Anniversary. This year's programs included: supporting the veterans movement “Not On Our Watch,” preparing and serving meals to clients of Ascencia, an organization committed to lifting people out of homelessness, and teaching oral health classes to Kindergarteners who are underinsured. Collaboration trust means that the best effort to improve the health and quality of life for the people we serve is by partnering with organizations who are true voices for our community.

Digestive Disorders Program Brings Relief Through Innovation

Utilizing a multi-disciplinary team and advanced treatments, Dignity Health – Glendale Memorial Hospital's Digestive Disorders program offers patients exciting new options to tame gastroesophageal reflux disease (GERD) and other disorders of the digestive tract.

What is GERD?

GERD is a chronic, often progressive disease resulting from a weak lower esophageal sphincter that is reported in 10 to 20 percent of adults living in the United States. When left untreated, serious complications can occur including: damaging inflammation of the esophagus, difficult or painful swallowing, stricture, Barrett's esophagus, and cancer.

How do I know if I have it?

People experience GERD in a variety of ways but the most common symptoms are heartburn, regurgitation, sore throat, cough, and chest pain. Typically, medication can neutralize and suppress the acid that causes discomfort. Medication usually falls into three categories: Antacids (e.g. Tums, Rolaids, etc.) H2 blockers (e.g. Tagamet, Pepcid) and proton pump inhibitors (e.g. Prilosec, Nexium). These medications are designed to control or suppress acid production but do not always prevent reflux from occurring. Lifestyle changes such as weight loss, smoking cessation, and dietary modifications, may also help. Patients with chronic GERD symptoms should undergo an evaluation by a gastroenterologist or surgeon specializing in the treatment of this complex disease.

What happens if medications and lifestyle changes don't help?

Advances in surgical technology have developed novel techniques for treating GERD including the LINX magnetic sphincter augmentation device. The LINX procedure, which is less invasive than other procedures, has fewer side effects, and provides better results. Glendale Memorial's Digestive Disorders program offers a collaborative multi-disciplinary approach to treat GERD and other digestive disorders. The program provides medical and surgical management of disease processes such as: digestive disease, esophageal, foregut, and GERD. We are also excited to announce the availability of the LINX procedure for our patients. To learn more about the new Digestive Disorders program, please call 866.687.7308.

Healthy Living Tips- Now Available!



Kalust Ucar, MD
Oncology

In partnership with the Armenian American Medical Society (AAMS). Glendale Memorial affiliated physicians Artin Minaeian, MD, Manuel Momjian, MD, and Kalust Ucar, MD, provided health tips to our community members through the AAMS television show “Your Health.” Each segment highlights the importance of preventive care and maintaining a healthy lifestyle in areas such as: cancer awareness, cold and flu, headaches, healthier living, and memory tips. In our changing health care landscape, there is nothing more important than working with dedicated partners like the AAMS to ensure continued wellness of our community. Together, we can share health knowledge to support good health.

Watch, learn, and pass it on:
dignityhlth.org/healthtips



Manuel Momjian, MD
Family Medicine



Artin Minaeian, MD
Neurology



“We work to connect patients appropriately while developing a highly personalized care plan. Ultimately, we want to function as a care hub, and support each patient throughout the years to come.”
- CSI Colorectal Surgeon Ana Garza, MD

From left: Arpine Matevosyan, Registration/Scheduler, Diana Morales, GI Tech Sr., Sis Mardyan, Registration/Scheduler, Ana Castilla, RN, Clinic Supervisor, Rita Toutounjian, Registration/Scheduler, Cherry Pattamakom, Surgery Scheduler, Evelyn Lemus, GI Tech, Barbara Shubin, Director, Jocelyn Moon, Physician Assistant

Changing the Course of Cancer

Glendale Memorial’s Colorectal Surgery Institute offers hope to those battling colorectal cancer.

Imagine you are a 39 year old fire fighter paramedic accustomed to regularly saving lives. You have a family, which includes two young daughters, and just received an unthinkable diagnosis — you have rectal cancer and have only 1-3 years to live. Unfortunately, Los Angeles County Fire Fighter Paramedic Michael Dubron experienced just that.

In 2003, Mike received a diagnosis that would forever alter his life. His doctor told him that he would need chemotherapy and radiation therapy, followed by surgery that would leave Mike with a permanent colostomy bag. Thankfully, the doctor encouraged Mike to obtain a second opinion, which is how he became a patient at the award-winning Colorectal Surgery Institute (CSI).

“Every day, CSI cares for patients just like Mike Dubron,” CSI Surgeon Ana Garza, MD, explains, “Rectal cancer treatment is complicated, and the treatment a patient receives has to be tailored to each patient’s unique needs. The rectal tumor needs to be fully studied in a specific way so we can determine the appropriate course of treatment.”

Often a patient may not want to come in for an evaluation because they believe that if they have cancer, it is not curable, and that undergoing treatment is futile. CSI strives to provide patients with the most comprehensive, technologically advanced surgeries so they can maintain the best quality of life possible. Patients receive very personalized and

Continued on page 8

FAQ: Tips for Preventing Colon Cancer



CSI Colorectal Surgeon Ana Garza, MD, shares her tips for preventing colorectal cancer.

Screening!

The single most important prevention tool is screening. The doctors at CSI recommend you get a colonoscopy at age 50 or sooner if you have a history of colon cancer in your family.

Exercise

The risk of colon cancer, like all cancers, can be reduced through moderate exercise. Just 25 minutes of activity a day or 150 minutes each week can help you live longer and improve the quality of your life.

Diet

Evidence suggests that increasing your fruits and vegetables while decreasing your fat intake can protect people from getting many types of cancer including colon cancer.

Quit Smoking

Cigarette smoking is significantly associated with colorectal cancer (2008 Journal of the American Medical Association).

Interested in getting support for colorectal and related cancers?

The Colorectal Surgery Institute Cancer Support Group group includes patients, nurses, and social workers addressing topics ranging from emotional health, nutrition and dietary concerns, stoma care, and overall wellness after a cancer diagnosis. To RSVP, please call (818) 244-8161.

The group meets six times a year (every other month) in the Cancer Center Auditorium.



CSI Support Group Facilitators: Zoe White, RN – Enterostomal/Wound care & Ana Castilla, RN – Clinic Supervisor

For more information or to schedule an appointment, please contact the Colorectal Surgery Institute at (818) 409-7648.

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compassionate care from CSI’s highly trained surgeons and staff to hel them move through their individual healing paths.

Fortunately, Mike met with Robert W. Beart, MD, CSI’s founder who reviewed his medical records and offered an entirely different prognosis — a chance at life and a far less invasive course of treatment.

“If a patient receives a cancer diagnosis,” says Dr. Garza, “It is very important to understand where the cancer is located and what treatment options they have. A care plan needs to be developed to allow the patient the best chance at long term survival without sacrificing quality of life if at all possible. We work closely with medical oncologists and radiation oncologists to coordinate care for our patients.”

Nearly 15 years later, Mike is healthy and actively working to get the word out about colorectal cancer prevention and treatment. He works as hard as ever fighting fires and contributing to the community. As a result of his experience, Mike founded the Firefighter Cancer Support Network to help other firefighters recently diagnosed with cancer.

Healing from colorectal surgery requires an emphasis on quality, which is a critical part of CSI’s care delivery. The surgeons and CSI team focus on decreasing complications from surgery by adhering to special protocols to decrease the risk of surgical site infection and boost immunity through pre-op administration of essential elements such as arginine. Post-operatively, the surgeons and nursing teams work together to help patients get out of bed sooner, employ early eating and dietary parameters, as well as other techniques to help patients heal and return home more quickly.

Colorectal cancer is a preventable disease. The doctors and nurses at CSI are strong advocates for individuals to prevent cancer in the first place. “The most important way to prevent colorectal cancers is to be screened,” says Dr. Garza. A colonoscopy is a unique screening tool for colorectal cancer. Unlike other cancer screenings, the benefit of a colonoscopy is the ability to remove polyps. Polyps can be cancerous or precursors to future cancers. Once removed, the patient’s cancer risk is often dramatically reduced. “It’s especially important for patients to know that colonoscopies are not painful and that the procedure only takes about 20 minutes. There are a lot of misconceptions about potential discomfort during a colonoscopy. Most patients don’t even remember the procedure,” reminds Dr. Garza.



“As a result of Dr. Beart and the team’s surgical expertise, I avoided radiation and chemotherapy. Now, I return regularly to CSI for follow-up colonoscopies,” Michael Dubron shares.

Men and women should be screened at age 50 or earlier if there are other risk factors, including, but not limited to, certain digestive disorders and a family history of colon cancer. If the colonoscopy is normal at age 50, often times the patient does not need to be screened for another ten years.

Hospital Welcomes Integrated Supportive Care Program

Quality patient care delivered with humankindness continues to be Dignity Health – Glendale Memorial Hospital’s top priority. This is especially important to our highest risk, most vulnerable patient population. Recently, the hospital introduced the new Integrated Supportive Care (ISC) program to transform how we care for chronically and seriously ill patients, both inside and outside the hospital. ISC provides individuals with the highest level of wellness while managing chronic health conditions in a culturally competent and sensitive way.

By proactively reaching out and providing supportive care to patients in our hospital, at home or in a care facility, the ISC program is designed to meet the needs of patients and families. The program establishes a structured approach for timely and medically appropriate healthcare so that chronic conditions — conditions that will inevitably worsen with age and/or disease progression — do not develop into a health crisis that could have been prevented. Ultimately, the program strives to significantly reduce and/or eliminate emergency room visits and hospital stays — alleviating the stress that hospitalizations can cause patients and their loved ones while supporting chronic disease management.

“No matter how prepared we think we are, no one is ever fully prepared when a condition worsens. I’ve spoken to other women who were caught off guard like me and didn’t know who to go to. The ISC Program is absolutely wonderful. They steered me in the right direction, gave me options of beautiful, private facilities to place my husband, explained everything to him and was so kind to him.” – Marlene Hirt, Wife of ISC Participant

The ISC program utilizes a multi-disciplinary care team, including community health workers, social workers, nurses, consulting physicians, and pharmacists, who work together with the patient’s own physicians to educate, support, and monitor their wellness. This team also addresses social and spiritual needs — support that extends to the entire family.

“The ISC program gives chronically ill patients tools to meet their highest health potential,” according to Dr. Jauregui. “We empower patients and their families to be informed, prepared, and proactive in their health care and make the right decisions.” – Nicholas Jauregui, MD, Consulting Physician

The program partners with select local pharmacies, skilled nursing facilities, home health and hospice agencies, and long term care facilities who meet the hospital’s quality standards using the star rating system. These organizations must be

available to respond to patients 24 hours a day, seven days a week, not only by phone, but also through in-home visits.

Patients can have medications delivered whenever they need them, receive assistance scheduling a medical appointment, have their transportation arranged, coordinate the delivery of medical supplies, and a myriad of other resources to help manage their diagnosis. Nurses and consulting physicians are also available 24 hours, 7 days a week.

The ISC program was made possible thanks to a \$795,000 multi-year grant the Glendale Memorial Health Foundation (GMHF) secured from Los Angeles-based UniHealth Foundation.

To learn more about the ISC program, please call (888) 612-5552.

Celebrating 90 Years of Humankindness

On Thursday, September 22, Glendale Memorial celebrated 90 years of health and wellness in our Greater Glendale Community. Guests enjoyed an evening of festive foods, fine wines, and live entertainment and celebrated the newly renovated Dolores and Burton Payne Lobby and Martha A. Feutz Gift Shop. Thank you to our dear friends and colleagues for supporting our hospital throughout the years. Here’s to the next 90!



From left: President Jack Ivie, Dignity Health – Glendale Memorial Hospital; VP of Philanthropy Wayne Herron, Glendale Memorial Health Foundation; Mayor Paula Devine, City of Glendale; Board Chair Craig Warden, Glendale Memorial Health Foundation.

Hello humankindness™



As we celebrate 90 years of humankindness, Glendale Memorial continues campus beautification and improvement projects designed to improve our patient experience and create a welcoming environment for all of our guests. From floor-to-ceiling updates to Smart thermostat technology and mobile charging stations, every effort to enhance access and aesthetics keeps our patients’ comfort and safety in mind.



On Sunday, October 9, 2016, Glendale Memorial Health Foundation held its 29th Annual Evening of Wine & Roses at the Langham Huntington Hotel in Pasadena. The event’s theme was “A Night On Broadway” with over 400 guests enjoying performances from hit shows such as Jersey Boys, Chorus Line, Les Miserables, Mama Mia and more. Special thanks to Drs. Marc Khorsandi and Teresa Swida for hopping up on stage with the performers. The evening honored Jack Youredjian and Pacific BMW with the Humankindness Award, and raised over \$375,000 towards the “Humankindness In The Making” initiative, which will renovate the GI Lab into a new state-of-the-art facility.

Health & Wellness Programs

Breast Cancer Support Group

Come share your experience, learn from others, and make new friends. Be a part of a group that can help answer questions and ease your mind about what lies ahead. For more information, call the Marcia Ray Breastlink Women’s Imaging Center at (818) 502-2323.

CSI Cancer Support Group

The Colorectal Surgery Institute Cancer Support Group group meets six times a year (every other month). The support group includes patients, nurses, and social workers addressing topics ranging from emotional health, nutrition and dietary concerns, stoma care, and overall wellness after a cancer diagnosis.

DATE AND TIME: Please call (818) 244-8161 for more info.

PLACE: Cancer Center Auditorium

Diabetes Management Series and Nutrition Program

Offered in a series of four group classes, the program addresses various aspects of living with diabetes: Diabetes 101, Nutrition, Medications, and Coping. Day and evening classes are available; one class per week and two hours with a dietitian. Our registered dietitians will create meal plans and provide nutrition education and counseling tailored for your lifestyle. For more information, call (818) 507-4616.

Health Fit

Achieve and maintain cardiovascular fitness and awareness. With a physician’s clearance and a nominal fee, members may join the Health Fit program and use the cardiac fitness gym up to 12 times per month and take advantage of any cardiac education classes. A one-time fee (\$30) includes the initial exercise prescription, instruction on equipment usage, personalized target heart rate range, pulse assessment, and proper warm-up and cool-down techniques. After completing the orientation, members receive benefits for \$55 per month or \$6 per session. For more information or to schedule a tour, call (818) 502-2303.

DATES AND TIMES: Mondays, Wednesdays, and Fridays; 6:30 a.m. – 12 p.m. or 1:30 – 5 p.m.

Spine Education Program

Got Pain? This free educational class is designed for individuals from all age groups, from active athletes to sedentary seniors. A physical therapist will teach you about your spine, from your neck to your lower back. Attendees will learn about specific postures, mechanics, and disorders that can cause neck and back pain and how to improve spine health using ergonomics and proper lifting techniques. For more information or to RSVP, please call (818) 502-2232.

DATE: First Wednesday of the month

TIME: 12 – 1 p.m.

PLACE: 222 W. Eulalia St., Suite 310
Glendale, CA 91204

Stroke Support Group

Receive helpful information, resources and strategies for stroke survivors to live active, satisfying lives. Learn how to reduce the risk of recurrent stroke and build new confidence. All are welcome to attend at no cost. For more information, call (818) 502-4725.

DATE: Second Tuesday of the month

TIME: 2 – 3 p.m.

PLACE: Rehabilitation Conference Room, 3rd floor

50plus Program

Maintain an active, healthy, and independent lifestyle after 50 years of age. Members receive valuable benefits and health-related information tailored to meet their needs. Best of all, membership is free!

For more information, call (818) 502-2378.

Program benefits include:

- Health education seminars
- AARP Mature Driving class
- Walk-a-Dile Mall Walking Program
- Health screenings
- 50% parking discount
- 10% cafeteria discount



Holiday Salad

Ingredients:

Salad:

- Bag of spinach (about 6 cups)
- 1 sliced apple (green or red)
- ¾ cup of pomegranate seeds
- 1 cup roasted butternut squash
- ⅓ cup of fat-free feta cheese
- ¼ cup of dried cranberries

Dressing:

- ¼ cup balsamic vinegar
- ¼ cup of olive oil
- Pinch of salt and pepper

Directions:

- 1) Pre-heat oven at 400° F to roast butternut squash:
- 2) Peel and cut butternut squash pieces. Season pieces with olive oil, salt and pepper.
- 3) Stir in garlic, chili powder, cumin, paprika, season with salt and pepper, and cook for another 1-2 minutes.
- 4) Arrange squash on a baking sheet.
- 5) Mix all of the salad ingredients together and toss in the roasted butternut squash.
- 6) For dressing, mix all the ingredients.

Makes 6-8 servings. *Each serving contains:*

Approximately 300 calories, 17g carbohydrates, 0g fiber, 24g fat, 8g protein, 280mg sodium. Compliments of the Glendale Memorial Hospital Diabetes & Nutrition Department.



Glendale Memorial Dietitian Socorro Carranza, MPH, RD, CDE, Gives This Recipe Five Stars! Here’s Why:



1. High Fiber helps keep blood sugar low. Ingredients with high fiber include: spinach, apple, and butternut squash.
2. Good fats are heart-healthy. Diabetics often suffer from dyslipidemia, high cholesterol, and heart disease. Ingredients with good fats to combat that are: olive oil, walnuts, and almonds.
3. Low carbohydrates also help keep blood sugar low!



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Hello humankindness™



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