

# Glendale Health

 **Dignity Health.**  
Glendale Memorial Hospital  
and Health Center

HUMANKINDNESS FOR NEARLY 90 YEARS | FALL-WINTER 2014



## The Heart of the Matter

At Glendale Memorial Hospital's award-winning Heart Center, caring for the whole person is top priority.

Star, a lovable Australian shepherd, brings comfort to patients as part of Glendale Memorial's pet therapy program.

# WELCOME



Dear Friends and Neighbors:

Two years ago, Glendale Memorial Hospital and Health Center transitioned names to reflect one of our health system's core values—

dignity. What you may not know is that Dignity Health comprises more than 60,000 caregivers and staff across 21 states. Dignity Health is the largest hospital provider in California.

Most importantly, at Dignity Health Glendale Memorial Hospital and Health Center, everyone matters!

Our doctors and nurses are here to listen to you and your family. With caring and compassion, we will improve the health and quality of life of the people we serve. This is our mission and our pledge to you.

Our humankindness philosophy is reflected in our care delivery model—from prevention and treatment to rehabilitation—supporting our patients'

return to an active lifestyle. Humankindness is one of the key reasons patients choose to receive and physicians choose to provide care at Dignity Health Glendale Memorial Hospital.

For nearly 90 years, we have served our community with the goal of providing compassionate, quality care—including our award-winning Heart Center and our medical and surgical programs.

Please take a few minutes to read our newsletter, and let's reconnect.

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

Jack Ivie  
President  
Dignity Health Glendale Memorial  
Hospital and Health Center



## Dignity Health™

Glendale Memorial Hospital  
and Health Center

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## PAWS OF KINDNESS

Therapy dogs bring smiles to patients at Glendale Memorial Hospital and Health Center

**T**he moment you hear the jingle of dog tags and a gentle, padded trot across the hospital hallway, you know the girls are on duty.

Founded in 2003, the Dignity Health Glendale Memorial Hospital and Health Center pet therapy program has brought countless smiles to patients who enjoy comfort from a furry friend. With the help of handlers Lisa Berg and Carol Tamerius, the Australian shepherd and shih tzu team has dedicated more than 4,300 hours of service to patients and staff. Additionally, Berg and her dogs have been nominated for the hospital's prestigious Values in Action Award each year for the past six years, a testament to their unwavering dedication to the hospital's mission, vision and values.

Emergency Services Department Manager Tony Reyes, RN, MSN, MHA, CEN, NE-BC, says, "Not only do the therapy dogs show our patients unconditional kindness, they create a calm and empathetic environment. The girls reflect our team's commitment to compassionate care."

Star, Codie and Gracie were certified by the American Kennel Club as official therapy dogs and underwent rigorous evaluations to learn how to best serve patients. The pet therapy team joins the ranks of our hospital's 400-plus volunteers who perform essential services in nearly all departments.

**To join the volunteer team or learn more about the pet therapy program, contact us at (818) 409-7621. Discover how you can make a difference in the lives of our patients, families and the community!**



Australian shepherds Codie and Star (top) and shih tzu Gracie (above) bring healing and joy to patients.

### WAIT AT HOME FOR ER SERVICES

Our ER offers an online emergency room waiting service: InQuicker. Patients who do not have life- or limb-threatening conditions can log on to [www.glendalememorialhospital.org](http://www.glendalememorialhospital.org), select a projected treatment time, and relax at home until it's time to be seen. Our wait times for emergency room InQuicker appointments are 15 minutes or less. Since InQuicker's inception, 89 percent of Glendale Memorial Hospital and Health Center patients say they would recommend the service. One patient shared, "I went to the ER with a painful knee and was very impressed. The staff was courteous and efficient. I was diagnosed, X-rayed, prescribed meds, fitted with a leg brace and out in less than two hours!"

# Take Heart

Glendale Memorial's Heart Center and Cardiovascular Program is committed to treating the whole person

If you enter the Cardiac Fitness Center in the Heart Center at Dignity Health Glendale Memorial Hospital, it's immediately clear that this fitness center feels different. Maybe it's the gentle encouragement from the nurses and exercise physiologists. Maybe it's the closely monitored patients who are growing a little stronger every day. Maybe it's the staff that offers tips and motivation to Health Fit members focused on prevention. Whatever it is you feel, one thing is for certain. The Heart Center is a place of healing powered by patient and family-centered solutions, talented professionals and personal connections.

The Heart Center at Glendale Memorial Hospital was founded to serve the needs of individuals and families in Glendale and nearby communities. Established in 1992, the cardiovascu-

lar program integrates a full range of services, including education, screenings, diagnosis, interventions, surgery, electrophysiology, rehabilitation and clinical research. Since its inception, the cardiovascular program has garnered multiple accolades and was among the first in the region to secure accreditation for the Glendale Memorial Chest Pain Center.

At the heart of the Heart Center are physicians, nurses and staff who are committed to serving every patient with dignity and humankindness: treating the whole person and not just the condition.

Daniel Goodwin, MD, cardiologist and chair of the Cardiovascular Committee for Dignity Health Glendale Memorial Hospital, shares one of the many reasons the Heart Center is special. "The Heart Center was designed

to serve as a dedicated structure and system for complete cardiovascular care, including medical and surgical treatments as well as prevention," he says. "The physicians, nurses and staff are committed to working as a team, offering treatment and support to patients and their families."

The Heart Center's comprehensive programs range from prevention and chronic disease management to award-winning emergency services, including its designations as a Chest Pain Center and STEMI Receiving site. The Heart Center participates in various programs to evaluate and verify quality, efficiency and effectiveness. Additionally, the Heart Center has years of expertise, skill and professionalism in treating the most acute patients and their families while successfully transitioning

**"They are so supportive and caring. They encourage me to continue with my exercises and remind me that I'm a healthier and better person for taking care of my heart and my health. I thank them sincerely."**—Trudy Thome, Cardiac Fitness Center patient



them to live longer, healthier lives.

Medical Director Santo Polito, MD, explains why the Heart Center should be a patient's first choice. "There is simply no other facility where physicians, nurses and staff care as deeply for patients and their families," he says.

The Heart Center has three state-of-the-art interventional and diagnostic cardiac and peripheral catheterization laboratories for angiograms, angioplasties and stent placement. It has a dedicated electrophysiology program for treating irregular heartbeats and atrial fibrillation. Additionally, it is one of the only rehabilitation centers in the area to offer both inpatient and outpatient rehabilitation in a safe and welcoming environment.

## Know Your Risk Factors

Recently, Dignity Health Glendale Memorial and its sister hospitals in the region embarked on a heart health awareness campaign focused on women. According to the United States Department of Labor (December 2013), women make approximately 80 percent of the health care decisions for their families and are more likely to be the caregivers when a family member falls ill. Dr. Goodwin concurs. "Very often I see male patients who are brought in by wives, mothers and daughters," he says. "However, coronary artery disease can clearly be as much of a problem for women as it is for men."

While individuals and families cannot control gender, age or family history, additional risk factors are within everyone's control: smoking, cholesterol, high blood pressure, obesity, diabetes, diet and a sedentary lifestyle. Another consideration is stress and identifying appropriate coping skills, such as exercise. It's also possible to have some risk factors and not others.

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To learn more about your risk, visit [www.dignityhealth.org/heart](http://www.dignityhealth.org/heart) or schedule an appointment with a Glendale Memorial Hospital–affiliated physician by calling (818) 502-2378.

## THE SUCCESS OF STEWARDSHIP

Dignity Health's partnerships help our local community flourish

**STEWARDSHIP, BY OUR DIGNITY HEALTH** definition, means cultivating the resources entrusted to us to promote healing and wholeness. It starts with the proven idea that human connection leads to better health. That's why we treasure our community partnerships, for they allow us to work together to improve health outcomes for our community members. From Glendale Healthy Kids to Ascencia, from the Campbell Center to the Glendale Community Free Health Clinic, a core part of our mission is to serve and advocate for the poor, the vulnerable and the disenfranchised. Earlier this year, we awarded \$114,000 to seven Glendale organizations focused on supportive services for the economically poor, women and children, and the mentally or physically disabled.

Our partnerships include a long-standing relationship with our Armenian friends and colleagues. We continue to support the Armenian American Medical Society as a major sponsor of television programming offering health education to Armenian-speaking viewers. For the past five years,



Dr. Serineh Melidonian, president, Armenian American Medical Society; Jack Ivie, president, Dignity Health Glendale Memorial Hospital; and Dr. Manuel Momjian, vice president, Armenian American Medical Society.

we have proudly sponsored the Glendale Health Festival, ensuring access to health education and screenings regardless of income.

At Dignity Health Glendale Memorial Hospital and Health Center, we're determined to bring more humanity into health care and partner together to create and discover humankindness. Together, we can make this world a little healthier and happier.



## HUMANKINDNESS IN OUR COMMUNITY

Since April, Glendale Memorial Hospital and Health Center's Community Relations team has attended 10 community health fairs and events; provided more than 500 carotid, blood pressure and body fat screenings; and reached more than 3,000 individuals in the Glendale/Burbank community with education and information on health and wellness.

The Holy Family Basketball Tournament and Health Fair (left) is one of many events where our hospital engages and serves our inspiring community members. With the help of Glendale Community College Nursing students and Glendale Memorial's physicians and nursing staff, the community relations team demonstrates that collaboration and human connection are at the heart of medicine. Together, they encourage the ability in all of us to champion change through humankindness.



## Lime Thyme Chicken

Serves 8

### INGREDIENTS:

- 1 cup lime juice
- 2/3 cup light Italian dressing
- 2 teaspoons garlic, minced
- 2 teaspoons basil
- 1 teaspoon thyme
- 1/2 teaspoon salt
- 1/2 teaspoon pepper
- 3-4 pounds boneless, skinless chicken

### DIRECTIONS:

Heat grill. Mix all ingredients except chicken in a bowl. Place chicken in a large ziplock bag; pour half of the marinade over the chicken. Seal bag and toss; marinade for at least 15 minutes. Save remaining marinade for basting. Drain and discard marinade from bag and grill chicken over medium-low heat for 35-45 minutes or until juices run clear, basting occasionally with reserved marinade. Brush remaining marinade over chicken just before removing from grill. Cool slightly and cut chicken diagonally in 1/2-inch-thick slices. Skewer chicken strips, serve, and enjoy!

### EACH SERVING CONTAINS:

About 232.6 calories, 39.7 grams protein, 5.2 grams fat, 98 mg cholesterol, 4.7 grams carbohydrate, 0.5 grams fiber and 288 mg sodium. *Source: The Glendale Memorial Hospital and Health Center Diabetes & Nutrition Department*

## 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 (818) 502-2323.

**DATE:** Second Thursday of the month

**TIME:** 5:30-7 p.m.

**PLACE:** Cancer Center Auditorium

### Diabetes Management Series and Nutrition Program

Offered in a series of four group classes, the diabetes management series 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.

### Exercise to the Sounds of the Big Bands!

**DATES AND TIMES:** Tuesdays, 8-9 a.m., and Thursdays, 9-10 a.m.

**PLACE:** Cardiac Fitness Center

**COST:** First class is FREE! (\$32 for 8 sessions, \$56 for 16 sessions, \$5 for one session; all costs are per person.) For more information, call (818) 502-2303.

### 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 orientation fee includes the initial exercise prescription, instruction and equipment usage, personalized target heart rate range, pulse assessment, and warm-up and cooldown techniques. After completing orientation, members receive the following exercise benefits for \$55 per month or \$6 per session:

- Exercise three days a week: Monday, Wednesday, Friday 6:30 a.m.-noon, or 1:30-5 p.m.
- Controlled setting staffed by trained personnel
- Full use of gym facilities
- Risk factor modification classes
- Dietary counseling available for an additional fee

For more information or to schedule a tour, call (818) 502-2303.

### 50plus Program

Maintain an active, healthy and independent lifestyle after 50 years of age. Our members receive valuable benefits and health-related information tailored to meet their needs. Best of all, membership in 50plus is free! For more information, call (818) 502-2378.

Comprehensive program benefits include:

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



**Dignity Health™**

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# Humanity holds the power to heal.

When we work together, it's amazing what we can accomplish. Glendale Memorial Hospital is committed to providing exceptional health care to our community. Our physicians, nurses and staff bring humankindness to all that we do — when treating you and your family.

## Comprehensive Services to Meet Your Every Need

- Heart Center
- Colorectal Surgery Institute
- Minimally Invasive Surgical Services
- Marcia Ray Breast Center
- Women's Center
- Orthopedic Services
- Emergency Services / Chest Pain Center
- Behavioral Health Unit
- Stroke Program
- Center for Wound Healing and Hyperbaric Medicine

### HOSPITAL-WIDE

Healthgrades Patient Safety Excellence Award™ – 2014  
Healthgrades Top 5% in the Nation for Patient Safety – 2014

### CARDIAC

Healthgrades Five-Star in the Treatment of Heart Attack *4 Years in a Row – 2011-2014*  
Healthgrades Five-Star in the Treatment of Heart Failure *12 Years in a Row – 2003-2014*

### GASTROINTESTINAL

Healthgrades Gastrointestinal Care Excellence Award™ – 2014

### MATERNITY

Healthgrades Maternity Care Excellence Award™ – 2013 *Top 10% in the Nation*

### NEUROSCIENCES

Healthgrades Five-Star Recipient in the Treatment of Stroke – 2014

### ORTHOPEDIC

Healthgrades Five-Star in Hip Fracture Treatment *2 Years in a Row – 2013-2014*

### SURGERY

Healthgrades General Surgery Excellence Award™ – 2014 *Top 10% in the Nation*  
Healthgrades Five-Star in Small Intestine Surgeries – 2014  
Healthgrades Five-Star in Colorectal Surgeries – 2014



**Dignity Health™**

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**Hello humankindness.**

For information or for a FREE physician referral, call Doctor Finder at (818) 502-BEST (2378).

[www.glendalememorialhospital.org](http://www.glendalememorialhospital.org) | [gmhfb.com](https://www.facebook.com/gmhfb.com)