

NEWSLETTER

# Glendale Health

SPRING 2016



**Dignity Health**<sup>™</sup>  
Glendale Memorial Hospital  
and Health Center

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**Letter from our President**



Dear Friends and Neighbors:

Recently, Dignity Health – Glendale Memorial Hospital embarked on our third year supporting the Great Kindness Challenge (GKC), a bullying-prevention initiative, which reached more than 5 million students and inspired 250 million acts of kindness in 2016. One might ask why we would choose an anti-bullying initiative above other health-related causes, and our answer is two-fold, research and community.

According to the National Institute of Health, bullying can lead to critical health issues including depression, anxiety, headaches, and physical injury. Locally, our community partner Glendale Unified School District (GUSD) shared with us that bullying generally peaks in middle school. GUSD students are our children too, and their well-being is critical to the overall health of our community.

Glendale Memorial Hospital wants to support creative solutions to keep our kids safe and healthy. Together, we collaborated with GUSD to address the adverse effects of bullying, while focusing on a positive approach to raising awareness among the students. The result was the Making of Kindness Video Project.

Students from each of the four GUSD middle schools were invited to submit videos illustrating kindness from their point of view, and the result was amazing. Ten videos were submitted from four schools and each video had a unique and inspired perspective. The winning video can be seen on our Facebook page, and to date has been viewed more than 150,000 times.

The Making of Kindness along with all of our GKC projects reflect our core Dignity Health values, and the effort our staff makes to deliver medicine with humankindness each and every day. According to Dr. Emily Ansell, Yale University School of Medicine, “Those who perform more acts of kindness throughout the day are less likely to report negative emotions and can better maintain positive emotions.”

Working with GUSD to bolster the positive emotional health and wellness of our local youth reflects our continued commitment to the Greater Glendale community and steps toward improving health outcomes.

We already know that medicine is more effective when it is delivered with humankindness. Our goal is to inspire continued acts of kindness while continuing our commitment to exceptional experiences for our patients and the communities where we serve.

We look forward to presenting you with this new issue of Glendale Health, and hope to offer you more insight into the healthcare we are so privileged to provide.

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

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

# A Family Affair

## Volunteer Jett Costibolo Heals through Music

Jerome “Jett” Costibolo may seem like your ordinary college-bound student athlete, but what makes Jett extraordinary is his decision to spend every Saturday morning playing piano and caring for patients in Glendale Memorial’s Acute Rehabilitation Unit.

As a catcher on his varsity baseball team and musician in the Loyola High School band, Jett is no stranger to teamwork. When asked what motivated him to join the volunteer team at Glendale Memorial Hospital, he quickly credited his parents. Jett’s mother Dulce Costibolo is a registered nurse at Glendale Memorial and his father, Jerome Costibolo, is a respiratory therapist and avid guitar player. Jett and his dad would “jam” at parties playing pop hits from artists like Bruno Mars or the Beach Boys. Creating music and caring for others is clearly a family affair.

Jett believes seeing his parents work in health care helped him cultivate a new respect for caring for people. He shares, “Here in rehab, I watch patients do everything they can to recover and get back to their normal lives. It brings me joy knowing that music helps alleviate any pressures and challenges they’re feeling so they can focus on getting well. I love that Dignity Health’s Hello Humankindness motto encourages people to choose to have a hopeful outlook on life. My own motto is: Always greet life with a smile – and so I do!”

*Continued. See Family on page 5.*

### Back to the Quality of Life You Deserve



All our team members, like Jett Costibolo, believe that true rehabilitation is about supporting each patient on their road to recovery. Our acute rehabilitation unit specializes in preparing individuals for their transition back into the community. A person may arrive with a spinal cord injury, traumatic brain injury, stroke, chronic neurological illness, or orthopedic injury, and it’s the collaborative effort of our interdisciplinary team of physical therapists, speech therapists, occupational therapists, psychiatrists, and respiratory therapists that leads to healing.

Nurse Manager of Glendale Memorial’s Acute Rehabilitation Unit Aries L. Serafin RN, BS, MSN-LM, CRRN, SCRNP shares, “We believe it’s the little things that make the difference. From understanding how a patient will be able to drive to the store and park, to providing tools that will combat feelings of isolation, we are here to help our patients enjoy life and move toward the future.”

For a free referral to a Glendale Memorial Hospital-affiliated physician, please call our Doctor Finder service at (818) 502-2378.

## Advocacy – Environment

Did you know that Dignity Health takes an active stance on environmental justice including and especially climate change? Among the many programs adopted to reduce our carbon footprint, Dignity Health as a system has closely examined hospital waste streams. A hospital's waste stream includes solid, medical, and hazardous wastes.

Electronic waste is a key concern, and Dignity Health has established a comprehensive electronics management program to address improved procurement and end-of-use management practices, which protect data and complies with federal, state, and local regulations. We have established a standard for purchasing only the most environmentally sound computers, and implemented contracts with multiple E-steward certified vendors responsible for electronic equipment disposal and battery recycling.

Other local initiatives specifically at Glendale Memorial Hospital include:

**CAFETERIA** – replaced Styrofoam cups with compostable and recyclable cups; purchase and use eggs from cage-free hens; through a partnership with the Monterey Bay Aquarium's Seafood Watch Program, we ensure that our seafood comes from sustainable sources;

**HOSPITAL WIDE** – we use green cleaning products; installed LED lighting in the parking structure and throughout the campus; white paper and cardboard recycling;

**COOLING SYSTEM** – implemented a new air conditioning solution to increase air quality output while enhancing energy efficiency.



## Our Mission

At Glendale Memorial, our commitment to advocate for reasonable and accessible care for all who need it means our best work is accomplished only through collaboration with our community partners. Last year, Glendale Memorial's Community Relations team attended multiple health fairs and community events providing nearly 1,500 health screenings and reaching more than 3,800 community members. Additionally, this year our hospital awarded more than \$100,000 in community grants to four community organizations (Ascencia, Glendale Community Free Health Clinic, Kids' Community Dental Clinic, and Wellness Works) supporting their respective accountable care communities. As in past years, Glendale Memorial awards grants to organizations partnering together to respond to needs identified in our most recent Community Health Needs Assessment – including obesity, mental health, diabetes, alcohol and substance abuse, cardiovascular disease, hypertension, and cholesterol. In living our mission through collaboration and stewardship, we strive to continue delivering compassionate, high-quality, affordable health care to our community.

## Bloodless Medicine Program

Glendale Memorial Hospital wishes to respect and preserve the dignity of all our patients regardless of circumstances. For many patients, this means seeking alternative choices when blood or blood products are part of the treatment plan. To meet this need, Glendale Memorial recently reinstated our Bloodless Medicine and Surgery Program.

At all times, our doctors and medical providers will attempt to reduce any need for blood products regardless of personal beliefs, but we recognize patients may refuse blood on the grounds of medical or religious reasons.

Through our bloodless program, patients can be treated without the use of blood transfusions. In most cases, blood transfusions can be safely avoided. Studies show that patients are able to comfortably tolerate and recover from much lower blood counts than previously believed. Additionally, specific techniques used before, during, and after surgery can help minimize blood loss, eliminating the need for blood transfusions. Certain medications and supplements such as iron can promote the production of red blood cells in bone marrow. Meticulous operating techniques and innovative surgical instruments can reduce bleeding, minimize tissue disruption, and allow blood that is lost to be recycled back into your body. For example, immediate clamping or cauterizing of blood vessels and using surgical lasers can aid in the clotting of blood during procedures.

For those who do not consider blood transfusion an option, bloodless medicine may be a safe alternative, which provides both peace of mind and the highest quality healthcare. In addition, bloodless medicine can have health benefits for all patients, including faster recovery and fewer infections. While the blood supply in the United States is meticulously screened, introducing foreign blood into your body can at times suppress your body's immune system, increasing infection risks.

Prior to any procedure, our patient or their representative will fill out a form clarifying their position concerning blood products. Additionally, we encourage all of our patients to carry a Durable Power of Attorney for Health Care card on your person detailing your wishes. If you want more information on what this is, please ask your physician. If a doctor is in doubt of the patient's wishes, then it's important to note that our doctors are instructed to perform measures that conform to accepted standards of care.



## Instruments in the Operating Room

Recently, one of our physicians Dr. William Sloan, MD, asked his patient, professional guitarist Sergio Vigilato, if he wanted to play a soothing duet together before entering the operating room for his procedure. The pair arrived in pre-op prior to the procedure, with instruments in-hand, and created beautiful music together. Director of Surgery Brian Gold was there in person to capture the moment on video (pictured above - viewable on Glendale Memorial Hospital's Facebook Page). Our team continues to be moved and inspired by relationships just like Dr. Sloan and Mr. Vigilato's - that heal the mind, body, and soul.

### *Family continued.*

One of Jett's favorite memories was walking alongside a patient who grew stronger each week he saw her. Reflecting on that time he shares, "To watch her fight through her illness and become independent enough to be discharged from the hospital really makes volunteering worth it." Jett's service extends beyond healing through music. He regularly checks in with patients to offer a warm blanket, a glass of water, and assists with transporting patients to Glendale Memorial's on-site gym. To join the volunteer team and become a part of the Glendale Memorial family, contact us at (818) 409-7621.

# Every Minute Counts

Glendale Memorial's Stroke Program provides patients with life-saving resources.

It was a typical Sunday evening in the Pérez household, when Graciela Pérez suddenly noticed her husband didn't seem quite right. Just minutes before, José Pérez was watching his favorite TV show when his wife noticed his eyes glaze over and his face begin to droop. She quickly rushed to his side and asked him to raise his arms over his head but he couldn't quite lift them. At that moment, Graciela knew her husband was having a stroke. She immediately asked her daughter to call 9-1-1 and the family rushed to Dignity Health – Glendale Memorial Hospital.

Stroke is the fifth leading cause of death in the U.S., with one person dying every four minutes as a result. Approximately 800,000 people have a stroke each year; about one every 40 seconds. A stroke occurs when blood flow to an area of the brain is cut off and brain cells begin to die. As soon as this happens, certain areas of the brain controlling memory and muscle control are severely impacted. Every minute after an individual suffers a stroke, they lose two million brain cells.

*Continued. See Every Minute on page 8.*

From left: Kimberly Mejia, RN, MSN, MHA, Director of Nursing, Critical Care; Debra Brooks, RN, MN, Stroke Program Coordinator; Matthew Tenser, MD, Stroke Program Medical Director; Housni Hariri, Diagnostic Imaging and Respiratory Services Director; Mark Veneri, Quality Care Manager; Salpi Zakarian, RN, BSN, Stroke Clinical Coordinator; Jennifer Stewart, MS, MLS (ASCP)CM SBB, Laboratory Services Director; Artin Minaeian, MD, Neurology Panel, SAGE Group



“Glendale Memorial is the hospital for me. Even for my open heart surgery back in 2009, there was never another option. Every nurse and every doctor knew me, understood me, and took amazing care of me.”

- José Pérez, Stroke Survivor, December 2015

**Act F.A.S.T. to help identify symptoms of a stroke.**



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:

**F - Face Drooping** – Does one side of the face droop or is it numb? Ask the person to smile. Is the person's smile uneven?

**A - Arm Weakness** – Is one arm weak or numb? Ask the person to raise both arms. Does one arm drift downward?

**S - Speech Difficulty** – Is speech slurred? Is the person unable to speak or difficult to understand? Ask the person to repeat a simple sentence, like “The sky is blue.” Is the sentence repeated correctly?

**T - Time to call 9-1-1** – If someone shows any of these symptoms, even if the symptoms go away, call 9-1-1 and get the person to the hospital immediately. Check the time so you'll know when the first symptoms appeared.

Source: American Stroke Association

## Interested in learning new information, resources, and strategies regarding stroke?

Discover how to build new confidence and reduce the risk of recurrent stroke. Survivors, their families, and the general public are welcome to visit our free support group. To RSVP, please call (818) 502-4725.

The group meets on the second Tuesday of every month between 2 PM and 3 PM in the Rehabilitation Conference Room, 3rd Floor.



Graduates of Glendale Memorial's 2015 Stroke Support Group with Stroke Program Coordinator Debra Brooks, RN, MN, and Stroke Clinical Coordinator Salpi Zakarian, RN, BSN

1. Kochanek KD, Xu JQ, Murphy SL, Arias E. Mortality in the United States, 2013. NCHS Data Brief, No. 178. Hyattsville, MD: National Center for Health Statistics, Centers for Disease Control and Prevention, US Dept. of Health and Human Services; 2014.

2. Mozaffarian D, Benjamin EJ, Go AS, et al. Heart disease and stroke statistics—2015 update: a report from the American Heart Association. *Circulation*. 2015;e29–322.

### *Every Minute continued.*

When it comes to stroke, every minute counts. That's why you can trust the stroke experts at Glendale Memorial Hospital. Recently awarded Primary Stroke Certification by The Joint Commission, the hospital meets specific criteria including a designated stroke unit, a 24/7 stroke acute team, multiple ongoing education requirements, and eight core clinical performance measures specific to accurately diagnosing and treating stroke patients.

Glendale Memorial is also an approved Stroke Center by the Los Angeles County Emergency Medical Services (EMS) agency, which means that emergency transport, including the Glendale and Los Angeles Fire Departments, can bring stroke patients to the emergency room.

Patients admitted through EMS or who walk in can expect to be asked by our stroke team "when they last felt normal." This helps assess whether tPA (tissue plasminogen activator) can be administered to dissolve the clot and improve blood flow. Each stroke patient promptly undergoes a CT (computerized tomography) scan, procedural tests, a neuro assessment, swallow screen, and after a qualifying consult with the neurologist/neuro-interventionist, with tPA medication to improve the chances of recovering from stroke. Please note that tPA is an option for those that met criteria, without contradictions, and present within 3 hours of symptoms. After the patient is stable, follow-up care is provided by our neuropanel and authorized individuals are given a rehabilitation assessment by Glendale Memorial's interdisciplinary team of occupational therapists, physical therapists, and speech therapists.

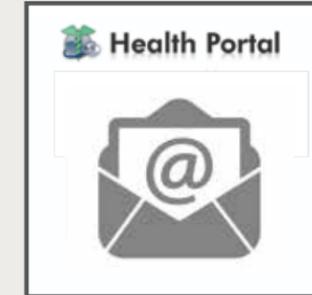
At Glendale Memorial, we believe in equipping patients and their families with resources as soon as they step foot in our emergency room. It is our goal that all patients leave the hospital with knowledge regarding their medications, signs and symptoms, and key risk factors. Additionally, our comprehensive transitional care program serves to prevent recurrent stroke by ensuring that patients stay on track with their health. Once discharged, a stroke clinical coordinator will contact the patient within 72-hours to ensure their condition is stable and maintain continuity in the plan of care. They will also assist with coordinating follow-up appointments and pharmacy orders to aid the patient during their transition. Finally, each patient is provided special care through follow-up calls and a monthly stroke support group. Our team is committed to empowering our patients and their loved ones with education on nutritious eating and healthy habits for life.

It took Graciela just under five minutes to recognize the signs of stroke and take the necessary actions to save her husband's life. Thanks to his wife's quick-thinking, Mr. Pérez was rushed to the hospital so that tPA could be administered effectively within the hour. However, Mrs. Pérez credits her husband's recovery entirely to her commitment to education sharing, "I've read every piece of education on stroke and that prepared me for this day. We need to open our eyes. This could happen to anybody." Unlike Graciela, many individuals have yet to discover how to be prepared for the ones they love in the event of a stroke. The more we know and understand those in our care, the greater our chances of guiding them toward the best way to heal. Comfort can inspire hope, and hope can make all the difference.

## Enroll Now To Join the Dignity Health Online Patient Center Enrollment is as easy as 1-2-3.



Use your e-mail, previously provided to the hospital, your medical record number and date of birth.



You will receive a confirmation e-mail with instructions for completing your enrollment.



After completing your enrollment, access the Dignity Health Online Patient Center via [dignityhealth.org/patients](http://dignityhealth.org/patients) to view your personal health records, clinical summaries, laboratory results, and continuity of care documents.

### Access Your Hospital Records Online

The new Dignity Health Online Patient Center provides a convenient, secure, and electronic way to access your hospital health information and communicate with your health care team. All you need is internet access and an e-mail address.

Features of the Online Patient Center:

- View lab results
- Read and download discharge instructions
- Designate a family member to manage your records
- See a list of your procedures and diagnoses
- Review your medications and allergies
- View upcoming hospital appointments and add them to your personal calendar
- Read a summary of your visit

Patients can sign up by providing their e-mail address at registration or during their hospital stay.

For more information, visit the Health Information Management/Medical Records Department located on the 1st floor next to Hospital Administration. You can also call (818) 502-2221 during regular business hours.

## Need help enrolling? Call: 844-200-0109

## Celebrating 90 Years of Humankindness

On January 13, 1926, Glendale Memorial Hospital welcomed its very first patient, Mrs. Edward W. Russell. Ninety-years and millions of patients later, Glendale Memorial is now a part of Dignity Health, the fifth largest health system in the nation and the largest hospital provider in California. Our deepest gratitude to our 1,000 employees, 500+ physicians, and dedicated team of 400 volunteers who bring humankindness to all that they do — when treating our patients and their families. Happy 90th Anniversary Glendale Memorial!



Volunteers of Glendale Memorial Hospital, 1977

# Hello humankindness™



Early this year, Glendale Memorial Hospital was delighted to participate for the third year in the Great Kindness Challenge. Family Practitioner Antonio Zamorano hosted a teddy bear clinic for Cerritos Elementary School Transitional Kindergarten students. The children learned the value of being kind, tips on staying healthy, and “practiced” medicine using the doctor’s tools.



Additionally, we asked Glendale Unified School District middle school students to create and submit videos illustrating kindness from their point of view. We are proud to share the winning video – “Kindness: You Are All That I Needed” - Directed/Produced/Written/Edited by Daniel Tweedy from Rosemont Middle School. Our congratulations to all the participating student teams from Rosemont, Roosevelt, Wilson, and Toll Middle Schools. Thank you for teaching us the healing power of humanity.

## 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 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.

### 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 eight 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 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



## Vegetarian Stuffed Peppers

**Prep time:** 20 minutes, **Bake Time:** 25 minutes  
**Serving size:** 1 stuffed pepper, halved (makes 4-6)

### Ingredients:

- 1 ½ T olive oil, plus more for pan
- 1 small onion
- 2 cloves of garlic, minced
- 2 T chili powder (optional)
- 2 tsp cumin
- 2 tsp paprika
- salt
- freshly ground black pepper
- 1 can (15 oz) black beans, rinsed and drained
- 1 can (15oz) garbanzo beans, rinsed and drained (optional)
- 3 cups chopped baby spinach
- 3 cups cooked quinoa or brown rice medley
- 1 can (15oz) diced tomatoes
- ¼ cup chopped fresh cilantro
- 4-6 bell peppers, halved lengthwise

### Directions:

- 1) Preheat oven to 375 degrees. Brush a thin layer of olive oil across the bottom of a large baking dish.
- 2) In a large sauté pan heat oil over medium heat. Add onions and cook until soft and fragrant, about 5 minutes.
- 3) Stir in garlic, chili powder, cumin, paprika, season with salt and pepper, and cook for another 1-2 minutes.
- 4) Add black beans, garbanzo beans, spinach, quinoa, and tomatoes, and mix together to fully combine. Cook until mixture is heated through, about 5 minutes. Stir in cilantro.
- 5) Fill peppers with stuffing. Arrange pepper in prepared baking dish and cover with aluminum foil. Bake for 25 minutes.

*Each serving contains: Approximately 336 calories, 55g carbohydrates, 12.5g fiber, 5.9g fat, 13.5g protein, 119mg sodium. Compliments of the Glendale Memorial Hospital Diabetes & Nutrition Department.*



**Dignity Health™**

Glendale Memorial Hospital  
and Health Center

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Glendale, CA 91204-2508

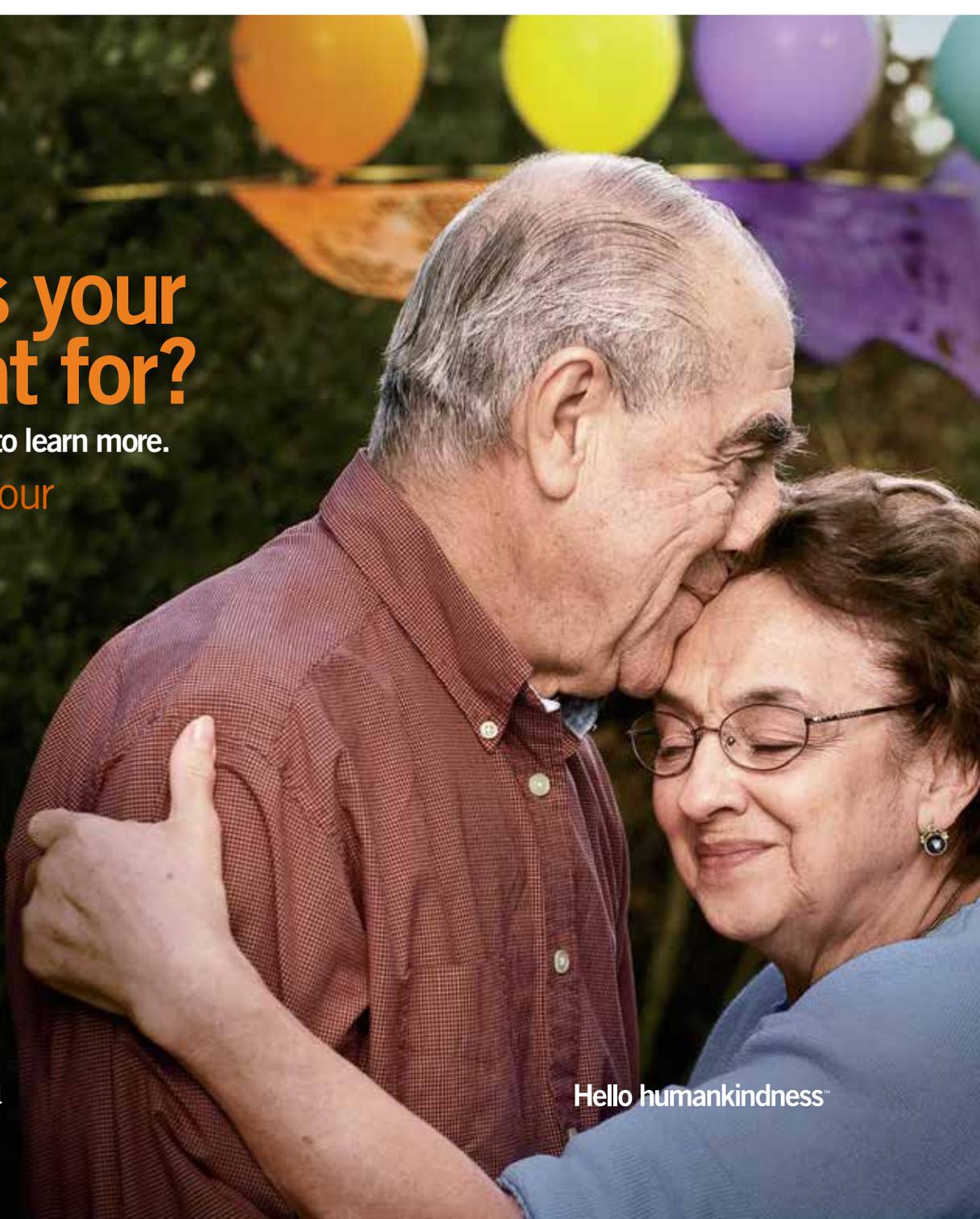


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Hello humankindness™