

Glendale Health



Dignity Health.
Glendale Memorial Hospital
and Health Center

HUMANKINDNESS FOR NEARLY 90 YEARS | SUMMER 2015



Whole Person Care

Glendale Memorial Hospital provides patients with compassionate, quality care, every step of the way.

Dottye and Kenny Lewis are regulars at Glendale Memorial Hospital's fitness classes.

WELCOME



Dear Friends and Neighbors: Dignity Health Glendale Memorial Hospital is continuously evolving to meet the needs of our community in this dynamic health care

environment. Each day, we strive to live our values by communicating, empowering, and working together as a team with our patients and their families. Among our core values is stewardship—cultivating the resources entrusted to us to promote healing and wholeness, and Glendale Memorial Hospital physicians, staff, and volunteers embody this value every day.

In fact, we have new stewardship developments on the horizon. Recently, we purchased a portion of Laurel Avenue, the street between our parking structure and the lobby entrance to the hospital. We will be making key safety changes as well as enhancing the overall look and feel of the campus. Currently, our main lobby, first floor and ER waiting room beautification projects are underway. All our projects will

happen in stages and we look forward to noticeable enhancements.

We also continue to serve as community advocates through our annual grants to nonprofit organizations, engagement activities, and provision of services to community members throughout greater Glendale and right here at Glendale Memorial Hospital.

Above all, our commitment to humankindness remains unwavering. Dignity Health Glendale Memorial Hospital knows that medicine is more effective when it is delivered with humankindness. It's what gives us the common ground to do more for our patients, be more for each other, and share our mission and values with you—our community.

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

Jack Ivie
Hospital President
Dignity Health Glendale Memorial



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A SECOND HOME

Kenny and Dottye Lewis are part of the Glendale Memorial Hospital family

Swing by the Cardiac Fitness Center any Tuesday morning and you'll see Dottye Lewis jiving to *Hairspray* in our Exercise to the Sounds of the Big Bands class while husband Kenny Lewis keeps time to his own rhythm on the elliptical.

What you may not notice are two threadlike scars gracefully lining the front of Kenny's knees. In 2007, Kenny braved a double-knee replacement at Glendale Memorial with Dottye keeping vigil by his side. Following the surgery, Kenny was admitted to the inpatient rehabilitation unit for 10 days and transitioned to outpatient rehabilitation where he recovered rapidly. When asked what made for such a smooth recovery, Kenny responded, "It's because of the staff at Glendale Memorial—we know we are always taken good care of here."

Over the years, the couple has made Glendale Memorial their second home. Beyond routine outpatient procedures, the Lewises delivered all three of their children at Glendale Memorial, welcoming their first child in to the world over 65 years ago. "Health and fitness have always been a priority," shares Dottye, listing off their favorite pastimes of hiking, fishing, and motorcycle riding. Even after Kenny's surgery, both continue to play active roles in volunteering at various holiday events and health fairs at the hospital. Their commitment to health is woven into a lifetime of love and community that they have created here. The Lewises are part of the fabric of our hospital.

To join the volunteer team and become a part of the Glendale Memorial family, contact us at (818) 409-7621.



Kenny and Dottye Lewis have been a part of the Glendale Memorial community for more than 65 years.

PERSONALIZED ROAD TO RECOVERY

When the road to recovery became challenging, the Lewises leaned on us. Glendale Memorial's Rehabilitation Program offers a positive, healing environment where individuals like Kenny can connect with others and receive personalized care. From our 14-bed acute rehabilitation inpatient unit to our comprehensive outpatient services specializing in orthopedic and neurological rehabilitation, we feature an interdisciplinary team of specialists committed to your rehabilitation journey.

Our rehab team helped Kenny regain strength and mobility after his procedure by developing an individualized plan for his recovery. This is the case with any individual struggling with a chronic illness or injury including stroke, head and spinal cord injuries, hip fractures, amputations, neurological disorders, orthopedic conditions, and burns. Our patients' social and emotional recoveries go hand in hand with their physical recoveries. For these reasons, we focus on caring for the whole person, which may include family involvement in treatment and care planning, spiritual care, and emotional support. To find a doctor affiliated with Glendale Memorial Hospital, call (818) 502-2378.

In Good Hands

Glendale Memorial's emergency department provides compassionate, quality care, from a patient's arrival through follow-up and beyond.

No one anticipates a trip to the emergency room, but if you arrive at Glendale Memorial Hospital, you can expect to be treated with competence and compassion. Our emergency department doctors and nurses are ready to stabilize and resolve any medical concern and offer the kindness and caring needed to support patients and their families during very difficult times.

We always strive to deliver the highest-quality care to our patients, and we are accredited by the Society of Chest Pain Centers, The Joint Commission, and the county of Los Angeles as both a STEMI Receiving Center and as an Emergency Department Approved for Pediatrics.

High-quality health care is very important, but our commitment to treating each patient kindly is what sets us apart. A survey conducted by Wakefield Research on behalf of

Dignity Health revealed that the vast majority of Americans believe kind and respectful treatment by a physician is more important in choosing a care provider than other important considerations including wait times, distance and cost (*Becker's Hospital Review*, 2014).

At Glendale Memorial Hospital, compassionate care is among the many reasons why our doctors, nurses, and staff choose to work here.

Brigeli Westerband, MD, serves as the chair of our Emergency Medicine Division and has worked with Glendale Memorial for more than 15 years. "Glendale Memorial is my home hospital in part because of our team commitment to humankindness. Compassionate care reflects our core values, and all members of the team, whether they are doctors, nurses, or ancillary staff, endeavor to treat each patient warmly and with respect."

Among the ways Glendale Memorial offers compassionate care is through our online waiting service. For injuries or illnesses that are neither life nor limb threatening, InQuicker can offer a more comfortable experience for our patients. InQuicker provides patients with the ability to request a projected treatment time and relax from home. Wait times for InQuicker appointments are 15 minutes or less. In fact, 89 percent of our patients who have used the service recommend it. One patient shared with us, "The experience of using the online appointment system was fantastic, and I was pleasantly surprised that I was called so close to my appointment time. It was great."

After emergency care is completed, the patient's care team meets with patients and family members to cover all aspects of care following their transition from the emergency

**"The doctor was wonderful, so kind, and put me at ease.
The staff was very wonderful, all very kind."**

—Emergency Room Patient, April 2015



department, whether it is to another level of care or back home. This involves working with our patients as a team by calling them to follow up and to make sure that any unanswered questions are addressed. “As caregivers, we want to make certain our patients have the support they need to heal and stay healthy. It’s reassuring for both us and our patients to have a follow-up conversation after the initial visit,” explains Glendale Memorial’s emergency department manager Tony Reyes, RN, MSN, MHA, CEN, NE-BC. “Following up ensures that our patients are on the mend or can be redirected to further care if they’re not feeling better.”

Glendale Memorial is elevating compassionate care from the kind-

ness of an individual to a process seamlessly integrated into our care delivery model. Part of what makes Glendale Memorial special is how we treat our patients. Our patient experience principles begin from the moment patients step through the doors of our hospital. In our emergency department, this translates to a warm welcome and a sense of hospitality, including immediate acknowledgment of our patients upon arrival. At the heart of what we do, Glendale Memorial respects the inherent value and worth of each person who comes to us. Regardless of why or how our patients arrive, our emergency department is a place for patients to be treated with dignity and cared for compassionately.

For More Information

To learn more about our services or to request a projected treatment time through InQuicker, log on to www.glendalememorialhospital.org. To schedule an appointment with a Glendale Memorial Hospital–affiliated physician, call (818) 502-2378.



GOLFING FOR A CAUSE

ON APRIL 27, 2015, Glendale Memorial Health Foundation hosted its 19th Annual Golf Classic at the Oakmont Country Club in Glendale. Nearly \$200,000 was raised to help refurbish and upgrade the surgical suites at Glendale Memorial Hospital—placing the latest technology directly into our surgeons’ hands. To learn about our Foundation’s upcoming events, call (818) 502-2375.



INVESTING IN OUR COMMUNITY

AT GLENDALE MEMORIAL, we believe in working with our community as a team. With the right information and resources, individuals and families can take better care of their health. Since October 2014, Glendale Memorial’s Community Relations team has hit the ground running in our neighborhoods, completing nearly 750 health screenings including blood pressure and BMI tests, diabetes/nutrition evaluations, carotid screenings, and grip strength measurements and reaching more than 4,000 community members with every effort to educate, inform, and empower.



EXTENDING OUR MINISTRY AS STEWARDS OF HEALTH EDUCATION, we awarded \$110,464 in community grants to 12 local organizations that respond to Glendale’s greatest health needs. The Community Grants Program is funded by contributions from Dignity Health member hospitals and supports Glendale Memorial in its mission to provide compassionate, quality, and affordable health services. We are grateful for the privilege to collaborate with and invest in local agencies to improve access to quality health care.



HUMANKINDNESS IN ACTION

KINDNESS, AS DEFINED BY DIGNITY HEALTH, is “purposeful, voluntary action undertaken with sensitivity to the needs or desires of another person.” Research has demonstrated that kindness positively impacts patients and can result in decreased blood pressure, faster healing times, and even more accurate diagnosis due to improved communication.

In January, Glendale Memorial welcomed all 31 schools in the Glendale Unified School District to Dignity Health’s Great Kindness Challenge, an annual bullying prevention initiative dedicated to creating a culture of kindness in elementary, middle, and high schools. From writing encouraging notes to patients to donating “coins for kindness” to a local charity, students and hospital staff came together to celebrate human connection through acts of kindness. The challenge resulted in record participation from both Dignity Health’s employees as well as more than 2 million students in 4,000 schools across the nation.





Salmon & Asparagus With Dill Sauce

Serves 4

INGREDIENTS:

1 salmon fillet (approximately 2 pounds)
 ½ cup asparagus
 Olive oil
 2 tablespoons low-sodium soy sauce
 Coarse black pepper
 ½ cup low-fat sour cream
 ½ cup finely chopped cucumber
 1 teaspoon chopped fresh dill

DIRECTIONS:

Preheat oven to 450°F. Make two sections on a cookie sheet. Rinse salmon fillet and place skin-side down on one section of the cookie sheet. Coat asparagus with olive oil then place flat on the other section of the cookie sheet. Pour soy sauce over salmon and sprinkle with pepper. Roast salmon and asparagus—approximately 10 minutes per inch of thickness at the thickest point of the salmon. If you want to brown the top, brush lightly with olive oil and sear the salmon before roasting or place briefly under the broiler. Serve salmon hot or cold with dill sauce made by combining sour cream, lightly salted and drained cucumber, and dill.

EACH SERVING CONTAINS:

Approximately 308 calories, 9 grams carbohydrate, 33 grams protein, 19 grams fat, 292 milligrams sodium, 2 grams fiber.

Compliments of the Glendale Memorial Hospital and Health Center Diabetes & Nutrition Department

HEALTH & WELLNESS PROGRAMS

Stroke Support Group

Learn new information, resources and strategies for stroke survivors and their families to live active, satisfying lives. Learn how to reduce the risk of recurrent stroke and build new confidence. **For more information, call (818) 502-4725.**

DATE: Second Tuesday of the month
TIME: 2-3 p.m.

PLACE: Rehabilitation Conference Room, 3rd floor

Breast Cancer Support Group

Come share your experience with others, 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 warmup and cool-down techniques. After completing the orientation, members receive benefits for \$55 per month or \$6 per session.

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

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. Members receive valuable benefits and health-related information tailored to meet their needs. Best of all, membership is free! 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

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



Dignity Health™

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and Health Center

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Glendale, CA 91204-2508



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Wait in waiting room.
 Wait at home.

Online ER Waiting Service™

Prepared for “just in case.”

What makes us different? Quality care and humankindness. That includes offering you a more comfortable visit at our Glendale Memorial Hospital ER.

Simply log on, select a projected treatment time, and relax at home until it’s time to be seen. We’ll be waiting.

Go to www.glendalememorialhospital.org for your projected treatment time.*

Hello humankindness.™

POWERED BY **InQuicker.com**

**InQuicker is for non-life-threatening conditions only.
Call 911 immediately for more serious conditions.*

Service not recommended for children under the age of three.



1 – Emergency Department / Chest Pain Center

1420 S. Central Ave., Glendale, CA 91204



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