

WINTER 2016

# Envision

ELEVATING PHILANTHROPY IN THE SAN GABRIEL VALLEY



## One More Good Deed

The Legacy Continues for  
Inter-Community Hospital Auxiliary

INTER-COMMUNITY AUXILIARY / CONT'D. ON P2

LEFT TO RIGHT: Phyllis Rounds; Janice Clark, PhD; Dawn McLaughlin

Janice Clark makes it sound so easy. She says there was never any question about what they would decide.

In April, the Auxiliary of Inter-Community Hospital completed payment on the largest pledge in its history to the Citrus Valley Health Foundation—a pledge of \$300,000 in support of the hospital's new emergency department. A few months later, the auxiliary

emergency services at Inter-Community, knows the challenges of providing the highest quality of care in a fast-paced environment. She also recognizes the importance of philanthropy in meeting that goal.

“Our expanded emergency department allows us to double our capacity to serve, but this major change could not have been accomplished without the selfless giving and commitment from the Inter-Community Auxiliary and others in our community,” says Rio. “Every penny counts in healthcare today, and the auxiliary’s recent pledge of \$200,000 will go a long way in helping us help our patients.”

and flowers, staff the surgical waiting room, help in the recovery room or offer assistance at the front information desk of the hospital.

Janice understands the importance of reaching out to patients and visitors with compassion. In 2012, after her retirement from a 40-year career as a kindergarten teacher in the Alhambra school district, Janice required surgery at Inter-Community: “I experienced firsthand the result of the loving care of the doctors and nurses. They treated me so well, and it was after my recovery that I began volunteering here.”

Growing up in Covina, Janice graduated from Cal Poly Pomona, eventually earning a master's degree in education and a PhD in curriculum and instruction. In addition to her twice-weekly volunteer service at the hospital, Janice spends one day a week with the West Covina Police Department Seniors Helping Our Police (SHOP) program.

Now, more than ever, Janice acknowledges her good fortune to serve as auxiliary president: “My job is so easy because of the legacy of the group. We all keep doing what we do best, which is to serve and to give.” ■

## WE CAN DO THAT!

*“I want to express both my personal thanks and the collective thanks of my entire emergency room staff, for your gift and for your trust in us.”*

- RIO CORDOVA, RN, DIRECTOR OF EMERGENCY SERVICES

board members made the decision to commit another \$200,000, for a total gift of \$500,000.

Janice Clark, PhD, auxiliary president since January, has nothing but praise for her volunteer associates and their decision to continue significant contributions. “Whatever I present to the group,” says Janice, “they are all right there with me. The decision to commit to another \$200,000 gift was unanimous. They were all thrilled at the opportunity and said, ‘We can do that!’”

### SELFLESS GIVING

Rio Cordova, RN, director of

### DOING WHAT THEY DO BEST

The auxiliary raises funds through sales from both the Gift Box, a hospital-based shop open seven days a week and staffed by the volunteers, and the Bargain Box, an off-site boutique offering secondhand clothing and household items in good condition.

Financial contributions aside, many other helpful good deeds of the auxiliary directly benefit patients and visitors. Noted for their blue-jacket uniforms, the volunteers deliver newspapers



*“How far that little candle throws his beams! So shines a good deed in a weary world.”*

– WILLIAM SHAKESPEARE, THE MERCHANT OF VENICE

Dear Friends,

Earlier this fall, more than 200 people gathered at Azusa Pacific University to attend an all-day seminar on population health sponsored by Citrus Valley Health Partners (CVHP). This conference, organized by Jorge Reyno, MD, chief population health officer at CVHP, attracted a distinguished group of community members, physicians, educators and public officials.

What is the buzz about population health? Population health means taking responsibility for managing the overall health of a defined population. This is one of the major goals of the Affordable Care Act—and one of CVHP’s goals, too. How do we accomplish this? To start, we invest in and develop partnerships and healthcare programs that improve the health of the communities we serve. We also seek opportunities to promote collaboration and dialogue between our health system and other community entities, such as the recent conference at Azusa Pacific University.

How is this related to philanthropy and the work of the Citrus Valley Health Foundation? During the past two years, our Foundation has secured significant grants to build the infrastructure required to be a robust healthcare system embracing population health. The UniHealth Foundation of Los Angeles has provided nearly \$2 million in support of CVHP to establish a congestive heart failure clinic and to create a population health program focused on a care coordination infrastructure.

We are investing in our facilities as well. We recently renovated and expanded our emergency room at Inter-Community Hospital, and soon will embark upon a campaign to expand the Queen of the Valley Hospital emergency room, one of the busiest in Los Angeles County.

## OUR MISSION IS TO HELP PEOPLE.

Our mission is to help people keep well in body, mind and spirit, and thanks to our Board’s leadership and the generous support of the UniHealth Foundation and several other foundations, CVHP is among the leaders in addressing the changing healthcare needs of the community. At a recent gathering of healthcare leaders in Los Angeles, CVHP was cited as one of the beacons in addressing healthcare disparities.

The population health conference was partly underwritten by the Geleris Family Foundation and facilitated by Citrus Valley Health Partners Board member Patricia Hanes, PhD, RN, who is on the faculty at Azusa Pacific University. Everything we do is interconnected, and we are so pleased to be attracting grants and support from foundations and individuals in our continuing quest for excellence.

But more important than the financial support is the voluntary commitment provided by leaders such as Foundation Board Chair Mary Jane Bettfreund and our executive committee, including Lisa Fuerst, José Guterrez and Mike Starr. Leaders provide the focus and initiative for any organization, and we benefit from a strong team.

In fact, under Mary Jane’s leadership, there has been an increased focus on trustee education, empowering the trustees in their role as ambassadors to the community. We recently had a nationally known speaker address the Board of Directors on the important role a trustee plays in advancing healthcare philanthropy in the community.

Sincerely yours,



Joseph M. Zanetta, JD  
Chief Executive Officer, Citrus Valley Health Foundation



*“Thank you for your gifts and financial support. Together, we shall strive to be the ‘little candle that throws his beams and shines good deeds in a weary world.’”*

– JOSEPH M. ZANETTA, JD

*What is population health? An approach to health that takes responsibility for managing the overall health of a defined population, with the aim to improve it.*

# UniHealth Foundation Advances Population Health

Historic Grant for Citrus Valley Health Foundation



Lisa Ryan, RN

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# “THE FIRST WEALTH IS HEALTH.” – RALPH WALDO EMERSON, AMERICAN POET

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The UniHealth Foundation of Los Angeles awarded a three-year \$900,000 grant to the Citrus Valley Health Foundation to build capacity for implementing the Citrus Valley Health Partners' Care Innovation and Population Health Program. Announced in June, this is the largest grant award in the history of the Citrus Valley Health Foundation. The Care Innovation and Population Health Program will result in improved quality of healthcare services, improved

community health and lower healthcare costs.

## THANKS TO UNIHEALTH FOUNDATION.

What is population health, and why is it important to have a new program? Population health might be defined as a focus on the physical and mental well-being of a group of individuals, such as a community, a group of employees,

an ethnic group or any other defined group. Effective population health management is an approach that improves the health status of community members, especially the most vulnerable populations.

### PROACTIVE CARE, REDUCED COST

Citrus Valley Health Partners is the largest healthcare system for the residents of the San Gabriel Valley. The healthcare needs of our local population are ever-changing and it is imperative that our physicians, nurses and hospitals transform healthcare delivery from care that tends to be reactive (acute, in-patient hospital care) to care that is proactive (preventative, outpatient care). This will lead to a healthier community that stays well, requires less acute, in-hospital care, with fewer visits to the emergency department, while simultaneously reducing costs.

To achieve this transformation, the program is adding staff and upgrading technology in order to adopt best clinical practices and improve communication among healthcare providers. By screening hospital admissions, emergency room visits and reviewing insurance claims data, high-risk patients are being identified and assigned a

case manager and/or social worker who contact them after returning home. A simple phone call to make sure that patients filled their prescriptions or scheduled their follow-up appointments can make a significant impact in preventing trips to the emergency room.

### OFFERING HOPE AND HELP

In year one of this program, disease management centers are being established to address diabetes, heart failure and chronic obstructive pulmonary disease (COPD). Year two will include asthma and chronic kidney disease. By proactively providing education, action plans and individualized support to high-risk patients with these five chronic diseases, CVHP expects to see significant health improvements and fewer return hospital visits for this patient population.

In fact, nurse specialist Lisa Ryan, RN, has already seen how this approach has benefited patients. Lisa describes a young man living with heart failure who had been in and out of the hospital up to 25 times in a year. Following multiple interventions—physician visits, dietary counseling and support, and education for both patient and family—he has been out of the hospital for the past six months and is hoping to have a heart transplant. “Even if you have a chronic illness,” says Lisa, “there is hope and help to manage the disease and develop a process for a better quality of life.”

### CHIEF POPULATION HEALTH OFFICER JORGE REYNO, MD

Jorge Reyno, MD, chief population health officer for Citrus Valley Health Partners, is responsible for the overall strategic direction, development and delivery of the program. “Population health is one of the most ambitious undertakings the healthcare industry has ever embarked upon,” says Dr. Reyno. “The aging population, the impact of chronic diseases and rising healthcare costs make the need to improve health outcomes at the community level absolutely crucial.

“Citrus Valley Health Partners has a long history of providing care for the people of the San Gabriel Valley,” Dr. Reyno continues. “I am confident we have the philanthropic support and the leadership and tools to accomplish this care transformation.” ■



## COMMUNITY PARTNERSHIP

In September, Citrus Valley Health Partners joined with Azusa Pacific University in presenting the 2nd Annual Population Health Conference in Azusa. The conference featured local and state experts focused on discussing and analyzing the urgent issues facing primary care physicians, nursing professionals and community health organizations. Citrus Valley Health Partners' Chief Population Health Officer Jorge Reyno, MD, provided opening remarks and facilitated a sit-down discourse with State Senator Ed Hernandez focused on national and state trends impacting the future of population health management and care delivery in the San Gabriel Valley.

**\$34k**  
RAISED AT  
CORKS & FORKS

**\$201k**  
RAISED AT GOLF  
INVITATIONAL

*Special gifts. Events. Dedications.  
Honors and Awards: Giraffe OmniBeds,  
Corks & Forks and Golf Invitational.*

# Moments + Milestones

These are the Moments + Milestones that are a part of the Citrus Valley Health Foundation. They may represent progress along the way, mark a significant development or worthy accomplishment, or offer a glimpse of the good will of the people in the San Gabriel Valley.



LEFT TO RIGHT: Kevin Hua, MD; Yolanda Fuquay; Kathryn Barger; Rio Cordova, RN; Martin Kleinbart; Walter Allen III; Robert Curry; and Kevin Stapleton

*“The OmniBeds help us provide the best care possible,” says Donna. “The beds provide optimum temperature and humidity levels to keep the babies warm. Plus, there is a built-in scale that allows us to safely determine weight loss or gain. All of our staff—and our parents, too—are so thankful for the ongoing support that enables us to provide top-level care.”*

**- DONNA BROTMAN, RN, NICU DIRECTOR**

**GIRAFFE OMNIBEDS ARRIVE**

The little ones in Queen of the Valley Hospital's Neonatal Intensive Care Unit are among the sickest and most vulnerable patients under care. Thanks to the generous community response to the “ask” at last year's Autumn Nocturne gala, five new Giraffe OmniBeds have arrived in the NICU, aiding the staff in the specialized care of these tiny patients.

NICU Director Donna Brotman, RN, is grateful to have the new beds and says they are all in use. “The OmniBeds help us provide the best care possible,” says Donna. “The beds provide optimum temperature and humidity levels to keep the babies warm. Plus, there is a built-in scale that allows us to safely determine weight loss or gain. All of our staff—and our parents, too—are so thankful for the ongoing support that enables us to provide top-level care.”

**CORKS & FORKS 2016: FINE WINES & CRAFT BEERS FUNDRAISER**

The volunteer auxiliaries serving Inter-Community, Queen of the Valley and Foothill Presbyterian hospitals joined forces to present Corks & Forks on May 14, 2016. Held on a beautiful evening at The

Farm at Fairplex, Corks & Forks was both fun and successful, raising nearly \$34,000 in support of Citrus Valley Health Partners and Foundation. The auxiliaries partnered with San Gabriel Valley wine and craft beer vendors who offered delicious pours, while the Sheraton Fairplex chef prepared scrumptious tastings. Guests enjoyed the music of the Sound Bytes while bidding at the silent auction and buying opportunities for the raffle grand prize—a 28-bottle wine cooler. Hats off to committee co-chairs Pauline Bereuter, Bonnie Kasamatsu and Bonnie Singleton, as well as the many volunteers, for their efforts toward this successful evening!

**GOLF INVITATIONAL 2016**

The breathtaking views and pristine grounds of the Industry Hills Golf Club at Pacific Palms Resort provided a beautiful setting on June 13, 2016, for Citrus Valley Health Foundation's 42nd Annual Golf Invitational. Under the leadership of co-chairs Adam Capitano and Ron Padilla, the tournament secured over \$200,000 to benefit the restoration of the Hospitality House at Queen of the Valley Hospital. ■



**LEFT TO RIGHT:** Foothill Presbyterian Auxiliary members; Jeffrey Shapiro, MD; Ibrahim Hanna, MD; Lori and Robert Curry; Queen of the Valley Auxiliary members; CVHP Board member Arthur Ludwick with the Corks & Forks wine-toss winner



**LEFT TO RIGHT:** Volunteers Dottie and Keith Hilliard; Patricia Martin and son, Rick; Major Sponsor Morgan Stanley's Justin Frame; Jeffrey Shapiro, MD; Gurjeet Kalkat, MD; Ibrahim Hanna, MD; Sohanjeet Bassi, MD



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If you wish to have your name removed from the list of those receiving communications in support of Citrus Valley Health Foundation, please call or write to the address above.

# The Last Page

We hope your confidence and pride in the excellent healthcare provided by Citrus Valley Health Partners hospitals and hospice inspire you to participate in our upcoming events. Join us for our 2016 Autumn Nocturne Black Tie Gala or our 2017 Golf Invitational—or both! Buy a table for friends or a ticket for yourself. Be a sponsor, advertiser or auction donor. Proceeds benefit the Inter-Community, Queen of the Valley and Foothill Presbyterian hospitals, and Citrus Valley Hospice.



## COMING SOON!

**Saturday, November 19, 2016**

### Autumn Nocturne 27th Annual Black Tie Gala

Rendezvous at The Langham Huntington! Join your friends for an unforgettable evening of elegance and fun at Citrus Valley Health Foundation's Autumn Nocturne. Enjoy cocktails and dinner, silent and live auctions, entertainment by Dream World Cirque and the sounds of N'Demand. The program includes the presentation of the 2016 Care Champion Physician awards to E. Scott Isbell, MD; Aarti Kulshrestha, MD; and William Pfisterer, MD.

Be a Diamond Girl! Don't miss out on this year's special jewelry auction of 100 numbered champagne glasses. One glass will contain a pair of two-carat total weight diamond solitaire earrings. The remaining 99 glasses will contain top-quality diamond solitaire earring simulants—so everyone is a winner!

Under the leadership of Pauline Bereuter, the event volunteer committee includes: Mary Jane Bettfreund; Lorena Choctaw; Jeanne Christensen; Xochitl Flores; Lisa Fuerst; Janet Hanson; K. Vasantha Reddy, MD; Patricia Serio; Susan Shapiro; and Pam Vermons.



## SAVE THE DATE!

**Monday, June 12, 2017**

### 43rd Annual Golf Invitational

Gather your foursome! Enjoy a day on the links at Citrus Valley Health Foundation's 43rd Annual Golf Invitational. All golfers tee off at South Hills Country Club in West Covina. Under the leadership of Adam Capitano and Ron Padilla, the volunteer committee includes: Jean Barrymore, John Bettfreund, Andrew Buliach, Dario Castellanos, Mario Del Fante, Jason Dennison, Janet Hanson, Nathan Logan, Andy McIntyre, Jesse Larriva, Toby Reclusado and Kevin Streeter.

For ticket purchase and sponsorship opportunities for all events, please contact the Foundation at (626) 814-2421. ■



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