



# 2020

Year In Review







Rob Curry

In 2020, Emanate Health began the year focused on growth and development to better care for the one million people that we serve in the San Gabriel Valley.

We opened the Emanate Health Care Center, a multispecialty family-medicine outpatient clinic to offer patients a one-stop shop for any health care need. We welcomed leading and specialized physicians to provide world-class care to our communities. In addition, throughout our health care system, Emanate Health received approvals for various expansion and modernization projects, including the development of a modern, 60-bed Emergency Department and 24-bed Intensive Care Unit at Queen of the Valley Hospital.

**Then the world changed, almost overnight, as the COVID-19 pandemic rocked communities and health care systems locally and around the world.**

We established a virtual incident command center on Saturday, March 14 and immediately changed our focus. Emanate Health suspended elective procedures and in-person community education programs, ended visitations at our hospitals and began treating patients with coronavirus.

*continues*





Daily command center calls provided extensive planning, preparation and operationalization for surge locations throughout our facilities to assess the impact that the pandemic would have daily on our health care system. Leadership across the system aligned to disseminate information and keep staff, physicians and patients informed. Senior hospital leaders and department heads overseeing administration, clinical operations, pharmacy, laboratory, supply chain, communications and the foundation, among others, offered regular reports.

### Throughout the process, communication was critical.

Regular emails were sent to staff to keep them apprised of the ever changing virus and pandemic. Emanate Health hosted regular virtual town hall meetings to engage staff and the community to answer questions. We also reached out to elected officials, chambers of commerce, community organizations and the public via email and social media to keep them informed. Our website and intranet offered staff and our communities ongoing COVID-19 resources. Media interviews allowed our Disease Control Department physicians to serve as subject-matter experts.



### The past year has challenged us emotionally, physically and professionally like none other.

On behalf of our Executive Management Team and the Board of Directors, we thank our dedicated staff and physicians for making untold sacrifices to treat our patients, especially those infected with COVID-19. We also thank you for living Emanate Health's mission and values every day.

Even with challenges from the pandemic, Emanate Health celebrated many noteworthy events and achievements in 2020. As we look back on the past year, we sorted them by the seven strategic pillars that guide every decision that is made by Emanate Health leadership and staff. These pillars include:

- Transforming the Consumer Experience
- Delivering Highly Reliable Care
- Strategic Growth
- Physician Relationships and Integration
- Population Health
- Financial Sustainability and Philanthropy
- Values-Based Culture



From virtual events that kept us all connected to employee and health care system recognitions, Emanate Health made the news while launching new programs to better serve and educate our patients. Here is a snapshot of Emanate Health in 2020 that should make you all proud. Enjoy!

Rob



# Transforming the Consumer Experience

## Emanate Health Care Center Debuts

Emanate Health Care Center, the centerpiece of our health system's expansion program in 2020, is now open. The hospital-based clinic is located in the Medical Arts Building at 1135 S. Sunset Ave., adjacent to Queen of the Valley Hospital. The Care Center's specialties include:

- Family Medicine
- Cardiology
- Pediatrics
- Orthopedics
- OB/GYN
- Neurology

The Care Center provides our communities with easy access to comprehensive services at Emanate Health, and allows patients to establish a relationship with a physician within our network of care.



Medical Arts Building I



4th floor Care Center lobby





## New Standards of Care

Emanate Health released its New Standards of Safety and Care video, which illustrates our cleaning procedures, safety protocols and what patients and visitors can expect for any medical care at Emanate Health.

## Patients Connect Virtually with Volunteers, Family, Friends

For the health and safety of our patients, physicians, staff and volunteers, we had to limit visitors from entering our hospitals. We created a program where our volunteers would virtually connect with our patients and provide companionship during their time with us. Patients are also able to connect with loved ones via virtual visits. This provides non-clinical interaction for our patients, which lifts their spirits while being away from their loved ones.



Mom Julie R. and her baby



Patient Jennifer F. connects with family

## FBNC Premiere's Virtual Tour Video

Emanate Health premiered the Family Birth & Newborn Center (FBNC) Virtual Tour video to give expectant mothers a feel for the facilities and services offered at the FBNC. Because we care about the little ones coming into our new world, we made it easier for expectant mothers to tour our birthing center remotely. [Click here](#) or on the image at the right to take a virtual tour.





Inter-Community Hospital | Queen of the Valley Hospital | Foothill Presbyterian Hospital

**IT'S TIME!  
DON'T DELAY  
YOUR CARE.**



**VISITORS  
WELCOME**

[emanatehealth.org](http://emanatehealth.org)

## Don't Delay Your Care Campaign



**Don't Delay Your Care**

As the largest health care system in the San Gabriel Valley, we are committed to providing quality health care services in a safe, compassionate environment.

**Our Services:**

- Emergency Care
- Family Medicine
- OB/GYN
- Pediatrics
- Cardiology
- Orthopedics
- Neurology
- Hospice & Home Care
- Family Birth & Newborn Center

**Our Hospitals:**

Inter-Community Hospital, Covina  
Queen of the Valley Hospital, West Covina  
Foothill Presbyterian Hospital, Glendora

To learn more and find a doctor, visit [emanatehealth.org](http://emanatehealth.org).

Emanate Health launched the “It’s Time. Don’t Delay Your Care” campaign to encourage people in the San Gabriel Valley to take control of their health care and schedule a doctor’s appointment. We know the community has been putting themselves at greater health risk by delaying their primary care checkups, follow-up specialty care appointments and surgeries. In addition, those experiencing serious symptoms, including signs of stroke and heart attack, are putting off emergency room visits. [Click here](#) to use the Find-a-Doctor tool.



Family receives health insurance information

## Emanate Health Flu Shot Clinic Promotes Community Health

Emanate Health Care Center hosted a free flu shot clinic to encourage community members to get vaccinated. The clinic helped to discourage the impacts of a “twindemic,” or the flu virus intersecting with coronavirus. Get Enrollment Moving (GEM) representatives helped people enroll in health insurance.



Patient receiving flu shot



# Delivering Highly Reliable Care



## Emanate Health Receives TJC Certification

Emanate Health passed its Joint Commission Survey for Queen of the Valley Hospital, Inter-Community Hospital and Hospice & Home Care with only minor conditional-level findings. The lead surveyor thanked and recognized staff for its commitment to making our health care system an impressive organization. Surveyors particularly noted the incredible work performed by our teams in documenting our evidence of standard compliance.

## FirstMed Shuttles Patients to High-Level of Care

Emanate Health announced a partnership with FirstMed Ambulance Services, Inc., to provide transportation to our three hospitals for patients who require a higher level of care. These locations include the STEMI Heart Center at ICH, and the Stroke Center and Neonatal Intensive Care Unit at QVH. FirstMed is on standby at all Emanate Health hospitals for fast, timely service.



Emanate Health partnership with FirstMed Ambulance Services, Inc.

## Charts Helped Track the COVID-19 Pandemic

From the onset of the COVID-19 pandemic, maintaining the safety and health of our patients and staff—has and continues to be our number one priority. Early in the crisis, Emanate Health took immediate steps to prepare for the volumes and forecasts of incoming COVID-19, as well as non-COVID-19 patients. We developed a variety of tools throughout the year, including a customized dashboard to track contact-tracing, and the impact of the virus on our health care system. This helped us project where cases might spike, while keeping safety at the forefront. As a result, Emanate Health implemented plans to hire more staff, procure mass quantities of Personal Protective Equipment (PPE), in addition to ventilators, oxygen and cardiac monitors, and suspended elective procedures.

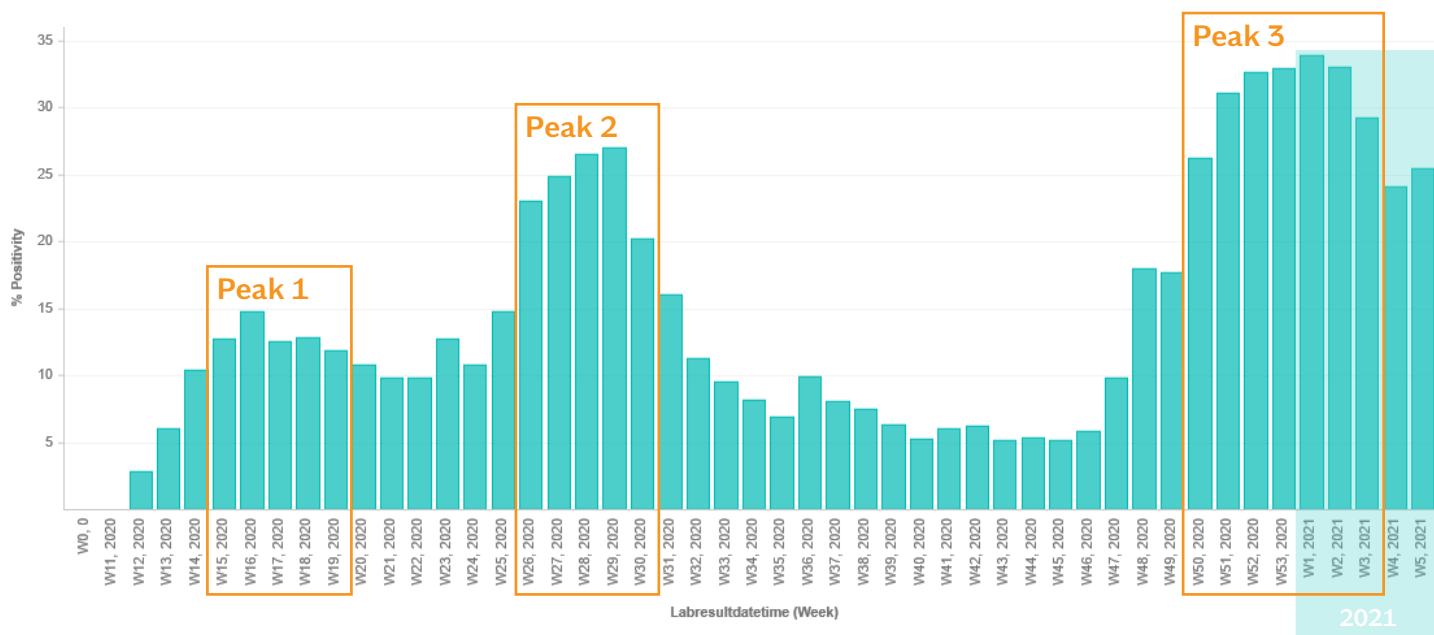
*“Emanate Health implemented plans to safely identify staff who have come into contact with a patient who has tested positive for the virus. The data helps clinical operations know where transmissions are happening within our three hospitals. This unique contact tracing program was specifically developed for our EHR and how we work here at Emanate Health, helping us achieve some promising outcomes.”*

**Loucine Kasparian**

Infectious Disease Director  
Emanate Health



## COVID-19 Positivity Rate and Trend by Week for 2020



Source: Emanate Health Infectious Disease Control Department





## Patient Care Certifications

The Transitional Care Unit (TCU) at Inter-Community Hospital received a prestigious Five-Star Rating for Quality Measures and maintaining an over-all Five-Star Quality Rating from the Centers for Medicare and Medicaid Services. CMS created the Five-Star system to help consumers, their families and caregivers compare nursing homes more easily. The quality measures offer information about how well nursing homes are caring for their residents' physical and clinical needs.

## Successful TCAR Procedure

Vascular surgeons at Inter-Community Hospital successfully conducted two Transcarotid Artery Revascularization (TCAR) procedures, a first for Emanate Health. The procedure is clinically proven, minimally invasive and a safe approach to prevent stroke in high-surgical-risk patients that need carotid intervention. Under the guidance of vascular surgeon, Ahmed Hussain, MD, Emanate Health is one of just a handful of health care systems to offer this procedure in the San Gabriel Valley.



Ahmed Hussain, MD



Ahmed Hussain, MD, and his TCAR team

## Emanate Health Secures Upgraded Designation for Stroke Care

Emanate Health announced that Queen of the Valley Hospital has received certification from DNV-GL Healthcare as a Primary Plus Stroke Center, reflecting a high level of competence for treatment of complex and serious stroke events.

The designation allows EMS runs with urgent stroke patients to come to the QVH ED for care. In addition, the Stroke Care Team received a Stroke Gold Plus Quality Achievement Award from the American Heart Association for its work in 2020.

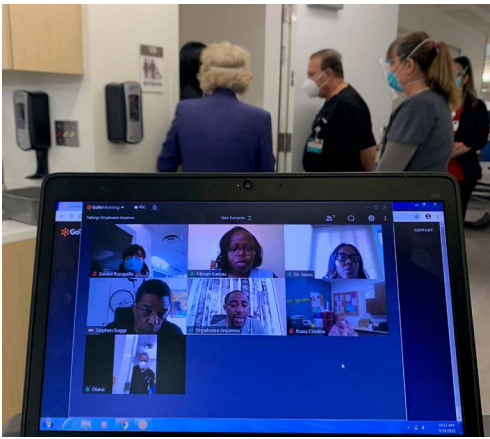


Mary Konyalian, RN, Vice President Neuroscience & Nursing; Claudia Muñoz, MD, Medical Director of Neurosciences; and Hedy Dizon, RN, Stroke Program Manager, hold the American Red Cross award.



Patients Suzanne C. and Emmanuel N. (center) meet the doctors that saved their lives during a reception. Hamed Farid, MD, (left) treated Suzanne, while Richard Young, MD, treated Emmanuel.





Virtual Behavioral Survey taking place

## Behavioral Health Receives New Three-Year Designation

Emanate Health Mental Health Unit received a new three-year re-designation by the Los Angeles County Department of Mental Health. Conducting its triennial Lanterman-Petris-Short (LPS) survey virtually, the survey team assessed Emanate Health's compliance with designation guidelines and criteria using a camera. They toured the Mental Health Unit and Emergency Department. In addition, they reviewed open and closed charts, interviewed patients and staff, and examined policies, procedures and other documents.

## Staff Excited to Receive First Dose of New COVID-19 Vaccine

With great anticipation and much fanfare, Emanate Health dispensed the first of the two-course Pfizer COVID-19 vaccine to hundreds of frontline health care workers at Inter-Community Hospital, Queen of the Valley Hospital and Foothill Presbyterian Hospital. With both inoculations, physicians and staff are fortified as they treat patients.



Sergio Hernandez, MD, an emergency medicine physician, was the first to receive the shot at QVH.



Clockwise from upper left:

Paul Morris, PharmD, BCPS, Corporate Director of Pharmacy Services, delivers the vaccine to the lab at QVH.

Emanate Health employee receives the first of two vaccinations.

Morris (passenger seat) and George Diaz, Corporate Director, Campus Safety & Central Transportation, head off to LAC-USC Medical Center to pick up the vaccine.



# Strategic Growth

## Expansion Projects Moving Forward and Closer to Home

Construction documents are complete for the Queen of the Valley Hospital Emergency Department and Inter-Community Hospital expansion and modernization projects. Documents will be submitted to state agencies for review and approval in early 2021 with an anticipated construction start in fall of 2021. Similar expansion and modernization projects are underway throughout our health care system to help boost health care services in the community.



▲ QVH Medical Arts Building II rendering

◀ QVH ED & ICU Expansion rendering

### Conceptual View



## Urgent Care Center to Break Ground in 2021

With the purchase of a building in Glendora, Emanate Health set into motion the development of its first urgent care center in the community. The site is located on the corner of Route 66 and Amelia Avenue. The urgent care center will offer valuable health care services in the community and strengthen Emanate Health's presence in the greater Glendora area. The project is expected to break ground in 2021.

Emanate Health Urgent Care Center rendering

# 4 Physician Relationships and Integration

## Emanate Health for Life

In 2020, Emanate Health affiliates—the Emanate Health Medical Group (EHMG) and Emanate Health IPA—provided patients with more health care options in the community. With 52 physicians, including physician assistants and nurse practitioners in 10 locations, the groups offer primary care for children and adults as well as pediatrics, orthopedics, obstetrics & gynecology, neurology, cardiology and imaging services.

Committed to our promise to provide high quality care in a safe, compassionate environment, all medical offices adhere to standards of care to protect patients from COVID-19. Regular communication with patients to not delay their care included email, website updates and social media posts. The medical group offered Telehealth and virtual visits to patients unable to come into the office to seek care. The medical group and IPA are on a mission to provide more access to all patients to a variety of comprehensive specialty services throughout the San Gabriel Valley. EHMG physicians also treat patients at the Emanate Health Care Center, which offers complex care services for individuals and families through every stage of life.

### Strategic Growth/Physician Integration New Physicians



**Luis Garcia-Ayala, MD**  
Family Medicine  
Emanate Health Outpatient Services  
July, 2020



**Paul Yang, MD**  
Total Joint Orthopedic Surgeon  
Emanate Health Orthopedics  
September, 2020



**Rosemary Yi, MD**  
Hand & Arm Orthopedic Surgeon  
Emanate Health Orthopedics  
October, 2020

Some recent Family Medicine Residency Program graduates were integrated into the Emanate Health system





Family members cheering on the graduates



Maili Velez-Dalla Tor, MD, FAAFP, Program Director  
Emanate Health Family Medicine Residency Program

## FMRP Graduates First Class of Residents

In June, Emanate Health graduated the first class of its Family Medicine Residency Program during an outdoor, socially distanced ceremony in the parking lot at Queen of the Valley Hospital. The three-year program allows Emanate Health to help train the next generation of physicians and address a shortage of doctors throughout the region.



Lulua Bahrainwala, MD, arrives in style to the graduation



Anna Pavlov, PhD (far left) honors award-winning graduates at ceremony



Graduate Frank Choe, MD, and family at the graduation



Class of 2020 graduates

Of the 10 FMRP graduates, the following highly-trained new physicians to practice medicine and provide quality health care in the region include: Benedicta Omoko, MD; James Pearson, MD; Mohammed Feroz Iqbal, MD; Luis Garcia-Ayala, MD; Thomas Chong, MD; Frank Choe, DO; Patrice Tully, MD; Francisco Ordaz, MD; and Lulua Bahrainwala, MD, who is currently pursuing an extended Community Medicine Fellowship with plans to practice at Emanate Health upon program completion.

# Population Health

## “Ask the Doctor” Series Kicks Off to Educate Community, Virtually from Anywhere

Emanate Health launched its “Ask the Doctor” live chat, videos and articles, beginning with Jazma Phelps, DO, a family medicine physician at Emanate Health Care Center, with a question-and-answer article on Coronavirus & Pregnancy. Since July, Emanate Health has produced 14 weekly videos or articles, including five Facebook Live segments. See a list of all topics on the next page.

In the spirit of transparency, Emanate Health hosted its first in an ongoing series of employee virtual town hall meetings to provide the latest information about the health system’s response to the COVID-19 pandemic and other issues. The last event of 2020 dealt with the COVID-19 vaccines and what staff could expect.

### ASK THE DOCTOR LIVE

11/11/20 @ 11 a.m.



#### COVID-19 & Heart Care



**Fahed Bitar, MD**  
Medical Director  
Emanate Health Heart Center



## COVID-19

Vaccine & What to Expect

Wednesday, November 18 • 12:30 - 1:30 p.m.

For Employees, Medical Staff & Volunteers

Special Edition  
**ASK THE DOCTOR**



**Deepthi Jayasekara, MD**  
Chair, Infection Control





## Ask the Doctor Live Chats, Videos and Article Series

### **Coronavirus & Pregnancy**

Jazma Phelps, DO, Family Medicine

### **Coronavirus 101**

Cynthia Chen-Joea, MD, Family Medicine

### **Neurology & Coronavirus**

Jagat Shetty, MD, Neurology

### **Take Extra Care of Your Mental Health**

Anna Pavlov, PhD, Psychology

### **How the Kids Can Return Safely to School During a Pandemic & Seasonal Flu (Spanish)**

Luis Garcia, MD, Family Medicine

### **Coronavirus & Stroke Care**

Claudia Muñoz, MD, Neurology

### **Coronavirus and the Flu**

Sohanjeet Bassi, MD, Infection Control

### **Orthopedic Care in the Age of Coronavirus**

Gregory Gomez, MD, Orthopedics

### **COVID-19 & The San Gabriel Valley**

Gurjeet Kalkat, MD, Chief Medical Officer

### **Heart Disease & Coronavirus**

Fahed Bitar, MD, Cardiology

### **Special Edition Ask the Doctor Live: COVID-19 Vaccines & What to Expect**

Deepthi Jayasekara, MD, Infection Control

### **Emanate Health OB/GYN Services—Women's Pregnancy Journey by Trimester**

Wanchi Zeng, MD, OB/GYN

### **Mental Health Tips During the Holidays**

Anna Pavlov, PhD, Psychology

### **Special Edition Ask the Doctor: COVID-19 Virtual Town Hall Meeting**

Gurjeet Kalkat, MD, Chief Medical Officer



Virtual Conference  
Saturday, October 24, 2020, at 9 a.m.

# COVID-19 & The San Gabriel Valley



Thank you to our sponsors:






## Speakers Include:



Robert H. Curry, CEO  
Emanate Health



Este Geraghty, MD, MS,  
MPH, GISP, Chief Medical  
Officer and Health  
Solutions Director, Esri



Sohanjeet S. Bassi, MD  
Infectious Disease  
Specialist, Emanate Health



Moderator  
Gurjeet Kalkat, MD  
Chief Medical Officer  
Emanate Health

## COVID-19 Virtual Conference

With growing uncertainty about the pandemic, Emanate Health hosted the “COVID-19 & The San Gabriel Valley” conference to provide a state of the virus in the valley and outline the future of health care delivery in the region. More than 200 people registered for the online event and many participated by asking questions about the virus and the vaccines. Thanks to our event sponsors North-West College, Emergency Ambulance Service, First-Med Ambulance and Self Care Catalysts.



Published by Sprout Social · December 18, 2020 ·

We're happy to announce the first of two Pfizer-BioNTech COVID-19 vaccinations were given to employees at Queen of the Valley Hospital, Inter-Community Hospital and Foothill Presbyterian Hospital starting yesterday.

Emergency Medicine Physician, Dr. Sergio Hernandez, who regularly treats COVID-19 patients as they arrive at QVH, was the first to receive the vaccine.

The arrival of the COVID-19 vaccine shines a light at the end of the tunnel and offers a layer of protection ... See More




2,437  
People Reached

496  
Engagements

Boost Post

142

6 Comments 13 Shares

## Connecting with the Community on Social Media

In the past year, Emanate Health has leveraged social media to help educate the community about COVID-19 and other health-related issues. Since March, our health care system has produced and distributed 26 videos of various lengths, had 983 social media posts and 107 COVID-19 communications. Emanate Health Facebook Live segments generated almost 200,000 views.

## Community Partnerships

Emanate Health partnered with the cities of Covina, West Covina and Glendora to host a Virtual Town Hall to give our service area and surrounding communities, the latest on the COVID-19 pandemic and the new vaccines becoming available. The event was presented by Dr. Gurjeet Kalkat, Chief Medical Officer. The cities shared the information with their constituents and extended the reach of our message. Emanate Health also partnered with the American Red Cross to host 20 blood drives at its three hospitals, collecting 914 pints of blood, saving hundreds of lives.



On Facebook Live  
@EmanateHealthNow

# COVID-19 VIRTUAL TOWN HALL



Wednesday, December 16, 2020, 11 a.m.







Welcome Baby is a home visitation program designed to support mothers of infants and strengthen families.

## Welcome Baby Refunding

A three-year, \$5.2 million grant extension from First 5 LA was approved to fund the Welcome Baby (WB) program to improve the health and quality of life of pregnant and postpartum women and their newborns. The program is a free psychosocial program providing support, education and resources to pregnant women and mothers at the hospital and in the home. Despite the pandemic, WB continues to serve the community by approaching patients at bedside and conducting virtual visits via GoToMeeting. The need for supportive services and resources has grown as more families struggle during the pandemic.

In 2020, WB enrolled a total of 1,351 prenatal and postpartum patients living throughout the San Gabriel Valley. Program staff conducted 2,128 in-person, phone calls and virtual visits. During these visits, staff provided information, support and linkage to community resources. Patients were encouraged to continue attending prenatal and postpartum appointments and follow through with well-baby visits for infants. WB staff assessed for maternal depression and anxiety and linked families to mental health services. Families were connected with food banks, distance learning resources for parents and much more.

## Get Enrollment Moving Receives Grant

Emanate Health announced that the State of California has approved a one-year, \$361,214 grant to allow Get Enrollment Moving (GEM) to continue their outreach and enrollment work to provide health care access to vulnerable populations in our communities. GEM provides outreach and no-cost enrollment assistance in free and low-cost health insurance programs available to the community. Individuals and families receive education and guidance navigating through the complexity of the various health insurance programs and systems.

This year, the GEM program assisted 2,052 residents with applying for free or affordable health insurance coverage and 2,774 consumers received problem-solving assistance to maintain their insurance or to add family members. GEM confirmed enrollment for 92% of the applications and maintained 90% insurance retention after one year.



Community Benefits Director Maria Peacock (third from left) with GEM Counselors Gloria Velasquez, Graciela Pinero and Olga Gallardo (left to right).

# Financial Sustainability and Philanthropy

## Financial Stewardship Ensures Bright Future for Emanate Health

The pandemic has resulted in increased expenses from COVID-19 patients and the loss of revenues from elective procedures. To help manage the impacts, Emanate Health issued a memo to staff, physicians and volunteers outlining its COVID-19 Financial Recovery Plan. The memo offered a comprehensive series of strategies and actions to help ensure the company's financial future in the wake of the pandemic.



Members of the Emanate Health Construction Bond Team, which included (front row, from left) Christina Hong, Debbie Cooper and Peter Caovan; (back row, from left) Chip Riddle, Suzanne Myers, Tony Blakely and Roger Sharma.

## New Bonds Drive Future Growth

Under the leadership of Roger Sharma, President & CFO, Emanate Health partnered with the California Statewide Communities Development Authority, Kaufman Hall, Barclays, and Orrick, Herrington & Sutcliffe, LLP to issue \$170,255,000 in Series 2020 bonds. We were oversubscribed ten times, which means there was a very high demand for our securities. The proceeds from the sale of the Series 2020A bonds will allow us to finance the Emergency Department and Intensive Care Unit expansion, the Medical Arts Building II and Parking Structure at Queen of the Valley Hospital; the renovation at Inter-Community Hospital and the development of the urgent care center in Glendora.

Adding to this substantial achievement in our history, Fitch Ratings, a leading provider of credit ratings, research and analysis for the global financial markets, assigned an 'A+' long-term rating to Emanate Health debt, calling its outlook Stable.

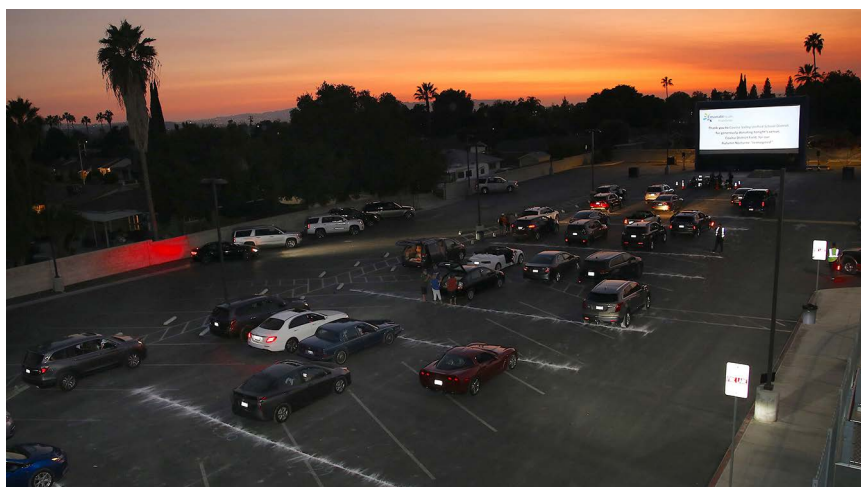


## Foundation Events Build Awareness and Raise Funds for COVID-19 Relief Fund

Not even a global pandemic derailed the **Capitano Golf Classic**, which was held August 17 at South Hills Country Club. Face masks and temperature checks helped to promote health and safety as the event generated \$187,577 to support Emanate Health programs. **Autumn Nocturne**, successfully “re-imagined” as a drive-in event on October 17 at Covina District Field, attracted 150 guests and raised \$128,957 to support Emanate Health’s COVID-19 Relief Fund. **Light Up a Life**, with special recognition of 2020 Hospice Honoree Nadine Goeller, was held as a virtual event on December 3 and raised \$35,095 to benefit Emanate Health Hospice.



Sponsor Cornerstone Construction Group, Inc.



Autumn Nocturne “Re-Imagined” outdoors



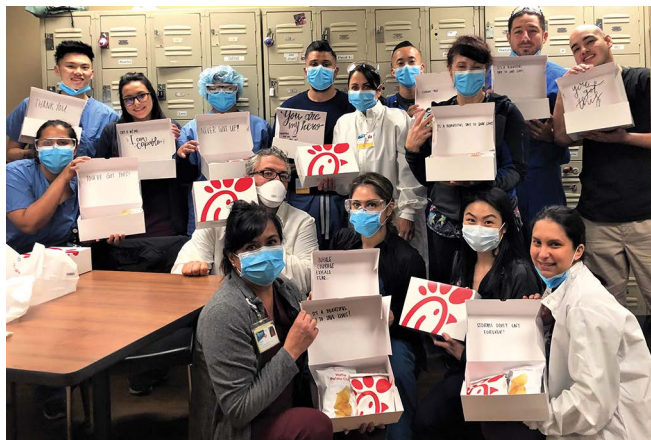
Karl and Carol Urlic volunteered



Autumn Nocturne health care heroes

## Community Food Donations Generate Big Smiles

The community also helped to recognize Emanate Health heroes with gifts of food from businesses and community groups, which were very much appreciated by employees.



## Other Contributions

- More than 400 individuals, businesses and community organizations have contributed cash or in-kind gifts toward COVID-19 relief.
- We received more than \$400,000 total value of cash and in-kind gifts towards Emanate Health's COVID-19 relief efforts.
- The in-kind gifts included 200,000 surgical masks, 30,000 N95 masks and 7,000 face shields.
- The community has also donated iPads, hand sanitizer and bouquets of flowers.

## Year-round Fundraising Appeals Throughout 2020

Along with major fundraising events, Emanate Health Foundation conducts regular fundraising appeals to a donor base of individuals, corporations and community organizations whose kindness and generosity have supported the health care system for years. These appeals, which are sent via e-mail and postal mail, highlight the great work and success stories of Emanate Health's three hospitals and hospice. The appeals included Doctors' Day, #GivingTuesday and Amazon Smile. Monies raised support the areas of greatest need throughout Emanate Health and the COVID-19 Relief Fund.





# 7 Values-Based Culture

## Roger Sharma promoted to President & CFO



Emanate Health CEO Rob Curry announced that he would remain in his current role through the end of his contract in December 2022 and then retire. To ensure a smooth succession, Curry also announced that Executive Vice President & CFO Roger Sharma was promoted to President & CFO, and would succeed him as CEO following his retirement. Curry called Sharma one of the top health care CFO's in the country and said that Emanate Health is "honored to keep a proven leader of Roger's caliber" as we continue to deliver on our mission of quality and affordable health care, now and for many years to come.

## Rob Curry Named to LABJ's LA 500 List



CEO Rob Curry was named to the *Los Angeles Business Journal's* LA 500: The Most Influential People in L.A. and was featured in a special edition of the publication. Others on the list included Jeff Bezos, Amazon.com, Inc.; Elon Musk, Tesla Motors, Inc.; Steven Spielberg, Amblin Partners; and Oprah Winfrey, among others. In addition, Curry was named a finalist for "Hospital CEO, President of the Year" for the annual LABJ Health Care Awards. Other finalists included leaders from Adventist Health Glendale, UCLA Health, City of Hope and Keck Medicine of USC.



## Two More Added to the Ranks of Top Doctor!



Congratulations to Orthopedic Surgeon, Dr. Ankur Patel & Emergency Department Physician, Dr. Augusto Cigliano.



For decades, Emanate Health – formerly Citrus Valley Health Partners – has been a source of health for our communities. We provide comprehensive health care services to more than one million people living in the San Gabriel Valley.

To Learn More & Find a Doctor:  
Visit [EmanateHealth.org](http://EmanateHealth.org) • Call 888.456.2847

## LABJ Top Doctors Recipients

Emergency Department physician, Augusto Cigliano, MD, of Foothill Presbyterian Hospital, and orthopedic surgeon, Ankur Patel, MD, of Emanate Health Orthopedics, were named “Top Doctors” in the region by the *Los Angeles Business Journal*. The two doctors were selected from a field of approximately 150 physicians in 12 disciplines of focus from throughout Southern California based on their “good standing, reputation, thought leadership and success,” among other factors.

## LABJ Women in Leadership Recipients

Melissa Howard, RN, MSN, Emanate Health Chief Nurse & Clinical Executive for Foothill Presbyterian Hospital and Inter-Community Hospital, and Jacqueline Bracy, MD, MHA, a practicing gynecologist and President of Emanate Health Medical Group, were named “Top Women Leaders in Healthcare” in the region by the *Los Angeles Business Journal*. Howard and Dr. Bracy were selected from a field of more than 100 women from health care systems throughout Southern California. They were chosen based on their service as accomplished senior-level leaders in administrative or clinical roles in the industry, exhibit a willingness to share expertise with others in the field and demonstrate leadership in civic/community organizations.



## Congratulations to our Top Women Leaders in Healthcare!



Jacqueline Bracy, MD, MHA  
Gynecology



Melissa Howard, RN, MSN  
Nursing

Where **top women leaders in healthcare** come from

### Our Hospitals:

Inter-Community Hospital, Covina  
Queen of the Valley Hospital, West Covina  
Foothill Presbyterian Hospital, Glendora

### Our Specialty Areas:

• Behavioral Health  
• Cardiovascular Care  
• Emergency Care  
• Neuroscience and Stroke Care  
• Orthopedics Care  
• Sports Medicine  
• Women's Health

To learn more and find a doctor, visit [www.emanatehealth.org](http://www.emanatehealth.org).



Emanate Health, formerly Citrus Valley Health Partners, is the largest health care system in the San Gabriel Valley. The health system includes Foothill Presbyterian Hospital in Glendora, Inter-Community Hospital in Covina, Queen of the Valley Hospital in West Covina, Emanate Health Hospice and Home Care in West Covina.



## THANK YOU!

To our tireless doctors, nurses and staff  
To our compassionate care givers  
To our courageous patients and families  
To our relentless supporters who give their time  
To our strong San Gabriel Valley community

### Voted Best Hospital Group & Best Place to Work

Your health is never on hold.  
Book a medical visit with your doctor  
at [www.emanatehealth.org/appointment](http://www.emanatehealth.org/appointment)



San Gabriel Valley's largest healthcare system  
Inter-Community Hospital - Covina  
Queen of the Valley Hospital - West Covina  
Foothill Presbyterian Hospital - Glendora  
Hospice & Home Care - West Covina

## Emanate Health Named Region's "Best Health Care System"

Emanate Health announced that it has been voted “Best Health Care System” and the “Best Place to Work” in the region by readers of the *San Gabriel Valley Tribune*! More than 41,000 people in the region voted online. These honors include hospitals and health care systems, and other workplaces, in the entire valley, from Pasadena and Alhambra on the west to San Dimas and Pomona on the east.





Queen of the Valley Hospital

## White Coats for Black Lives Observance

Under the leadership of Family Medicine Residency Program physicians, Emanate Health held “White Coats for Black Lives” silent demonstrations at Inter-Community Hospital, Queen of the Valley Hospital and Foothill Presbyterian Hospital simultaneously at noon. The observances, which also contained reflections by Emanate Health chaplains, were held to help dismantle racism in medicine and promote the health, well-being and self-determination of people of color. Dozens of employees at each facility participated.



Gurjeet Kalkat, MD  
Chief Medical Officer



Inter-Community Hospital



Foothill Presbyterian Hospital



## CEO Rob Curry & other Leaders Engaged in Thought Leadership

CEO Rob Curry was interviewed in a Becker's Health Care Podcast discussing the impact the COVID-19 pandemic had on Emanate Health. [Click here](#) to listen to that interview. Melissa Howard, RN, MSN, Emanate Health Chief Nursing & Clinical Executive, was also featured in Becker's, sharing her clinical insights in response to the virus. [Click here](#) to access her responses to questions among those from other national hospital leaders. Gurjeet Kalkat, MD, Emanate Health Chief Medical Officer, addressed the pandemic in the pages of the *Los Angeles Business Journal*. [Click here](#) to see his responses to questions among those from other local hospital leaders. And finally, Diane Martin, MBA, Chief Marketing & Communications Officer, spoke on a virtual national health care panel for the Society for Health Care Strategy & Market Development discussing what worked well during COVID-19 and what priorities to sustain. [Click here](#) to review her comments among those from experts at Cleveland Clinic, Intermountain Healthcare, Hackensack Health and Beaumont Health.



Melissa Howard,  
RN, MSN



Gurjeet Kalkat, MD



Diane Martin, MBA



# thank you

## Year of the Nurse



2020 was an important year to celebrate nurses. In the wake of the pandemic, nurses have been called upon to heroically treat COVID-19 patients around the clock. Many left their families behind and the security of home to show compassion for the most vulnerable populations at Emanate Health facilities. As the world looked on, nurses were some of the biggest heroes of 2020 and, as an organization, gratitude soared as Emanate Health celebrated Nurses Week. [Click here](#) to see a video tribute created to show appreciation for our health care heroes.







## Community-led Appreciation Parade

The highlight of National Hospital Week was our community-led appreciation parade containing more than 100 cars driven by local businesses, schools, community groups and others that visited all three Emanate Health hospitals, as well as Hospice, the Badillo Building, Business Services and Emanate Health Imaging Center. [Click here](#) to see that video.



## Parade Honors QVH Heroes

Dozens of local sheriffs, police, highway patrol and fire department vehicles from throughout the San Gabriel Valley paid tribute to health care workers at Queen of the Valley Hospital. [Click here](#) to see a video of the event. Similar parades were held at Inter-Community Hospital and Foothill Presbyterian Hospital.



### Our Heroes Don't Wear Capes

They wear N95 Masks

They wear Surgical Masks

They wear Goggles

They wear Gloves

They wear Gowns

They wear Face Shields

They wear Compassion

They wear Determination

They wear Smiles

### They Wear Scrubs

3,500 strong and more heroes on the way!

Where { heroes } come from

## Heroes Campaign Celebrate Dedicated Hospital Heroes

To honor our heroes on the front lines of the COVID-19 pandemic, Emanate Health launched a campaign #whereheroescomefrom designed to show that our heroes don't wear capes, but scrubs and PPE to save lives. It's the body armor they wear that demonstrates their commitment to treating all of our patients. Visit our Facebook page for photos, stories and more.

Where { heroes } come from



## Communication with staff was key to keeping everyone informed during the pandemic

Internally, Emanate Health:

- Distributed “The Source,” regularly to provide staff with COVID-19 updates and other news
- Provided COVID-19 resources for staff (useful links, guides, references, etc.) on the intranet and website
- Hosted frequent virtual town hall meetings with senior leaders to provide valuable information and answer staff questions
- Generated tools like posters and fliers with important information about the virus to help keep staff safe
- Produced a series of videos about safety and cleanliness guidelines, donning and doffing PPE, and community appreciation parades to lift the spirit of staff

## Keeping the community informed was critical

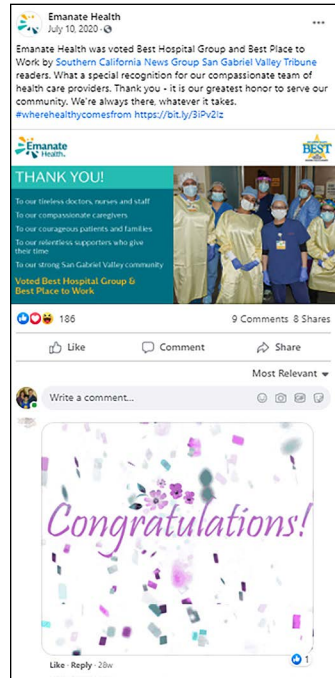
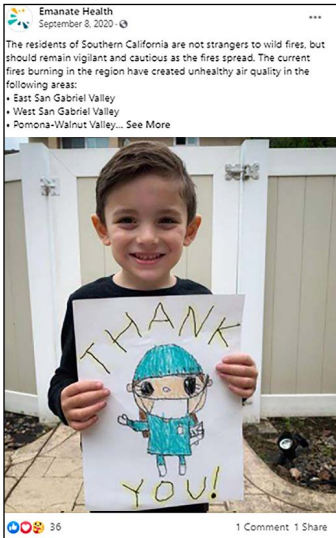
Externally, Emanate Health:

- Provided emergency room physicians and infection control experts to conduct news media interviews
- Received media placements in *Los Angeles Times*, *San Gabriel Valley Tribune*, *The World Journal*, KPCC-FM, ABC7, CBS2, KCAL9 and Spectrum News 1, among others
- Regularly distributed email communication to key constituency groups including elected officials at all levels (city, county and state), and community organizations (nonprofits, senior centers, libraries, etc.)
- Hosted events online, including the virtual COVID-19 conference, Facebook Live segments with physicians and “Ask the Doctor” education videos
- Leveraged our social media channels to distribute hundreds of messages, daily posts on all our platforms:

[Instagram](#) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)



## Community engagement through social media



## Emanate Health in the News

### ***San Gabriel Valley Examiner***

January 16, 2020, Page A7

Emanate Health Releases 2019 “Year in Review” Video and Report to Chronicle Landmark Year for the Health System

### ***San Gabriel Valley Examiner***

January 23, 2020, Page A7

A Doctor’s Advice for Achieving Healthy New Year’s Resolutions

### **ABC7**

January 25, 2020

Coronavirus Raises Concerns About L.A.-area Lunar New Year Celebrations

### ***San Gabriel Valley Tribune***

January 28, 2020

Plans and Outreach Efforts Over Coronavirus Concerns in Place, Health Officials Say

### ***Los Angeles Business Journal***

January 27, 2020

Top Doctors in Los Angeles: Augusto Cigliano

### ***Los Angeles Business Journal***

January 30, 2020

Top Doctors in Los Angeles: Ankur D. Patel

### **Spectrum News 1**

January 30, 2020

SoCal ERs Brace for Possible Influx of Coronavirus Victims

### ***San Gabriel Valley Examiner***

February 6, 2020, Page A8

Emanate Health Announces “Heart and Vascular Month” Activities in February to Promote a Healthy Heart

### ***San Gabriel Valley Examiner***

February 13, 2020, Page A5

2019 Novel Coronavirus Pandemic - What You Should Know

### ***San Gabriel Valley Examiner***

February 27, 2020, Page A5

5 Healthy Habits for a Happy Heart

### **KTLA-TV**

March 5, 2020, 3 p.m.

How to Prepare for Coronavirus

### **KTLA-TV**

March 5, 2020, 6 p.m.

How to Prepare for Coronavirus

### ***Becker’s Hospital Review***

March 12, 2020

How Emanate Health’s Residency Program Aims to Address the Physician Shortage

### **CBS2/KCAL9**

April 8, 2020

Coronavirus: Covina First Responders Salute Health Care Workers With Shift Change Procession



***San Gabriel Valley Tribune***

April 14, 2020

Coronavirus Sparks Dramatic Decline in Overall ER Visits, Job Losses for Hospital Workers

***Becker's Hospital Review***

April 16, 2020

73 Hospital Leaders in 10 States Hit Hardest by COVID-19 Offer Advice to Colleagues: If You Do Nothing Else, at Least Do This

***San Gabriel Valley Examiner***

April 30, 2020, Page 10

Inter-Community Hospital Auxiliary Provides 350 Spaghetti Dinners For The Heroes That Work At ICH

***San Gabriel Valley Examiner***

May 7, 2020, Page 2

Queen of the Valley Staff Honored with First Responders Parade

***San Gabriel Valley Examiner***

May 14, 2020, Page 2

Two Emanate Health Leaders Named "Top Women Leaders in Healthcare"

***San Gabriel Valley Examiner***

May 21, 2020, Page 14

Community Appreciation Day for Health Care Workers

***Los Angeles Business Journal***

May 26, 2020

LA 500 List: Curry, Rob — Emanate Health, President and Chief Executive, Emanate Health

**Univision**

June 11, 2020

'Batas blancas por vidas negras,' trabajadores de la salud en West Covina rinden homenaje a George Floyd

**Fitch Ratings News Release**

June 18, 2020

Fitch Assigns an 'A+' IDR and Long-Term Rating to Emanate Health (CA) 2020 Series Debt

***San Gabriel Valley Examiner***

June 18, 2020, Page 11

Emanate Health Opens First-Ever Outpatient Services Center in West Covina with Various Health Care Specialties Under One Roof

***Becker's Hospital Review***

June 19, 2020

Becker's Healthcare Podcast- Robert Curry, CEO of Emanate Health

***Los Angeles Business Journal***

July 27, 2020

Health Care: A Roundtable Discussion, Gurjeet Kalkat, MD, Chief Medical Officer, Emanate Health

***Los Angeles Business Journal***

July 28, 2020

Health Care Roundtable: Emanate Health

***San Gabriel Valley Examiner***

August 6, 2020, Page 15

<https://www.sgvexaminer.com/images/2020/August%206%20-%202012,%202020.pdf>

***Los Angeles Business Journal***

September 2, 2020

[Hospital CEO or President of the Year – Finalists, Rob Curry](#)

***San Gabriel Valley Examiner***

October 1, 2020, Page 2

[Emanate Health Announces New Class of Family Medicine Residency Program Physicians](#)

***San Gabriel Valley Examiner***

October 8, 2020, Page 18

[Emanate Health Foundation's 31st Annual Autumn Nocturne to be "Re-imagined" as a Drive-In Event](#)

[Honoring Health Care Heroes](#)

***Yahoo Finance***

October 10, 2020

[Emanate Health to Host "COVID-19 & the San Gabriel Valley," a Free, Virtual Conference, Oct. 24, Offering the Community the Latest Information on the Virus](#)

***San Gabriel Valley Examiner***

October 15, 2020, Page 17

[Emanate Health's New Visitor Policy Now Welcomes Limited Visitor Access to Hospital Patients](#)

***Los Angeles Business Journal***

October 19, 2020

[Emanate Health to Host Free, Virtual Conference - Custom Content by the Los Angeles Business Journal](#)

***San Gabriel Valley Examiner***

December 10, 2020, Page A6

[Emanate Health Queen of the Valley Hospital Earns Primary Plus Stroke Center Designation](#)

***San Gabriel Valley Tribune***

December 12, 2020

[Emanate Health Queen of the Valley Hospital Receives Primary Plus Stroke Center Certification](#)

***San Gabriel Valley Tribune***

December 18, 2020

[Coronavirus Vaccinations Underway for Staffs at San Gabriel Valley Hospitals](#)

***CBS2***

December 18, 2020

['We're Getting Crushed': Record Numbers of COVID-19 Patients Pushing LA, OC Hospitals to Their Limits](#)

***Becker's Hospital Review***

December 28, 2020

[Telehealth Game-Changers: 6 CIOs Share Defining Factors that Transformed Virtual Care in 2020](#)

***San Gabriel Valley Tribune***

December 30, 2020

[Pandemic-Era Heroes: Chaplain Maintains Calm, Strength Amid the Outbreak's Storm](#)

***San Gabriel Valley Tribune***

December 30, 2020

[ICU doctor: Gatherings Are 'Turning Hospitals into Morgues' in L.A. County](#)