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
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.
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.

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.
Don’t Delay Your Care Campaign

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.

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.
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.
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.

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.
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.

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.

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.

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

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 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

<table>
<thead>
<tr>
<th>Physician</th>
<th>Specialty</th>
<th>Affiliation</th>
<th>Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Luis Garcia-Ayala, MD</td>
<td>Family Medicine</td>
<td>Emanate Health Outpatient Services</td>
<td>July, 2020</td>
</tr>
<tr>
<td>Paul Yang, MD</td>
<td>Total Joint Orthopedic Surgeon</td>
<td>Emanate Health Orthopedics</td>
<td>September, 2020</td>
</tr>
<tr>
<td>Rosemary Yi, MD</td>
<td>Hand &amp; Arm Orthopedic Surgeon</td>
<td>Emanate Health Orthopedics</td>
<td>October, 2020</td>
</tr>
</tbody>
</table>

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

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 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
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.

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

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.
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.
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.
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.
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.

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.
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.

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.

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.
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.

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.
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.

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.
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

Emirates Health: September 25, 2020

The residents of Southern California are not strangers to wild fires, but several women resilient and active as the fires spread. The recent fires burning in the region have created unhealthy air quality in the following areas:
- San Gabriel Valley
- Los Angeles County
- Ventura County
- See More

Emirates Health: November 10, 2020

This week, Dr. Karan S. Atha will be going live on Facebook to discuss the impact of COVID-19 on health care. As a chief medical officer, he will make sense of what’s being reported, share his insights, and answer your health questions. See More

Emirates Health: September 15, 2020

DHS Red-RK of West Covina generously donated 500 chicken sandwich meals for the volunteers and staff who distributed the COVID-19 vaccine to Emirates Health staff and physicians. Special thanks to Donny Hernandez, service unit operator, for his noble support for Emirates health frontline workers.

Emirates Health: October 1, 2020

As we celebrate the 20th Anniversary of our Family Birth and Neonatal Center, we are honoring the nurses and midwives who provide care for women and infants. To honor this special group of nurses, we are highlighting a few of their stories below.

Emirates Health: July 25, 2020

Congratulations! Your baby is now ready to come home. We wish you and your family all the best as you adjust to your new role. We believe that this is a wonderful time to learn about your newborn and how to care for them. Please contact us if you have any questions.

Emirates Health: March 22, 2020

Please note that the new coronavirus (COVID-19) is currently spreading rapidly. We are taking precautions to ensure the safety of patients, visitors, and staff. If you have symptoms of fever, cough, or difficulty breathing, please call us for guidance.

Emirates Health: April 28, 2020

We appreciate all the hard work and dedication of our healthcare heroes. Thank you for your service and commitment to our community.

Emirates Health: October 31, 2020

The Emirates Health Foundation recently recognized this year’s Health Hero Awards. Thank you to all the great physicians, nurses, and healthcare workers who helped bring the world closer to ending this pandemic.
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

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

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Health Care Roundtable: Emanate Health
San Gabriel Valley Examiner
August 6, 2020, Page 15

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
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Emanate Health to Host Free, Virtual Conference - Custom Content by the Los Angeles Business Journal

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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

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Coronavirus Vaccinations Underway for Staffs at San Gabriel Valley Hospitals

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‘We’re Getting Crushed’: Record Numbers of COVID-19 Patients Pushing LA, OC Hospitals to Their Limits

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Telehealth Game-Changers: 6 CIOs Share Defining Factors that Transformed Virtual Care in 2020

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Pandemic-Era Heroes: Chaplain Maintains Calm, Strength Amid the Outbreak’s Storm

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December 30, 2020
ICU doctor: Gatherings Are ‘Turning Hospitals into Morgues’ in L.A. County