



Glendale Memorial Hospital and Health Center

A member of CHW



*service*  
to our community

2008 ANNUAL REPORT

# Our Mission, Vision and Values

## Our Mission

Catholic Healthcare West and our sponsoring Congregations are committed to furthering the healing ministry of Jesus. We dedicate our resources to:

- delivering compassionate, high-quality, affordable health services;
- serving and advocating for our sisters and brothers who are poor and disenfranchised; and
- partnering with others in the community to improve the quality of life.

## Our Vision

A growing and diversified health care ministry distinguished by excellent quality and committed to expanding access to those in need.

## Our Values

Catholic Healthcare West is committed to providing high-quality, affordable health care to the communities we serve. Above all else we value:

**Dignity** - Respecting the inherent value and worth of each person.

**Collaboration** - Working together with people who support common values and vision to achieve shared goals.

**Justice** - Advocating for social change and acting in ways that promote respect for all persons and demonstrate compassion for our sisters and brothers who are powerless.

**Stewardship** - Cultivating the resources entrusted to us to promote healing and wholeness.

**Excellence** - Exceeding expectations through teamwork and innovation.

# Glendale Memorial Hospital & Health Center

As a member of Catholic Healthcare West, Glendale Memorial Hospital & Health Center is committed to serving the health needs of our communities with particular attention to the needs of the poor, the disadvantaged and vulnerable, and comfort to the suffering and dying. Catholic Healthcare West has a commitment to quality - quality healthcare services and the promotion of optimal quality of life for all of life.

## Our Ministry

Catholic Healthcare West hospitals are technologically advanced without losing the human touch. At Glendale Memorial Hospital & Health Center we foster the belief that people make the difference in the art of healing. We strive to create a professional and healing environment that respects human dignity, provides excellent services, promotes justice in serving the poor, stewards our healthcare resources and collaborates among healthcare providers and community leaders. We believe that high quality healthcare is a right, not a privilege, and we strive to provide healthcare access for all who seek care in our facility.



## History and Heritage

Glendale Memorial Hospital was founded in 1926 to expand healthcare services to the residents in Glendale. The hospital became incorporated as a non-profit institution in 1938.

Today Glendale Memorial Hospital is a 334-bed facility offering tertiary services in heart, cancer, spine and women's services. Currently, Glendale Memorial Hospital has 990 full time employees, over 544 medical staff members and over 360 volunteers. In recent years, Glendale Memorial has been recognized for providing residents with quality healthcare and superior clinical outcomes.



## Improving Community Health

Our affiliated physicians, employees and volunteers recognize and support the physical, emotional, social and spiritual well-being of those we serve. We aim to provide the highest quality healthcare within our hospital walls, but we also work in partnership with other local organizations to address the priority health needs of our community outside the walls of the hospital. We hold ourselves accountable to our community for the human, financial and ecological resources entrusted to our care. We are proud to share this 2008 Report to the Community on the strategic efforts we have undertaken over the last year to promote the health of the Glendale Memorial Hospital & Health Center community.

# Community Benefit Programs

In FY2008, Glendale Memorial Hospital & Health Center provided \$42,605,975 in unsponsored care and programs for the benefit of our community. Unsponsored care includes costs of care for persons who are poor, the costs associated with caring for Medicare, Medicaid and other government program beneficiaries, and costs for services our hospital subsidizes because they are not offered anywhere else in the community. The remaining community benefit expenses may also include health professions' education and research, clinic services, health promotion and disease prevention programs, grants and donations of cash or services to non-profit organizations.



Highlights of our 2008 programs include the following:

## Diabetes Education

Glendale Memorial Hospital and Health Center's Diabetes Education Program is committed to providing high quality, comprehensive, culturally sensitive outpatient based education, nutrition, and psychosocial services to adult clients with caring and compassion. Class participants are educated in diabetes self-management with individual instruction on healthy eating and carbohydrate counting. A Nutrition Clinic also offers individual nutrition lessons, including weight management. Individuals with co-morbidities

receive instruction on how to maintain and manage their health.

## Healthy Lifestyles for Seniors

Our Senior Services department organizes a multitude of programs designed to promote healthy lifestyles. Activities include the free 50 plus-membership program, and Senior Peer Counseling. Seniors are invited and encouraged to attend health education lectures by Glendale Memorial physicians and other health professionals, preventative health screenings, fun and safe walking programs, day travel, health fairs, support groups and Medicare updates. A wellness newsletter is published bimonthly and Flu Shot Clinics are organized annually to decrease incidents of illness and hospital admissions for flu/pneumonia.

## Perinatal Services Program

The overall goal of our Comprehensive Perinatal Services Program is to outreach to women ages 13-50 years of age who are pregnant to seek early and consistent prenatal care. We provide education, support and superior quality, culturally sensitive prenatal/postpartum care resulting in a healthy mother and infant. The

success of this program has led to a major decrease of women presenting to the Emergency department with no prenatal care. Overall, more women present earlier in their pregnancy for prenatal care and fewer women present in their third trimester. In 2008, 399 new OB patients were better able to care for themselves and make informed healthcare decisions for the members of their family because they received comprehensive baby care education.

## "Sweet Success" – Diabetes in Pregnancy

Our Diabetes in Pregnancy, "Sweet Success" program offers comprehensive, specialized pre-conceptual, prenatal and postpartum care, specifically designed to support the needs of the pregnant diabetic. Pregnancy outcomes are improved for women who have overt diabetes prior to conception, as well as for women who develop diabetes during pregnancy. Maternal and infant mortality and morbidity rates are reduced to a level approximating that of the low-risk perinatal population.

# Community Grants

The CHW Community Grants program, which is funded by contributions from its member hospitals, is one way in which CHW supports and enhances the advocacy, social justice and healthier communities' efforts of its hospitals and religious sponsors. One of the program's objectives is to partner with other nonprofit organizations that share our values and also work to improve the health status and quality of life of the communities we serve.



Last year Glendale Memorial Hospital & Health Center contributed \$91,088 in grant funding to 11 nonprofit organizations serving our community. Grant awards were offered to the following organizations:

## **The Camillus Center for Pastoral Care at LAC & USC**

This center will train chaplain candidates in providing excellent spiritual care to patients, leading to certification by the Association of Professional Chaplains

## **Glendale Association for the Retarded**

Funding will be used to upgrade the current shrink-wrapping/heat sealer machine to enhance the work opportunities for our disabled clients. This will make the client's work competitive with other similar workshops.

## **Glendale Community Free Health Clinic**

The clinic provides free health services to the uninsured homeless, unemployed and working poor.

## **Glendale Healthy Kids**

This program provides access to no cost medical, dental, mental health and vision services to children of underinsured and uninsured low-income families.

## **Holy Family High School College Preparatory**

This program focuses on obesity through imparting knowledge of nutrition, calorie intake, and exercise for students in grades 7 thru 12.

## **Homenetmen Glendale Ararat Chapter Fashion Show Event**

Furnish sport equipment for basketball, soccer, volleyball and ping-pong for all young people of all ethnicities.

## **New Horizons Family Center**

Funding will be used to install a new phone system with 24 Hour access/answering service capability so that the children and their families have round the clock access to therapists, psychologists, etc.

## **Rainbow Bridge Community**

Provide scholarship funds for Glendale residents who may not have the funds to attend programs for addictive behaviors for gay, lesbian, bisexual and transgendered individuals.

## **The Salvation Army of Glendale**

Safe Place provides crisis response services to youth ages 10-17 in the Glendale area.

## **San Gabriel Valley Habitat for Humanity**

Funds support the construction of 11 new condominium units with semi-subterranean parking for low-income families.

## **YWCA of Glendale**

Provide educational materials for "The Hands Project", an educational outreach program in high schools and PTA's to help children, parents, and educators learn about violence prevention.

# Community Investments, Ecology and Advocacy

## Community Investments



CHW's Community Investment Program provides below market interest rate loans to nonprofit organizations working to improve the health and quality of life in their communities. CHW borrowers develop affordable housing for low-income families and seniors, provide job training for unemployed or underemployed persons and create wealth in low-income and minority neighborhoods.

Since 1990 Catholic Healthcare West has invested over \$96.9 million in community based organizations.

## Ecology Initiatives

In January 1996 the CHW Board of Directors endorsed the Ceres Principles for environmental stewardship. In endorsing the Ceres Principles, CHW agreed to conduct an internal environmental audit and complete an annual public report



on environmental performance. This action positioned CHW as a healthcare leader on environmental issues. At CHW we develop and implement policies for the reuse, recycling and conservation of Earth's resources.

## Advocacy Efforts

Through effective advocacy efforts, CHW addresses the social, political and economic structures that impact the health of persons, especially those most vulnerable. Our advocacy priorities address issues related to: providing the resources needed to effectively care for those most vulnerable; promoting community health; and advancing ecological initiatives. CHW collaborates with other organizations that share our values to coordinate public policy and shareholder advocacy efforts.



# About CHW

We are committed to delivering compassionate, high-quality, affordable health care services in a compassionate environment that is attuned to every patient's physical, mental and spiritual needs.



Catholic Healthcare West, headquartered in San Francisco, is a system of 41 hospitals and medical centers in California, Arizona and Nevada. Founded in 1986, CHW is the eighth largest hospital system in the nation and the largest not-for-profit hospital provider in California. The CHW network of more than 9,700 physicians and approximately 44,851 employees provides quality health care services during more than four million patient visits annually. In 2008, CHW provided more than \$967 million in community benefit and free care for the poor.

## Key Statistics (as of June 30, 2008)

<b>Acute Care Facilities:</b>	<b>41</b>
<b>Acute Care Beds:</b>	<b>8,660</b>
<b>Skilled Nursing Beds:</b>	<b>955</b>
<b>Employees:</b>	<b>44,851</b>
<b>Active Physicians:</b>	<b>9,754</b>
<b>Community Benefits and Care of the Poor:</b>	<b>\$967 million</b>



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1420 South Central Avenue, Glendale, CA 91204  
(818) 502-1900 • [www.glendalememorial.com](http://www.glendalememorial.com)