

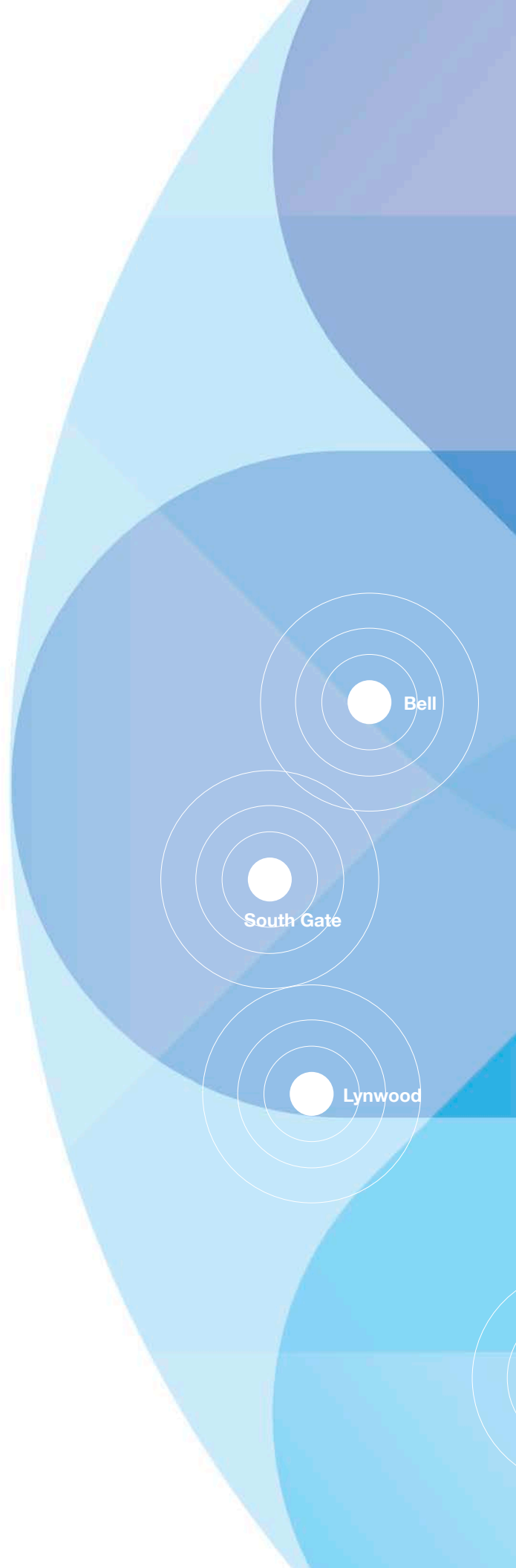
Expanding for a Growing Community

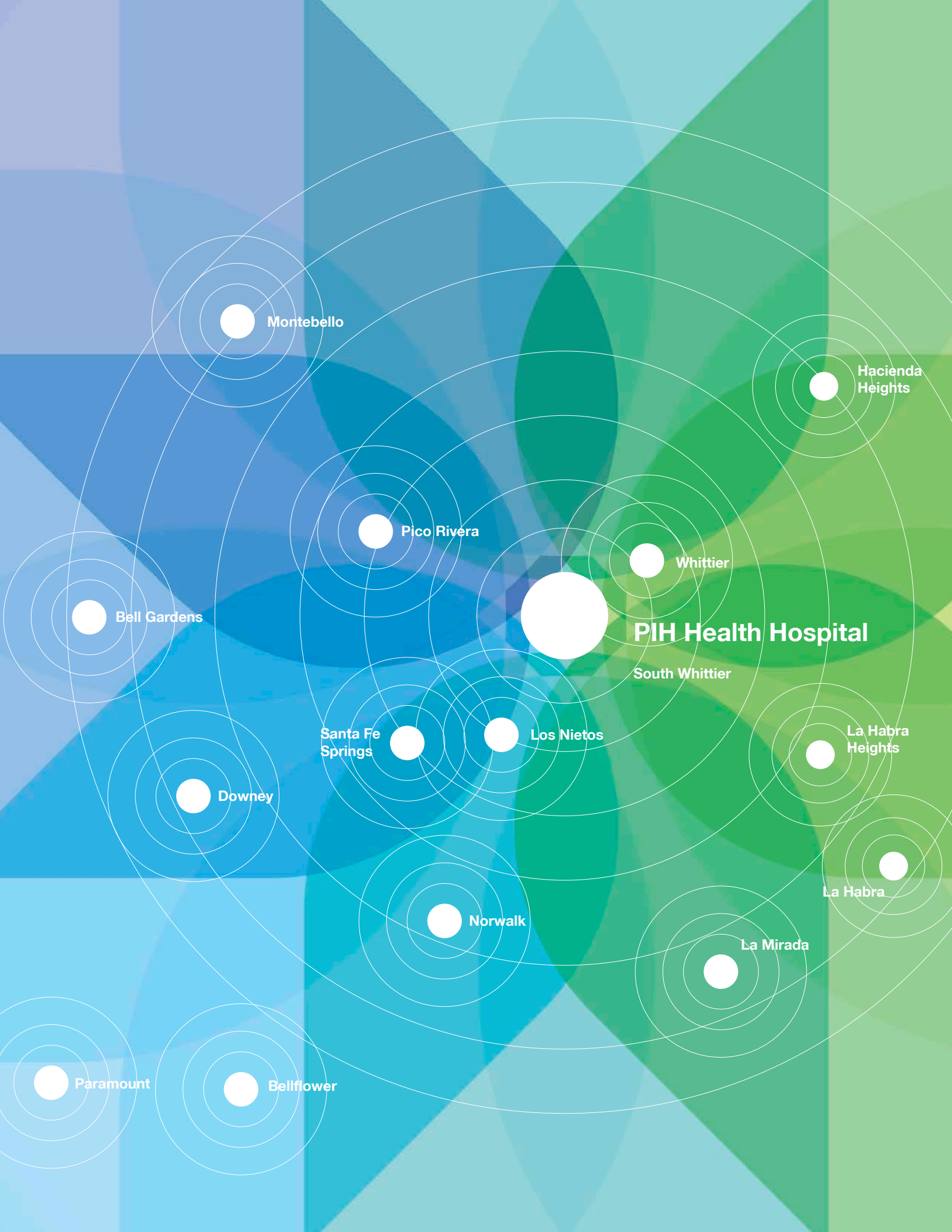
2012-2013 ANNUAL REPORT



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A list of this year's supporters





Montebello

Hacienda Heights

Pico Rivera

Whittier

Bell Gardens

PIH Health Hospital

South Whittier

Santa Fe Springs

Los Nietos

La Habra Heights

Downey

La Habra

Norwalk

La Mirada

Paramount

Bellflower

Leadership Message

A Year of Evolution and Change

**PIH Health
Locations**
1 Hospital
22 Medical Offices


Since the 1959 opening of Presbyterian Intercommunity Hospital, PIH Health has become much more than a hospital; it has evolved into a nonprofit, regional integrated delivery system. This monumental growth is reflected in a brand update as we are now known as PIH Health, serving the residents of the counties of Los Angeles and Orange as well as the San Gabriel Valley.

The past fiscal year saw not only a name change, but changes to our own PIH Health Hospital campus. Located next to the hospital's Emergency Department stands the new 112-bed Plaza Tower, which now houses the new Critical Care Center and Surgery Department. The 250,000 square-foot facility offers the most advanced technologies and amenities available to medical staff today, including a state-of-the-art Surgery Department with 10 large operating rooms, two catheterization labs and a full-service pharmacy.

In early spring, beyond our campus – another sign of growth: PIH Health moved forward with steps to acquire Downey Regional Medical Center (DRMC). A Management Services Agreement was signed by the two hospitals in June 2012, opening doors for the future partnership between the two mission-based, nonprofit providers. With a proud 90-year history of providing healthcare services to the Downey community, if all goes as planned, DRMC will be an important addition to the PIH Health family.

Serving our communities' needs is a guiding principal at PIH Health, so we conducted a triennial Community Health Needs Assessment (CHNA), which allowed us to obtain detailed data in three priority health areas: 1) Health Access; 2) Healthy Living; and 3) Health Management, as well as ensuring a comprehensive assessment of community needs. For the detailed findings of the 2013 CHNA, please see page 9.

Change has been good for PIH Health; it has allowed us to better serve our ever-expanding communities throughout Southern California. As a nonprofit healthcare organization, it is our mission and purpose to serve as your communities' health and wellness partner, and it is our goal to provide you and your family with high-quality preventative care, for a happy and healthy future in the year ahead.



James R. West
President and Chief Executive Officer
PIH Health



Donald G. Alvarado
Chair, FY 2012 – 2013
PIH Health Board of Directors



Left ►
James R. West
 President and Chief Executive Officer,
 PIH Health



Right ►►
Donald G. Alvarado
 Chair, FY 2012-2013
 PIH Health Board of Directors

Mission: Why We Are Here

We provide high-quality healthcare without discrimination, and contribute to the health and well-being of our communities in an ethical, safe and fiscally prudent manner in recognition of our charitable purpose.

Vision: Where We Want To Be

Patients First

Values: Our Promise

- **Patients First:** Our patients' safety, well-being and medical condition will be our primary concern at all times.
- **Respect and Compassion:** We will consistently demonstrate respect and compassion for the beliefs, situation, and needs of our patients and co-workers.
- **Responsiveness:** We will strive to anticipate needs and respond in a timely way to meet or exceed the expectations of others.
- **Integrity:** Our attitude and actions will reflect the highest ethical and moral standards.
- **Collaboration and Innovation:** We will work together – within and outside the organization – to solve problems and pursue opportunities in creative ways.
- **Stewardship:** We will serve the community wisely through the efficient and prudent use of our financial resources.

Quick Facts:

| | |
|--|---|
| PIH Health Hospital, licensed beds | 548 |
| Employees | Approximately 3,960 |
| Volunteers | 703 active volunteers |
| PIH Health Hospital medical staff | 577 |
| PIH Health Physicians and Advanced Practice Professionals | 703 |
| Service population | Approximately 1.5 million residents in Los Angeles and Orange Counties and the greater San Gabriel Valley |

Quick Statistics:

| | |
|--|---|
| Number of Emergency Department visits | 71,547 |
| Number of deliveries | 4,033 |
| Surgical volume | Main Operating Room 8,154 Same Day Surgery 5,105 Total 13,259 |
| Cardiac catheterizations | 858 diagnostic heart catheterizations and 302 stents |
| Hospital outpatient visits | 187,866 (for outpatient, inpatient and Emergency Department) |
| PIH Health Physicians medical office visits | 436,748 |

Launch and Evolution of the PIH Health Brand

Our services have expanded to care for our growing community of more than 1.5 million residents. However, as we expand we needed to clarify our brand promise as their wellness partner.

Since opening, PIH Health has evolved into a fully integrated, nonprofit, regional healthcare delivery network comprised of a hospital, a host of outpatient medical offices, a multi-specialty medical group and home health and hospice care. Because PIH Health became so much more than just a hospital, the time had come to rebrand and refresh its brand promise. The name PIH Health is the evolution of our history that grew from the efforts of a core group of stakeholders, the Brand Steering Committee. The group comprised of Board members, executives, staff, physicians and community members, decided that the letters P-I-H remain in the new name to pay homage to the foundation of the organization, which is Presbyterian Intercommunity Hospital.

Much work has been done over the past year to position ourselves as the communities' health and wellness partner. And, we will continue to reach out to the community to maintain and enhance their health for years to come as PIH Health.



Downey Regional Medical Center Enters Management Services Agreement with PIH Health

Agreement provides support needed to achieve mission of providing the highest quality care for the residents of Downey and its surrounding communities

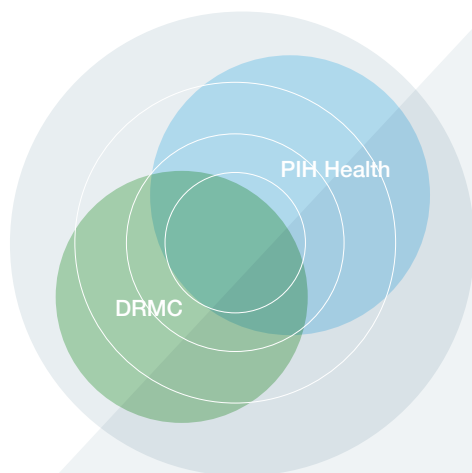
In the healthcare industry, collaboration is often the key to establishing, strengthening and maintaining excellence in healthcare to the communities served. On June 17, 2013, PIH Health entered a Management Services Agreement (MSA) with Downey Regional Medical Center (DRMC) to help ensure future growth for both organizations in today's healthcare environment.

The MSA allowed PIH Health to assume DRMC's day-to-day operations, focusing on top priorities such as:

- **Ensuring the highest-quality care for the community DRMC serves**
- **Managing the revenue cycles**
- **Proceeding with the acquisition of DRMC to strengthen the healthcare services and broaden the reach of both collaborating organizations.**

"Downey Regional Medical Center (DRMC) has tremendous potential, and the DRMC Board wanted to ensure the right resources to help it flourish," said James R. West, PIH Health president and chief executive officer. "We are going to spend a great deal of time and energy getting to know this facility and making it a place that employees, medical staff, volunteers and community members are even more proud to call their own."

DRMC filed an application with the California Attorney General seeking permission to enter into an agreement to become part of PIH Health. With the Attorney General's approval, an acquisition is expected to be finalized in October 2013 to officially welcome DRMC into the PIH Health family.



Downey Regional Medical Center (DRMC) enters
Management Services Agreement with PIH Health



New Plaza Tower Enhances Patient Experience

The highly anticipated opening of the 112-bed Plaza tower on the PIH Health Hospital campus was celebrated by community members, hospital employees, local officials and other supporters at the community open house and tour held on February 9, 2013. Patients were safely transferred into the 250,000 square-foot facility from other areas of the hospital beginning in early March 2013.

Housing the new Critical Care Center and Surgery Department, the Plaza Tower offers the most advanced technologies and amenities available to medical staff today. Construction of the Tower began in February 2010, with environmental and design efficiencies as top priorities. Ninety-five percent of waste materials from demolition done prior to building the Tower were recycled, and California seismic retrofit/replacement requirements were met or exceeded.

The five-floor facility features:

- **64 private medical/surgical beds, and 48 private critical care beds**
- **A hi-tech Surgery Department with 10 large operating rooms**
- **Two catheterization labs**
- **A full-service pharmacy**

The total PIH Health Hospital bed-count is now at 548, which strongly supports the community's healthcare needs. The Plaza Tower is also conveniently located next to the hospital's Emergency Department to ensure patients receive the prompt, high-quality care they deserve in urgent times of need.

PIH Health is genuinely grateful to all of our donors and supporters who helped make the new Plaza Tower a reality. Your generous support and diligent fundraising efforts helped us remain in the forefront of the medical industry by designing, building and equipping this exceptionally innovative facility.

We are proud to say that the Plaza Tower offers our patients and medical staff:

- **Gel-coated operating beds to ensure patient well-being**
- **3M™ Bair Paws™ warming gowns designed to keep patients comfortable during their entire stay**
- **Streamlined screen display views allowing medical staff in different rooms to see real-time surgery**
- **Operating room LED lights to ensure the clearest vision possible**
- **Cameras within surgical table lighting to enhance viewing**
- **Mold resistant Corian® walls to support a safe environment**
- **Clean Room Technology including an innovative airflow system with High-Efficiency Particulate Air (HEPA) filters to reduce the spread of airborne bacterial and viral organisms.**



Pictured from left to right: PIH Health's Board of Directors FY 12-13 Chair Don Alvarado, Sally Marsh wife of the late Dr. John Marsh, the late Dr. LeRoy Misuraca and PIH Health President and Chief Executive Officer James R. West at the Plaza Tower community open house.

Community Benefit

Through the provision of Community Benefit, PIH Health fulfills its charitable mission to contribute to the health and well-being of our communities

Community Benefit is defined as programs and services designed to improve health in communities and increase access to healthcare. We dedicate assets to charitable purposes, including financial assistance programs, as well as community-based initiatives to improve and promote overall health and well-being, regardless of health or economic status. These programs and services are integral to our mission as a nonprofit healthcare organization.

Community Benefit flagship programs include:

- S. Mark Taper Foundation A Day Away Adult Day Healthcare Center
- Care Force One
- Community Health Education
- Fall Prevention
- High-Risk Infant and Follow-Up Clinic
- Hospice Homes
- Senior Services
- Whittier First Day Health & Wellness Center
- School-Based Wellness Programs
- Enrollment Coordinators

Care Force One Mobile Health Services

Care Force One is a mobile health unit that provides free and low-cost basic and preventative healthcare services directly to those in the community who need it most. Care Force One provides healthcare services at local schools, community centers, social service organizations and churches, resulting in accessible, effective care for our communities.

Whittier First Day Health & Wellness Center

PIH Health partners with Whittier First Day – a six-month, interim transitional shelter for homeless individuals – donating medications, medical supplies, a nurse practitioner and a medical assistant to staff the shelter's onsite Health & Wellness Center. First Day residents receive preventative healthcare and chronic disease management, resulting in improved health status and a reduced need for emergency care.



Trained, compassionate individuals provide quality care that helps keep families together at our A Day Away facility.

Together We Can Grow a Healthier Community

PIH Health has conducted the triennial Community Health Needs Assessment (CHNA) in fulfillment of requirements set forth by California Senate Bill 697 (SB 697) and the federal Patient Protection and Affordable Care Act (PPACA). In planning this 2013 CHNA, PIH Health took a focused approach to obtaining detailed data on its three priority health areas, while still ensuring a comprehensive assessment of community needs. These three priority health areas (noted below) were identified by PIH Health's Community Benefit Oversight Committee (CBOC) as a result of the 2010 CHNA.

Health Access to ensure basic and preventative care access for the uninsured and underinsured via: 1) effective use of health insurance enrollment resources; 2) promotion of free and low-cost health-related resources and services; and 3) collaborative efforts to meet community needs.

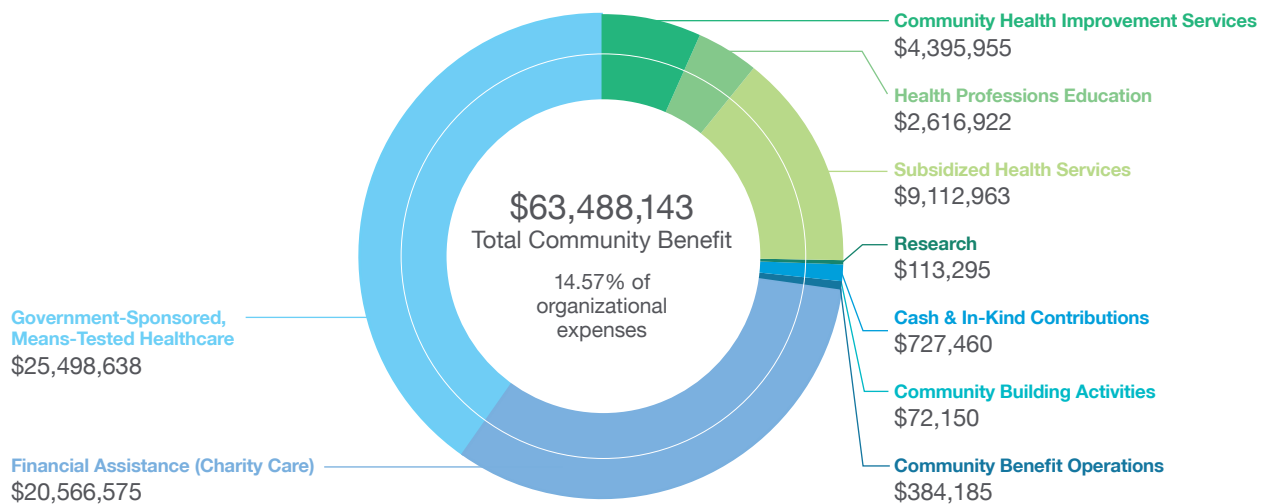
Healthy Living to deliver health promotion and prevention programs that 1) enhance health-related knowledge and behavior, and 2) support policies and environmental changes, which promote healthy eating and active living with emphasis on making the healthy choice the easy choice.

Health Management to improve community health through efforts seeking to 1) enhance health-related knowledge related to prevention and management of chronic diseases; 2) increase awareness of the importance of various prevention strategies (i.e. immunizations and screenings); and 3) promote available community resources.

PIH Health Invests Over \$63 Million in Community Wellness

During the 2011-2012* fiscal year, our financial contributions to these community health improvement programs totaled more than \$63.4 million – 14.6 percent of PIH Health's organizational expenses. Some of our investments are highlighted below:

- 171 uninsured or underinsured women received free or low-cost mammograms
- Healthy-lifestyle focused education was provided to 1,735 Los Nietos School District parents, staff and students
- 3,741 underserved individuals were provided free or low-cost healthcare services through regular visits to 22 school locations and eight community sites
- 113 people at a local homeless shelter received free healthcare services – 86 percent of whom showed health improvement
- 8,434 people received financial assistance through PIH Health's Charity Care program



All Community Benefit expenses are based upon actual costs, not charges.
 To view the full Community Benefit Annual Report, please visit PIHHealth.org/CBAnnualReport.pdf.
 *Data from FY 12-13 not available until March 2014 (after production of this report).

Expanding to Meet the Growing Needs of Our Community

Our number one priority has always been simple – patients first. As our community continues to grow, PIH Health is dedicated to expanding our services to meet its evolving needs. What started with one community hospital has now grown into a complete integrated delivery system (IDS). We are proud to offer a wide range of services including general and preventative care; home health services and hospice; access to emergency and urgent care; and a network of more than 300 PIH Health Physicians and Advanced Practice Professionals. In fiscal year 2012–2013, we expanded our IDS to continue our mission to provide high-quality healthcare to our patients.

Hacienda Heights Urgent Care Center

Opening in June 2013, the addition of the Hacienda Heights Urgent Care Center facility has been a welcomed resource to the community. As our Emergency Department continues to occasionally reach a high level of volume, the addition of another urgent care has helped mitigate the flow of patients.

The brand new facility provides prompt medical service to patients with illness or injuries without an appointment. The facility celebrated a grand opening on September 21, 2013. Local residents, community members and leaders attended the event as well as several PIH Health employees. Event attendees enjoyed food, family-friendly activities as well as a ribbon cutting officially opening the new center.

Mammography Services in Hacienda Heights

Cancer prevention is a top priority for PIH Health and we are proud to expand our preventative care services. Our knowledgeable and highly-trained staff will provide breast imaging services in a comfortable, compassionate and convenient setting.

Screening mammograms performed at the Hacienda Heights facility will be interpreted by the same radiologists at the PIH Health Patricia L. Scheifly Breast Health Center. At the end of the 2012-2013 fiscal year, PIH Health was still awaiting accreditation and anticipates an October 2013 opening date.

Demolition of Surgery Area

After the completion of the Plaza Tower and the licensing of the new Surgery Department, demolition began on the old surgery area.

Demolition was completed in June 2013 and construction of the link project began.

Once completed, the link project will connect the Shannon Tower and the Plaza Tower on five different levels. Additionally, plans for a sunken park and garden will be included, which will also serve as a site for a possible Plaza Tower 2. The project is slated for completion in early 2015.

Procurement of Additional Property

To further position PIH Health for growth, the enterprise plans to purchase some additional properties throughout the communities it serves. The land will likely be used for medical offices or medical office buildings so that we can continue to keep people well, conveniently in their local neighborhoods.



← URGENT CARE

← Lower Entrance

↑ Main Entrance

1850

Leaving a Legacy

The result of a generous donation from supporters and friends of PIH Health helps build new cardiac catheterization laboratory

Giving is an act of the heart, and in the case of one recent donation, giving also benefits the future of heart health. Thanks to generous philanthropy, the Luciano family had the opportunity to name one of the two new catheterization labs in the new PIH Health Plaza Tower, and place a lasting mark on heart-related care in our local community.

The Luciano family has been part of PIH Health since 1975. Kathy Luciano started her senior management career at the hospital that year and after 24 years, retired in 1999 as Chief Operating Officer. During the past 38 years, Kathy, husband Richard, and daughter Stephanie have utilized the Emergency Department, various ancillary services and the Ed L. Shannon Tower for quality healthcare and medical services. The family has always been impressed with PIH Health's "patients first" vision, which Kathy herself embraced many years ago.

"Our naming of a cardiac catheterization laboratory in the new PIH Health Plaza Tower helped provide funds for an essential PIH Health clinical department, and one we might need some day," said supporter Kathy Luciano. "PIH Health Hospital has been the premier choice of hospitals in our service area for decades, and we were fortunate to be able to participate in the fundraising that ensures this award-winning hospital's continued ability to provide high-quality care."

While millions of Americans live with some form of heart disease, PIH Health's new state-of-the-art cardiac catheterization labs will be a major step forward in the community's standard of care. Physicians use cardiac catheterization as a diagnostic tool to determine what's wrong with a patient's cardiovascular system or also as a form of treatment for coronary artery disease, often an alternative to invasive surgery. From angioplasty to stent placement, patients can continue to receive top-quality, individualized care in a technologically-advanced facility right here in their own community. To support PIH Health, visit PIHHealth.org and click on "Donate Now" or call the PIH Health Foundation at 562.698.0811 Ext. 14120.

Note: For a list of some of PIH Health's friends and donors, please see pages 32-33.



Thanks to a generous donation, one of PIH Health's two catheterization labs was named after Richard and Kathy Luciano.

PIH Health Foundation

PIH Health Foundation is a 501(c)(3) nonprofit organization with the sole mission to raise funds to benefit PIH Health. From annual fundraising events such as our gala and golf tournament to public and private donations, every dollar raised is reinvested into the health of the communities we serve. Regardless of size, all gifts truly make a difference. We are grateful to those who support the mission of PIH Health through both philanthropy and volunteerism.

2013 PIH Health Foundation Gala

“Go to Rio” was the theme for this fiscal year’s PIH Health Foundation Gala, successfully raising over \$420,000 to support state-of-the-art cardiac and stroke care at PIH Health. Held at the Hyatt Regency in Huntington Beach on May 11, the night was filled with Brazilian music, dancing and food, and amidst all the fun, the physicians of Lambert Radiology Group presented PIH Health Foundation with a check for \$125,000, the lead gift for the evening’s fundraising. Amy Fitzgerald, PIH Health Foundation executive director, added, “Proceeds from this event will ensure lifesaving technology, and the talent to use it is available right here in our community.”

Aim For Health

Successfully “launched” for the first time on March 23, 2013 and spearheaded by Annette and Rich Atwood, our **Aim For Health: Targeting Wellness in our Community Sporting Clays Tournament** was a spectacularly fun and competitive occasion. Held at the Triple B Clays Sports Park in South El Monte, it was a Saturday of “golf with a shotgun,” where participants of all ages were able to take aim at clay disks from 10 different stations, with 74 rounds per shooter. Breakfast, a BBQ lunch, a drawing and the awards were immensely enjoyed by all. The day culminated in the tournament sponsors’ successful funding of support for numerous colonoscopies, mammograms, child immunizations, adult vaccines, physicals and wellness exams for community members.

Frank Scott Pro/Am Golf Tournament

To benefit the PIH Health Nursing Education Program, the Frank Scott Pro/Am Golf Tournament raised nearly \$260,000 this year. Held on September 23 at Friendly Hills Country Club, this was the 20th annual tournament. From the proceeds raised in 2013, 37 nurses were awarded scholarships to continue their education. “Investing in the nurses at PIH Health is the most significant action we can take to assure safe, high-quality patient care,” said Reanna Thompson RN MSN, chief nursing officer at PIH Health.



From left to right: William Shanahan MD, Zareh Ounjian MD, Jagdish Patel MD, Rodger Hughes, Robert Kleinman MD, Daniel Saket MD, Joel Garris MD and Yong Park MD at the 2013 PIH Health Foundation gala.



Rich and Annette Atwood and Brent Gray MD at the inaugural Aim for Health event.



PIH Health Foundation supporters Larry Scott, Chairman of the RC Baker Foundation and John Antonelli, 2013 Golf Committee chair.

“Charity begins at home, and this has always been my other home. My daughter was born here, my son works here and my wife used to work here. PIH Health has always tried to provide the highest of care to its patients. This was very evident by my mentor, LeRoy Misuraca MD. PIH Health aspires to obtain the latest technology in order to support its staff in their efforts to provide outstanding care. When I meet other staff from much larger and renown hospitals across the nation and indicate where I work, their response is “Oh yes, PIH Health.”

– Hal Herlong, director of Respiratory Services
One Hour Club member

One Hour Club

One Hour Club is a giving program designed to encourage employees to donate one hour of paid time off or an hour of wage equivalent through payroll deduction over three years in support of the mission of PIH Health. During our fiscal year 2012-2013 employee giving raised \$252,475.00, reflecting the philanthropic nature of loyal staff and their strong belief in the efforts of PIH Health as a nonprofit organization.

PIH Health Legacy Society Charter Members



It is the legacy gift that is often motivated by a vision for a better tomorrow. We are grateful to so many friends who, through thoughtful planning, have made provisions in their estates to support their charitable interests beyond their lifetimes. On behalf of future generations, we say thank you.

Mr. Oliver Allen*
Mr. and Mrs. Richard Angstadt
The Atwood Family
Dr. Donn D. Beeman*
Mr. Stanley W. Benson*
Ms. Mary Elizabeth Bentz*
Ms. Patricia Bray
Ms. Lois Briggs*
Mr. Bernard R. Brown*
Dr. and Mrs. Robert Buchanan*
Ms. Peggy A. Chulack
Ms. Eva Clark*
Ms. Ruby Rosalyn Claypool*
Mr. and Mrs. Martin Cole*
Ms. Lynette B. Dunn*
Mrs. Ida K. Elby
Mr. and Mrs. John Endicott*

Dr. and Mrs. James P. Fitzgerald
Ms. Leonore M. Fuller*
Ms. Melanie Hampton
Mr. Jeremiah J. Heagerty*
Mr. and Mrs. George V. Hill*
Ms. Marian Wilson Hodge*
Ms. Hazel H. Hyder*
Mrs. Patricia D. Janda
Ms. Ethel W. King*
Mr. and Mrs. Wilber Knupp*
Mr. and Mrs. Henry F. Korsmeier*
Mr. Gene Langston*
Mr. George L. Lappin*
Ms. Carmel Ling*
Mr. and Mrs. Richard Luciano
Mr. and Mrs. John C. McFarland
Dr. LeRoy Misuraca*
Mr. and Mrs. Arthur C. Morgan*

Mr. and Mrs. Vern Muir*
Mr. and Mrs. Richard P. Ottaviano
Mr. and Mrs. John Peel
Mr. Hubert C. Perry
Fr. Robert T. Pierce*
Ms. Lois Potenza*
Mr. and Mrs. Donald G. Saurenman*
Ms. Arla Mae Sawyer*
Mr. and Mrs. John E. Scheifly
Ms. Edna F. Schuck*
Mr. and Mrs. Harry C. Schwilke*
Frederic T. Selleck PhD
Mr. and Mrs. Wayne Smythe*
Ms. Priscilla Steele*
Mr. Hyman Weiner*
Mr. and Mrs. Ernest Wells*
Ms. Ruth Wudel*

*By way of estate gift received.

Keeping Patient Care Connected

PIH Health is always looking for ways to provide our communities with the best care possible. One way is with our ongoing work toward an integrated electronic health record (EHR) system, that we call eMD. PIH Health began implementation of eMD at the hospital in 2006, and in July 2012 implementation began in the PIH Health Physicians' offices. Extensive training, adoption and time have been put into the eMD efforts, with the end goal of making each patient's medical record accessible in real-time. This is another tool that benefits patients and staff alike. It ensures that patient information is securely available at the right place and time.

Phase II of eMD Ambulatory Launched August 26, 2013

PIH Health began Phase II of its eMD Ambulatory efforts on Monday, August 26 in its PIH Health Physicians' offices. The first Phase II go live was for the Family Practice Residency on Washington Blvd. and in Santa Fe Springs. Subsequent to that, other offices are to launch eMD Ambulatory on a rolling schedule throughout late 2014.

Implementing eMD enterprise-wide is a huge endeavor that has taken and will continue to take countless amounts of hours, training and dedication from all. As an organization, we appreciate our staff's commitment to learning the new system as we realize change can be challenging at times. However, with change come improvements, triumphs and successes. Soon enough, all offices will be connected and physicians and clinicians will then be able to access patients' EHRs across the organization to view patient documentation, orders for medication, lab results, radiology images and procedure scheduling. This coordinated effort is making care between all PIH Health entities more efficient than ever.



PIH Health Continues to Achieve Meaningful Use Status

There is a provision in the American Recovery and Reinvestment Act (ARRA) known as the Electronic Health Record (EHR) Incentive Program. As part of this program, PIH Health continues to be recognized as a meaningful user of certified EHR technology in both the acute (hospital) and ambulatory (medical office) settings.

In 2009, PIH Health Hospital became an early adopter of meaningful use; because at the time it achieved Stage 1 meaningful use it was one of only 604 hospitals or 10.5% of hospitals in the country to have met this requirement!

Meeting the Stage 1 requirements was a significant milestone and put PIH Health Hospital at a level very few hospitals had attained at the time. Achieving meaningful use at PIH Health Hospital has been the result of many different departments working together.

The following is a summary of our ARRA efforts over the past year:

- **Hospital attested successfully in 2013, meeting Stage 1 requirements for the third year in a row**
- **37 ambulatory providers attested successfully in January 2013 for the 2012 calendar year**
- **Started new projects in 2013 to meet stage 2 requirements in 2014 for hospital**
- **More ambulatory providers went live on eMD (our EHR system) and will be able to attest in January 2014 for the 2013 calendar year.**

The criteria set forth in meeting these meaningful use standards are in line with PIH Health's goals to increase quality, provide a safer environment, and use its resources more efficiently. PIH Health will continue to work toward meeting all requirements set forth by this program.

Davis Lee MD Named as a Winner of the 2013 Association of Medical Directors of Information Systems (AMDIS) Award



In June 2013, PIH Health Chief Medical Information Officer Davis Lee MD FAAP was named as a winner of the 2013 Association of Medical Directors of Information Systems (AMDIS) Award. The AMDIS Award is for excellence, outstanding achievement, and special recognition in applied medical informatics presented by the AMDIS. These awards honor individuals and/or organizations for successful application of information systems and computer technology in the practice of medicine.

The awards were presented on June 25-28, 2013 at the 22nd Annual AMDIS Physician-Computer Connection Symposium in Ojai, Calif.

Modern Healthcare

Our advances in electronic health records (EHR) made national headlines this past year. PIH Health was featured in the May 20, 2013 issue of *Modern Healthcare* for being on the leading edge of a new surge in healthcare information technology regarding meaningful use status.

2013 Most Wired Award Recipient

PIH Health was named a 2013 Most Wired award recipient by *Hospitals and Health Networks (H&HN)*, a monthly publication from the American Hospital Association (AHA). This prestigious award is presented to the top health systems in the nation for its efforts in the information technology field. Awards were presented on Friday, July 26, 2013 at the Health Forum and American Hospital Association Leadership Summit.

H&HN annually surveys the nation's healthcare systems on their use of high-tech communications, and its Most Wired status is awarded to innovators in the Information Technology (IT) field. Criteria must be met in all four focus areas in order to be considered: infrastructure, business and administrative management, clinical quality and safety, and clinical integration.

"Since 2003, we have aligned our strategic plan to the changing dynamics of healthcare technology," said Peggy Chulack, chief administrative officer. "Under this direction, PIH Health's Information Solutions Department (contracted out to Allscripts) has taken patient care and patient privacy to a new level of efficient, coordinated care."

Preparing for the Needs of Our Community

Emergency Preparedness

Making preparedness a priority

Living in California definitely has its benefits, but it doesn't come without risks. Just like any other Southern California region, we often face intense flu seasons or occasional natural disasters. During these unfortunate occurrences, hundreds, if not thousands of individuals can be adversely affected within moments. This past year, PIH Health enhanced its preparedness efforts to help ensure we can provide essential medical care to our community during times of heavy demand.

Fighting Back During Flu Season

The 2013 flu season quickly spread into our community keeping many individuals at home under the covers and others in search of urgent medical care. To support those in need, PIH Health quickly took action by temporarily extending the hours of healthcare availability at the PIH Health Urgent Care Center located at 15725 E. Whittier Boulevard. The facility provided prompt and additional support to patients who fell ill, were injured, or in need of other urgent medical care. Physicians and clinicians at the facility also educated patients on preventative measures such as flu vaccines and healthy living choices.

To further support the communities' needs, PIH Health Hospital became the first hospital in Los Angeles County (during the 2013 flu season) to assemble and activate an alternative care site to treat illnesses such as sore throats, rashes, minor sprains and abrasions, and flu-like symptoms. The site was set up just outside the Emergency Department to handle the daily influx of patients that were presenting to the facility. The alternative care site is one more way PIH Health has made medical services available to the community during times of crisis and high demand.

Active Shooter Drill Simulates Crisis

Strength definitely comes in numbers when it comes to facing natural, manmade or unexpected disasters. That's why PIH Health joined the Whittier Police Department, Santa Fe Springs Fire Department, and the Los Angeles County Fire Department in February 2013 for an active shooter drill scenario. During the drill, agency personnel simulated a crisis situation while determining the best way to care for the community when tragedy strikes. The drill took place at the new 250,000 square-foot PIH Health Plaza Tower, while the Downey Police Department and Los Angeles Sheriff's Department observed. The day proved to be a valuable step toward disaster preparedness for all involved.

Proud to be a Central Resource

PIH Health serves as one of Los Angeles County's 13 Disaster Resource Centers (DRC). As a DRC umbrella hospital, we are responsible for collaborating with 10 hospitals, four clinics and county first responders to manage potential surges in patients during a catastrophe, as well as coordinating ongoing disaster drills and training. We are proud to be in the forefront of disaster management, and will continue to improve our preparedness practices for years to come.





Emergency Response Exercise Tests Volunteer Deployment

PIH Health was one of many hospitals and clinics joining the Los Angeles Emergency Medical Services (EMS) Agency in April 2013 to test the deployment of volunteers pre-registered with the County's Disaster Healthcare Volunteer Center. Held at PIH Health Hospital Blanchard-Haendiges Auditorium, the exercise focused on orienting 42 healthcare volunteers to emergency services involving the evacuation and decontamination processes, activation of decontamination showers and treatment tent assembly. Participants also shadowed clinicians to learn emergency processes. This was the first full-scale exercise to deploy volunteers to healthcare facilities in California.



The People of PIH Health

PIH Health family: This is a term used to describe the family-like culture of the people of PIH Health. All that the PIH Health family is comprised of – physicians, clinicians, staff, Board members, donors and volunteers are what truly make the organization shine and play a significant role in providing high-quality patient care.

The following pages highlight some of the happenings, awards and honors of the people of PIH Health over the last year.

Make a Difference Physician Excellence Awards

“Make a Difference” is a program to recognize and commend physicians for their exemplary service based on four categories: 1) Medical events, such as superior actions and care in medical diagnosis and treatment; 2) For performance of services greater than expected and/or needed; 3) For teaching the staff with the goal of improved care and/or collaboration; and 4) For contributing to an exemplary patient experience. Nominations can be made by anyone, and the awards are presented four times per year.

Physicians who were recognized with the Make a Difference Awards this past fiscal year:



- **Mark Odou MD**

Nominated by nursing staff members who recalled, “Dr. Odou was visiting a patient of his and a student nurse was in the room when he entered. The patient was rude to the student and asked her to leave the room. When Dr. Odou was finished with the patient, he sought out the student nurse to see if she was okay after her poor treatment by his patient. We all know that Dr. Odou is very kind and a great guy, but this just cemented it for many of the nurses who were there that day.”

- **Wayne Ray MD**

A grateful daughter of a patient wrote in to say, “PIH Health saved my father’s life recently when he was transported to the Emergency Department (ED) with a severe abdominal infection and pneumonia. Dr. Ray singlehandedly convinced my father not to give up when my father was in so much pain; he wanted all life support removed. Dr. Ray kept telling him he has fought too hard for him to give up, and convinced him to accept further treatment as he was slowly getting better. I just wanted to say that the care he received from PIH Health from the ED, Critical Care Center and finally a floor below in a regular room was outstanding, and I thought I should mention this.”

- **Kim Bickell MD, Norma Martinez MD and Amir Rounaghi MD**

Nominated by the husband of patient who said, “After visiting the PIH Health Breast Health Center with my wife for a follow-up after a mammogram, I want to nominate Dr. Bickell and her staff for their outstanding service, dedication and gentleness. This isn’t the first time we’ve received exceptional care at PIH Health; my wife and I have been patients here several times over many years; special thanks to Dr. Martinez and Dr. Rounaghi you will never be forgotten. These qualified and caring staff members must make PIH Health proud.”

The 2013 Make a Difference Physician Excellence Award commendations

- **Steven Gershultz MD**

A letter was submitted by a patient about Dr. Gershultz, the patient’s anesthesiologist during a colonoscopy. Dr. Gershultz recommended that the patient see her primary care physician due to difficulty bringing up a pulse during her colonoscopy. Following his advice, she told her primary care physician who sent her to a heart specialist, who put her on the pacemaker that saved her life.

- **Gerald Beckham MD**

Nominated by the nursing staff, Dr. Beckham is “Always helpful with staff and patients, but on this day in particular, Shannon Tower elevators were not working, and Dr. Beckham offered to assist a patient down from 2 Tower to the first floor, to ensure her safety. That put a smile on the patient’s face.”

- **Kristen Kenney MD**

Nominated by the nursing staff, Dr. Kenney is considered, “the ultimate role model for all staff and physicians, and always puts patients first. She helps patients and staff members understand and cooperate with the plan of care. Respectful of all, Dr. Kenney speaks one-on-one with patients and family members, and always does her rounds in the room with an RN.”

- **Millie Surrati MD**

Dr. Surrati was nominated by the medical staff for going above the call of duty when caring for an immunocompromised patient, expeditiously identifying a mucormycosis sinus infection. Dr. Surrati worked tirelessly and tenaciously to identify the life-threatening infection.

- **Cheryl Espirtu MD, Sonal Shah MD, Ali Hafezi MD, Robert Harris MD and Lisa Wang MD**

Nominated by the medical staff as a result of a patient’s commendation about the excellent care he received by the physician and nursing staff at the Acute Rehabilitation Center, “[Drs. Espirtu, Shah, Hafezi, Harris and Wang] were all very compassionate and communicative with my wife and I during my hospital stay. Dr. Shah was able to answer all my family’s questions, and ensured the seamless communication handoff with Dr. Espirtu. While in the hospital Dr. Wang made daily visits, and post-discharge, he constantly followed up. This is a testament to the thorough and considerate care I received from PIH Health Hospital.”



2012 Lifetime Achievement Award

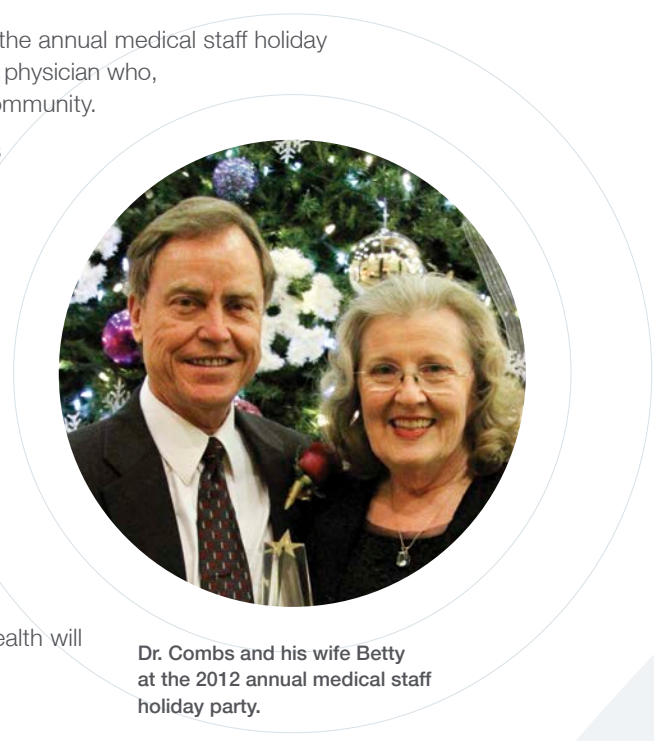
The Lifetime Achievement Award was presented to Stan Combs MD at the annual medical staff holiday party held at the Pacific Palms Resort in December 2012. Dr. Combs is a physician who, throughout his career, has demonstrated devotion and service to our community.

He attended the University of Arkansas for Medical Sciences to earn his medical degree, and in between his third and fourth years of school, he went to East Africa to help treat the people of Tanzania.

After finishing medical school, Dr. Combs made his way out to California so his wife Betty could earn her master’s degree. More than 30 years later, he has become a well-respected member of the PIH Health medical staff.

Dr. Combs began his practice in the Emergency Department (ED) for a multi-hospital group, which included Marina Mercy and Hawthorne Community, but saw the benefit of getting a contract to work in a single hospital. This led him to become a founding member of the Intercommunity Emergency Medical Group, which evolved into PIH Health’s current ED. His hard work and dedication was instrumental in building the ED into the success it is today.

Though he retired in 2003, the contributions Dr. Combs made to PIH Health will continue to serve our communities for years to come.



Dr. Combs and his wife Betty at the 2012 annual medical staff holiday party.

PIH Health Celebrates Nurses Week 2013 “Delivering Quality and Innovation in Patient Care”

Patricia and John Scheifly Scholarship Luncheon

The John and Patricia L. Scheifly scholarships are awarded each year to PIH Health employees currently in a nursing program. The \$1,000 scholarship is designed specifically for those students who do not currently have an RN license.

On Friday, May 3, 2013, this year's scholarship recipients were treated to a very special luncheon held in the Blanchard-Haendiges Auditorium. Congratulations to the following:

- **Carolina Flores**, Pharmacy
- **Amanda Gardea**, Emergency Department
- **Christina Malm**, 1 Tower
- **Cristina Martinez**, LDRP
- **Edward Quiroz**, 1 Tower
- **Larry Ziehm**, Emergency Department

PIH Health Foundation Scholarship Breakfast

PIH Health Foundation has been providing scholarships to PIH Health nurses who are pursuing higher education since 2005. To date, the PIH Health Foundation has granted \$1,335,500 in scholarships.

On Wednesday, May 8, 2013, recipients were treated to a breakfast in their honor. Each scholarship recipient received \$2,500 to help finance their BSN or MSN degree. These funds are raised at the PIH Health Foundation Annual Pro/Am Golf Tournament held each fall.

Congratulations to the following:

- | | | | |
|---|--|---|--|
| Olivia Acosta , Critical Care | Marilou Cortes , Education | Roxanne Martinez , Critical Care | Naomi Paul , Labor and Delivery |
| Ayme Aguilar , Surgery | Mary Dix , NICU | Celina Medrano , Emergency Department | Miriam Rojas , 3 Plaza |
| Maria Dolores Amaya , Critical Care | Riyn Fielder , Emergency Department | Angelica McNeeley , Emergency Department | Colleen Sanchez , Education |
| Lisa Batistelli , Labor and Delivery | Carla Guess , Breast Health Center | Darin Milhous , Blood Donor Center | Brenda Santamaria , Home Health |
| Lillian Bell , Emergency Department | Elizabeth Guzman , Emergency Department | Louise Mitchell , NICU | Pamela Topacio , NICU |
| Heather Chan , 3 Plaza | Lucy Lin , 1 Tower | Gracia Muljadi , 4 Plaza | Pablo Toral , Surgery |
| Amanda Chapman , NICU | Ruby Loyola , Education | Shelly Necke , Transitional Care Unit | Sarah Van Diest , 3 Tower |
| DeAnne Christopher , Education | Emily Malm , 3 Tower | Brenda Palafox , Labor and Delivery | Sabrina Vasquez , Critical Care |
| Crystal Cilloniz , Surgery | Liliana Mancía , Labor and Delivery | | Alexis Zamarripa , Education |

Two Nurses Honored for their Dedication and Service



The Flo Scott Rose Award for Excellence in Nursing Leadership and the Frank L. Scott Art of Caring Award are presented to PIH Health nurses each year as a sign of support for the nursing staff that cared so dearly for Mr. and Mrs. Scott.



Cindy Place RN MSN, director of performance excellence, received the Flo Scott Rose Award for her passionate quest for excellence. Cindy is the 10th recipient of the Rose Award since it was first presented in 2004.

Lisa McCarty RN received the Frank L. Scott Art of Caring Award for her high level of competence when it comes to knowing how to care for patients.

Recipients of both awards are provided with a \$6,000 scholarship to advance their career in nursing. The Art of Caring Award has been presented since 2011.

Award winners pictured to the left with Flo and Frank Scott's adult children who are also supporters of PIH Health.

PIH Health

“Nursing Outside Our Borders”

As part of the Nurses Week 2013 festivities, members of PIH Health’s nursing staff were invited to attend a special presentation held in the Blanchard-Haendiges Auditorium at PIH Health Hospital on Monday, May 6, 2013. Coordinated by the Nursing Administration Department, PIH Health nurses had the opportunity to learn about their peers and their travels around the world. Here is just a glimpse of what was shared:

Jana Burton RN BSN — Jana narrated a video about her trip to the Philippines, which had been hit by a typhoon prior to her arrival. She was able to provide support and educate the people on proper diet. Jana shared that she will never forget her trip. Not only did she learn about their culture, she was able to discover so much about herself.

Jennifer Zachariah RN BSN — Jennifer was fortunate enough to travel to Raxaul Bihar, India with her husband, who is a resident in Family Practice, to assist with the needs of this developing country. She spent time at Duncan Hospital and Little Flower Leprosy Hospital Raxaul. They also spent time at Emmanuel Hospital Association which serves more than 11 million people.

Letty Romero RN BSN and Martha Mullen RN BSN — Letty and Martha traveled 1600 miles away to Guatemala City in 2012. Their trip was coordinated through Helps International. Together, they worked six days a week and although their work was exhausting and frustrating, it was not only rewarding but inspiring.

Louise Mitchell RN BSN and Mary Dix RN BSN — Louise and Mary traveled to Kijabe Village in Kenya, Africa four years ago and remember their trip fondly. Their work at Kijabe Hospital and the relationships they made there have reminded them how blessed they are.



Human Resources and Volunteer Services Under New Leadership

Fiscal Year 2012-2013 resulted in changes to our Human Resources (HR) and Volunteer Services Departments. The retirements of former Vice President of Human Resources Lon Orey in December 2012 and former Director of Volunteer and Senior Services Nancy Whyte in May 2013 brought on the opportunity to unite the people of PIH Health under one umbrella. Thus, Volunteer Services and HR are now under one leadership. Enter Sherri Hollingsworth, PIH Health's new Chief Human Resources Officer who began her tenure here in November 2012.

With new leadership, came new structure that has positioned PIH Health for growth to best serve our physicians, employees and volunteers alike. Sherri's first set of tasks involved reviewing current operations, defining the HR strategy and creating the appropriate structure so as to move the department from a primarily clerical function to a strategic business partner.

The HR leadership structure that has been put in place has been tasked with the following:

- **Creating a selection strategy that attracts top talent**
- **Streamlining the recruitment process that expedites time to fill as well as improves the hiring experience for both the manager and candidate**
- **Welcoming new employees with an orientation that engages them as a part of the PIH Health team**
- **Developing an integrated education structure that aligns all aspects of education including technical, clinical and leadership development programs**
- **Building our HR technology infrastructure to have the right tools to attract and retain our PIH Health talent and ensure PIH Health has efficient tools to manage our talent from hire to retire in our current and growing organization**
- **Developing a compensation and benefits philosophy that provides a structure to maintaining marketplace competitiveness while providing for internal equity**
- **Reducing organizational risk and exposure through improved employee relations support to leaders and staff**

With the new structure, the following individuals are part of the HR leadership team:

- **Sherri Hollingsworth**, Human Resources Strategy and Operations
- **Rossedy Anderson**, Talent Acquisition and Volunteers
- **Scott Bremer**, Compensation, Benefits and Human Resources Information System
- **Kim Boyer**, Employee Relations and Leaves of Absence
- **Kacee Cabanting**, Organizational Development, Leadership Development, Clinical Education and IT Training
- **Jeanette Wehrberg**, Clinical Education
- **Nimfa Santos**, Employee Health and Wellness, and Workers' Compensation



Volunteer Services

Each year, more and more compassionate community members continue to spend their time volunteering at PIH Health. In Fiscal Year 2012-2013, 1,019 individuals spent more than 120,033 hours in various areas of the organization. Volunteers as young as 16 years of age participate through our youth program for high school and college students. Many students find volunteering at PIH Health so exciting they continue long after their 100-hour commitment has been fulfilled.

The adult volunteers range in age from 18 to 99. We pride ourselves on the commitment and dedication of our volunteers. Our average length of stay for our adult program is about 18 years. We have volunteers who have served as long as 58 years. Their extraordinarily generous donation of time and services is vital to the success of PIH Health. Volunteers are considered members of the PIH Health family.

Volunteer assignments range from knitting caps for our newborn patients to walking around with friendly therapy dogs in the Emergency Department.

Recently, the management of Volunteer Services was transferred to the Human Resources Department in an effort to streamline the growing needs of our volunteers. The tremendous efforts of our volunteers help deliver the excellent customer service PIH Health strives to provide.




In Fond Memory

In honor of our friend and supporter Patricia L. Scheifly

Known for her enormous generosity and strong devotion to community, Patricia L. Scheifly is one person who will always remain in the hearts of the PIH Health family. Mrs. Scheifly passed away peacefully on December 29, 2012, at the age of 86, leaving behind a legacy of being one of the most faithful friends and supporters in the history of our organization.

Born on March 30, 1926, Mrs. Scheifly was raised on the East Coast, later moving to the city of Whittier where she and her husband John, raised their family. Although she contributed to a variety of organizations in the community, Ms. Scheifly is especially known for the 22 years she served on the PIH Health Foundation Board of Directors. She was also instrumental in the development and opening of the Patricia L. Scheifly Breast Health Center at PIH Health. Along with her fellow Community Advisory Council members, she helped design the center to include personal touches, and was very proud of the center's success and state-of-the-art equipment. Adding to her incredible contributions, she and John developed the Scheifly Scholarship for PIH Health employees seeking nursing degrees. Mrs. Scheifly will always be remembered for her sense of humor, generosity and for gracing the PIH Health family with her beautiful presence.



The Patricia L. Scheifly Breast Health Center offers state-of-the-art digital technology and a skilled, compassionate team of healthcare professionals.

In Fond Memory

A tribute to our friend and pioneer LeRoy Misuraca MD

Our dear friend and physician, LeRoy Misuraca MD, passed away on Thursday, August 22, 2013, leaving behind a presence that is felt every day at PIH Health. As an original member of the medical staff in 1959, Mr. Misuraca quickly became known for his strong commitment to patient care and to the future development of the hospital. His genuine nature made him a man who was extremely respected and liked by those fortunate enough to know, and work with him.

Dr. Misuraca was a prominent anesthesiologist who was instrumental in introducing the first Critical Care Center to the area in 1961 at our facility. He also became the medical director of the Respiratory Care Unit when it opened in 1971, and developed the hospital's Critical Care Center by the end of that decade. When the 24-bed Critical Care Center opened, Dr. Misuraca became the full-time Medical Director where he applied the surveillance and therapy principles of anesthesia care to our hospital's sickest patients until he retired in 1999.

In recognition of his contributions to our organization, Dr. Misuraca was presented with the Medical Staff Lifetime Achievement Award in 2009. To further honor Dr. Misuraca, PIH Health named the Critical Care Center at the new PIH Health Plaza Tower after him, as well as his visionary partner, John Marsh MD. Dr. Misuraca will always remain in our hearts and minds as a great man, medical professional, and pioneer of distinct innovation in the medical field.

Dr. Misuraca was instrumental in introducing the first Critical Care Center in 1961.



Awards



2013 American Heart Association/
American Stroke Association's Get
With The Guidelines® – Stroke Gold
Plus Quality Achievement plus Target
Stroke Honor Roll



2013 Integrated Healthcare
Association's Pay for Performance
(P4P) Most Improved Award



2013 Truven Health Analytics
100 Top Hospitals Award



2012 Gold recipient for
the third annual Healthroads
Fit Company Award



2013 Truven Health Analytics
50 Top Cardiovascular Hospitals



2012 Bronze Medal of
Excellence in Organ Donation
by the U.S. Department of Health
and Human Services



2013 NRC Picker Path to Excellence
Award (also awarded in 2012, 2011
and 2010)



2012 Franklin Award of Distinction
by The Joint Commission and
the American Case Management
Association (ACMA)



2013 Most Wired Award by Hospitals
and Health Networks



Accreditation by
The Joint Commission



2013 California Association of
Physician Groups (CAPG) Standards
of Excellence – Elite Status
(also awarded in 2012)

Accreditations and Designations

Designated Acute Stroke Receiving Center
in Los Angeles (LA) County by the LA County
Department of Health Services

Los Angeles County STEMI Receiving Center
(ST Elevation Myocardial Infarctions)

Designated as a Breast Imaging Center of Excellence
by the American College of Radiology

2012 Advanced Certification and Accreditation by the
Joint Commission as a Primary Stroke Center

Designated Blue Distinction Center+ for Knee
and Hip Replacement by the Blue Cross and
Blue Shield Association

2011 Accreditation for Breast MRI
to the Patricia L. Scheifly Breast Health Center
by the American College of Radiology

Los Angeles County Designated Disaster
Resource Center

2013 Three-Year Accreditation with Commendation to
the Ruby L. Golleher Comprehensive Cancer Program
by the Commission on Cancer (CoC) of the American
College of Surgeons (ACoS)

Los Angeles County Designated Emergency
Department Approved for Pediatrics (EDAP)



Dustin, MD
Hematology



Boards of Directors 2012-2013

The Boards of Directors include physicians, and business and community leaders who meet monthly to help guide the policies and objectives of PIH Health. Board members are essentially representatives of the communities at large who volunteer their time to ensure that as a nonprofit PIH Health continues to be a good steward.

We thank the following community members for generously donating their time to our organization – they are most appreciated.

PIH Health/ PIH Health Hospital

Efrain Aceves
Donald Alvarado, Chair
Richard Atwood
Paula Cowan
Jane Dicus
J. Patrick Drohan
Leon M.N. Garcia
Thomas King
Angel Munoz
Sudhaker Nayak MD
Norma Provencio
William Shanahan MD
Neal Shindel MD
Drew Sones
Kenton Woods
Huey-Min Yu

PIH Health Foundation

Richard Atwood
Daryl Braun
Michal Dawson
James P. Fitzgerald MD
Maria Fuhrman
Heather Grottke
Nathan Honda MD, Chair
Kathryn Luciano
Melanie Lyons
Michael Nevell
Hubert Perry
Robin Renek
Ruth Shannon
Michael Thomas MD
Joseph Vinci
Jeanette Zavala-Fasone

PIH Health Home Healthcare

Peggy Chulack
Mitchell Thomas
James West, Chair

PIH Health Adult Day Healthcare

Ruri Pierre
Bashir Shaw MD
Mitchell Thomas
James West, Chair
Nancy Whyte

PIH Health Care Solutions

Peggy Chulack
Rosalio Lopez MD
Thomas Mahowald
Mitchell Thomas
James West, Chair

PIH Health Physicians

Paul Breitman MD
Richard Casford
Jane Dicus
Joy Leong MD
J.C. "Mac" McFarland
Alexander Mendez MD
Hubert Perry
Robert Petrina
Gregory Polito MD
Drew Sones, Chair

PIH Health Management Corp.

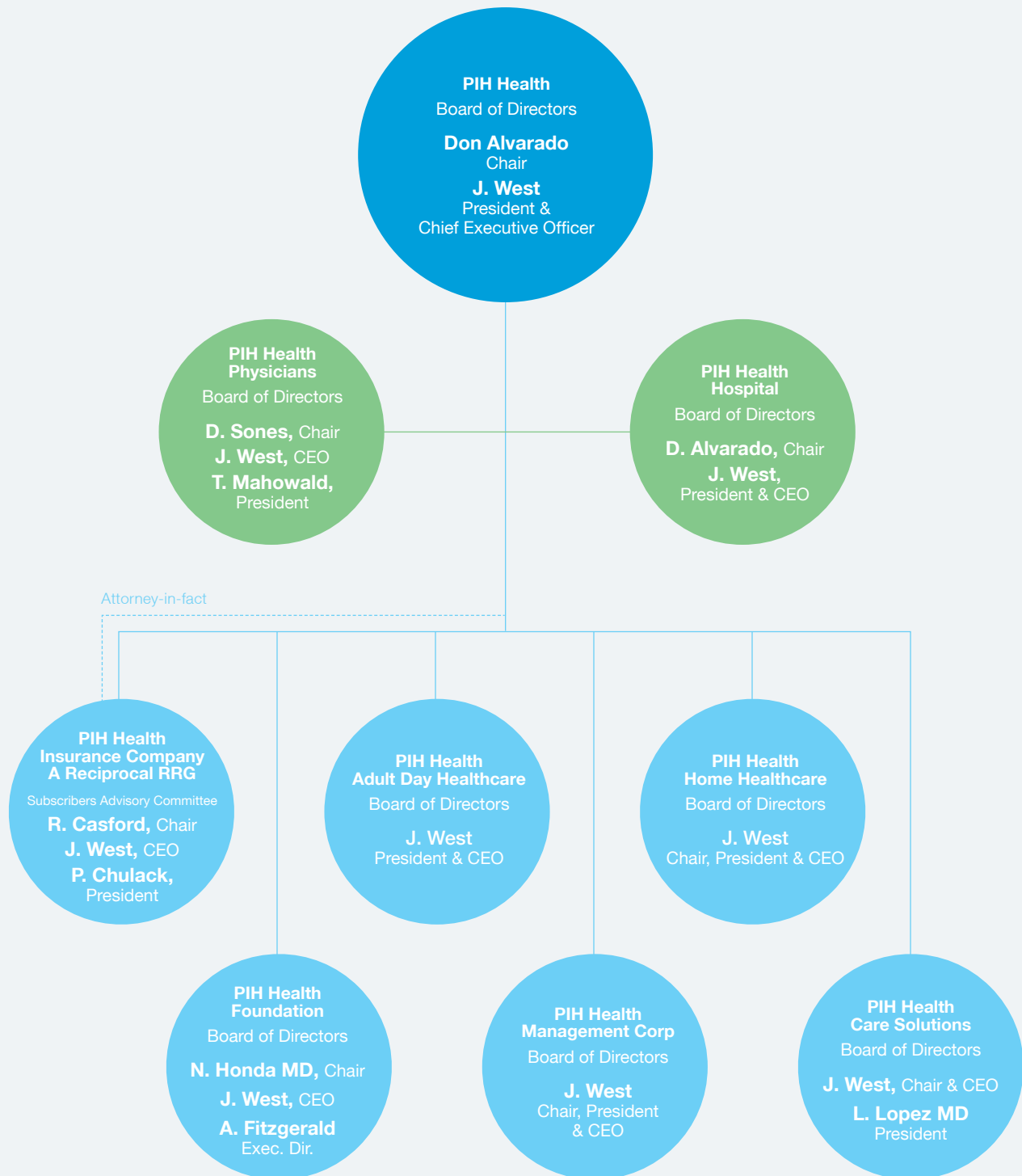
Peggy Chulack
Mitchell Thomas
James West, Chair

PIH Health Insurance Company, A Reciprocal Retention Group

Richard Casford, Chair
Lawrence Dicus
Leon M.N. Garcia
Rosalio Lopez MD
Mark Magged MD
J.C. "Mac" McFarland
Keith Miyamoto MD
Ingrid Patsch MD
Raymond Schmidt PhD
Kenton Woods

Corporate Organizational Chart

FY 2012-2013



PIH HEALTH AND AFFILIATES
CONSOLIDATED STATEMENTS OF OPERATIONS

(FOR THE YEARS ENDED SEPTEMBER 30, 2013 AND 2012 – In thousands)

| | 2013 | 2012 |
|---|------------|-----------|
| REVENUES | | |
| Net patient service revenue including Hospital Fee Program revenue of \$20,784 for 2013 and \$28,623 for 2012 | \$ 538,388 | \$491,372 |
| Provision for bad debts | 13,864 | 14,152 |
| Net patient service revenue less provision for bad debts | 524,524 | 477,220 |
| Capitation revenue | 77,405 | 76,619 |
| Other operating revenue | 21,350 | 29,758 |
| Net assets released from restrictions used for operations | 866 | 954 |
| Total revenues | 624,145 | 584,551 |
| EXPENSES | | |
| Salaries and wages | 199,868 | 182,167 |
| Purchased services | 86,858 | 89,857 |
| Medical supplies and drugs | 70,299 | 59,655 |
| Employee benefits | 79,777 | 74,692 |
| Professional fees | 82,135 | 67,085 |
| Depreciation and amortization | 27,482 | 21,462 |
| Other expenses | 19,909 | 17,658 |
| Interest Net | 5,423 | 3,977 |
| Insurance | 5,147 | 5,076 |
| Rent lease expense | 3,033 | 2,189 |
| Hospital Fee Program | 17,584 | 28,315 |
| Total expenses | 597,515 | 552,133 |
| EXCESS OF REVENUES OVER EXPENSES BEFORE LITIGATION SETTLEMENT | 26,630 | 32,418 |
| LITIGATION SETTLEMENT Reversal of overaccrual | | 419 |
| EXCESS OF REVENUES OVER EXPENSES | 26,630 | 32,837 |
| OTHER GAINS (LOSSES) Net | | |
| Net investment income | 9,963 | 9,875 |
| Realized gains on investments Net | 13,722 | 1,836 |
| Change in fair value of interest rate swap and interest expense | 10,477 | (9,877) |
| Loss on extinguishment of debt | (1,416) | |
| Other gains Net | 32,746 | 1,834 |
| EXCESS OF REVENUES OVER EXPENSES AND OTHER GAINS (LOSSES) Net | 59,376 | 34,671 |
| CHANGE IN UNREALIZED GAINS ON INVESTMENTS Net | 4,011 | 32,999 |
| PENSION-RELATED CHANGES OTHER THAN NET PERIODIC PENSION COST | 38,636 | (18,521) |
| NET ASSETS RELEASED FROM RESTRICTIONS USED FOR LONG-LIVED ASSETS | 1,993 | 46 |
| OTHER LOSSES Net | (164) | (484) |
| TOTAL INCREASE IN UNRESTRICTED NET ASSETS | \$ 103,852 | \$ 48,711 |

PIH HEALTH AND AFFILIATES
CONSOLIDATED STATEMENTS OF OPERATIONS
(FOR THE YEARS ENDED SEPTEMBER 30, 2013 AND 2012 – In thousands)

| | 2013 | 2012 |
|---|--------------------|--------------------|
| ASSETS | | |
| CURRENT ASSETS: | | |
| Cash and cash equivalents | \$ 24,775 | \$ 9,085 |
| Investments short term | 2,366 | 15,616 |
| Patient accounts receivable net of allowance for doubtful accounts of \$8,487 and \$9,368 in 2013 and 2012, respectively | 65,599 | 63,893 |
| Inventory | 5,137 | 3,726 |
| Other receivables | 6,956 | 5,002 |
| Prepaid expenses and other assets | 9,392 | 11,503 |
| Other current assets Hospital Fee Program | 7,598 | 10,549 |
| Total current assets | 121,823 | 119,374 |
| INVESTMENTS IN MUTUAL FUNDS AND OTHER INVESTMENTS | 34,609 | 26,606 |
| INVESTMENTS Assets limited as to use | 364,149 | 376,426 |
| PROPERTY, PLANT, AND EQUIPMENT Net | 513,989 | 463,106 |
| DEFERRED FINANCING COSTS Net | 2,561 | 3,399 |
| GOODWILL Net of accumulated amortization of \$2,182 in 2013 and 2012 | 11,545 | 11,545 |
| OTHER ASSETS | 1,509 | 260 |
| OTHER ASSETS Downey | 23,636 | |
| TOTAL | \$1,073,821 | \$1,000,716 |
| LIABILITIES AND NET ASSETS | | |
| CURRENT LIABILITIES: | | |
| Accounts payable and accrued expenses | \$ 57,043 | \$ 54,268 |
| Estimated third-party payor settlements | 1,207 | 1,424 |
| Accrued interest | 1,362 | 1,382 |
| Current portion of long-term debt | 7,940 | 7,725 |
| Short-term loan borrowing | 30,500 | |
| Other current liability Hospital Fee Program | 3,684 | 14,019 |
| Retention – self-insurance programs current portion | 10,926 | 11,444 |
| Total current liabilities | 112,662 | 90,262 |
| DEFERRED COMPENSATION | 15,036 | 14,186 |
| INTEREST RATE SWAPS | 35,919 | 53,054 |
| LONG-TERM DEBT Net of current portion | 285,005 | 292,967 |
| PENSION LIABILITY | 46,764 | 75,646 |
| RETENTION – Self-insurance programs net of current portion | 15,930 | 14,636 |
| Total liabilities | 511,316 | 540,751 |
| COMMITMENTS AND CONTINGENCIES | | |
| NET ASSETS: | | |
| Unrestricted | 557,266 | 453,414 |
| Temporarily restricted | 4,268 | 5,580 |
| Permanently restricted | 971 | 971 |
| Total net assets | 562,505 | 459,965 |
| TOTAL | \$1,073,821 | \$1,000,716 |

Donors

\$250,000+

Alliance for Leadership and Education
The Atwood Family

\$100,000 - \$249,999

Peggy A. Chulack
County of Los Angeles Department
of Health Services
InsideOut Solutions
Lambert Radiology Medical Group
Nevell Group, Inc.
Mr. and Mrs. Michael J. Nevell
R.C. Baker Foundation
Estate of Mrs. Patricia L. Scheiffly
Mr. and Mrs. James R. West

\$50,000 - \$99,999

Dr. & Mrs. James P. Fitzgerald
Dr. and Mrs. Nathan Honda
Pacific Parts and Controls, Inc.
Mr. and Mrs. Frank and Robin Renek
The Safeway Foundation

\$25,000 - \$49,999

Don and Michele Alvarado
David and Maria Fuhrman
Mac and Carolyn McFarland
Mr. & Mrs. Anup D. Patel
PIH Health Physicians Medical Group
The Ralph M. Parsons Foundation
Dr. Joan D. Dengrove and Dr. Neal Shindel
Mitchell and Annmarie Thomas
Reanna J. and Mendell L. Thompson
Whittier Area Community Church

\$10,000 - \$24,999

ARS Document Imaging
Mr. John Antonelli
Bewley, Lassleben & Miller, LLP
California Domestic Water Co.
Mr. and Mrs. Richard A. Casford
Michal L. Dawson
Larry and Jane Dicus
Patty and Pat Drohan
Mr. Joseph Fasone and
Mrs. Jeanette Zavala—Fasone
Fulbright & Jaworski LLP
Mr. and Mrs. Robert Grottko
Mr. and Mrs. James P. Hicks
Intercommunity Emergency Medical Group
Mr. and Mrs. Gregory Ivie
Dr. Maureen C. Jensen
Jeremiah J. Heagerty Living Trust
Mr. and Mrs. Adam and Sindia Jones
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Millie and Severson, Incorporated
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Angel and Corinne R. Munoz
Sudhaker and Mithra Nayak
Mr. and Mrs. Mark Nureddine
Dr. and Mrs. Dan J. Ounjian
Provencio Family
The Rose Hills Foundation

Sodexo, U.S.A.
Drew & Susan Sones
US Bank
Whittier Host Lions Club
Kenton and Florence Woods

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