

2013-2014 ANNUAL REPORT



Service



Patients First





Community





Integrity



Innovation



Impacting More Lives

Table of Contents

2..... Leadership Message

Board of Directors Chair

3..... Mission, Vision and Values

Quick facts and statistics about the organization

4..... PIH Health

PIH Health Welcomes PIH Health Hospital - Downey to its Integrated

6..... PIH Health Launches Vivity

7..... Going Digital

PIH Health Expands Web Presence

8..... PIH Health is a Proud Partner in the Community

PIH Health's Charitable Mission

10... Community Health Improvement Plan

11... Better Choices, Better Health Program

12... Generous Donation from **PIH Health Supporters** Celebrating PIH Health Foundation's Compassionate Donors

- 13... PIH Health Legacy Society
- 14... PIH Health Foundation Introduces Circle of Excellence

16... A Year in Review
PIH Health Hospital - Whittier
PIH Health Hospital - Downey

22... People of PIH Health

Employee Spotlight Volunteer Services

26... In Fond Memory James P. Fitzgerald MD

28... Awards, Accreditations and Designations

- 30... Boards of Directors
- 31... Corporate Organizational Chart
- 32... Financials
- 34... Donor Recognition List of Foundation donors

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.

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.



Impacting More Lives

Kenton Woods Chair PIH Health Board of Directors

Gentler elloses



James R. West
President and Chief Executive Officer
PIH Health

James R Web

From expanding our service area to 2.1 million people to raising a recordbreaking \$1.2 million at our annual fundraising gala, the past year for PIH Health has been one focused on reaching, helping and impacting more people.

Just over a year ago, we proudly welcomed PIH Health Hospital - Downey into the PIH Health integrated delivery system (IDS). In doing so we expanded our ability to impact lives (The 2.1 million people living in our service area represent a significant increase from the previous 1.5 million lives prior to the Downey campus acquisition). To assist this growing number of patients, PIH Health continues to upgrade our facilities and technologies and retain and recruit some of the most highly qualified, best trained and most compassionate health professionals anywhere. And we have increased our online presence with an updated website that includes a new "find a doctor" feature, enhanced location directory, an extensive health library and more. We are also interacting with our communities in new ways by expanding our social media and online outreach programs.

In line with the PIH Health vision of "Patients First," we continue to improve access to healthcare for those who need it most. Helping our fellow community members is a part of our commitment as a nonprofit organization. Each year we invest millions of dollars back into the community through local initiatives, such as supporting organizations that strive to reduce the incidence of obesity and promote nutrition. Our community benefit efforts also impact the public through Community Health Education classes, our Care Force One mobile health unit and Whittier Area First Day's Transitional Living Center, to name just a few.

Fundraising is integral to our ability to enhance the care we provide to patients and the community. At this year's PIH Health Foundation Gala fundraiser we raised \$1.2 million to purchase new 3-D mammography breast imaging equipment to better care for local women.

We also worked with Anthem Blue Cross and six other leading hospital systems to simplify the care experience for patients with the recent launch of Vivity, an innovative insurance product that will enable us to expand our reach and grow new business.

PIH Health has made significant achievements over the past year, and our future plans are ambitious. We will continue to impact more and more patients through the addition of 5,000 square feet of new space to the Emergency Department at PIH Health Hospital - Downey, higher participation in our cancer screenings programs and advances to our electronic health record system, eMD. It is our goal to connect with our community, serve as their health and wellness partner and provide families with high-quality care that influences their lives.







PIH Health Locations 2 Hospitals 22 Medical Offices



PIH Health
Number of births
5,369



PIH Health Number of employees 5.202



Quick Facts*

PIH Health hospitals, licensed beds 747

Employees	5,202	
Volunteers	1,245 active volunteers	
PIH Health hospitals, medical staff	927	
PIH Health Physicians	118	
Advanced Practice Professionals	123	
Service population	Approximately 2.1 million residents in Los Angeles and Orange Counties and the greater San Gabriel Valley	

^{*} Numbers include Whittier and Downey campuses

Quick Statistics*

Quick otatistics	
Number of Emergency Department visits	122,367
Number of births	5,369
Surgical volume	Main Operating Room: 11,434 Same Day Surgery: 6,390 Total: 17,824
Cardiac catheterizations	2,110 diagnostic heart catheterizations were done and 574 patients had stents placed
Hospital visits	191,689 (includes inpatient admissions and outpatient visits)
PIH Health Physicians medical office visits	488,155

A Year of Progress and Growth

An important milestone in PIH Health's history took place on October 1, 2013. On that date, PIH Health officially took ownership of the former Downey Regional Medical Center (DRMC), which then became PIH Health Hospital - Downey. Our two hospitals, as well as our 22 outpatient medical offices, have greatly benefited the patients, employees, physicians and volunteers in the communities we serve.

Throughout the integration process—from the moment PIH Health announced the Management Services Agreement with DRMC in June 2013 to the Attorney General's approval of the transaction—the community, employees, partners and physicians have supported the organization.

A tremendous amount of work occurred in our first year. The voluntary seismic improvement project—a \$13 million dollar initiative—kicked off in early 2014 and provides a safe infrastructure in the event of an emergency, when the community will count on us most.

The renovations and investment to the Downey facility improves both patient care and employee job satisfaction. Creating an environment where our patients are comfortable and staff enjoys coming to work does not happen by chance. Our employees' enthusiasm for their work translates into outstanding service.

Favorite Workplace Award

On Sunday, June 29, 2014, San Gabriel Valley News Group, publishers of the *Whittier Daily News*, *Pasadena Star* and *San Gabriel Valley Tribune*, and a division of the Los Angeles News Group, printed a special section recognizing its top employers in the San Gabriel Valley.

We care about our people and continuously strive to provide an ideal workplace for our employees. PIH Health's leadership team works to provide open lines of communication. Our employees are offered training, advancement opportunities and are always encouraged to seek higher education.

This designation was voted on by readers of the San Gabriel Valley News Group, which means that our staff voted. Recognition for our commitment to our employees is beyond an honor.

PIH Health received a Favorite Workplace award and was recognized in the following categories:

- Favorite Overall Company to Work For
- Favorite Workplace Culture
- Favorite Benefits Program
- Favorite Overall Leadership
- Favorite Company that Displays the Most Pride



Mission Accomplished: Vivity

PIH HEALTH IS A PARTNER IN A FIRST-OF-ITS-KIND PRODUCT

PIH Health has once again demonstrated healthcare innovation and leadership. After a year of groundbreaking collaboration, PIH Health joined Anthem Blue Cross and six other top hospital systems to offer Anthem Blue Cross Vivity, a new integrated health plan in Los Angeles and Orange Counties.

This first-in-the-nation partnership between an insurer and seven competing hospital systems was developed to enhance the health of all Anthem Blue Cross Vivity members. Each member organization will share financial risk and gain. Coverage through Vivity is available to companies with 50+ employees.

The seven hospital systems: PIH Health, UCLA Health, Cedars-Sinai, Good Samaritan Hospital, Huntington Memorial Hospital, MemorialCare Health System and Torrance Memorial Medical Center are among the best in California

CalPERS, California's largest healthcare purchaser, agreed to use Vivity doctors and hospitals within their Select HMO network in Los Angeles and Orange Counties —a decision that makes Vivity available to 220,000 people.

"Our goal at PIH Health is to be the health and wellness partner for our community, and Anthem Blue Cross Vivity helps us extend our reach and improve the quality of care and the patient experience at a reasonable price," said Jim West, PIH Health President and Chief Executive Officer. "Even if Vivity had not come to fruition, the fact that these seven health systems came together to discuss improving healthcare in California would have still been worth the effort. Fortunately, the collaboration was a success, and today, many people can have access to a simpler healthcare experience and convenient access at an affordable price."

Going Digital

PIH Health Expands Web Presence

In today's world, a powerful website is essential for healthcare institutions to provide high-quality service to their communities. In April 2014, PIH Health introduced a new-and-improved website, PIHHealth.org. Our patients, their families, volunteers, staff, donors and other community members can easily access useful information with the click of a button or swipe on a phone.

"Our website provides convenient access to information about our entire health system, including our hospitals in Whittier and Downey, more than 20 medical offices, physicians and services provided, and helpful health information for the 2.1 million people living in our primary service area and beyond," said PIH Health President and Chief Executive Officer Jim West.

And in addition to our enhanced online presence, community members can connect with PIH Health anytime, anywhere—while also learning more about improving their health and well-being.

New Blog: Your Daily Dose of Healthy Living

Healthy Living Online, launched in September 2014, is an online blog/publication that offers short articles on wellness, nutrition, fitness and living a healthier lifestyle. Readers can also find short videos, healthy recipes, inspiring patient stories, quick exercises to do at their desks and much more.

Facebook and Twitter, Too

PIH Health also has a stronger-than-ever presence on both of these popular social media channels, so our community has even more ways to connect with us. Our Facebook page is frequently updated with the latest information on educational classes, online publications, health tips, awards and accolades, as well as photos from recent community events.

"Being part of this trend helps us reach so many more people—both in our service area and beyond. Since people can connect with us from their mobile devices virtually anywhere, we can reach them where they are and encourage them to stay healthy," said Rosalio J. Lopez MD, senior vice president and chief medical officer.

"Our social media presence helps us reach more people."





PIH Health gives back to the community by providing financial support to other nonprofit organizations within its service area. This process ensures good stewardship of PIH Health's charitable resources by providing financial support to programs and services that are aligned with PIH Health's mission and are consistent with and responsive to our communities' identified health needs, allowing PIH Health to build upon the impact of existing community health improvement efforts.

Financial support may be provided if the requesting organization addresses significant community health needs identified through PIH Health's Community Health Needs Assessment findings and/or if the event is identified as an appropriate opportunity for public awareness.

During fiscal year 2013-2014, nearly \$115,000 in cash donations were given to 37 organizations to address significant health needs or support a community benefit activity—such as health professions education—as shown in the chart below.



Additionally in fiscal year 2013-2014, \$158,073 was invested in sponsorship support of community organizations.

Community Benefit

Integral to PIH Health's Charitable Mission

OVER \$69 MILLION INVESTED DURING FISCAL YEAR 2013-2014

PIH Health's comprehensive community benefit programs strive to improve the overall health of our communities. During the 2013-2014 fiscal year, the community benefit investment for the PIH Health enterprise totaled \$69.4 million, or 8.8 percent of enterprise expenses.

Information is organized according to Internal Revenue Service-recognized community benefit categories for the following PIH Health entities: PIH Health Hospital - Downey, PIH Health Hospital - Whittier and PIH Health Physicians.

Some results of our investment are noted below.

Charity Care (Financial Assistance)

 Over \$7.2 million in charity care was provided to 5.548 individuals.

Community Health Improvement Services

 See Community Health Improvement Plan on page 10.

Health Professions Education

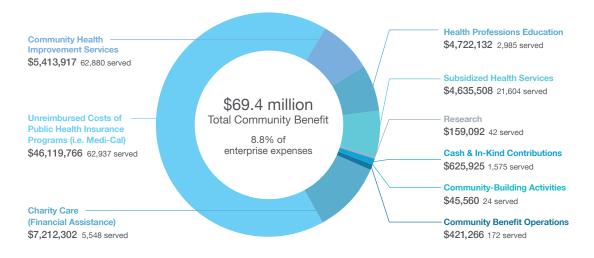
 Mentorship and training opportunities were provided to over 2,985 student nurses, physician residents and others studying to become healthcare professionals.

Research

 Five cancer clinical trials were conducted with 32 participants, helping to enhance methods for preventing, diagnosing and treating cancer.

Subsidized Health Services

- The High-Risk Infant Follow-Up Clinic serves approximately 100 children each year, ensuring access to specialized care to meet developmental needs
- PIH Health's Hospice Homes ensure access to end-of-life care regardless of ability to pay, serving approximately 200 patients each year.



To view the full Community Benefit Annual Report, please visit PIHHealth.org/CBAnnualReport

Community Health Improvement Plan

PIH Health places great emphasis on identifying and addressing our communities' most significant health needs. In order to understand where our efforts are needed most, PIH Health—in accordance with Internal Revenue Service (IRS) requirements—conducts a Community Health Needs Assessment (CHNA) every three years, specific to each hospital campus' primary service area.

The data findings and community input gained through these assessments highlight key opportunities for action. As a result, a Community Health Improvement Plan was developed after carefully analyzing and prioritizing the most significant health needs. The areas of focus and strategies shown below will guide PIH Health's community health improvement efforts through 2016.

FISCAL YEAR 2013-2014

AREAS OF FOCUS OUR IMPACT CARE FORCE ONE: FREE/LOW 2.273 ADULT COST MOBILE HEALTH SERVICES AND CHILDHOOD IMMUNIZATIONS GIVEN COMMUNITY HEALTH EDUCATION (CARE FORCE ONE) Emphasis on colorectal cancer Screenings and screenings, mammograms, pap smears and vaccinations for flu and pneumonia COMMUNITY COLLABORATIVES 30% DECREASE IN STUDENTS PROMOTING HEALTHY EATING, WHO REPORTED EATING **ACTIVE LIVING** "JUNK FOOD" AFTERSCHOOL (HEALTHY LOS NIETOS) Activate Whittier Healthy Los Nietos 67 RESIDENTS TRAINED AS **COMMUNITY HEALTH ADVOCATES** COMMUNITY HEALTH EDUCATION (ACTIVATE WHITTIER) CHRONIC DISEASE DIABETES SELF-MANAGEMENT SELF-MANAGEMENT PROGRAM CLASSES RESULTED IN AN **AVERAGE 20% DECREASE IN** COMMUNITY HEALTH EDUCATION BLOOD GLUCOSE CONCENTRATION DIABETES EDUCATION CENTER ACROSS 230 INDIVIDUALS WHITTIER FIRST DAY HEALTH & (DIABETES EDUCATION CENTER) WELLNESS CENTER 476 INDIVIDUALS INSURED VIA PIH HEALTH HEALTH INSURANCE CONTRACTED **ENROLL MENT** AGENCIES AND REFERRAL SPECIALIZING IN MEDI-CAL

Community Benefit

Beyond the Treatments:

Better Choices, Better Health® Program Creates Better Lives

Ubaldo Sierra has been living with diabetes for the last 22 years. He also is a prostate cancer survivor who has had 36 radiation treatments at PIH Health Hospital - Whittier.

PIH Health stood by Ubaldo during his challenging health journey, providing care and support. He credits the organization's Better Choices, Better Health program, designed for anyone with a chronic disease, with helping him improve the overall quality of his life—from his self-confidence in managing his health to his knowledge of health and wellness.

The Better Choices, Better Health program gives participants the self-management tools needed to become active self-managers of their condition. One of those tools is action planning, during which participants determine their health goals and break them down into small, "doable" steps or tasks.

These classes offer a great deal of information about a variety of health-related topics, including diabetes. "I think a lot of people with diabetes don't consider that they need to be reading labels," says Ubaldo. "If all diabetics tried to learn something new, we could live better lives."

Once someone has a chronic illness, it is typically for the rest of his or her life. This doesn't necessarily mean there should be a constant struggle. Better Choices, Better Health emphasizes using problem-solving strategies, success tracking and collaborative learning.

The free program is open to community members, their family members and caregivers. With his wife by his side in the Better Choices, Better Health sessions, Ubaldo admits he's noticed a boost in his confidence. "I'm now in control of my condition instead of my condition controlling me."



Compassionate Donors Support PIH Health

PIH Health Foundation is a 501 (c)(3) nonprofit organization with the sole mission to raise funds to benefit PIH Health. Every dollar raised, through fundraising events to public and private donations, is reinvested into the communities we serve through high-quality healthcare. 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.

PIH Health Foundation 30th Anniversary Gala

"Fly me to the Moon" was the theme for the PIH Health Foundation 30th Anniversary Gala held on April 26, 2014 at the Hyatt Regency Huntington Beach Resort & Spa. This sold-out event netted more than \$1.2 million to support the purchase of multiple 3-D mammography machines, also known as tomosynthesis, for breast cancer screening and diagnosis. Thanks to an anonymous donor who offered a generous match opportunity of \$500,000, the gala raised an unprecedented level of funds and broke an attendance record with more than 740 guests. The record amount included a paddle raise of \$120,000 from Riad Darwish MD on behalf of the Intercommunity Dialysis Center, Whittier Kidney Dialysis and Acute Dialysis Services as well as \$100,000 by the Henry L. Guenther Foundation. The community truly came together in support of efforts to raise funds for life-saving, 3-D mammography technology.

Aim For Health

PIH Health Foundation hosted its second Aim for Health Sporting Clays Tournament on June 14, 2014 at Triple B Clays Shotgun Sports Park in South El Monte. It was a Saturday of "golf with a shotgun," where clay discs were thrown in the air and participants aimed to shoot the clays out of the sky. The day wrapped up with a BBQ lunch, live entertainment and an awards ceremony. All proceeds benefited PIH Health's Healthy Living - Healthy Giving campaign.

Frank Scott Pro/Am Golf Tournament

PIH Health Foundation held its 21st Annual Frank Scott Pro/Am Golf Tournament at Friendly Hills Country Club in Whittier on September 22, 2014. The tournament netted \$255,000 for the Healthy Living - Healthy Giving campaign with a focus on nursing education. "Support of nursing education is one of the best investments a community can make to ensure the quality of care for patients in a hospital," said Reanna Thompson, PIH Health Hospital - Whittier chief operating officer and chief nursing officer. Thank you to the sponsors, players and volunteers who helped make this year's golf tournament a success.

PIH Health Foundation Paves the Way for Better Mammograms, Healthier Women

PIH Health Foundation is helping pave the way for better women's health, thanks to the recent purchase of multiple 3-D mammography machines. This ground-breaking 3-D technology enables doctors to "look through" tissue and better pinpoint the locations of suspect cells and tumor masses, resulting in an improved rate of detection, as well as a lower number of false positives.

Monica Redfox wasn't looking forward to turning 40, especially since it meant she would begin having annual screening mammograms. Yet in 2014, she did both.

"I had heard stories that mammograms were painful and uncomfortable, yet I really wanted to keep an open mind because I knew I was doing it for my health," said Monica, a wife, mother and high school English teacher.

She soon learned that the procedure was actually quick, easy and painless. In July 2014, she visited the PIH Health Patricia L. Scheifly Breast Health Center and the entire mammography procedure took only about 10 minutes. She was also impressed with the technician who was highly skilled, comforting and very discreet.

"All women should do it and be proactive about their health, so they can ensure longer, healthier lives," said Monica.



Record-breaking funds were raised at the PIH Health Foundation's 30th Anniversary Gala.

David Gomez, Nidia Gomez, Maria Roca and Peter C. Roca MD.



Aim For Health

James P. Fitzgerald MD, Yong Park MD, Brian Beck MD, Alexander Mendez MD, Maureen C. Jensen MD and Nathan S. Honda MD.



Frank Scott Pro/Am Golf Tournament

Michal L. Dawson, Randi Katz, John Antonelli, Joyce Fitzgerald and Michael Tobin.

A Legacy of Giving

PIH HEALTH LEGACY SOCIETY 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*

Richard* and Virginia Angstadt^c

Mr. John Antonelli°

The Atwood Family c

Donn D. Beeman MD*

Stanley W. Benson*

Mary Elizabeth Bentz*

Patricia E. Bray c

Lois Briggs*

Bernard R. Brown*

Peggy A. Chulack^c

Eva Clark*

Ruby Rosalyn Claypool*

LeGrande* and Mary Coates

Martin and Ruth Cole*

Dorothy Dewhirst Kosowsky^c

Lynette B. Dunn*

Mary Ann Egan

Ida K. Elby^c

John and Jean Endicott*

James Fitzgerald MD* and Joyce Fitzgerald ^c

Leonore M. Fuller*

Robert E. and Dorothy Gray*

Jeremiah J. Heagerty*

George and Vera Hill*

Marian Wilson Hodge*

Hazel H. Hyder*

Patricia D. Janda^c

Rev. and Mrs. Albert E. Jenkins*

Ms. Ethel W. King*

Wilber and Mary Knupp*

Henry and Katherine Korsmeier*

Gene Langston*

George L. Lappin*

Carmel Ling*

Richard and Kathy Luciano^c

Mac and Carolyn McFarland c

LeRoy Misuraca MD* c Arthur and Dorothy Morgan* Vern and Fran Muir*

Richard and Harriet Ottaviano^c

Robert and Lisa Peck

John and Laurie Peel

Hubert C. Perry °

Fr. Robert T. Pierce*

Lois Potenza*

Donald G. and Viola Saurenman*

Arla Mae Sawyer*

John and Patricia L. Scheifly*

Edna F. Schuck*

Harry and Emily Schwilke*

Frederic Thompson Selleck PhD°

Wayne and Bettina Smythe*

Ernie and Mildred Wells*

Priscilla Steele*

Hyman Weiner*

Ruth Wudel*

PIH Health has had on our lives and on the lives of those in our part of its history and its future."

Whittier Community Leaders, PIH Health Foundation Circle of Excellence Members

Circle of Excellence



PIH Health Foundation—Circle of Excellence, established in 2014, is an annual giving program that recognizes generous donors who consistently support PIH Health. Through a minimum annual gift of \$1,000, members will ensure great healthcare for our communities.

Membership begins with monthly giving of \$85 a month (or \$250 a quarter or \$1,000 annually). Higher levels of membership are recognized at \$2,500, \$5,000, \$10,000 and \$25,000.

Supporting the mission of PIH Health is the most important reward of membership. However, we are pleased to extend special courtesies as our thanks to our members. Some examples include:

- · Gatherings with other members
- Medical briefings from our doctors to better understand new technologies
- Behind-the-scenes tours led by hospital leadership or physicians
- Exclusive updates to learn about the future of PIH Health

grown from its modest beginning in I have had the great satisfaction of seeing the advancement that can be accomplished when our annual gifts valued as friends of PIH Health."

^c Charter members * Deceased

Expanding the Scope of Services

A SIGHT FOR SORE EYES

In today's healthcare climate, innovation and growth is the key to providing a comprehensive approach to the care of patients. In alignment with this, PIH Health began construction of a new eye care center in June 2014, which features the latest technology and state-of-the-art equipment. The 900-square foot center, called the PIH Health Optical Shop, opened in November 2014. The Optical Shop is a full-service optometry center located on the first floor of PIH Health Hospital - Whittier.

Community members and staff alike can now visit the Optical Shop for routine eye exams, prescriptions for glasses and contact lenses, contact lens fittings and eye health screenings. A wide selection of frames for men, women and children, including today's most popular brand names, are available for sale.

Share. Learn. Improve.

Sharing is the principle behind some of the accomplishments of the PIH Health Performance Excellence Department over the last year. "We have found a couple of ways for employees to share their successes in fun and engaging ways," said Denise Authier, director of Performance Excellence at PIH Health.

One of those ways is the ever-popular Performance Improvement Fair. Each year, staff, leaders, clinicians and board members listen to the PIH Health Partnership Councils highlight one of their improvement projects. The teams present posters detailing changes in processes, behaviors, actions and more that have improved performance. The fair, held in November, was a great success; more than 500 people attended and 41 Partnership Councils participated.

In January 2014, the Performance Excellence Department also launched the first quarterly report out presentation. "We want to help build a continuous improvement culture at PIH Health, and what better way is there to motivate teams than sharing stories of progress throughout the organization every quarter," stated Denise.

Over the last year, several new procedures and changes have been made in all areas of the organization thanks to the learning, sharing and knowledge imparted by smart, hard-working PIH Health employees.

PIH Health's annual Performance Improvement Fair was held at PIH Health Hospital - Whittier on October 30, 2013.



Renovation Meets Innovation

PIH HEALTH HOSPITAL - DOWNEY BRINGS SHARED SERVICES TO AN EXPANDED COMMUNITY

One year has passed since the PIH Health integrated delivery system (IDS) acquired the former Downey Regional Medical Center—a positive change that took effect in October 2013.

Since then, a lot has changed—specifically, some important seismic retrofits, completion of a full-scale design plan for the expanded Emergency Department and the addition of new, state-of-the-art equipment that puts the hospital on the forefront of healthcare technology. Here's a closer look at PIH Health Hospital - Downey today.

Construction Updates

The hospital completed the first phase of its voluntary seismic improvement project, which strengthened the building's exterior support columns for added protection and safety in the event of an earthquake. Next, it focused on interior structural upgrades, which transformed the main lobby and registration areas for improved patient flow.

Dozens of Technology Upgrades

A vast number of technology upgrades are paving the way for better healthcare and a more comfortable patient experience. The buildings have been equipped with a modernized wireless infrastructure to support eMD, PIH Health's electronic health record system. The state-of-the-art system speeds access to patient information, fostering a stronger environment of safety, quality, efficiency and security.

PIH Health Hospital - Downey also acquired a new surgical video tower, becoming the first hospital in Southern California to use a 3-D videoscope to improve surgeons' depth perception and precision during laparoscopic surgery. It also installed a direct-to-digital mammography machine with computer-aided diagnosis for easier transmission and viewing of digital images, new-and-improved anesthesia machines, state-of-the-art orthopedic surgical tools, new gurneys for enhanced patient comfort, new vital sign monitors, new Panda Warmers to keep infants warm, and countless other advancements distributed throughout the facility.

Positive Media Garners High Praise

With all the recent enhancements, the local community has taken notice. On March 4, 2014, members of the media and public officials including the Downey mayor and members of the City Council, and Chamber of Commerce representatives enjoyed a tour of the upgraded campus. The event generated positive articles in a variety of media publications, including *The Downey Patriot*, *Long Beach Press Telegram*, *Los Angeles Wave* and *World Journal*, that reached thousands of readers.

Members of PIH Health's leadership team also garnered accolades for their commitment to the health of the community. Senior Vice President and Chief Medical Officer Rosalio J. Lopez MD and Chief Operating Officer Brian Smolskis were awarded the City of Downey's Healthy Heart Award presented to outstanding healthcare professionals. Mayor Fernando Vasquez recognized PIH Health for its commitment to improving the lives of local residents during the award presentation

Enhancing Health Services to an Expanding Community

Considering the many upgrades and innovations happening at PIH Health Hospital - Downey, perhaps the most important news is this: With the addition of this new medical center, PIH Health has increased its population reach by more than half-a-million growing from 1.5 million to now more than 2.1 million residents in Los Angeles County, Orange County and the San Gabriel Valley region. Our expanded service area has a population that is larger than 15 U.S. states.























Promoting Health While Preserving History

PIH HEALTH RESTORES ARTWORK IN NEW MONTEBELLO OFFICE

One of PIH Health's core values is stewardship—to serve the community wisely through the efficient and prudent use of financial resources. Another is collaboration—working together both within and outside the organization to solve problems in a creative way.

Both values were demonstrated when PIH Health purchased a new office building in Montebello. Not only does the new office extend and strengthen healthcare delivery in the city of Montebello, it also demonstrates a collaborative approach to a different cause—preserving historic artwork in the local community.

The building, a former Home Savings and Loan office originally built in 1973, is adorned with well-known artworks that had fallen into disrepair. A stained-glass window on the south façade called "The Carousel," designed by Susan Hertel and fabricated by John Wallis and Associates, and a mosaic mural called "Day in the Country," designed by American artist Millard Sheets and executed by Nancy Colbath are important works.

Proud to preserve the artistic nature of this building, PIH Health spent \$50,000 to restore the artworks and other parts of the historic structure.

To make the needed repairs, PIH Health turned to Los Angeles-based Preservation Arts, a historic preservation company specializing in historic masonry restoration and other media. The company went through all of the tiles—replacing some—and regrouting. And all of the stone work has been cleaned and repaired. Today, the building has never looked better—and the iconic artwork continues to add a unique touch of color and creativity for the community.

PIH Health's new building will provide expanded healthcare services in the city of Montebello.





People of PIH Health

PIH Health has more than 5,200 employees who work together in a variety of clinical and non-clinical settings to care for our community. At PIH Health, professionals range from executives to entry level in the following fields: Family Medicine, Nursing, Surgery, Administrative Services, Environmental Services, Business Development, Facilities Support and more. Below are few highlights of some of our exemplarily staff.

Employee Spotlight: Becky Weyant

40 YEARS OF DEDICATED SERVICE

In 1974, Becky Weyant came to PIH Health Hospital - Whittier as a newly licensed vocational nurse (LVN), fresh out of training. Four decades later, she has risen to a place of leadership, thanks to her expert nursing skills, her passion for people and her tremendous love for PIH Health.

As one of three Administrative Directors, Becky—a registered nurse since 1980—oversees the staffing, nursing care and finances in multiple departments, including: Same Day Surgery, the GI Lab, Surgical Admitting Unit, Pre-Screening Unit, the Operating

Room and Post Anesthesia Care Unit (the recovery room). Her job is to ensure that the nursing managers in each area have what they need in order to take good care of patients.

Those who know Becky also describe her as a visionary, a born nurturer and someone who has a remarkable amount of patience.

"I have a passion beyond words for patients," said Becky. "I enjoy going out and comforting them in those tough times, and I've trained all my nurses to go out and do the same thing. I also have a tremendous love for the physician group—and a huge amount of respect for the job they do. I really feel that God put me in the right place to take care of people. I absolutely love what I do and go home every day rewarded."

Employee Spotlight: Bert Lawson

Taking care of local residents is paramount for Bert Lawson RN Supervisor/Nursing Informatics Coordinator at PIH Health Hospital - Downey. Bert spent his childhood close to Downey and takes pride in always being there for the community so it made perfect sense for him to work in the city as well. He started as an orderly in the PIH Health Hospital - Downey (then known as Downey Regional Medical Center) Emergency Department (ED) in 1987 after finishing his tour in the Marine Corps. He enjoyed the fast pace and excitement of the ED so much that he decided to become an emergency medical technician (EMT). During his nine years working as an EMT, he was fascinated by the nurses who helped and cared for patients.

After graduating from nursing school he worked as an ED nurse and learned very quickly how to manage the unique responsibilities of his profession. Bert always seeks to deliver the best care and is confident he can handle anything that comes into his department. As a nurse, Bert finds the greatest satisfaction in seeing quick, positive changes in ED patients. And, he is proud of the excellent patient experience provided in the ED at PIH Health's Downey campus, which he attributes to strong clinician partnerships and teamwork. For the next chapter of his career with PIH Health, Bert wants to move into hospital administration, so he has returned to school to obtain three master's degrees in nursing, healthcare administration and business administration. When not caring for the health of the community you may find Bert in the bowling alley or watching an action movie with his wife and three adult kids.

People of PIH Health

Volunteer Services

At the heart of PIH Health's operations are PIH Health volunteers, a diverse group of individuals who give their time to help patients at both the Downey campus and Whittier campus. In fiscal year 2013-2014, 1,245 volunteers spent more than 123,000 hours working in departments such as the PIH Health Community Pharmacy, Labor and Delivery, Occupational Therapy, the Surgical Unit, at the Gift Shops on both hospital campuses and at special events in the community. Without the generosity of these dedicated community members, PIH Health would not be able to deliver the high level of patient care that it provides on a daily basis.

Volunteer Spotlight: Wendy Brubaker MAKES EMERGENCY DEPARTMENT VISITS MORE PLEASANT

When Wendy Brubaker retired at age 58, she knew one thing—she wasn't planning on sitting around and doing nothing. She wanted a new purpose, and helping others was definitely going to be a part of it.

In 2003, she began volunteering at PIH Health Hospital - Whittier and spent the first few years in the Ambassador Center, running errands, answering questions and discharging patients. Since then she has also volunteered in Outpatient Registration and the Surgery Waiting Desk as a patient safety volunteer. In addition to her role in the Emergency Department (ED), Wendy is a lead editor and publisher of the hospital's Volunteer Voice newsletter.

But her favorite role is her current one—serving in the Whittier campus ED and training new volunteers in that area. She is so passionate about serving in the ED that she has become the lead ED volunteer trainer for new volunteers at PIH Health Hospital - Downey.

"People are very grateful when someone can make their hospital experience a little bit better," Wendy said. "It's not easy being in the ED; but as a volunteer, I have time to listen to people, many of whom are apprehensive or frustrated about their illness or injury. I can offer coffee and juice, along with a listening ear. I hope that I can help make a tough situation a bit more pleasant."



Today, more than 4,300 volunteer hours later, Wendy continues to be one of the many reasons PIH Health provides a positive experience for its patients.

 \sim 23

Jim Ball

One can't help but think of family and community after meeting James (Jim) Ball, PIH Health Board Member. Born and raised in Downey, Jim's mother and father were involved in the local community and raised him to be engaged as well. After graduating from the University of Southern California in 1976 with a degree in business, he joined his family's sporting goods business. Focused on manufacturing athletic products, the company was started by his grandfather, taken over by his father, passed along to him and will soon be run by his son, Steven.

> To get more involved in the Downey community, Jim began to help Downey Regional Medical Center's (DRMC) fundraising arm, the Memorial Trust Foundation. Eventually, he became Chairman of the Foundation Board. After serving in the leadership role for the Foundation, Jim was appointed to the DRMC hospital Board where he served for 12 years. During this period he learned about the hospital business, how boards function and found it rewarding and interesting. When the hospital began to experience challenges, Jim took on the role of Chairman of the DRMC hospital board. He worked with the members to create new bylaws, expand their business knowledge and ultimately become part of PIH Health.

"The DRMC board was very pleased with the acquisition because PIH Health has a similar culture and is a welcome addition to the community," said Jim. He enjoys the challenge, people and gratification of community work and is humbled by the opportunity to contribute to the PIH Health Board.

2013 Physician Lifetime Achievement Award:

Robert Florin MD

Each year, PIH Health recognizes one special doctor with its highest honor, the Physician Lifetime Achievement Award. To earn this award, recipients must have demonstrated outstanding devotion and service to our community throughout their careers.

The 2013 recipient, Robert Florin MD, helped establish the first full-time neurological practice in Whittier. The award was announced at the Medical Staff Holiday Party in December 2013.

Dr. Florin joined with John Marsh MD and Bruce Everett MD, and together, ran a "First Cabin" neurological practice dedicated to quality practice. For decades, they were on call every third night and every third weekend. Early on, they even installed private telephone lines in their homes, so each morning they could discuss the cases and activities for the day. No matter who was rounding that day, they were always aware of the care provided to each of their patients.

In addition to his successful practice, Dr. Florin was a gifted woodworker and cabinet maker, creating his own furniture as well as the large podium in the auditorium of the conference center at PIH Health Hospital - Whittier, which stood for decades. It was a joint project with a colleague featuring naturally finished wood and a carved hospital logo.

Dr. Florin was also a gifted photographer, who loved macro photography of crystals. He also enjoyed photographing race cars in action and was fascinated by the latest technology. When IBM released the first personal computer, he was one of the founders of the informal PIH Health Physicians Computer User Group.

During his career, Dr. Florin served as a national neurosurgical professional society advisor to various government boards and made frequent trips to Washington, D.C. He is a former Chief of Staff at PIH Health Hospital - Whittier and has served as a member of the PIH Health Board of Directors. Well admired by many, he could always be counted on to be the voice of reason and compassion.

People of PIH Health

A Legacy of Love

A SISTER ESTABLISHES ENDOWMENT FUND TO HONOR PIH HEALTH FOUNDING PHYSICIAN

Legacy gifts come in all shapes and sizes—and they're often as unique as the individuals who so generously give them. That is certainly true for Dorothy Dewhirst Kosowsky, who has taken a creative approach to her giving. She committed the proceeds from the sale of her home to establish an endowment fund with PIH Health Foundation—all to honor her late brother, James H. Dewhirst MD.

Dr. Dewhirst was a man who cared deeply about his patients, the community and the far-reaching value of PIH Health. When he passed away in December 2013, the world lost a caring man, an advocate for a better future and a well-respected member of the PIH Health team. Sadly, he passed before he learned about his sister's plan-but those who knew him believe he surely would have appreciated the honor.

> Not only did Dr. Dewhirst practice Family Medicine in Whittier and Hacienda Heights for 44 years, he was Chief of Staff at PIH Health Hospital - Whittier in 1981, on the Board of Directors for six

> > He retired in 2003. He lived and worked to make the world a better place, and his family is proud to help his life's work live on.

"He not only helped establish PIH Health, the hospital was his second home and he was a strong advocate even after he retired," said Dewhirst Kosowsky who describes her brother as the anchor of their family. "Creating the endowment fund is a way of honoring him because he loved family medicine so much. He really cared about his patients and would always put them first."

The Dewhirst endowment fund will be used to support the PIH Health Family Medicine Residency Program by providing services for the in-home healthcare program.



In Fond Memory

James P. Fitzgerald MD

PIH Health lost a dear friend and founding physician in August 2014. Dr. James P. Fitzgerald served PIH Health as a physician, leader and supporter since its very beginning. His smile, professionalism and compassion are truly missed in the halls of PIH Health Hospital - Whittier, where he carried out his life's work and volunteered so much of his time after his retirement.

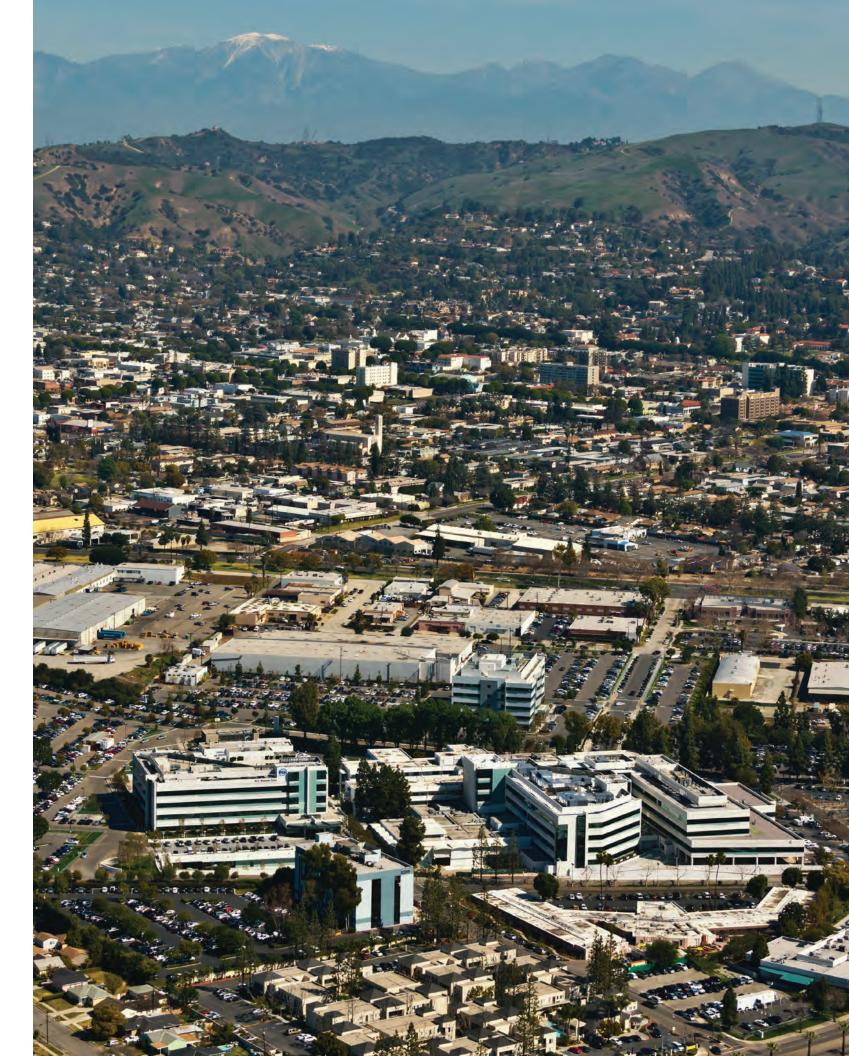
Throughout the years, Dr. Fitzgerald cared for the community in many ways, delivering hundreds of babies as a general practitioner and treating countless cancer patients as a radiation oncologist.

Over the years, Dr. Fitzgerald dedicated his time and leadership to numerous PIH Health committees and boards. In 2000,

he joined the PIH Health Foundation Board of Directors and from 2010 to 2012 he served as Chairman of the Board, leading fundraising efforts to support the organization. He and his wife, Joyce, also demonstrated their leadership and support of

PIH Health as Charter Members of the PIH Health Legacy Society.

Dr. Fitzgerald is fondly remembered for the time he volunteered visiting patients throughout his career and following his retirement. He talked with those he knew and many he did not know. He sat with them, shared stories, listened and, if requested, prayed with them. In recognition of the manner in which Dr. Fitzgerald cared for patients, both medically and spiritually, the Spiritual Care Services at PIH Health have been named in honor of Dr. Fitzgerald's legacy. Following his example, the PIH Health Dr. James P. Fitzgerald Spiritual Care Services will continue to honor each person's spiritual journey by offering comfort and support in times of great need.



Awards



2014 Most Wired Award by *Hospitals* and *Health Networks* (also awarded in 2013)



2014 California Association of Physician Groups (CAPG) Standards of Excellence—Elite Status (also awarded in 2013 and 2012)³



2013 Commission on Cancer Outstanding Achievement Award



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



2013 100 Top Hospitals Award by Truven Analytics



2013 50 Top Cardiovascular Hospitals by Truven Analytics



2013 Path to Excellence Award by NRC Picker (also awarded from 2010-2012)³



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

Accreditations and Designations

Accreditation by The Joint Commission

Accreditation by Det Norske Veritas²

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

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

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

LA County Designated Disaster Resource Center

LA Designated Emergency Department Approved for Pediatrics (EDAP)¹

LA County STEMI (ST Segment Elevation Myocardial Infarctions) Receiving Center (for heart attack patients)

2013 Three-Year Accreditation with Commendation to the PIH Health Comprehensive Cancer Program by the Commission on Cancer (CoC) of the American College of Surgeons (ACoS)

2013 Advanced Certification and Accreditation by the Joint Commission as a Primary Stroke Center

Unless otherwise noted, the awards, accreditations and designations were granted to PIH Health Hospital - Whittier



¹ PIH Health Hospital - Whittier and PIH Health Hospital - Downey

² PIH Health Hospital - Downey only

³ PIH Health Physicians only

Boards of Directors

2013-2014

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.

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Donald Alvarado
Richard Atwood
James Ball
Paula Cowan
Jane Dicus
J. Patrick Drohan
Leon M.N. Garcia
Thomas King
Angel Munoz
Norma Provencio
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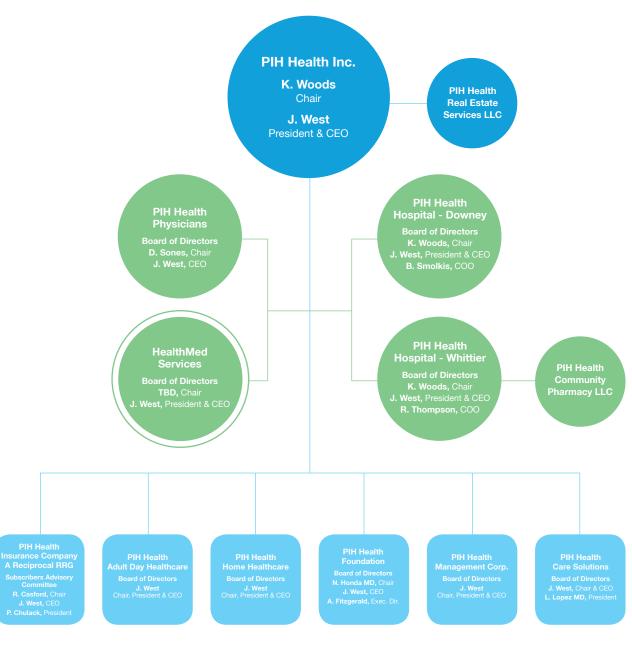
PIH Health Management Corp.

Peggy Chulack Mitchell Thomas James West, Chair

PIH Health

Corporate Organizational Chart

FY 2013-2014



Nonprofit

For Profit

PIH HEALTH AND AFFILIATES CONSOLIDATED STATEMENTS OF OPERATIONS

(FOR THE YEARS ENDED SEPTEMBER 30, 2014 AND 2013—In thousands)

	2014	2013
REVENUES Net patient service revenue including Hospital Fee Program revenue of \$7,648 for 2014 and \$20,784 for 2013	\$ 689,850	\$538,388
Less provision for bad debts	19,102	13,864
Net patient service revenue less provision for bad debts	670,748	524,524
Capitation revenue	77,800	77,405
Other operating revenue	21,552	21,350
Net assets released from restrictions used for operations	1,762	866
Total revenues	771,862	624,145
EXPENSES		
Salaries and wages	277,692	199,868
Purchased services	107,633	86,858
Medical supplies and drugs	97,483	70,299
Employee benefits	109,762	79,777
Professional fees	101,482	82,135
Depreciation and amortization	43,917	27,482
Other expenses	27,093	19,909
Interest	8,701	5,423
Insurance	6,152	5,147
Rent expense	3,382	3,033
Hospital Fee Program	8,577	17,584
Total expenses	791,874	597,515
(DEFICIT) EXCESS OF REVENUES OVER EXPENSES BEFORE GOODWILL IMPAIRMENT AND REORGANIZATION EXPENSES	(20,012)	26,630
GOODWILL IMPAIRMENT	(50,867)	
REORGANIZATION EXPENSES	(3,909)	
(DEFICIT) EXCESS OF REVENUES OVER EXPENSES	(74,788)	26,630
OTHER GAINS (LOSSES) Net		
Net investment income	11,561	9,963
Realized gains on investments	4,656	13,722
Change in fair value of interest rate swap and interest expense	(10,197)	10,477
Loss on disposal of property, plant and equipment	(2,842)	
Loss on extinguishment of debt	(4,711)	(1,416)
Other losses	(16)	
Other gains (losses) Net	(1,549)	32,746
(DEFICIT) EXCESS OF REVENUES OVER EXPENSES AND OTHER GAINS (LOSSES)	(76,337)	59,376
CHANGE IN UNREALIZED GAINS ON INVESTMENTS	13,693	4,011
PENSION-RELATED CHANGES OTHER THAN NET PERIODIC PENSION COST	(8,637)	38,636
OTHER		(164)
NET ASSETS RELEASED FROM RESTRICTIONS USED FOR LONG-LIVED ASSETS	1,249	1,993
CHANGE IN UNRESTRICTED NET ASSETS	\$ (70,032)	\$103,852

PIH HEALTH AND AFFILIATES CONSOLIDATED STATEMENTS OF OPERATIONS

(FOR THE YEARS ENDED SEPTEMBER 30, 2014 AND 2013—In thousands)

	2014	0010
ACCETO		2013
ASSETS		
CURRENT ASSETS:	Φ 0.077	ф 04.77 г
Cash and cash equivalents	\$ 9,277	\$ 24,775
Investments short term	4,342	2,366
Patient accounts receivable net of allowance for doubtful accounts of \$12,042 and \$8,487 in 2014 and 2013, respectively	94,457	65,599
Inventory	7,461	5,137
Other receivables	7,103	6,956
Prepaid expenses and other assets	18,759	9,392
Other current assets Hospital Fee Program	2,565	7,598
Total current assets	143,964	121,823
INVESTMENTS IN MUTUAL FUNDS AND OTHER INVESTMENTS	36,671	34,609
INVESTMENTS Assets limited as to use	387,660	364,149
PROPERTY, PLANT, AND EQUIPMENT Net	617,905	513,989
DEFERRED FINANCING COSTS Net	4,189	2,561
GOODWILL Net of accumulated amortization of \$2,182 in 2013	,	11,545
OTHER ASSETS	6,078	1,509
OTHER ASSETS Downey		23,636
TOTAL	\$1,196,467	\$1,073,821
LIABILITIES AND NET ASSETS	2014	2013
CURRENT LIABILITIES:		
Accounts payable and accrued expenses	\$ 75,298	\$ 57,043
Estimated third-party payor settlements	1,603	1,207
Accrued interest	2,200	1,362
Current portion of long-term debt	9,212	7,940
Current portion of obligation under capital leases	1,133	,
Current portion of prepetition liabilities	2,420	
Short-term loan borrowing	40,000	30,500
Other current liability Hospital Fee Program	2,373	3,684
Retention – self-insurance programs current portion	17,169	10,926
Total current liabilities	151,408	112,662
DEFERRED COMPENSATION	14,838	15,036
INTEREST RATE SWAPS	39,318	35,919
PREPETITION LIABILITIES Net of current portion	8,873	
LONG-TERM DEBT Net of current portion	404,182	285,005
OBLIGATIONS UNDER CAPITAL LEASES Net of current portion	2,636	
PENSION LIABILITY	58,170	46,764
RETENTION - Self-insurance programs net of current portion	25,161	15,930
Total liabilities	704,586	511,316
COMMITMENTS AND CONTINGENCIES		
NET ASSETS:		
Unrestricted	487,234	557,266
Temporarily restricted	3,676	4,268
Permanently restricted	971	971
Total net assets	491,881	562,505
TOTAL	\$1,196,467	\$1,073,821

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JANUARY 1, 2014 - DECEMBER 31, 2014

\$250,000+

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\$100,000 - \$249,999

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