

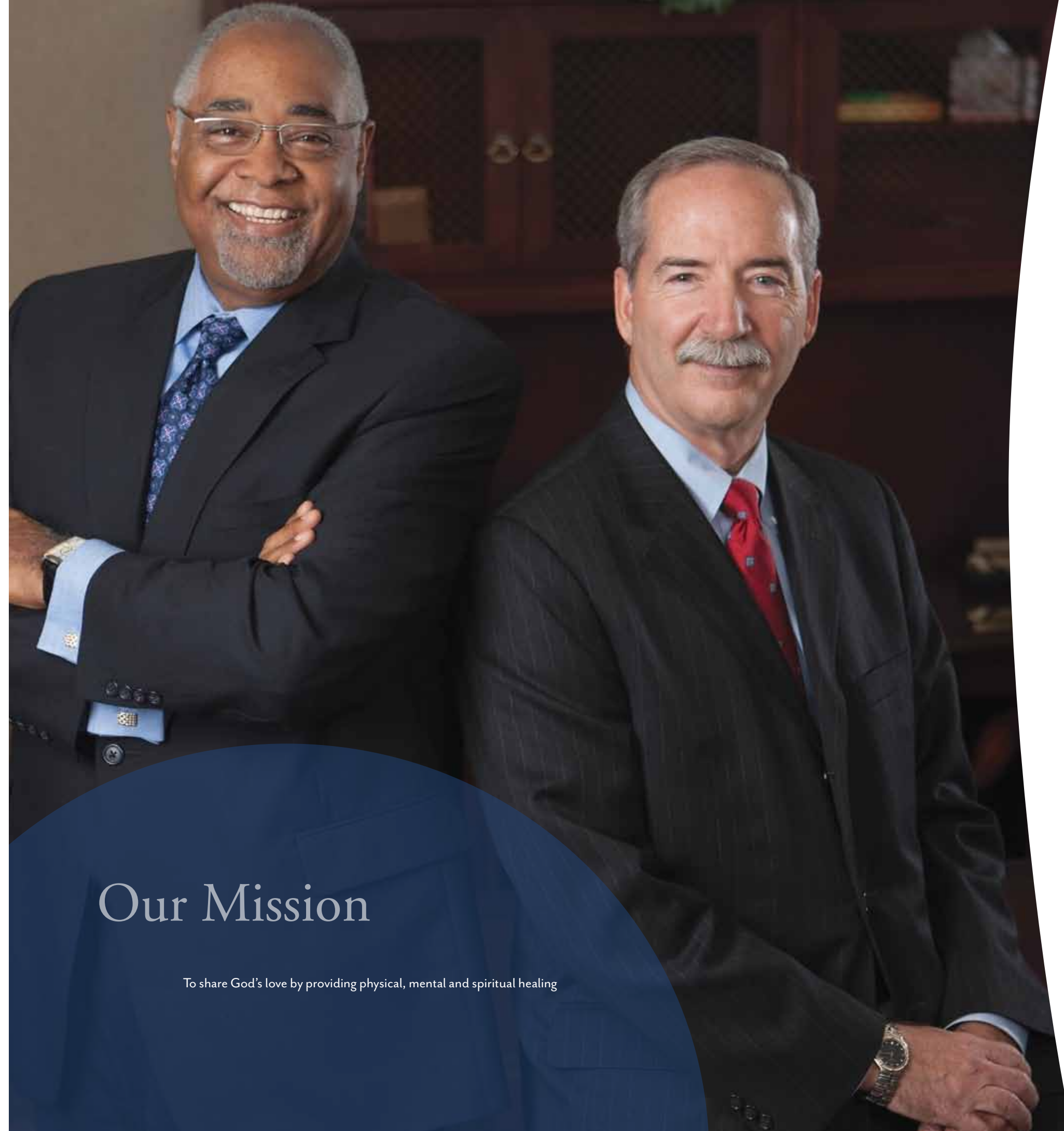


# Annual Report



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## Our Mission

To share God's love by providing physical, mental and spiritual healing

DEAR FRIENDS AND COLLEAGUES,

What is it, exactly, that makes Adventist Health different from other health care providers? What sets us apart and makes us distinctive? The difference is encapsulated in two words: Sacred Work.

At Adventist Health, mission has always been at the center of everything we do—every decision we make. However, Sacred Work is taking on a very personal meaning to each and every member of our team.

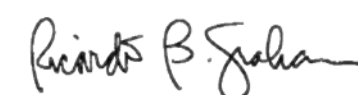
More than just buzz words, Sacred Work is demonstrating God's love at every possible level and recognizing ourselves, our work and our coworkers as sacred. This simple, but profound concept is demonstrated throughout our system every single day—through a kind word, a gentle touch or heartfelt prayer. It's more than just healing; it's the very essence of caring for the whole person.

In the pages that follow, you'll not only read about our system's service lines, quality initiatives and fiscal strength, you'll become better acquainted with the concept that is transforming our organization. You'll read about encounters between caregivers and patients that can only be categorized as truly sacred moments.

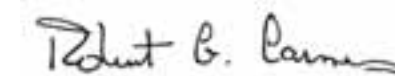
Adventist Health has an amazing heritage of healing. To continue it, we focus on building for the future—state-of-the-art facilities that boast the latest and most cutting-edge technologies to combat cancer, heart disease and any number of physical maladies. We wholeheartedly believe in providing care to those in underserved areas—and have a vast system of rural health clinics to aid in this important aspect of our mission.

In addition, we're fully committed to excellence in quality and patient safety, which is demonstrated time and time again through the distinguished awards given to our hospitals and our participation in numerous quality initiatives. We're also on our way to implementing a complete electronic medical record—all in an effort to provide a safe environment of care, help save lives and enhance the patient experience.

But it's not our buildings, equipment or technology that make us unique. At Adventist Health, it is the unseen—the quiet ministering to the soul and meeting human need with love—that sets our care apart from the rest. Our mission to share God's love by providing physical, mental and spiritual healing is much more than an attractive mural on the wall. It is our Sacred Work.



Ricardo B. Graham  
Chairman of the Board



Robert G. Carmen  
President & CEO



#### CARE DURING A DIFFICULT TIME

Without regular visitors, extended hospital stays can be monotonous. For Jose\*, his three weeks at Hanford Community Medical Center were especially lonely. Because his wife worked during the day and his family lived more than 30 minutes from the hospital, Jose spent long periods without visitors in his room. | Soon, he drew the attention of housekeepers Maria Castro (right), Celma Maldonado (left), Josie Orosco, Veronica Sanchez and Maria Valdovinos who could see Jose was struggling. They prayed with him in his room and made sure at least one of the four visited every day to encourage him. | After he was discharged, the employees received a card and flowers from Jose and his wife in appreciation for their compassion. They join the many Adventist Health employees who demonstrate Sacred Work every day. |

\*Name has been changed to protect patient privacy



## Sacred Work: A radical new way of caring

A few years ago, San Joaquin Community Hospital in Bakersfield, California, embarked on a journey that is transforming Adventist Health. Using the tenets of *Radical Loving Care* and *Sacred Work* (books by Erie Chapman), the hospital team initiated a culture shift that is reinforcing mission and changing attitudes.

Today, Sacred Work is moving throughout all of Adventist Health touching every hospital and every employee. It is more than just actions—it's about values, attitudes and living out our system's mission even through the most menial tasks.

As part of the Sacred Work initiative, Spiritual Life Councils have been chartered in all 17 Adventist Health hospitals. These multi-disciplinary teams meet quarterly to discuss each facility's vision for mission and how to achieve it strategically. In essence, the councils are tasked with making mission alive, real and pervasive.

But it's not just about employees; Adventist Health is actively engaging physicians in Sacred Work, too. In 2009, Glendale Adventist Medical Center in Southern California debuted a spiritual care DVD for doctors entitled "What's Spirituality Got to Do With It?" With a rallying call to embrace work as sacred, the film is meant to empower those who understand the importance of spirituality in connection with physical healing and care—to give doctors permission to incorporate spirituality into their practices.

This past year, Sacred Work at Adventist Health was aptly highlighted through an inspiring devotional book featuring heartfelt patient care stories from across the system. *Our Stories: Glimpses from Adventist Health*, is filled with touching narratives submitted by nurses and various other Adventist Health staff members. The book captures the essence of our mission and why we're here—to serve those in need and deliver compassionate, Christ-centered care.



GOING THE EXTRA MILE TO TOUCH A HEART

*Like many people, John\* struggled with depression. For years, he sought medical and behavioral treatment at numerous clinics throughout Lake County, but felt the care he received was poor and didn't meet his needs. | Eventually, John was referred to Clearlake Family Health Center—one of Adventist Health's RHCs—where he met R. Dean Jennings, M.D. According to John, Dr. Jennings and his nurse Jackie Chernoh are the reasons he is still alive. Without their kindness and compassion, he feels that he would have committed suicide. | On a particularly bad day, John prayed for help and later received an inspirational e-mail from Dr. Jennings expressing God's love for him. Not only did the message lift his spirits, John was moved that Dr. Jennings would take time out of his busy day to show personal attention and caring—a true demonstration of Sacred Work! Thanks to the compassionate care John received from the clinic staff, he is getting the treatment he needs and has a more functional life. |*

\*Name has been changed to protect patient privacy



## Sacred Work: Service lines of caring

At Adventist Health, Sacred Work is carried out by employees, physicians and volunteers—all working in various service lines. While health care is our business, caring for the entire person—mind, body and spirit—is our specialty.

Currently, Adventist Health owns and operates 17 acute care facilities—from the longest continually operating Adventist hospital, St. Helena Hospital, to a brand new \$114 million facility set to open in the fall of 2010 in Hanford, California. Throughout the past year, many hospitals completed sizable building projects in an effort to meet the growing needs of the communities they serve. Still others added cutting-edge technologies, centers of excellence and innovative services.

Our system also boasts the largest network of rural health clinics (RHCs) in California and one of the largest in the nation. In 2009, Adventist Health opened two new RHCs with more than 30 sites in California, Oregon and Washington. The clinics—which saw 700,000 visits in 2009—offer primary care, specialty medical services, dental, behavioral health, prenatal and other services to those in medically underserved communities.

If patients can't come to us, our dedicated home care providers are just a phone call away! Adventist Health/*Home Care Services* is comprised of 14 home care agencies, hospice services, home medical equipment, personal care and infusion therapy services. Last year alone, home care employees shared Sacred Work through more than 211,500 visits.

Rounding out its roster, Adventist Health operates four joint-venture retirement centers in California, Oregon and Washington. Last year, Paradise Village in National City, California, joined facilities in Paradise, California; Portland, Oregon; and Walla Walla, Washington, offering gracious retirement living accommodations and engaging amenities.



#### WHEN GOD ANSWERS THE PHONE

*The ER was slammed and Admitting clerk Erika Rootvik was trying to implement a new standardized telephone script when a caller asked if a specific doctor was on duty. When Rootvik said no, she couldn't help but notice the disappointment in the caller's voice. | Something about the caller piqued her interest and when Rootvik asked the scripted question, 'Is there anything else I can do for you?' there was nothing scripted about it. The response made time stand still in the small Emergency Center at Walla Walla General Hospital, as the caller told Rootvik that she would be ending her own life that night. | Rootvik sent up a quick prayer for guidance and engaged the woman in conversation while Nursing supervisor Esther Davis went into action getting in touch with the crisis response team and other necessary services. |*

*Rootvik, who stayed on the phone until she knew help had arrived at the woman's home, is adamant that divine intervention aided her in this situation and saved the caller's life. |*

## Sacred Work: Providing exceptional patient care

Modern medicine—paired with the body's ability to heal itself—is an amazing thing. At Adventist Health, we understand our crucial role in this remarkable process. To that end, the relentless pursuit of quality care has always been a top priority—a key element to our Sacred Work.

Systemwide, Adventist Health made significant progress in achieving important quality goals in 2009. As a result, aggregate system scores were in the top 40 percent of hospitals nationally for acute myocardial infarction, heart failure, pneumonia and surgical improvement quality measures—and several Adventist Health hospitals ranked among the nation's top 10 percent in these areas. Hospitals also are compared nationally in mortality rates, and patients are less likely to die in facilities with adjusted mortality index scores of less than one. In 2009, Adventist Health, as a system, achieved an adjusted mortality index score of less than one when compared to a national comparison group with similar patient characteristics.

In addition to implementing Quality Compass, the system's first electronic infection control software application and program, Adventist Health launched a systemwide collaborative to reduce hospital-acquired pressure ulcers making significant progress toward identifying best practices for maintaining skin integrity and managing skin breakdown. Also notable is the continuing partnership with Bryan Sexton, Ph.D.—formerly with Johns Hopkins and now with Duke University Health System and an expert in health care culture improvement—on a Culture of Teamwork and Safety Improvement Program, which has improved the culture of safety and teamwork systemwide.

In 2009, Home Care also made significant strides to enhance patient care and safety by implementing Cerner BeyondNow Homecare Solutions throughout all 14 agencies. Along with better, safer care the software will enhance communication between caregivers, improve patient information security and allow clinicians access to records and information at anytime from any location. Additionally, eight agencies were named among the 2009 HomeCare Elite list compiled by Outcome Concept Systems, Inc., a Seattle-based company providing data products and benchmark services for home health, hospice and private duty agencies.

In addition, many hospitals received numerous awards for quality, including national and state recognition through the Premier/CMS Hospital Quality Incentive Demonstration (HQID) project and the California Hospital Assessment and Reporting Taskforce (CHART). A silver-level CAPE Quality Award for Performance Excellence also was given to our Central Valley Network hospitals—Hanford Community Medical Center, Central Valley General Hospital and Selma Community Hospital. Administered by the California Council for Excellence, this recognition for quality is the State of California's equivalent to the national Malcolm Baldrige Quality award.





#### REGISTRATION WITH A ROOT BEER FLOAT

*Kim Murdock, a registration associate at Adventist Medical Center, was at the end of her shift with one last patient to register in the Emergency department. When she entered the patient area she found a very unhappy and agitated woman who suffered from a debilitating disease. She was completely alone with no one to even list as an emergency contact. | Murdock quickly noticed that the woman's shoes were untied. To this patient it was a big problem, along with all the other little things that she had to depend on someone else to do for her. Putting the paperwork aside, Murdock knelt down and quietly tied the woman's shoes. | After the registration process was complete, she asked the patient if there was anything else she needed. The patient assured her there was but said she didn't believe Murdock could fulfill her request for a root beer float. | Murdock left the room with a smile and headed to the hospital cafeteria where she purchased root beer and ice cream. A few minutes later she presented the float to the astonished and appreciative patient. An amazing example of Sacred Work in action, topped with ice cream! |*

## Sacred Work: Ensuring a sustainable future

The economic downturn has forced most industries to reexamine the way they do business. Health care is no exception. At Adventist Health we're committed to creative solutions and good stewardship to ensure that our mission and Sacred Work continue for generations to come.

Last year, our system focused on increasing productivity through the Performance Engineering Program. The goal: to assist in the development of high quality, patient/customer focused health care services that are both cost effective and efficient through the reengineering of systems and processes. This combined with several other transformational initiatives produced marked results. Our organization experienced a banner financial year with revenues that will be reinvested to fund capital projects and improve patient care.

In 2009, Adventist Health's 'A' rating was affirmed with a stable outlook from both Standard & Poor's Rating Service and Fitch Ratings. According to Fitch, the 'A' rating reflects improving operating results, system diversity, adequate debt coverage and stable investment returns. Standard & Poor's further recognized Adventist Health for good risk dispersion and the near completion of its sizable capital plan.

The Revenue Recovery Unit—which functions under the leadership of the Corporate Patient Financial Services department—also has helped positively impact the bottom line. By pursuing insurance underpayments for Adventist Health's Southern California facilities, the unit has recovered approximately \$24 million since its inception in 2006.

Furthermore, Adventist Health's Materiel Management program offers economies of scale to member entities and affiliates. This cuts costs for supplies, equipment and an array of other items used throughout hospitals and clinics—all adding up to big savings!

Perhaps most importantly, large-scale financial decisions are made with careful analysis and thoughtful consideration to what really matters most—sustaining the mission of Adventist Health and carrying out the organization's Sacred Work.

## Corporate Office



Robert G. Carmen  
President & CEO

### DESCRIPTION

- A not-for-profit, faith-based health care system headquartered in Roseville, California, with operations in California, Hawaii, Oregon and Washington
- Comprised of 17 acute care facilities with more than 2,500 beds, approximately 18,600 employees, numerous clinics and outpatient facilities, the largest system of rural health clinics in California with additional sites in Oregon and Washington, 14 home care agencies and four joint-venture retirement centers
- Provides access to capital, systemwide efficiencies and economies of scale to member entities



### ACCOMPLISHMENTS

- Continued work on major construction projects throughout the system to meet seismic standards and market demand
- Continued implementation of Phase III of Project IntelliCare, Adventist Health's clinical information system, and initiated plans to implement computerized provider order entry (CPOE) throughout system
- Received 'A' bond rating confirmation by Standard and Poor's, and Fitch Ratings
- Achieved systemwide performance in the top 40 percent of hospitals nationally for acute myocardial infarction, heart failure, pneumonia and surgical improvement quality measures
- Achieved adjusted mortality index score of less than one as a system when compared to a national comparison group with similar patient characteristics
- Implemented Cerner BeyondNow Homecare Solutions software throughout home care agencies to provide safer, more efficient patient care
- Eight home care agencies named among the 2009 HomeCare Elite list compiled by Outcome Concept Systems, Inc., a Seattle-based company providing data products and benchmark services for home health, hospice and private duty agencies
- Continued Culture of Teamwork and Safety Improvement Program across all system hospitals, and made significant improvement in safety and teamwork cultures
- Launched systemwide collaborative to reduce hospital-acquired pressure ulcers with significant progress made toward identifying best practices for maintaining skin integrity and managing skin breakdown
- Implemented Quality Compass, the system's first electronic infection control software and program, in collaboration with The Advisory Board and Vecna Technologies
- Participated in the CHART quality initiative at all California Adventist Health hospitals
- Hosted Physician Executive Leadership Conference featuring several internationally renowned speakers and drawing numerous attendees from across the system
- Continued work with Physician Order Set Build Team utilizing evidence-based data from Zynx Health to pave way for CPOE
- Completed installation of SSI Electronic Claims Processing System throughout enterprise

### STRATEGIC INITIATIVES

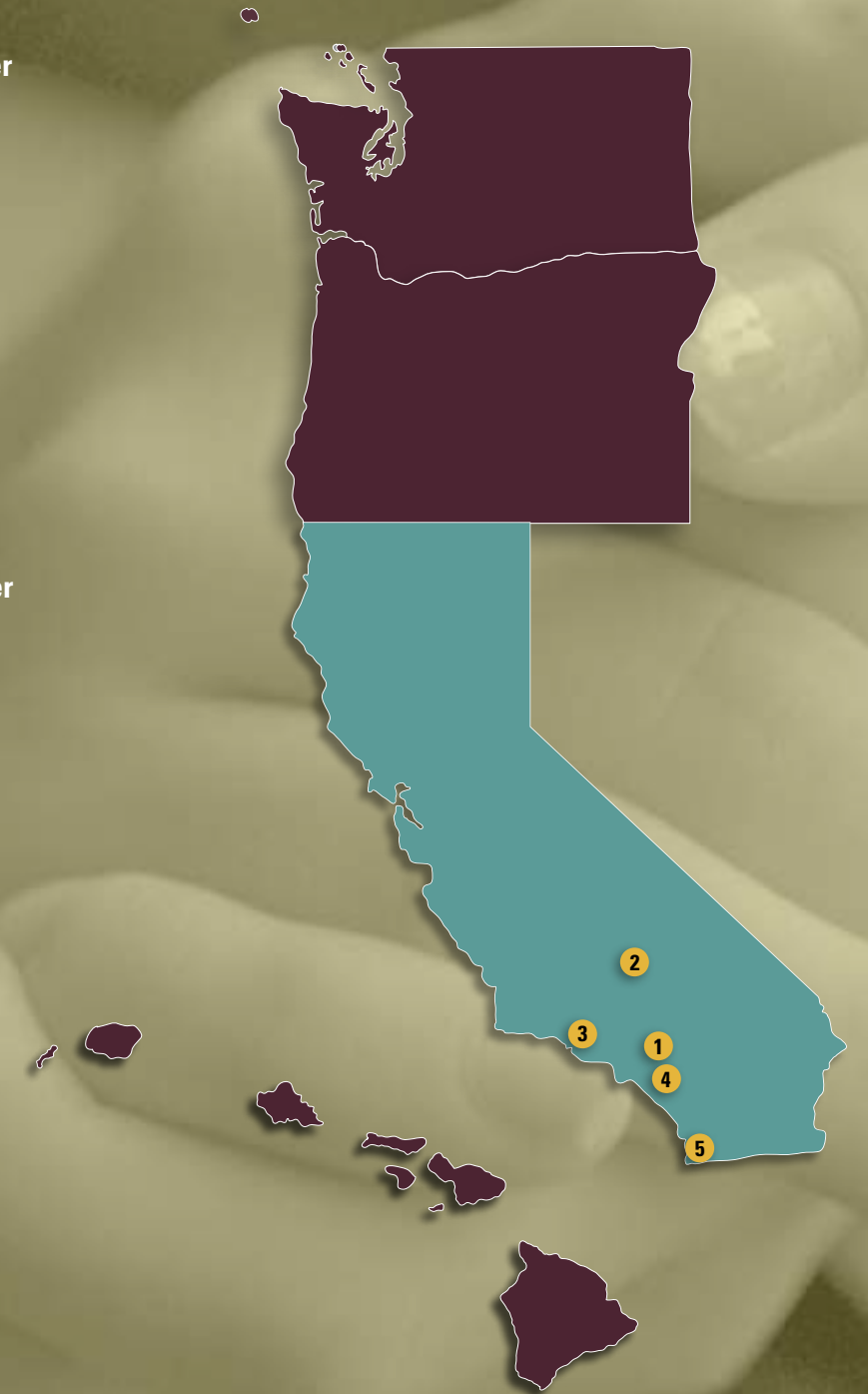
- Partnered with Siemens Corporation for Electronic Patient Eligibility Services resulting in significant cost savings systemwide
- Continued to grow Premier Affiliate Program to encompass 40 facilities that benefit from access to top-tier pricing while increasing purchasing volume for system
- Opened two new rural health clinics for more than 30 clinics providing health care to underserved populations throughout California, Oregon and Washington
- Published inspiring devotional book, *Our Stories: Glimpses from Adventist Health*, featuring touching patient care narratives from across system
- Launched training and education to enhance Sacred Work concept throughout system
- Employed six executive residents in a two-year leadership development program in business development, general administration, nursing administration and human resources; and employed 13 summer interns in areas such as accounting, ancillary services, human resources and marketing
- Roseville employees contributed \$5,087 to the United Way; \$9,060 to Roseville Home Start; \$2,415 and nearly 500 pounds of food to the Placer Food Bank; and more than \$9,300 to help with community needs during the holiday season
- Launched Facebook and Twitter accounts to reach a broader community via social media
- Expand mission influence and effectiveness through full ownership by leaders, employees and physicians
- Create and maintain a culture of growth
- Attract and retain the most qualified, capable physicians whose interests are aligned with system mission and goals
- Enhance quality and safety, and improve health care processes
- Promote culture of excellence and continuous improvement that attracts the highest caliber employees, maximizes their contributions and achieves optimum employee satisfaction
- Ensure financial viability through revenue growth and enhancement, philanthropy and efficient cost management without sacrificing quality outcomes





## Southern California Services

- 1. Glendale Adventist Medical Center**
  - Home Care Services
- 2. San Joaquin Community Hospital**
  - Home Care Services
- 3. Simi Valley Hospital**
  - Home Care Services
- 4. White Memorial Medical Center**
- 5. Paradise Village Retirement Center**



## Glendale Adventist Medical Center



### DESCRIPTION

- A 457-bed medical center providing state-of-the-art comprehensive inpatient and outpatient services to an increasingly diverse community, including growing Armenian, Latino and Korean populations in and around Glendale, California
- Recognized for excellence in: Heart & Vascular and Neuroscience Institutes as well as emergency, orthopedics, surgery, imaging, occupational medicine, home health, oncology, rehabilitation, behavioral medicine, pain management, neonatal and women's services
- Offers residency programs in family medicine and pharmacy
- Staffed by 750 physicians, 2,300 employees and 600 volunteers
- 18,467 admissions, 2,562 deliveries, 40,589 ER visits, 267,984 outpatient visits and 25,767 home care visits

### ACCOMPLISHMENTS

- Designated as one of the first hospitals in LA County and only facility in Glendale as Approved Stroke Center, and participated in task force with Los Angeles County Department of Health Services and Emergency Medical Services Agency mandating new guidelines for the transport of stroke patients to county-designated Approved Stroke Centers
- Received Get With the Guidelines-Stroke Silver, Gold and Gold Plus awards from American Stroke Association for excellence in stroke care
- Joined Downtown Glendale Merchant's Association to host 2<sup>nd</sup> annual Glendale Downtown Dash, a 5K run/walk that has raised nearly \$100,000 for stroke services
- Opened Ambulatory Surgery Center, an outpatient surgery facility designed for comfort and convenience
- Raised approximately \$110,000 at 26<sup>th</sup> annual Healthcare Foundation Golf Tournament
- Presented the Life. Inspiration. Fashion. Elegance. event in partnership with Glendale Galleria and Nordstrom, raising nearly \$25,000 for breast cancer and pediatric emergency services
- Named among safest hospitals in America by *Forbes Magazine*

- Awarded three-year approval with six commendations for cancer program by the Commission on Cancer of the American College of Surgeons
- Named best hospital in Glendale by readers of the *Glendale News-Press*, and voted one of the "Best Places to Work in LA" by both the *Los Angeles Business Journal* and the *San Fernando Business Journal*
- Celebrated five-year anniversary of Therapy & Wellness Center, 10-year anniversary of GAMC Hyperbaric Center and 25-year anniversary of Glendale Adventist Alcohol and Drug Services
- Debuted *HEALTHline*, a cable TV show focused on improving the health of community members

### COMMUNITY OUTREACH

- Hosted monthly Mall Walking Program to benefit joint replacement patients and seniors
- Sponsored free blood pressure machine at Glendale Galleria complete with heart health information
- Assisted children and families with free or low-cost health insurance through the Glendale Adventist Children's Health Outreach Initiative, consulting with 5,000 families
- Organized and allocated funds for projects chosen by Glendale Healthier Community Coalition, an organization of more than 50 different associations whose aim is to address and resolve community health concerns
- Hosted nearly 6,000 people at more than 40 health education classes and support groups
- Presented spirituality and cardiovascular health risk research at the July 2009 Global Conference on Health and Lifestyle at the University of Geneva in collaboration with the World Health Organization, as well as at Duke University and other national conferences
- Contributed \$40,046,000 in free and low-cost services to the community



## San Joaquin Community Hospital



Robert Beehler  
President & CEO

### DESCRIPTION

- A 255-bed acute care facility serving Bakersfield, California and outlying communities of Kern County
- Key services include: Inpatient and outpatient burn care, neurology, cardiology, orthopedics, specialty surgery services including cardiac and neuro surgery, surgical and non-surgical weight loss, health and wellness education, mobile immunizations, diabetes education, home health care, 5-star rated maternity care, stroke treatment and 24-hour emergency services
- Staffed by 570 physicians, 1,604 employees and 194 volunteers
- 17,488 admissions, 2,525 deliveries, 48,386 ER visits, 19,013 outpatient visits and 13,498 home care visits

### ACCOMPLISHMENTS

- Celebrated opening of Grossman Burn Center financed 100 percent through major donations from Aera Energy, Occidental Petroleum, Chevron and many other local supporters
- Completed renovation and earthquake retrofitting project
- Became only hospital between San Francisco and Los Angeles to house both a nationally certified Chest Pain Center and nationally accredited Stroke Center; posted a record door-to-balloon time of 21 minutes, well below the national benchmark of 90 minutes
- Opened 13-bed Stepdown Unit
- Celebrated first year of serving as Kaiser Permanente's plan hospital for 100,000 Kern County Kaiser members
- Opened 9-bed Neonatal Intensive Care Unit
- Named among the 2009 HomeCare Elite by Outcome Concept Systems, Inc. for excellence in home care services
- Raised nearly \$70,000 through the Lights & Sirens Golf Tournament and Fill the Helmet single-day campaign in collaboration with local city and county firefighters
- Sponsored Gospel Fest, a celebration of Christian music featuring national and local artists including singer Matthew West, which drew more than 4,000 attendees
- Celebrated Lookin' Fine in 2009, the 5<sup>th</sup> annual Bariatric Solutions Reunion with Pat Wynn Brown, nationally acclaimed author and speaker



### COMMUNITY OUTREACH

- Hosted 172 clinics and administered 14,623 free immunizations to 5,066 children via the Mobile Children's Immunizations Program
- Coordinated Christmas at Home, an initiative where employees donate money to provide the Christmas experience for needy co-workers and their families
- Partnered with numerous community organizations for events and sponsorships including: The American Heart Association, Jesus Shack, Bakersfield Jam, CASA of Kern County, Boys & Girls Club of Kern County, March of Dimes, Links for Life's Light the Town Pink, American Cancer Society, Bakersfield Museum of Art, Bakersfield Homeless Center and many others
- Hosted and participated in health awareness and education events, such as: Bakersfield Business and Technology Expo, Kern County Fair, JDRF Walk, AHA Heart Walk, State Farm Health Fair, Bakersfield City Employee Health Fair and Cardiac Bootcamp
- Contributed \$11,535,000 in free and low-cost services to the community

## Simi Valley Hospital



**Darwin Remboldt**  
President & CEO

### DESCRIPTION

- A 201-bed acute care facility located in Ventura County, serving the communities of Simi Valley, Moorpark, Thousand Oaks and the West San Fernando Valley
- Key services include: The Nancy Reagan Breast Center, emergency services, diagnostic imaging with CT, MRI and bone densitometry, cardiopulmonary, GI lab, inpatient and outpatient surgery, inpatient therapies (PT/OT/ST), ICU/telemetry, women's services, Level II NICU, pediatric rehabilitation, laboratory and pharmacy
- Staffed by 248 physicians, 900 employees and 197 volunteers
- 5,939 admissions, 499 deliveries, 26,754 ER visits, 84,814 outpatient visits and 7,641 home care visits

### ACCOMPLISHMENTS

- Completed final phase of the Patient Care Tower with the opening of a 7,000 square-foot lobby featuring a chapel, gift shop, donor wall and admitting area
- Significantly increased inpatient admissions resulting in positive EBIDA (earnings before interest, depreciation and amortization)
- Invested \$1.5 million in equipment and technology including a General Electric CT scanner at the Aspen Outpatient Center; a C-arm portable fluoroscopy unit in the main hospital; and an Olympus high-definition endoscope video system in the GI Lab
- Received more than \$800,000 from the Simi Valley Hospital Foundation to remodel cafeteria, purchase infant security system and EKG machine for the Emergency department
- Entered into joint venture with medical staff for surgical and GI services at the Aspen Outpatient Center

- Named among the top 500 in the 2009 HomeCare Elite by Outcomes Concept Systems, Inc. for excellence in home care services, and rated as top performer for home care services by Home Health Compare
- Named among 24 Southern California hospitals for outstanding support in the area of organ donation by U.S. Department of Health and Human Services

### COMMUNITY OUTREACH

- Launched Community Social Responsibility initiative to address issues related to the environment, community, employees and medical staff
- Developed House Call program, which provides area churches with health related lectures highlighting hospital medical staff and clinicians
- Hosted lecture series at Simi Valley Senior Center featuring hospital medical staff and clinicians
- Provided free blood pressure screenings, flu shots, EKGs, prostate clinic, and blood panels that tested cholesterol and glucose levels for more than 600 community members
- Participated with community agencies in "Every 15-Minutes," an anti-drinking program for local teenagers
- Employees volunteered at the American Heart Association's Heart Walk and the American Cancer Society's Relay for Life
- Supported the Lifeline Program—a community service that provides elderly people living independently direct access to immediate attention if they fall or experience other medical emergencies
- Partnered with local Care & Share program to provide holiday gifts to families in the community and collected toys for area children
- Contributed \$20,267,000 in free and low-cost services to the community



## White Memorial Medical Center



**Beth Zachary**  
President & CEO

### DESCRIPTION

- A full-service 353-bed, teaching hospital in Los Angeles, California
- Key services include: Diagnostic imaging, heart, stroke and vascular care, cancer services, orthopedic care, women's and children's services, rehabilitation and emergency services
- Offers medical residencies in family medicine, internal medicine, OB/GYN, pediatrics and podiatry
- Staffed by 430 physicians, 1,826 employees, 69 medical residents and 289 volunteers
- 19,011 admissions, 3,977 deliveries, 45,834 ER visits and 72,319 outpatient visits

### ACCOMPLISHMENTS

- Opened Los Angeles Advanced Imaging, offering the most sophisticated pieces of diagnostic imaging equipment available—a 64-slice PET CT and 3T MRI—in relaxed, spa-like atmosphere
- Earned Joint Commission certification as an Advanced Primary Stroke Center
- Prepared to open Los Angeles Surgery Center, a new ambulatory surgery center
- Began construction on an arrhythmia center
- Implemented new Patient Safety Champion rounding program to identify and address potential safety risks
- Achieved significant improvements in second Culture of Safety Survey
- Received certificate of excellence from CHART for five clinical areas, including overall patient experience
- Received quality incentive award from Center for Medicare and Medicaid Services (CMS) for high performance in meeting CMS Core Measures
- Reduced employee turnover to below state average
- Enhanced medical plan to provide employees with access to the Blue Shield network of providers



### COMMUNITY OUTREACH

- Emphasized a spirit of Christian service by providing food, clothing and other support to the homeless and needy
- More than \$4.7 million in donations were released from the Charitable Foundation's restricted funds for programs and services
- Received \$500,000 capital grant from Ahmanson Foundation
- Provided more than 5,000 toys, solely through community and individual donations, to children in the hospital and community during the Annual Holiday Toy Drive
- Contributed \$28,769,000 in free and low-cost services to the community



## Central California Services

### 1. Sonora Regional Medical Center

- Home Care Services
- Rural Health Clinic

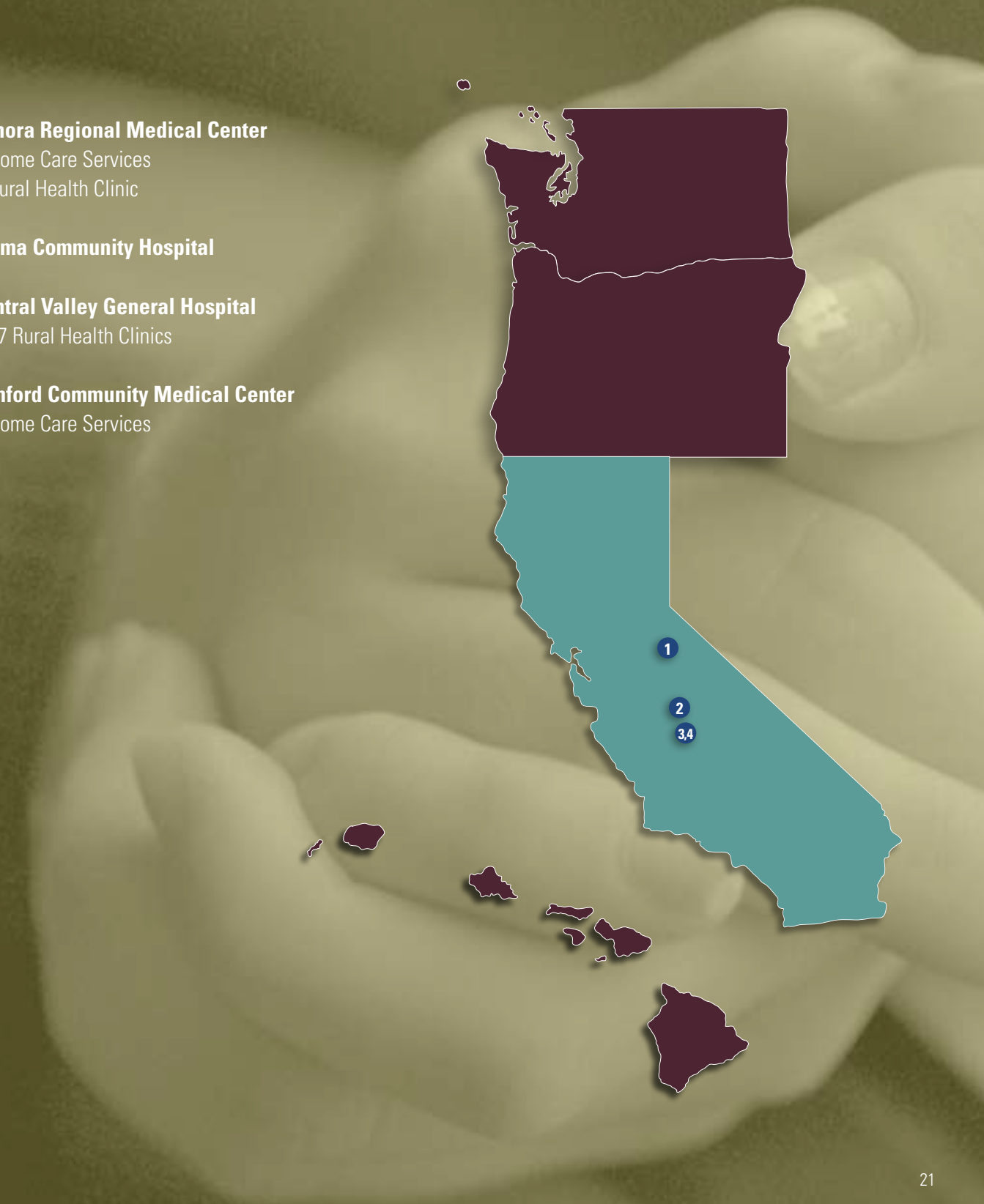
### 2. Selma Community Hospital

### 3. Central Valley General Hospital

- 17 Rural Health Clinics

### 4. Hanford Community Medical Center

- Home Care Services



## Central Valley General Hospital



**Rick Rawson**  
President & CEO

### DESCRIPTION

- A rural 49-bed acute care community hospital in Hanford, California, serving 17 communities in Kings, Tulare and southern Fresno counties
- Services include: 24-hour emergency care, Sleep Apnea Center, imaging, lab, women's services, intensive care neonatal nursery with Children's Hospital Central California, four JobCare sites, physician's network of 15 primary care physicians and 17 Community Care rural health clinics, including two residency programs
- Staffed by 272 physicians, 859 employees and 89 active volunteers
- 4,253 admissions, 2,043 deliveries, 19,112 ER visits and 514,562 outpatient visits

### ACCOMPLISHMENTS

- Opened two new Community Care rural health clinics in Sanger and Kettleman City
- Began offering Behavioral Health services in Selma, Coalinga and Kerman clinics
- The Hanford Family Practice Residency Program received approval to increase the number of residents to 12, the maximum allowed
- Launched online bill pay and preregistration features on hospital Web site
- Held first employee All-Star Assembly where 1,500 employees, physicians and volunteers learned about the network's new mission/identity and were energized to give the best possible patient care
- Earned silver-level Eureka Award for Performance Excellence
- Expanded network's Leadership Development Institute to offer courses to the community
- Improved overall scores for Best Practice Core Measures
- Implemented Lean/Six Sigma system to improve processes and operations

- Recognized by the Kings County Economic Development Corp. for contributing to local economic vitality through jobs and investment
- Recognized for Nutritional Services by Kings County for employing special education students, ensuring public health and implementing advanced food safety techniques
- Recruited 45 new physicians to network medical staff
- Increased admissions by 2 percent over 2008
- Increased Emergency department visits by 8 percent over 2008

### COMMUNITY OUTREACH

- Sponsored 24-week Hanford Thursday Night Market Place and staffed three booths that provided free health education and screenings
- Hosted 40 people at Women's Services Open House to educate families about childbirth, network services and breastfeeding
- Enrolled 166 expectant mothers in childbirth classes and 103 new moms in breastfeeding education
- Provided free health education and screenings to more than 300 people at five community health fairs, featuring dental care, physicals and healthy foods
- Participated in community Project Homeless Connect, providing 76 health screening and 67 medical appointments
- Participated in three community Easter events and distributed baskets benefiting approximately 5,500 children
- Educated more than 400 individuals at Diabetes Support Group meetings in Hanford, Selma and Reedley
- Held Christmas parties with crafts and prizes for 800 children in Dinuba and Selma
- Hosted 44 children at Camp-a-2E, which promoted exercise and healthy eating through nutritional education and fun activities
- Contributed \$9,143,000 in free and low-cost services to the community



## Hanford Community Medical Center



**Rick Rawson**  
President & CEO

### DESCRIPTION

- A 64-bed acute care community hospital serving 17 communities in Kings, Tulare and southern Fresno counties
- Services include: 24-hour Emergency department, cardiac catheterization lab, ICU, imaging services, laboratory, home health and hospice care, surgery, two physical therapy sites, Kerr Outpatient Center, Central California Imaging Center and Sequoia Regional Cancer Center
- Staffed by 272 physicians, 955 employees and 52 active volunteers
- 9,478 admissions, 1,226 deliveries, 68,760 ER visits, 200,021 outpatient visits and 19,477 home care visits via Western Health Resources\*

### ACCOMPLISHMENTS

- Held first employee All-Star Assembly where 1,500 employees, physicians and volunteers learned about the network's new mission/identity and were energized to give the best possible patient care
- Launched online bill pay and pre registration features on hospital Web site
- Implemented Lean/Six Sigma system to improve processes and operations
- Continued construction on new 142-bed Adventist Medical Center-Hanford, including all private rooms, 22 ICU beds and 120 Medical/Surgical beds
- Broke ground on three-story Hanford Medical Pavilion adjacent to the new hospital, which will feature outpatient surgery, imaging services, a laboratory and physician offices
- Created women's imaging suite at Kerr Outpatient Center, offering digital mammography, stereotactic breast biopsy, ultrasound and bone density scanning in one location with a comfortable, relaxing atmosphere
- Earned silver-level Eureka Award for Performance Excellence
- Received "CEP (California Emergency Physicians) America Emergency Department of the Year," award with Selma Community Hospital
- Expanded network's Leadership Development Institute to offer courses to the community
- Recognized for Nutritional Services by Kings County for employing special education students, ensuring public health and implementing advanced food safety techniques
- Improved overall scores for Best Practice Core Measures
- Recognized by the Kings County Economic Development Corp. for contributing to local economic vitality through jobs and investment
- Recruited 45 physicians to network medical staff
- Increased admissions by 10 percent from 2008
- Increased Emergency department visits by 14 percent from 2008



### COMMUNITY OUTREACH

- Sponsored 24-week Hanford Thursday Night Market Place and staffed three booths that provided free health education and screenings to hundreds of individuals
- Provided free health screenings and health information to hundreds of seniors at two local senior health fairs
- Sponsored "Steppin' Out at the Market Place," with pedometers and health information for 400 people who walked more than 200,000 steps in three hours
- Served as a major sponsor of a community Asthma Awareness Fair
- Provided approximately 70 Christmas gifts for Kings County foster children
- Staff members provided clothing, toys, gifts and food to needy families during the holidays
- Contributed \$22,317,000 in free and low-cost services to the community

\*Hanford Community Medical Center currently operates under the same licensure as Selma Community Hospital. While each is a freestanding facility, the numbers cited here are representative of operations from both hospital sites.

## Selma Community Hospital



**Rick Rawson**  
President & CEO

### DESCRIPTION

- A 57-bed acute care community hospital that serves 13 communities in southern Fresno County, operating as a satellite campus of Hanford Community Medical Center
- Services include: 24-hour Emergency department, birthing center, direct observation unit, laboratory, diagnostic imaging with CT, MRI and digital mammography, Cardiology department and surgery
- Staffed by 272 physicians, 411 employees and 24 volunteers
- 9,478 admissions, 1,226 deliveries, 68,760 ER visits, 200,021 outpatient visits and 19,477 home care visits via Western Health Resources\*

### ACCOMPLISHMENTS

- Held first employee All-Star Assembly where 1,500 employees, physicians and volunteers learned about the network's new mission/identity and were energized to give the best possible patient care
- Received "CEP (California Emergency Physicians) America Emergency Department of the Year," award with Hanford Community Medical Center
- Installed \$300,000 nurse call system and phone system to facilitate better communication between staff and patients
- Installed new echocardiogram machine to expand cardiac services for adult, pediatric, newborn and prenatal patients
- Installed 16-slice CT scanner for faster, better quality medical images
- Installed new digital mammography and remodeled women's imaging area to provide a more comfortable atmosphere for patients
- Improved overall scores for Best Practice Core Measures
- Launched online bill pay and preregistration features on hospital Web site

- Implemented Lean/Six Sigma system to improve processes and operations
- Earned silver-level Eureka Award for Performance Excellence
- Recruited 45 physicians to network medical staff, including first full-time cardiologist for Selma
- Increased admissions by 12 percent over 2008
- Increased Emergency department visits by 27 percent over 2008
- Emergency department's left-without-treatment rate dropped to 0.65 percent for the year, the lowest ever recorded
- Decreased Emergency department's arrival-to-discharge time to 58 minutes, down from 65 minutes in 2008
- Debuted single port laparoscopic surgery, becoming one of the first hospitals in Fresno County to offer this advanced technique

### COMMUNITY OUTREACH

- Participated as a main vendor of the Swedish Village Farmer's Market and staffed a booth that provided free health education and screenings to community members for 19 weeks
- Participated in a Selma citywide improvement effort where hospital employees installed smoke detectors, cleaned up trash and performed other tasks to benefit low-income families
- Partnered in the Selma Community Senior Resource Fair, providing health information and 200 lunches to attendees
- Joined physicians in serving more than 750 free Thanksgiving meals to patients and their families
- Emergency staff members and physicians collected and helped distribute gifts, food and flu prevention packets at a Selma giveaway
- Participated in health expos in Dinuba and Reedley, providing screenings and health information to approximately 180 people
- Contributed \$22,317,000 in free and low-cost services to the community

\*Selma Community Hospital currently operates under the same licensure as Hanford Community Medical Center. While each is a freestanding facility, the numbers cited here are representative of operations from both hospital sites.



## Sonora Regional Medical Center



**Jeff Eller**  
President & CEO

### DESCRIPTION

- A 152-bed hospital in Sonora, California—including 72 acute beds, 12 swing beds, 68 skilled nursing beds and a large network of primary and specialty care practices—that serves 100,000 residents in Calaveras, Tuolumne and portions of Mariposa counties
- Services include: Acute care, cancer center, heart and vascular, skilled nursing, surgical services and a network of primary and specialty clinics
- Staffed by 201 physicians, 1,142 employees and 220 volunteers
- 4,832 admissions, 495 deliveries, 26,108 ER visits, 278,948 outpatient visits and 31,492 home care visits

### ACCOMPLISHMENTS

- Received three awards for Top Performance from the Hospital Quality Incentive Demonstration (HQID) project: Top Performance, Top Improvement and Attainment in the clinical areas of Hip & Knee, Heart Failure and Pneumonia
- Expanded Sonora Regional Cancer Center by bringing two oncologists to community and opening hospital-owned radiation oncology service
- Opened Center for Wound Care, specializing in the treatment of chronic wounds
- Expanded Sonora Regional Home Health by acquiring Visiting Nurses Association and made the transition to electronic patient records
- Acquired Hospice of the Sierra, which is dedicated to meeting the medical, personal, spiritual and emotional needs of patients and families
- Added 14 physicians and six allied health professionals to medical staff
- Raised \$388,871 in gifts

### COMMUNITY OUTREACH

- Raised \$71,118 for Cancer Patient Support Fund
- Provided 2,196 home and church visits, answered 1,979 health related phone calls, provided 1,482 blood pressure checks and 349 hospital visits via the Faith Community Nursing program
- Provided 4,149 blood screening tests and 1,361 prostate specific antigen blood tests at Tuolumne County Health Fair
- Provided 215 blood screenings and 43 anemia screenings at the Groveland Wellness Fair
- Provided 1,100 free medical visits via Project HOPE, the hospital's mobile health clinic
- Provided 720 free sports physicals
- Provided more than 4,200 chaplain visits, significant pastoral counseling hours and support for 550 community members, 1,050 hours of patient counseling, 645 hours of employee counseling, 24 memorial services and 6 weddings

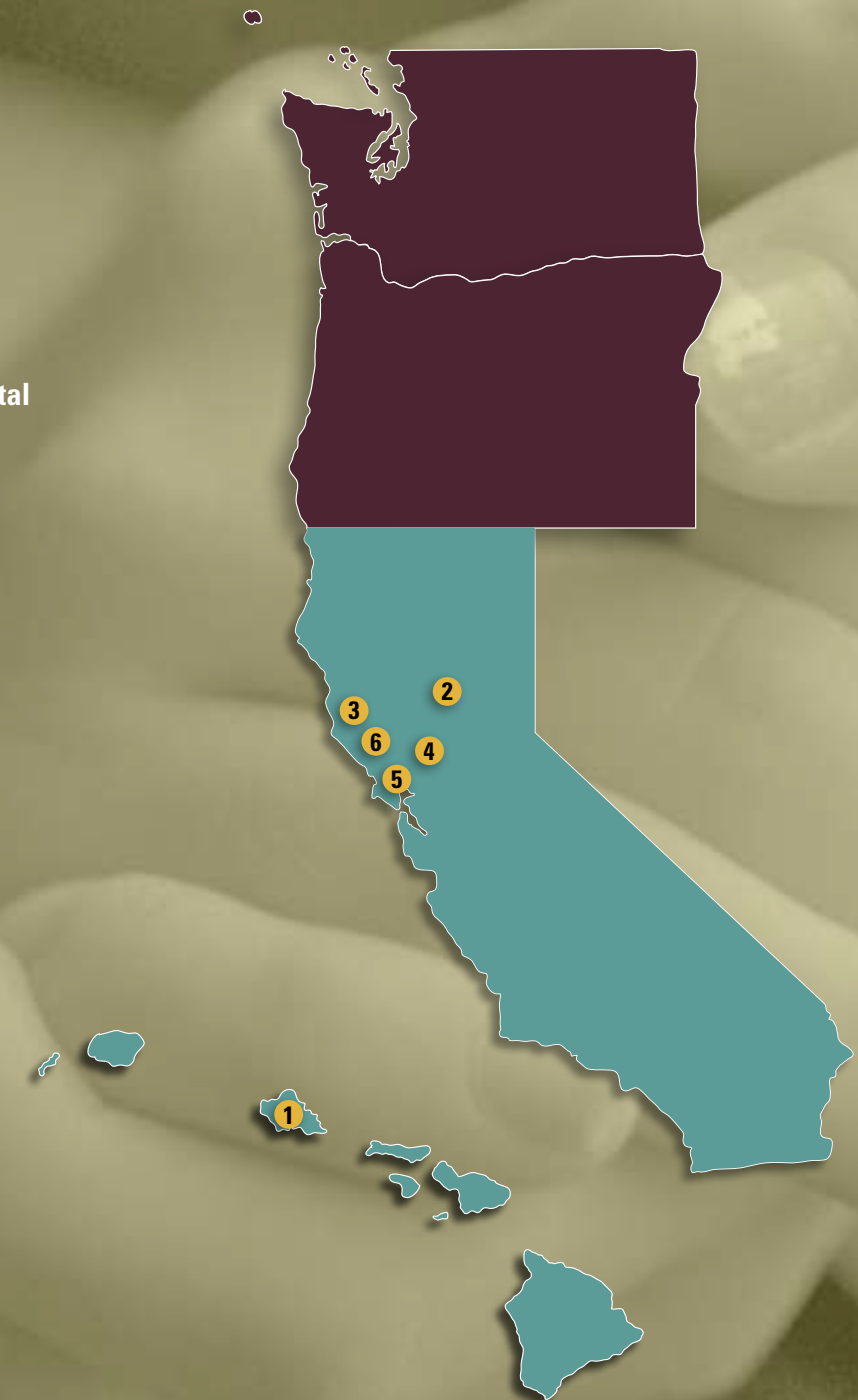


- Provided more than 27,000 pounds of food to local families through the Food for Families campaign
- Donated \$17,500 to area schools and community organizations, and provided \$19,800 in assistance to 125 families through the Chaplains Fund
- Provided educational lectures on the dangers of tobacco use to area high schools and the general public
- Launched capital campaign to build a covered aquatic therapy pool to supplement and support physical therapy patients, raising \$108,050 in 2009
- Contributed \$21,384,000 in free and low-cost services to the community



## Northern California and Hawaii Services

1. **Castle Medical Center**
  - Home Care Services
2. **Feather River Hospital**
  - Home Care Services
  - Retirement Center
  - Three Rural Health Clinics
3. **Frank R. Howard Memorial Hospital**
  - Home Care Services
4. **St. Helena Hospital Clearlake**
  - Home Care Services
  - Three Rural Health Clinics
5. **St. Helena Hospital**
  - Home Care Services
6. **Ukiah Valley Medical Center**
  - Five Rural Health Clinics
  - Home Care Services



## Castle Medical Center



**Kevin Roberts**  
President & CEO

### DESCRIPTION

- A 160-bed medical center located in Windward Oahu
- Provides full range of services, including: Acute care, 24-hour emergency services, outpatient and home care, wellness and lifestyle medicine, chemotherapy clinic, Surgical Weight Loss Institute, Hawaii Muscular Dystrophy Clinic, Joint Care Center, birth center and interventional cardiology
- Staffed by 252 physicians, 1,059 employees and 226 volunteers
- 6,953 admissions, 834 deliveries, 29,761 ER visits, 100,583 outpatient visits and 14,429 home care visits

### ACCOMPLISHMENTS

- Opened Windward Surgery Center, a hospital-physician joint venture
- Received Center of Excellence designation for Surgical Weight Loss Institute
- Received designation for Joint Care Center as Blue Distinction Center for Hip and Knee Replacement
- Rated top Hawaii hospital for value by Data Advantage, LLC for the second year
- Recognized for the fourth time as one of the best places to work in Hawaii by Hawaii Business magazine
- Received Business Leadership Hawaii Nonprofit Finalist award from Pacific Business News
- Received 4-Star Excellence Award from Professional Research Consultants, ranking in the top quartile nationally as a great place to work
- Received an Ilima Award of Merit from IABC Hawaii, and three Koa Hammer awards from PRSA Hawaii for hospital publications
- Received Outstanding Organization for Tobacco Control award from the Coalition for a Tobacco-Free Hawaii
- Added 34 new physicians to medical staff
- Upgraded CT scanner from 32 to 64 slices

- Introduced Radiofrequency Ablation therapy (RFA) to treat liver cancer patients
- Became rotation site for physicians from the Hawaii Residency Program
- Initiated Expert Asthma Patient Training Program, the first program of its kind in the nation
- Introduced transtelephonic pacemaker and defibrillator interrogation program, the only such program in Hawaii
- Initiated Sacred Work council focused on providing compassionate and loving patient care
- Raised \$103,000 at the 19th annual Chip In for Castle Golf Tournament

### COMMUNITY OUTREACH

- Sponsored teams in the first statewide Arthritis Walk™ at Hawaiian Waters Park
- Held health fair at the I Love Kailua Town Party
- Held five Teddy Bear Clinics for 325 preschool children
- Participated in Cool Kailua Nights Block Party and Health Awareness Fair
- Employees donated \$9,327 to Aloha United Way, and \$560 to Lee National Denim Day to fight breast cancer
- Participated in the Jerry Lewis MDA Telethon phone bank, which raised \$351,000
- Provided funding assistance to: Windward American Cancer Society, Windward Half Marathon, Muscular Dystrophy Association, and the Kailua Boys & Girls Club building project
- Held free Women's Health and Beauty Fair for Windward Oahu women
- Participated in annual Run and Read for Literacy event
- Completed six blood drives
- Participated in second Kahiau Project, restoring a Waimanalo family's home
- Donated 21 decorated Thanksgiving baskets, and provided Christmas presents for 27 Windward Oahu families
- Held annual Community Christmas Tree Lighting event, which was attended by a record 1,700 people
- Contributed \$6,379,000 in free and low-cost services to the community



## Feather River Hospital



**Wayne Ferch**  
President & CEO

### DESCRIPTION

- A 101-bed acute care hospital, with a broad offering of outpatient departments and services designed to meet the health care needs of Paradise, California and its neighboring communities
- Services include: Obstetrics, surgery, medical, intensive care, rural health center, cancer center, Emergency department, same-day services, GI laboratory, diagnostic laboratory, medical imaging, cardiology, sleep medicine, home health, hospice including a Hospice House, home oxygen and home medical equipment
- Staffed by 190 physicians, 1,119 employees and 333 volunteers
- 4,938 admissions, 988 deliveries, 18,811 ER visits, 130,504 outpatient visits and 12,201 home care visits

### ACCOMPLISHMENTS

- Received Bronze California Team Excellence Award in the area of CT Scheduling from the California Council for Excellence
- Received WRAP Award from the California Integrated Waste Management Board for recycling program for the second year
- Rated best in the region for hip replacement surgery by HealthGrades, and received 5-star rating for hip replacement for the seventh consecutive year
- Raised \$7,518 for the Meals on Wheels program and \$17,357 for Dining Out
- Launched Emergency Department Expansion Capital Campaign
- Received \$289,046 in donations, including \$84,275 for Paradise Hospice programs and Paradise Hospice House and \$27,945 for the Hospice Endowment Fund
- Achieved ACos Accreditation for Cancer Center
- Supported 17 staff members to become certified examiners for the California Award for Performance Excellence program

### COMMUNITY OUTREACH

- Administered more than 2,100 free flu shots
- Delivered 21,000 meals to home-bound seniors
- Hosted Health and Safety Expo featuring 48 booths and drawing more than 800 community members
- Gave \$52,000 in donations and sponsorships to local community groups and activities
- Celebrated holidays by producing DVD capturing hospital mission and employee holiday greetings
- Conducted Gift of Giving Campaign, which donated 240 gift baskets to feed needy families during Thanksgiving
- Participated in 9th annual Angel Tree Gift Giving Campaign providing Christmas gifts to 178 area children
- Promoted healthy living through Lifestyle Medicine Program offering four health alert screenings, 10 "Dinner with the Doctor" lectures, eight Step II Diabetes classes, wellness coaching, employee health track, nutritional counseling, stop smoking classes and various support groups



- Launched Kid's Camp support group for those affected by cancer
- Hospital volunteers contributed more than 50,000 hours of service
- Maintained 300 Lifeline monitoring systems for elderly/disabled in community
- Supported Relay for Life with 100 participants, raising more than \$16,000
- Contributed \$18,893,000 in free and low-cost services to the community



## Frank R. Howard Memorial Hospital



**Kevin Erich**  
President & CEO

### DESCRIPTION

- A rural 25-bed Critical Access Hospital located in Willits, California, a northern Mendocino County community known as the Gateway to the Redwoods
- Leased and operated by Adventist Health since 1986
- Services include: 24-hour Emergency department, community education, home care and hospice services via Western Health Resources, intensive care, laboratory, medical imaging (digital mammography, CT, MRI, ultrasound, digital bone densitometry) pharmacy, rehabilitation service, spiritual care, surgical services and total joint replacement
- Staffed by 93 physicians, 257 employees and 24 volunteers
- 1,431 admissions, 9,927 ER visits, 32,363 outpatient visits and 19,477 home care visits via Western Health Resources

### ACCOMPLISHMENTS

- Purchased \$1 million, state-of-the-art 64-slice General Electric VCT CT scanner
- Purchased new lab equipment giving the hospital the capability to test on-demand for HIV
- Credentialed 38 physicians to bring additional services to the community
- Remodeled Emergency department to increase space and privacy for patients
- Added the following services to the community: Plastic surgery, urology and vascular surgery
- Received 2009 Partner Recognition Award from Practice Greenhealth for environmental excellence
- Continued partnership with UC Davis in areas of telemedicine, telepharmacy and telepediatrics
- Hospital Nutritional Services department received training from Master Chef Bali, one of the world's top 80 chefs
- Obtained superior hospital rating for overall patient experience from Cal Hospital Compare

### COMMUNITY OUTREACH

- Co-sponsored 18th Annual HomeTown Healthy Fair providing free health screenings, healthy food, a climbing wall and activities for the entire family
- Auxiliary volunteers donated 3,498 hours of service
- Employees donated \$3,631 to The Caring Connection, a fund providing assistance to employees in crisis; \$1,017 to the Honduras fund; \$765 to the United Way; and \$22,842 to the Howard Foundation
- Donated record-breaking 1,690 pounds of canned goods to local food bank
- Offered on-going educational classes for the community such as smoking cessation, diabetes education for patients and community members, CPR, nutritional education and nutritional support classes
- Provided reduced-rate mammograms during April and October to promote Breast Cancer Awareness
- Contributed \$3,335,000 in free and low-cost services to the community



## Ukiah Valley Medical Center



**Terry Burns**  
President & CEO

### DESCRIPTION

- A 78-bed acute care hospital serving 122,000 people in Mendocino and Lake counties in Northern California
- Services include: 24-hour Emergency department, obstetrics, medical/surgical and intensive care units, outpatient surgery, hospital-based rural health clinics and state-of-the-art diagnostic services
- Staffed by 120 physicians, 650 employees and 60 volunteers
- 3,945 admissions, 847 deliveries, 26,109 ER visits and 95,881 outpatient visits

### ACCOMPLISHMENTS

- Improved patient satisfaction scores from the 25<sup>th</sup> to 75<sup>th</sup> percentile
- Invested more than \$1 million in state-of-the-art technology, including endoscopy scopes and equipment, urology equipment and a cardiovascular C-Arm
- Increased storage space for digital radiology images through a major upgrade to Picture Archiving and Communication Systems (PACS)
- Moved to electronic documentation for patient registration with an annual savings of \$30,000 and 1.5 million pieces of paper
- Upgraded electronic medical record system to ease use and encourage providers to sign patient records electronically
- Launched ambulatory surgery center in partnership with medical staff
- Recruited two new doctors to the area, and added two new physicians and two new nurse practitioners to rural health clinics
- Added rural health clinic internal medicine office in Lakeport
- Increased overall rural health clinic outpatient visits to 100,746, a 17 percent increase from 2008
- Launched Versant RN Residency Program, providing seven new nurses with the tools to be competent and confident
- Implemented Guardian Angel Program, encouraging patients to donate to the hospital in honor of caregivers
- Provided only pediatric observation rotation for local licensed vocational nurse school and medical assistant program
- Provided more than 4,000 hours of continuing education to employees and medical staff

### COMMUNITY OUTREACH

- Administered more than 750 free H1N1 vaccinations to employees, medical staff, governing board members and their families
- Partnered with community organizations to host a children's health fair, providing health screenings and information for 300 children and their families



- Provided community health lectures to approximately 60 people each month
- Coordinated bi-monthly, one-hour community radio health program
- Extended mammogram hours and provided low-cost and free mammograms during October
- Used grant monies to expand smoking cessation classes countywide
- Employees raised approximately \$25,000 for United Way and donated thousands of pounds of food to local food bank
- Received \$11,640 from employees to help colleagues in need
- Participated in community organizations, such as: Plowshares, Ford Street Project, Ukiah Senior Center, Cancer Resource Centers, Boys & Girls Club, Ukiah Community Center, Kiwanis, Rotary, Leadership Mendocino and Chamber of Commerce
- Contributed medical equipment and supplies to missions in Mexico and Guatemala
- Contributed \$12,408,000 in free and low-cost services to the community

## St. Helena Hospital



**Terry Newmyer**  
President & CEO

### DESCRIPTION

- The longest continually operating Adventist hospital, serving Napa, Lake, Mendocino, Sonoma and Solano counties
- Includes 151 licensed hospital beds, 61 psychiatric beds at the Center for Behavioral Health in Vallejo and 14 rooms for residential wellness programs
- Services include: Regional heart and vascular center, an outpatient cancer center, surgery, orthopedics, maternity, home care, sleep disorders center, behavioral health and addiction treatment, occupational medicine, 11 outpatient clinics and specialist offices, and three residential wellness programs in the St. Helena Center for Health
- Staffed by 150 physicians, 1,023 employees and 123 volunteers
- 6,663 admissions, 276 deliveries, 6,323 ER visits, 86,341 outpatient visits and 8,138 home care visits

### ACCOMPLISHMENTS

- Opened 12,500 square-foot Martin-O'Neil Cancer Center, providing a multi-disciplinary approach to cancer treatment, including medical, radiation and surgical oncology
- Launched aggressive "No Wait ER" marketing campaign throughout Napa Valley that increased patient visits more than 34 percent
- Foundation secured largest donation in the hospital's history—\$8 million from Mabel and Wayne Johnson
- Foundation raised record-breaking \$1.5 million at annual gala
- Partnered with UCSF Helen Diller Family Comprehensive Cancer Center to provide Martin-O'Neil Cancer Center patients with access to clinical research trials and express referrals to cancer specialists
- World-class orthopedic surgeon, Thomas Coon, M.D., joined the hospital full-time to launch the Coon Joint Replacement Institute in 2010, and purchased robotic-arm surgical system to provide minimally invasive knee surgery in the new center
- Completed construction of the Trincherro Surgery Center

- Received two major grants from Napa Valley Vintners' Auction Napa Valley to enhance hospital services: \$400,000 to be used for charity care and \$75,000 for The Women's Center Chronic Disease Prevention Program
- Received outstanding patient satisfaction scores from NRC Picker surveys for: Outpatient surgery, Emergency department, family birthing unit and inpatient care
- Welcomed 21 new physicians to community, including only female urologist within a 100-mile radius of Napa County
- Launched new community publication, Well NOW, which is distributed quarterly to 26,000 Napa County households

### COMMUNITY OUTREACH

- Provided no-cost health screenings to approximately 500 people and health education to more than 2,000 individuals at community events
- Provided health education information to nearly 1,000 employees at 18 area businesses through WorkWell program
- Provided childbirth education and infant/child CPR to approximately 140 parents
- Provided 75 free bone density tests and 80 free mammograms with a grant from Napa Valley Vintners' Auction Napa Valley
- Participated in American Cancer Society's Relay For Life and sponsored a cancer survivor lunch honoring more than 40 community members
- Participated in Giving Tree program at Christmas, providing food and gifts for more than 50 Napa Valley families
- Designed and implemented four community health events at Rianda House, the local senior activities center
- Contributed \$31,011,000 in free and low-cost services to the community



## St. Helena Hospital Clearlake



**Terry Newmyer**  
President & CEO

### DESCRIPTION

- A 25-bed Critical Access Hospital in Clearlake, California, serving Lake County
- Services include: 24-hour emergency care, ICU, surgery, maternity, diagnostic imaging, (MRI, CT, mammography), laboratory, cardiac and pulmonary rehabilitation, physical rehabilitation, home care, and three rural health clinics that provide family medicine, OB/GYN, pediatrics, podiatry, behavioral health, dental care and specialty health care services
- Staffed by 58 physicians, 360 employees and 35 volunteers
- 1,729 admissions, 197 deliveries, 15,771 ER visits, 138,385 outpatient visits and 7,854 home care visits

### ACCOMPLISHMENTS

- Opened new Kelseyville Family Health Center to provide family medicine, podiatry, urology, diabetes education and behavioral health, and recruited a family practice physician for the practice
- Hosted community golf tournament that raised a record \$24,000 to assist in hospital remodeling project
- Welcomed six new physicians to the community
- Received \$2,500 grant to fund no-cost mammograms for low-income women
- Launched community publication, Well NOW, which is distributed quarterly to 26,000 Lake County households

### COMMUNITY OUTREACH

- Provided childbirth education to approximately 40 parents
- Provided health education lectures to seniors via senior centers throughout Lake County
- Participated in American Cancer Society's Relay For Life and sponsored a cancer survivor lunch honoring more than 20 community members
- Provided health information to approximately 1,000 people at the Lake County Fair, WalMart Health and Safety Fair, and Kelseyville Pear Festival
- Co-sponsored Diabetes Symposiums for health care providers and the community through a grant from Novo Nordisk®
- Sponsored four health education events in Hidden Valley Lake
- Participated in Operation Christmas Joy Program, providing food and gifts for 33 families and gifts for more than 75 families
- Hosted physician community education outreach events for approximately 500 people to highlight area doctors and their services
- Contributed \$6,577,000 in free and low-cost services to the community





## Northwest Services

### 1. Tillamook County General Hospital

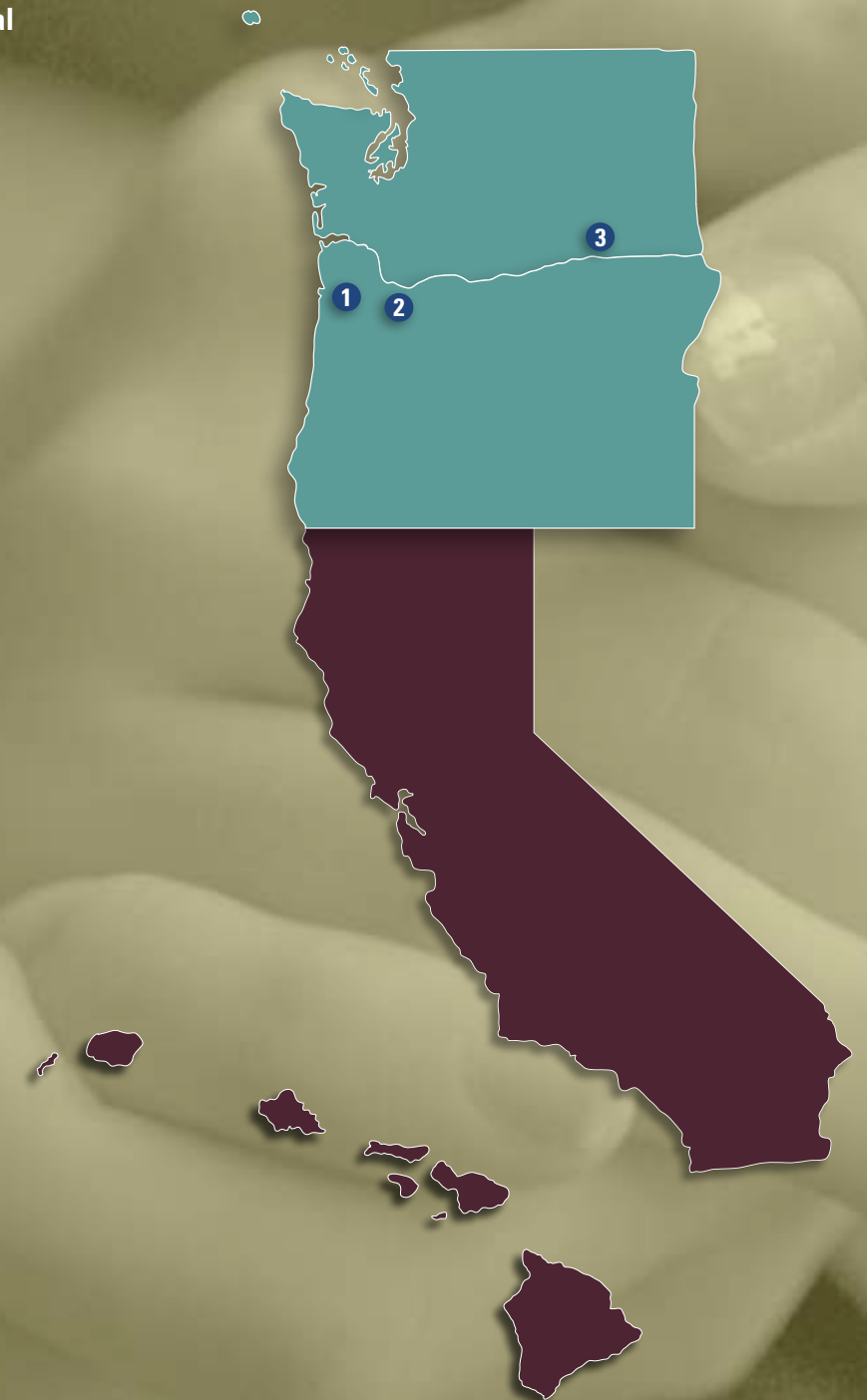
- Home Care Services
- Two Rural Health Clinics

### 2. Adventist Medical Center

- Home Care Services
- Retirement Center
- 21 Medical Clinics

### 3. Walla Walla General Hospital

- Home Care Services
- Retirement Center
- Rural Health Clinic



## Adventist Medical Center



**Tom Russell**  
President & CEO

### DESCRIPTION

- A 302-bed hospital serving 900,000 residents on the east side of the Portland-Vancouver metropolitan area
- A full-service medical center with major emphasis in: Surgery, cardiology, oncology, neurosurgery, internal medicine, emergency services, mental health, orthopedics and obstetrics. Outpatient services include: Rehabilitation, laboratory, imaging, home care and hospice; also operates 21 medical clinics
- Staffed by 493 physicians, 2,014 employees and 311 volunteers
- 11,010 admissions, 1,195 deliveries, 44,155 ER visits, 128,412 outpatient visits and 26,556 home care visits

### ACCOMPLISHMENTS

- Opened 181,000 square-foot Pavilion that features the Northwest Regional Heart Center, additional surgical suites, an expanded Oncology department, 32-bed Emergency department, physician offices and multi-level parking garage
- Expanded medical services at Gresham Station Medical Plaza to include an outpatient medical laboratory, additional imaging and physical therapy capabilities, and eight primary care physicians
- Received American Heart Association's Get with the Guidelines Silver Award
- One of only two Oregon hospitals accredited by the Society of Chest Pain Centers
- Received Cleverly Five Star Hospital Community Value Index Award
- Only Oregon HomeCare Elite recipient to rank in the nation's top 6 percent for quality in home care services
- Received Premier's Top Improver Award for Acute Myocardial Infarction care

- Established Portland's first human milk depot to collect milk donations for medically fragile infants
- Worked to ensure that hospital infection rates ranked significantly lower than national averages
- Recognized among nation's top 10 percent of hospitals for the treatment of heart attack patients
- Recognized for excellence in quality and patient safety by the National Database of Nursing Quality Indicators
- Broadened accessibility and affordability of quality health services by expanding panel of health insurance companies
- Recognized by the Multnomah County Health Department as among the best equipped health systems in the region for disaster preparedness response
- Expanded Adventist Health Medical Group Clinics from 18 to 21 locations
- Upgraded electronic patient record system designed to enhance access and keep patients informed about their health records

### COMMUNITY OUTREACH

- Hosted community gospel Celebration of Thanksgiving event for local families and collected more than 5,000 pounds of food, which were donated to the Oregon Food Bank
- Provided more than 2,000 heart screenings at the grand opening of Portland's newest light rail line
- Donated heart defibrillators to two local high schools
- Supplied educational materials to more than 6,000 women at the Susan G. Komen Race for the Cure
- Engaged in Compassion Connect and provided more than 3,000 free health screenings
- Helped build four Habitat for Humanities homes
- Sponsored the National Alliance for Mental Illness Walk
- Donated hundreds of free health services to Portland Adventist Community Services Clinic
- Sponsored Portland's Relay for Life Cancer Survivor Celebration
- Contributed \$45,206,000 in free and low-cost services to the community



## Tillamook County General Hospital



**Larry Davy**  
President & CEO

### DESCRIPTION

- A 25-bed Critical Access Hospital located in Tillamook, a rural community on the Northern Oregon coast
- Operated by Adventist health since 1973 with the lease renewed through 2045
- Services include: 24-hour emergency services, medical surgical and intensive care, obstetrics, surgery, diagnostic imaging, rehabilitation, countywide ambulance service and a rural health clinic
- Staffed by 103 physicians, 340 employees and 100 volunteers
- 1,161 admissions, 167 deliveries, 10,186 ER visits, 16,553 outpatient visits and 6,887 home care visits

### ACCOMPLISHMENTS

- Opened first hospital-based rural health clinic, offering primary and specialty services
- Upgraded diagnostic laboratory technology, including a GeneXpert molecular genetic analyzer for more rapid testing for organisms such as MRSA and a microbiology analyzer for susceptibility testing
- Continued implementation of electronic medical records in rural health clinic, Family Birth Place and Emergency department
- Added 600 kilowatts to emergency generator power, for total capacity of 1,325 kilowatts, to facilitate comprehensive patient care capacity during extended power outages
- Raised approximately \$197,000 in restricted and unrestricted gifts and grants in support of programs and equipment
- Partnered with area community colleges to promote health profession workforce development by offering two radiology technology and 10 emergency medical technician internships, and providing clinical experience for nine nursing students
- Achieved certification from the American Diabetes Association for Diabetes Self Management Education program
- Successfully beta-tested Medicity secure access to patient diagnostic and medical data, followed by implementation at five health care provider clinics
- Welcomed six new physicians to the community, including four primary care doctors, a podiatrist and hospitalist

### COMMUNITY OUTREACH

- Promoted child health and safety to nearly 400 Teddy Bear Fair participants, as well as 248 children at countywide multi-modular preschool exams with free vaccinations, nutritional counseling, and urinalysis, lead and hemoglobin screenings
- Facilitated 232 health classes and 432 screenings for 1,865 community members, including CHIP lifestyle improvement and diabetes seminars



- Operated four Wellspring Respite Day Care centers, which provide meals and recreation for adults with cognitive and physical limitations, to 40 individuals and their families for a total of 85 days
- Provided health screening and weight loss support benefiting 60 employees for two local businesses
- Promoted community health through involvement with Breast Health Coalition, Diabetes Coalition, Underage Alcohol and Drug Use Prevention Coalition, United Way, service clubs, career fairs and senior meal sites
- Hosted two-day health fair in partnership with 15 community agencies as part of the Tillamook County Fair and provided 432 screenings, 233 massages and 176 child identification kits
- Contributed \$7,144,000 in free and low-cost services to the community

## Walla Walla General Hospital



**Monty Knittel**  
President & CEO

### DESCRIPTION

- A 72-bed, acute care hospital located at the base of the Blue Mountains serving approximately 60,000 residents of Southeastern Washington and Northeastern Oregon
- Provides a full range of care, with emphasis in: 24-hour emergency services, chest pain center and cardiac rehab, ICU and surgical services, obstetrics, imaging, rehabilitation, home health, GI lab, sleep center, community health education and one rural health clinic
- Staffed by 125 physicians, 408 employees and 100 volunteers
- 1,642 admissions, 266 deliveries, 10,232 ER visits, 41,166 outpatient visits and 6,077 home care visits

### ACCOMPLISHMENTS

- Received 2009/2010 Best in Value Award from Data Advantage, LLC, in recognition of high scores in satisfaction, quality, affordability and efficiency
- Published first Quality Report and companion Web site highlighting quality achievements made throughout the year
- Hosted first Quality Summit to educate staff and community about hospital quality improvement initiatives
- Joined other Washington State hospitals in standardizing emergency codes and wrist bracelets for enhanced patient safety
- Incorporated three new internists, one family practice physician, one gastroenterologist and two nurse practitioners into medical group
- Partnered with Interventional Pain Consultants to provide only pain clinic in the area
- Implemented Versant RN Residency program—the first program of its kind in the Northwest
- Leaders Advancing Mission (LAM) team launched two series of “Lunch & Learns” and one all-day leadership education session to provide leaders with tools to spread culture of Sacred Work throughout organization

- Implemented executive rounding and hourly patient rounds
- Raised more than \$38,000 at annual gala and \$17,100 at first annual golf tournament
- Received more than \$53,000 from hospital employees to support ongoing programs and \$15,000 from the hospital auxiliary for furnishings
- Completed major refurbishments in public waiting areas and Med/Surg unit
- Launched Working Well program providing education and incentives to help employees live healthier lives

### COMMUNITY OUTREACH

- Held 360 community health education events attended by more than 18,000 people
- Conducted 4,000 free or low-cost health screenings
- Sponsored community health fairs at schools, churches, local businesses, retirement centers and local farm labor camp
- Hosted Sports Physical Clinic to help kids properly prepare for summer and fall school sports
- Participated in community programs, including community-wide Christian concert, American Red Cross Heroes Breakfast, Children’s Home Society breakfast, Chamber of Commerce Business Awards Showcase and Relay for Life
- Staff contributed to the community through volunteer service to organizations including: Rotary, Exchange Club, United Way, American Red Cross, Chamber of Commerce and more
- Partnered with local public schools to collect food for local food bank
- Provided mammograms to nearly 100 women during first Pink Carpet promotional event
- Partnered with county Health Department and other local health organizations to prepare for and communicate to the community about H1N1
- Participated in annual Flu Shot Roundup, which resulted in more than 4,500 flu vaccinations for community members
- Provided leadership and support for school-based health center to serve health care needs of an alternative high school
- Contributed \$7,898,000 in free and low-cost services to the community



## Financials



## Financial Summary

For year ended December 31, 2009

As a not-for-profit organization, all net revenue over expenses is channeled back into our hospitals and health system. Unlike for-profit health care corporations, this money does not become dividend checks to investors. Instead, it funds capital improvements, enhanced patient care, new hospital programs and community outreach.

*In Thousands*

We received net revenue from patient care and other sources of income.....	2,221,821
We incurred expenses in rendering patient care and other services:	
employee compensation .....	1,164,435
professional fees.....	191,031
supplies .....	352,753
interest .....	29,738
depreciation .....	98,692
other expenses .....	300,921
Total expenses.....	2,137,570
Funds available for equipment, plant and property improvement, working capital needs and repayment of long-term debt.....	84,251

NOTE: The financial summary above includes the accounts of the separate 501(c)(3) corporations affiliated with Adventist Health (see hospital roster for complete list).

### 2009 Selected Facts & Statistics

Employees:.....	18,688
Admissions:.....	118,940
Emergency Department Visits:.....	446,818
Outpatient Visits:.....	2,207,849
Patient Days:.....	555,135
Home Care Visits:.....	211,544
Hospice Days:.....	89,854
Rural Health Clinic Visits: .....	700,000



## Community Benefits

For year ended December 31, 2009

Every day, we give back to our communities in the form of free health care, donations, prevention and wellness activities, and subsidized programs that we choose to operate at a loss simply because they are needed. We also pick up the cost of numerous services that Medicare, Medicaid and other government-sponsored programs fail to cover.

*In Thousands*

Benefits for the poor.....	153,507
Benefits for the broader community .....	139,176
Total community benefits .....	292,683

### Total Value of Community Benefits and Services by Hospital

Adventist Medical Center .....	45,206,000
Castle Medical Center .....	6,379,000
Central Valley General Hospital .....	9,143,000
Feather River Hospital .....	18,893,000
Glendale Adventist Medical Center .....	40,046,000
Hanford Community Medical Center / Selma Community Hospital .....	22,317,000
Frank R. Howard Memorial Hospital .....	3,335,000
San Joaquin Community Hospital .....	11,535,000
St. Helena Hospital .....	31,011,000
St. Helena Hospital Clearlake .....	6,577,000
Simi Valley Hospital .....	20,267,000
Sonora Regional Medical Center .....	21,384,000
Tillamook County General Hospital .....	7,144,000
Ukiah Valley Medical Center .....	12,408,000
Walla Walla General Hospital .....	7,898,000
White Memorial Medical Center .....	28,769,000



## Board of Directors

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ROBERT CARMEN



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## Corporate Officers

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## Hospital Roster

ADVENTIST MEDICAL CENTER  
10123 S. E. Market Street  
Portland, OR 97216  
503-257-2500  
[www.adventisthealthnw.com](http://www.adventisthealthnw.com)

CASTLE MEDICAL CENTER  
640 Ulukahiki Street  
Kailua, HI 96734  
808-263-5500  
[www.castlemed.com](http://www.castlemed.com)

CENTRAL VALLEY GENERAL HOSPITAL  
1025 North Douty Street  
Hanford, CA 93230  
559-583-2100  
[www.adventisthealthcv.com](http://www.adventisthealthcv.com)

FEATHER RIVER HOSPITAL  
5974 Pentz Road  
Paradise, CA 95969  
530-877-9361  
[www.frbosp.org](http://www.frbosp.org)

GLENDALE ADVENTIST MEDICAL CENTER  
1509 Wilson Terrace  
Glendale, CA 91206  
818-409-8000  
[www.glendaleadventist.com](http://www.glendaleadventist.com)

HANFORD COMMUNITY MEDICAL CENTER  
450 N. Greenfield Avenue  
Hanford, CA 93230  
559-582-9000  
[www.adventisthealthcv.com](http://www.adventisthealthcv.com)

FRANK R. HOWARD MEMORIAL HOSPITAL  
One Madrone Street  
Willits, CA 95490  
707-459-6801  
[www.howardhospital.com](http://www.howardhospital.com)

ST. HELENA HOSPITAL  
10 Woodland Road  
St. Helena, CA 94574  
707-963-3611  
[www.sthelenahospital.org](http://www.sthelenahospital.org)

ST. HELENA HOSPITAL CLEARLAKE  
15630 18<sup>th</sup> Avenue  
Clearlake, CA 95422  
707-994-6486  
[www.shhclearlake.org](http://www.shhclearlake.org)

SAN JOAQUIN COMMUNITY HOSPITAL  
2615 Chester Avenue  
Bakersfield, CA 93301  
661-395-3000  
[www.sjch.us](http://www.sjch.us)

SELMA COMMUNITY HOSPITAL, INC.  
1141 Rose Avenue  
Selma, CA 93662  
559-891-1000  
[www.adventisthealthcv.com](http://www.adventisthealthcv.com)

SIMI VALLEY HOSPITAL  
2975 North Sycamore Drive  
Simi Valley, CA 93065  
805-955-6000  
[www.simivalleyhospital.com](http://www.simivalleyhospital.com)

SONORA REGIONAL MEDICAL CENTER  
1000 Greenley Road  
Sonora, CA 95370  
209-532-5000  
[www.sonoramedicalcenter.org](http://www.sonoramedicalcenter.org)

TILLAMOOK COUNTY GENERAL HOSPITAL  
1000 Third Street  
Tillamook, OR 97141  
503-842-4444  
[www.tcgh.com](http://www.tcgh.com)

UKIAH VALLEY MEDICAL CENTER  
275 Hospital Drive  
Ukiah, CA 95482  
707-462-3111  
[www.uvmc.org](http://www.uvmc.org)

WALLA WALLA GENERAL HOSPITAL  
1025 South Second Avenue  
Walla Walla, WA 99362  
509-525-0480  
[www.wwgh.com](http://www.wwgh.com)

WHITE MEMORIAL MEDICAL CENTER  
1720 Cesar E. Chavez Avenue  
Los Angeles, CA 90033  
323-268-5000  
[www.whitememorial.com](http://www.whitememorial.com)



## Home Care Agency Roster



ADVENTIST HEALTH/HOME CARE SERVICES  
281 Harvey Drive, Suite A  
Glendale, CA 91206  
818-409-8379

ADVENTIST HEALTH/HOME CARE SERVICES  
5835 N.E. 122nd Avenue, Bldg. A  
Suite 155  
Portland, OR 97230  
503-251-6301

ADVENTIST HEALTH/HOME CARE SERVICES  
2975 N. Sycamore Drive  
Simi Valley, CA 93065  
805-955-8190

ADVENTIST HEALTH/HOME CARE SERVICES  
1015 Third Street  
Tillamook, OR 97141  
503-815-2486

ADVENTIST HEALTH/HOME CARE SERVICES  
830 S. Second Avenue  
Walla Walla, WA 99362  
509-525-9006

ADVENTIST HEALTH/HOME CARE SERVICES—BAKERSFIELD  
2800 K Street  
Bakersfield, CA 93301  
661-869-6700

ADVENTIST HEALTH/HOME CARE SERVICES—HANFORD  
460 Kings County Drive, Suite 101  
Hanford, CA 93230  
559-585-3425

ADVENTIST HEALTH/HOME CARE SERVICES—LAKE COUNTY  
9245 Hwy 53  
Lower Lake, CA 95457  
707-994-0737

ADVENTIST HEALTH/HOME CARE SERVICES—NAPA COUNTY  
27 Woodland Road  
St. Helena, CA 94574  
707-967-5770

ADVENTIST HEALTH/HOME CARE & HOSPICE SERVICES—MENDOCINO COUNTY  
100 San Hedrin Circle  
Willits, CA 95490  
707-459-1818

CASTLE HOME CARE  
46-001 Kamehameha Highway, #212  
Kailua, HI 96744  
808-247-2828

SONORA REGIONAL HOME HEALTH & HOSPICE OF THE SIERRA  
20100 Cedar Road North  
Sonora, CA 95370  
209-536-5700

FEATHER RIVER HOME HEALTH AGENCY  
6626 Clark Road, Suite P  
Paradise, CA 95969  
530-872-3378

WESTERN HEALTH HOME CARE  
690 Otay Lakes Road, Suite 120  
Chula Vista, CA 91902  
619-377-7800





**CENTRAL VALLEY  
GENERAL HOSPITAL**

ADVENTIST HEALTH/COMMUNITY  
CARE—AVENAL  
216 East Fresno Street  
Avenal, CA 93204  
559-386-5364

ADVENTIST HEALTH/COMMUNITY  
CARE—CARUTHERS  
2440 West Tahoe Avenue  
P.O. Box 100  
Caruthers, CA 93609  
559-864-3212

ADVENTIST HEALTH/COMMUNITY  
CARE—COALINGA  
155 South Fifth Street  
Coalinga, CA 93210  
559-935-4282

ADVENTIST HEALTH/COMMUNITY  
CARE—CORCORAN  
1212 Hanna Avenue  
Corcoran, CA 93212  
559-992-2800

ADVENTIST HEALTH/COMMUNITY  
CARE—DINUBA  
1451 East El Monte Way  
Dinuba, CA 93618  
559-591-3342

ADVENTIST HEALTH/COMMUNITY  
CARE—FOWLER  
119 South Sixth Street  
P.O. Box 189  
Fowler, CA 93625  
559-834-1614

ADVENTIST HEALTH/COMMUNITY  
CARE—HANFORD  
1025 North Douty Street  
Hanford, CA 93230  
559-583-2254

ADVENTIST HEALTH/COMMUNITY  
CARE—HOME GARDEN  
11899 Shaw Place  
Hanford CA 93230  
559-585-3437

ADVENTIST HEALTH/COMMUNITY  
CARE—HURON  
16916 Fifth Street  
Huron, CA 93234  
559-945-9090

ADVENTIST HEALTH/COMMUNITY  
CARE—KERMAN  
1000 South Madera Avenue  
Kerman, CA 93630  
559-846-9370

ADVENTIST HEALTH/COMMUNITY  
CARE—KETTLEMAN CITY  
304 Becky Pease Street  
P.O. Box 98  
Kettleman City, CA 93239  
559-386-2205

ADVENTIST HEALTH/COMMUNITY  
CARE—LEMOORE  
810 East D Street  
Lemoore, CA 93245  
559-924-7711

ADVENTIST HEALTH/COMMUNITY  
CARE—PARLIER  
801 Tulare Street  
Parlier, CA 93648  
559-646-0675

ADVENTIST HEALTH/COMMUNITY  
CARE—REEDLEY  
1311 Eleventh Street  
Reedley, CA 93654  
559-638-3227

ADVENTIST HEALTH/COMMUNITY  
CARE—SANGER  
1939 Academy Avenue  
Sanger, CA 93657  
559-875-6900

ADVENTIST HEALTH/COMMUNITY  
CARE—SELMA  
1041 Rose Avenue  
Selma, CA 93662  
559-891-6345

ADVENTIST HEALTH/COMMUNITY  
CARE—SELMA CENTRAL  
2141 High Street, Suite E  
Selma, CA 93662  
559-891-2611

**FEATHER RIVER HOSPITAL**

FEATHER RIVER HEALTH CENTER  
5125 Skyway  
Paradise, CA 95969  
530-872-2000

FEATHER RIVER HEALTH CENTER—  
CANYON VIEW  
5734 Canyon View Drive  
Paradise, CA 95969  
530-876-7179

FEATHER RIVER HEALTH CENTER—  
FAMILY HEALTH  
5730 Canyon View Drive  
Paradise, CA 95969  
530-876-7162

**ST. HELENA HOSPITAL  
CLEARLAKE**

CLEARLAKE FAMILY HEALTH CENTER  
15230 Lakeshore Drive  
Clearlake, CA 95422  
707-995-4500

KELSEYVILLE FAMILY HEALTH CENTER  
5290 State Street  
Kelseyville, CA 95451  
707-279-8813

MIDDLETOWN FAMILY HEALTH CENTER  
21337 Bush Street  
P. O. Box 1519  
Middletown, CA 95461  
707-987-3311

**SONORA REGIONAL  
MEDICAL CENTER**

FOREST ROAD HEALTH AND  
WELLNESS CENTER  
193 Fairview Lane  
Sonora, CA 95370  
209-536-5100

**TILLAMOOK COUNTY  
GENERAL HOSPITAL**

TILLAMOOK MEDICAL GROUP  
980 Third Street, Suite 200  
(Physical)  
1000 Third Street, Suite 200  
(Mailing)  
Tillamook, OR 97141  
503-842-5546

TILLAMOOK MEDICAL GROUP—  
BAY OCEAN  
1011 Third Street  
Tillamook, OR 97141  
503-842-7533

**UKIAH VALLEY MEDICAL  
CENTER**

UKIAH VALLEY RURAL HEALTH  
CENTER—DORA STREET  
1165 Dora Street, Suite B-1  
Ukiah, CA 95482  
707-463-0581

UKIAH VALLEY RURAL HEALTH  
CENTER—LAKEPORT ADULT  
5150 Hill Road East, Suite E  
Lakeport, CA 95453  
707-263-4360

UKIAH VALLEY RURAL HEALTH  
CENTER—LAKEPORT PEDIATRICS  
487 South Main Street  
Lakeport, CA 95453  
707-263-4631

UKIAH VALLEY RURAL HEALTH  
CENTER—NORTH STATE STREET  
1050 North State Street  
Ukiah, CA 95482  
707-463-8032

UKIAH VALLEY RURAL HEALTH  
CENTER—UKIAH  
260 Hospital Drive, Suite 204  
P. O. Box 2739  
Ukiah, CA 95482  
707-463-8000

**WALLA WALLA GENERAL  
HOSPITAL**

ADVENTIST HEALTH/MEDICAL  
GROUP  
1111 South Second Avenue  
Walla Walla, WA 99362  
509-522-0100

**ADMINISTRATIVE OFFICES**

ADVENTIST HEALTH  
CLINIC SERVICES  
2100 Douglas Boulevard  
Roseville, CA 95661  
916-774-7307



## Retirement Center Roster



CHERRYWOOD VILLAGE  
1417 SE 107th Avenue  
Portland, OR 97216  
503-408-0404  
[www.cherrywoodvillage.net](http://www.cherrywoodvillage.net)

WHEATLAND VILLAGE  
1500 Catherine Street  
Walla Walla, WA 99362  
509-527-9600  
[www.wheatlandvillage.com](http://www.wheatlandvillage.com)

FEATHER CANYON  
5900 Canyon View Drive  
Paradise, CA 95969  
530-413-5003  
[www.seniorlivinginstyle.com/community/feather\\_canyon.html](http://www.seniorlivinginstyle.com/community/feather_canyon.html)

PARADISE VILLAGE  
2700 East Fourth Street  
National City, CA 91950  
619-475-5040  
[www.liveatparadise.com](http://www.liveatparadise.com)

## Corporate Office

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