

well-being
quality
joy healing
love
body compassion
mind spirit

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Our Mission

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



Dear Friends and Colleagues,

As we all know, health care is undergoing significant transformation. With those changes come opportunities to grow our services and enhance our vision for a bright future. Our mission motivates us to seek the best for our communities.

To address the emerging challenges of health care reform, we have restructured our management teams. You'll notice a few new faces in our senior leadership team and in our board of directors, at the end of this report. Together, we are focusing on ways to become a more integrated and higher performing system by moving forward on current strategies, while finding new approaches to providing health and healing in our communities.

We've had several exciting developments this year as we added to our portfolio, completed and started construction projects and expanded programs to better meet the needs of those we serve. Central Valley Network increased access to care in their region through the acquisition of Sierra Kings District Hospital (now Adventist Medical Center – Reedley) and five rural health clinics. San Joaquin Community Hospital broke ground on a new cancer center, Feather River Hospital completed an emergency department expansion, Glendale Adventist Medical Center opened a new patient tower and Walla Walla General Hospital began work on a new emergency department. These are just a few of the ongoing projects our hospitals have undertaken.

Computerized Provider Order Entry (CPOE) has been put into practice at ten hospitals and will be live in all our hospitals by the end of 2012. An ambulatory electronic health record is being implemented in all our clinics and outpatient facilities. Leveraging this technology allows our caregivers access to a patient's health information anytime, anywhere throughout our system, providing more coordinated quality patient care.

The formation of Adventist Health Physician Network in early 2011 created additional synergy between our hospitals and physicians. Together with our clinics and home care agencies, this synergy helps us provide education and resources focused on overall community well-being—whether someone is in the hospital, clinic or at home.

Throughout this period in health care, our leadership, physicians and devoted employees are working together for a bright future. We remain focused and dedicated to patient safety, quality, innovation and stewardship, as we each aim to be living examples of our mission.

Ricardo B. Graham
Chairman of the Board

Robert G. Carmen
President & CEO

Improving Quality and Patient Safety



Adventist Health has an unwavering commitment to quality and patient safety, which stems from a deep passion and belief in our mission.

In mid 2011, all Adventist Health hospitals implemented a new Cerner software tool to assist with the Centers for Medicare and Medicaid Services meaningful use core measure tracking and compliance. Based on 2011 data through October, Adventist Health achieved systemwide performance in the top 20 percent of hospitals nationally for heart failure, pneumonia and surgical improvement quality measures.

In addition, two specific committees serve to ensure our patients have

positive experiences while in our care. Initiated in 2011, the Care Transitions Collaborative strives to ensure that discharged patients get appropriate follow-up care, such as home health care, ambulatory care clinic, skilled nursing facility, or telehealth. The Patient Experience Council has representatives from each hospital who meet monthly to share tactics and best practices for improving patients' hospital experience. A sub-group has redesigned the Emergency Department experience in five of our hospitals as well.

Our employees, physicians, staff and volunteers are committed to excellence in quality and patient safety that ultimately improves the health of our communities.



Sustaining Financial Performance



Adventist Health has a vision of being a recognized leader in mission focus, quality care and fiscal strength. In order to sustain financial performance, we're maximizing revenues, streamlining clinical and business processes and improving efficiency at every level of our organization.

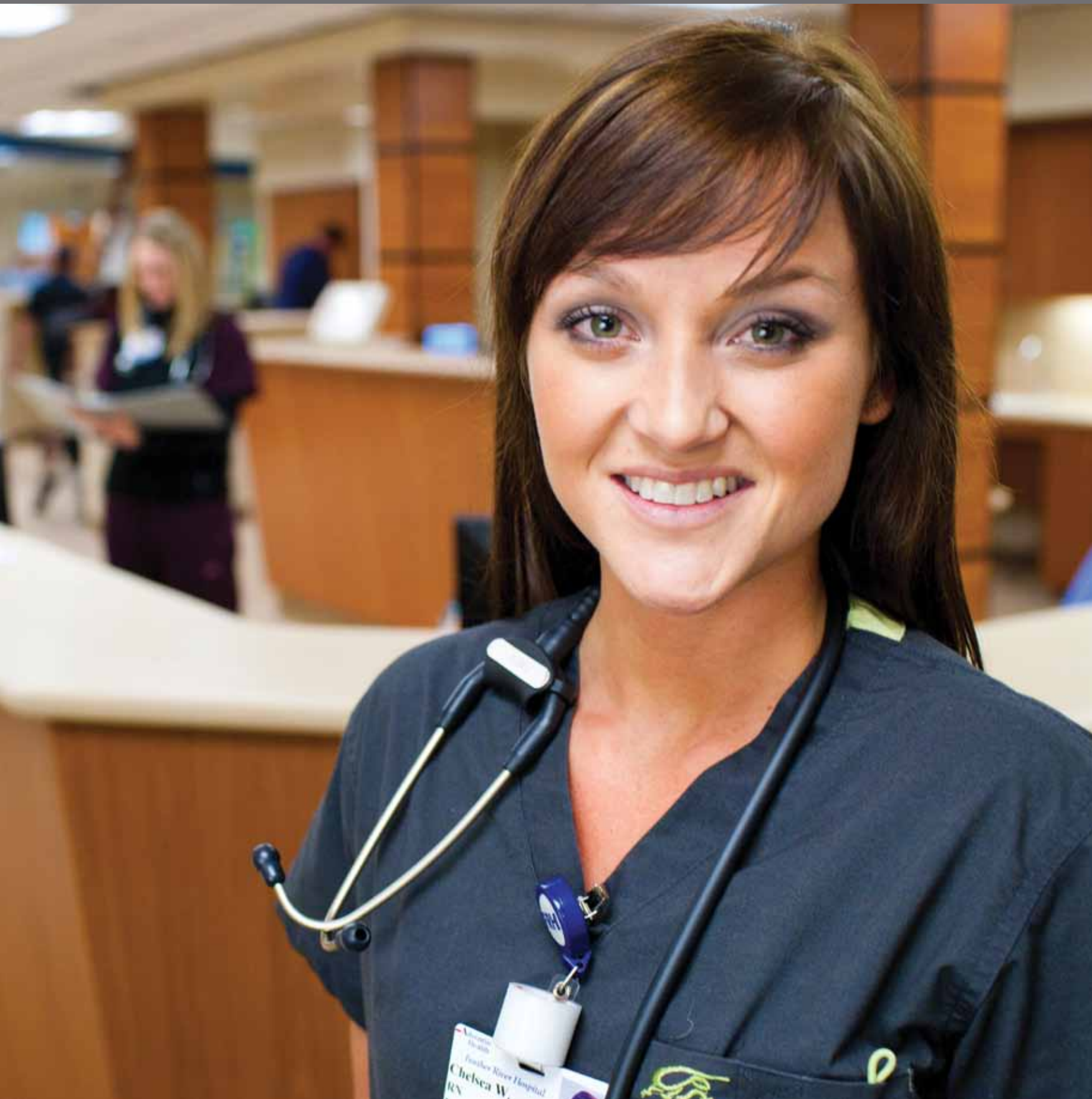
Adventist Health received its first public bond rating in 2003 from Fitch Ratings and Standard & Poors. Since that time, we have maintained an 'A' rating, stable outlook (Standard & Poor's Ratings Services re-affirmed its 'A' long-term

rating in May 2011). This has afforded us access to strategic funding necessary for essential facility improvements, renovations, and expansion.

As a not-for-profit health organization, all net revenue over expenses is channeled back into our hospitals and health system. This money funds capital improvements, enhanced patient care, new hospital programs and community outreach—which gives the people we serve access to the best possible care.



Enhancing Information Technology



Approximately 11 years ago, Adventist Health selected Cerner as our partner for implementing a clinical information system. Every year, new components are added as we expand our integrated information technology platform.

We are currently implementing **Computerized Provider Order Entry (CPOE)** throughout our system, which we expect to complete by 2012. CPOE is designed to provide numerous benefits for enhanced patient care and meet the federal government's Meaningful Use criteria at all of our hospitals.

In addition to our hospital platform, Adventist Health is extending its **electronic health record and practice management functionality** in our clinics and outpatient facilities. This gives physicians the ability to best manage patient care across Adventist Health's integrated health delivery system.

Enhancing information technology means we can provide more coordinated care to our patients. This provides our patients more seamless transitions from inpatient to outpatient services—helping us live our mission of sharing God's love through physical, mental and spiritual healing.



Aligning Hospitals, Physicians and Clinics



Adventist Health believes that a fully integrated health care system fosters closer collaboration between physicians and hospitals, enhances patient care and best addresses the challenges and opportunities of health care reform.

Sharing data, patient information and experiences across the care continuum result in better and more coordinated patient care.

Adventist Health's clinics provide ambulatory medical services, which currently include more than 350 practitioners, across numerous specialties. Adventist Health Physicians Network (AHPN) is a medical foundation that operates primary care and multi-specialty physician sites.

Adventist Health expects to add between 200-300 practitioners throughout the system, in addition to the employed and contracted physicians in Washington, Oregon and Hawaii.

Hospital-based outpatient clinics provide services to the areas around our hospitals. Our rural health clinics (RHCs) network is one of the largest in the nation and is the largest network in California. The RHCs are the medical homes to approximately 170,000 individuals who mostly live in medically underserved communities.

By integrating with our hospitals and hospital-based medical staffs, Adventist Health is improving the access and coordination of care to all members of our communities.



Corporate Office



Robert G. Carmen
PRESIDENT & CEO

DESCRIPTION

- A faith-based, not-for-profit integrated health care delivery system headquartered in Roseville, California with operations throughout Washington, Oregon, California and Hawaii
- Includes 19 acute care hospitals with more than 2,800 beds
- More than 150 rural health clinics, physician clinics and outpatient centers
- Largest network of rural health clinics in California, with additional sites in Oregon and Washington
- 14 home care agencies
- Four joint-venture retirement centers
- Employs nearly 21,000 people
- Provides access to capital, systemwide efficiencies and economies of scale to member entities

ACCOMPLISHMENTS

- Successfully implemented Computerized Provider Order Entry in 10 hospitals—currently showing 75 percent or more of all physician orders are entered electronically
- Signed long-term contract with Cerner for its ambulatory electronic health record and practice management applications
- Launched Adventist Health Physicians Network as a California medical foundation (February 1, 2011)
- Awarded a \$1 million grant from Blue Shield of California for Adventist Health Physicians Network’s proposal to develop Accountable Care Organization technology infrastructure in several rural markets in California
- Perceived quality of teamwork and patient safety in hospital units continued to be above national average in 2011. Compared to 2009, 72 percent and 78 percent of the units either sustained at the desired high scores or improved significantly in Teamwork, and Safety, respectively
- Implemented a Patient Experience Council with representatives from each hospital and raised the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores five percentage points
- The Enterprise Risk Management (ERM) program continues to evolve and expand throughout the system. Topical ERM Task Forces, comprised of system representatives from multiple disciplines and perspectives, identify risk mitigation strategies in areas such as Social Media, Use of Mobile Devices, Medical Staff Processes, Wage and Hour Issues, and Clinical Scope of Practice
- Achieved systemwide performance in the top 20 percent of hospitals nationally for heart failure, pneumonia and surgical improvement quality measures
- Honored 17 physicians at the annual Physician Leadership Symposium with the Physician of the Year Mission Award, which is given for exemplifying the highest quality compassionate, loving care
- Began the implementation of Innovation idea generation and management software to ultimately involve every member of the organization in innovation
- Established a leadership advisory council, developed leadership competencies and implemented with the corporate senior leadership and hospital CEOs
- Launched a Physician Clinical Content Committee to focus on physician documentation, quality of care and ICD-10 implementation
- Established a Clinical Decision Support committee to focus on improving medication management and improving physician orders workflow
- Implemented a new software tool, National Hospital Inpatient Quality Measures throughout all facilities to assist with Core Measure tracking and compliance. Providers are able to ensure, in real-time, that the appropriate care for the patient has been given
- Standardized mission education for new employees and physicians across the organization to further strengthen our culture
- Sponsored and participated in “Partners in Mission” education summit that convened more than 80 church leaders and physicians to dialogue and learn how to effectively work together in meeting the spiritual needs of patients and communities
- Expanded the HealthStream Learning Center to all Adventist Health hospitals to automate and standardize clinical and compliance education requirements across the system
- Employees representing all Adventist Health hospitals participated in a two-day “Train the Trainer” Caregiver Resilience training course provided by Bryan Sexton, PhD and a team from Duke University’s Safety Department

STRATEGIC INITIATIVES

- Expand mission influence and effectiveness through full ownership by leaders, employees, physicians and communities
- Create an extraordinary Patient Experience, demonstrated through quality and service, by making decisions that are patient focused
- Connect with physicians, payers and other providers to ensure we are providing value-based care, as well as demonstrating Adventist Health’s value as a partner
- Establish access points to effectively deliver the continuum of care based on needs of existing, expanded or new communities
- Build and implement a leadership education and succession plan that develops new and existing leaders who are passionate about our mission and eager to learn new skills
- Demonstrate value by providing high clinical quality, reducing waste, streamlining clinical and business processes and improving performance and efficiency



Other Entities

In addition to our hospitals, Adventist Health offers services in clinics, home health and hospice. This provides our communities and patients with access to the full continuum of care.

Clinics

Adventist Health has more than 150 clinics—rural health clinics, physician clinics and other outpatient centers, such as walk-in medical clinics and industrial medicine clinics. Hospital-based outpatient clinics provide ambulatory services under the hospital's general acute-care license. Among others, these services include primary care, cardiology, oncology, orthopedics, obstetrics/gynecology and surgery. In 2011, Adventist Health had more than 2.4 million outpatient visits across our four-state system.

Rural Health Clinics (RHCs) offer primary care, specialty medical services, dental, behavioral health, prenatal and other services. In 2011, the clinics recorded in excess of 800,000 patient visits, more than doubling the number of visits in our RHCs only five years ago.

Adventist Health operates the largest network of rural health clinics (RHCs) in California. Our network is also one of the largest in the nation, representing about one percent of the nation's RHCs. In 2011, Adventist Health added five RHCs in the Central Valley region of California, and now has 38 RHCs in California, Oregon, and Washington.

Home Health and Hospice

Adventist Health operates 14 home care agencies throughout California, Hawaii, Oregon and Washington. Each offers a unique blend of services designed to specifically meet the health care needs of its community, including private duty, wound care, home medical equipment and personal care. Home Health brings quality care to home bound patients and their families in the comfort of their own home—offering the same quality, Christian caring we've been delivering for more than a century.

Hospice services are designed to improve the quality of life—physical, social, psychological, and spiritual—for terminally ill people of all ages during the last months of their lives. The specially trained hospice team includes physicians, nurses, home health aides, chaplains, social workers and volunteers dedicated to helping patients live as comfortably as possible.

We offer hospice services in Portland and Tillamook, Oregon, as well as in Sonora, Hanford, Willits and Paradise, California. Our hospice house is located in Paradise, California as a service of Feather River Hospital.

Southern California and Hawaii Services



1. Castle Medical Center
• Home Care Services
2. Glendale Adventist Medical Center
• Two Medical Clinics
• Home Care Services
3. San Joaquin Community Hospital
• Two Medical Clinics
• Home Care Services
4. Simi Valley Hospital
• Home Care Services
5. White Memorial Medical Center
• Two Medical Clinics
6. Paradise Village Retirement Center
7. Western Health HomeCare

Castle Medical Center



Kathy Raethel
PRESIDENT & CEO

DESCRIPTION

- A 160-bed acute-care hospital in Kailua, Hawaii, serving the Island of Oahu
- Key services include acute care, birth center, chemotherapy clinic, 24-hour emergency services, Hawaii Muscular Dystrophy Clinic, home care, joint care center, outpatient, palliative care, Surgical Weight Loss Institute as well as wellness and lifestyle medicine
- Staffed by more than 258 physicians; 1,084 employees and 254 volunteers
- 7,139 admissions; 853 deliveries; 31,194 ED visits; 106,854 outpatient visits and 21,416 home health visits

ACCOMPLISHMENTS

- Completed a \$2.7 million comprehensive energy makeover that has significantly decreased the medical center's carbon footprint and is projected to result in \$270,000 savings annually
- Awarded a \$100,000 donation from First Hawaiian Bank for a new state-of-the-art, seven-station Chemotherapy Center
- Raised \$350,000 at the "Chip In for Castle Charity" Golf Tournament—the most in its 21-year history
- Added three ceiling lifts to patient units to improve outcomes, increase mobility, decrease complications and improve quality of life for caregivers
- Finished the renovation and relocation of the new Chemotherapy Center, hospital pharmacy, Patient Financial Services and Health Information Management as well as a new digital mammography and multi-purpose room
- Hosted the 2nd Annual Hawaii Neuroscience Symposium, attended by physicians and staff from 16 hospitals and community health care organizations statewide
- Celebrated a 16 percent reduction in the rate of congestive heart failure readmissions for the period of January through July 2011
- Achieved CEO Cancer Gold Standard™ Accreditation for extraordinary commitment to the health of associates and their families
- Named a "Best Place to Work in Hawaii" by *Hawaii Business Magazine* for the fifth time
- Honored at Studer Group's national "What's Right in Health Care" learning conference for achieving excellent quality scores in physician satisfaction



COMMUNITY OUTREACH

- Partnered in Kokua Me Ka Laulima, a joint project to provide free outpatient surgery to the uninsured poor
- Hosted educational seminars for associates and the community on methamphetamines, improving brain health, and the lessons learned from the September 11 attacks
- Participated in "I Love Kailua" Town Party, providing free information and screenings; Hawaii Convoy of Hope that provided food to 14,000 attendees; Windward Half Marathon, which raises funds for the Boys & Girls Club Windward Clubhouse; National Food Day; and Read and Run for Literacy, which raised funds for books for Windward schools
- Contributed \$20,505 toward disaster relief for tsunami victims in Japan through donations from the hospital, associates and medical staff
- Provided \$16,182,341 in free and low-cost services to the community

Glendale Adventist Medical Center



Kevin Roberts
PRESIDENT & CEO

DESCRIPTION

- A 515-bed acute-care medical center in Glendale, California serving Los Angeles County
- State-of-the-art services include advanced surgical program, ambulatory surgery center, behavioral medicine, center for weight loss, clinical research, emergency, heart and vascular institute, home health, neuroscience institute, occupational medicine, oncology, orthopedic center, physical medicine and rehabilitation, spine institute, women and children's services
- Offers family medicine and pharmacy residency programs
- Staffed by more than 910 physicians; 2,600 employees and 300 volunteers
- 19,338 admissions; 2,406 deliveries; 41,992 ED visits; 265,123 outpatient visits and 21,805 home health visits



- Employees gave more than \$200,000 in the Employee Giving Campaign to enhance specific service line projects in the hospital
- More than \$50,000 was raised from the newly created Dr. Norick Bogossian Cancer Care Guild to purchase Giraffe OmniBeds for the NICU and helped fund the 3-D heart mapping system CARTO-3
- Debuted MAKOplasty®, a restorative treatment for osteoarthritis of the knee utilizing the RIO—Robotic Arm Interactive Orthopedic System and allowing for unicompartmental knee replacement
- Launched Computerized Provider Order Entry (CPOE)
- Significantly reduced heart attack response time, achieving the fastest door-to-dilation time in the city

COMMUNITY OUTREACH

- Organized the 4th Annual *Glendale News-Press* Downtown Dash in conjunction with the Downtown Glendale Merchant's Association to raise more than \$102,000 for stroke services
- Dedicated the "Garden of Hope"—a zen-like area for cancer patients and others to pause and rest during breaks
- Sponsored HEALTHline, a weekly cable TV show that has aired more than 100 episodes that features physicians, community leaders and other institutions to address both general health topics as well as specific community health issues
- Created the Live Well Senior Program, a membership-based program that helps individuals aged 55 and older navigate the health care system by providing access to health information, resources and wellness and prevention programs
- Provided more than 41,000 people with access to community health screenings, support groups and health education classes
- Raised awareness for breast cancer and local treatment options through an October "Stop & Think Pink!" campaign, followed by "Movember" a campaign to raise awareness for men's health
- Donated nearly \$200,000 to other civic and charitable organizations in Glendale and surrounding communities
- Provided \$43,655,040 in free and low-cost services to the community

ACCOMPLISHMENTS

- Awarded a Gold Seal of Approval by the The Joint Commission for the Joint Replacement Program
- The only hospital in Los Angeles County designated as both an Accredited Chest Pain Center by The Society of Chest Pain Centers and a Certified Advanced Primary Stroke Center by The Joint Commission
- One of only four hospitals in California with a cancer program recognized by the American College of Surgeons with an Outstanding Achievement Award
- Named the "Best Hospital" in Glendale by the *Glendale News-Press* and ranked one of the "Best Places to Work in LA" by the *Los Angeles Business Journal*
- Highly experienced in single incision laparoscopic surgery (SILS™) by performing over 1,100 SILS™ procedures—surgery through an incision in the navel leaving no detectable scars
- Opened the Spine Institute and Orthopedic Center, the only facility in the region to offer complete, comprehensive care for spine and orthopedic issues
- Fundraising efforts from the Foundation Gala raised \$400,000 for the purchase of high-definition laparoscopes, monitors and processors for the OR
- The Foundation Golf Tournament raised nearly \$200,000 for a new telemetry unit monitoring system

San Joaquin Community Hospital



Robert Beehler
PRESIDENT & CEO

DESCRIPTION

- A 255-bed acute-care facility serving the city of Bakersfield, California and outlying communities of Kern County
- Key services include cardiology, diabetes and wellness education, home health, imaging services, inpatient and outpatient burn care, maternity services, mobile immunizations, neurology, orthopedics, surgical and non-surgical weight loss, stroke treatment and 24-hour emergency services
- Staffed by 520 affiliated physicians; 2,066 employees and 280 volunteers
- 20,815 admissions; 2,652 deliveries; 62,640 ED visits; 76,644 outpatient visits and 16,507 home health visits

ACCOMPLISHMENTS

- Began construction on a 60,000-square-foot Cancer Center and outpatient surgery center
- Received the American Stroke Association's "Get With The Guidelines®"-Stroke Gold Plus Quality Achievement Award—the highest honor for stroke care
- Awarded the American College of Cardiology's "Get with the Guidelines" Silver Performance Achievement Award—one of only 94 Chest Pain Centers nationwide to receive this award
- Successfully implanted the first MRI-compatible pacemaker in Kern County
- Acquired NeuroQuant® at Quest Imaging, which is the most precise tool available for giving early diagnosis for Alzheimer's disease and neurodegenerative disorders
- Won 17 Health Management Resources Gold Standard Certificates of Achievement for Bariatric Solutions
- Started "No One Dies Alone," a volunteer program that ensures all end-of-life patients have someone by their side
- Celebrated the completion of a new website and mobile site as the pilot hospital for Adventist Health
- Launched "Pray at 8," an initiative where recorded prayers are heard throughout the hospital at 8 a.m. and 8 p.m.
- Raised more than \$500,000 for the new Cancer Center through the Employee Giving Campaign with 77 percent of employees participating

COMMUNITY OUTREACH

- Received a \$1 million donation from the Dr. Donald Cornforth family—the lobby of the new Cancer Center will be named in their honor
- Hosted 173 clinics and administered 28,972 free immunizations to 9,062 children via the Mobile Children's Immunizations Program



- Sponsored the Third Annual GospelFest, a celebration of music featuring Brandon Heath and local artists
- Coordinated the Second Annual Sacred Work Sabbath, a community worship service featuring Mark Finley
- Partnered with Links for Life to "Light the Hospital Pink" during October for breast cancer awareness
- Coordinated an employee toy drive in conjunction with Toys for Tots—employees donated enough toys to fill a seven-ton military truck
- Partnered in global mission projects in Nigeria, Honduras and others
- Hosted community health events, including: Better Cooking for Better Living, the NICU Reunion, and a summer picnic and Christmas party for burn survivors
- Partnered with local organizations, including the American Heart Association, March of Dimes, American Cancer Society and the Bakersfield Homeless Center
- Provided \$14,452,546 in free and low-cost services to the community

Simi Valley Hospital



Caroline Esparza
INTERIM CEO

DESCRIPTION

- A 144-bed acute-care facility located in Ventura County, California serving the communities of Simi Valley, Moorpark, Thousand Oaks and the West San Fernando Valley
- Key services include cardiopulmonary, Child Development Center, diagnostic imaging with CT, MRI and bone densitometry, emergency services, GI lab, ICU/telemetry, inpatient and outpatient surgery, inpatient therapies (PT/OT/ST), laboratory, Level II NICU, The Nancy Reagan Breast Center, pharmacy and women's services
- Staffed by 265 physicians; 895 employees and 285 volunteers
- 5,540 admissions; 679 deliveries; 28,366 ED visits; 77,069 outpatient visits and 9,322 home health visits

COMMUNITY OUTREACH

- Sponsored Community Health and Fitness Expo with Free Clinic of Simi Valley
- Joined in the Ventura County Operation Medical Shelter as part of overall hospital disaster preparedness planning
- Partnered with Simi Valley Police Department and Simi Valley Police Foundation on Safe Driving Program and Community Prescription Drug Drop Box Program
- Participated in Simi Valley and Moorpark community street fairs, American Cancer Society Relay for Life events and Simi Valley Living Green Expo
- Hosted American Cancer Society Survivors Day Picnic
- Employees volunteered more than 570 hours at non-profit organizations in Simi Valley and Moorpark through employee community service program
- Gave community health lectures and classes throughout the community
- Administered free prostate cancer screenings, flu shots and glucose screenings at various community events
- Donated holiday baskets to needy families for Easter and Christmas
- Provided event sponsorship for 35 community based non-profit organizations
- Provided \$21,844,588 in free and low-cost services to the community

ACCOMPLISHMENTS

- Achieved full accreditation from the Commission on Cancer, 100 percent on annual Mammography Quality Standards Act survey, full accreditation for diagnostic imaging, and College of American Pathologists lab accreditation
- Implemented Computerized Provider Order Entry (CPOE), a major step towards a fully integrated electronic health record system
- Named 2011 Business of the Year by the Moorpark Chamber of Commerce
- Created the Simi Valley Hospital Foundation Women's Council
- Recognized by the City of Simi Valley's Green Business Challenge Program
- Received American Red Cross award for "Most Blood Units Collected" by a new sponsor
- Received American Cancer Society award for ongoing partnership
- Completed work on a new hospital main parking lot to better serve patients and visitors
- Started the Emergency Department Fast Track Program
- Opened Café Express Beverage Bar

White Memorial Medical Center



Beth Zachary
PRESIDENT & CEO

DESCRIPTION

- A 353-bed acute-care teaching hospital in Boyle Heights, California serving Los Angeles County
- Key services include advanced diagnostic imaging with cardiac imaging capabilities, behavioral medicine, cancer care, cleft palate program, diabetes care and treatment, Level III emergency services (EDAP facility), gastroenterology, inpatient and outpatient surgical services, heart, vascular and stroke care (including an accredited STEMI Receiving Center, an Advanced Certification Primary Stroke Center and a state-of-the-art arrhythmia treatment center), orthopedic care, Level III neonatal intensive care, rehabilitation, skilled nursing facility, women's and children's services
- Staffed by more than 462 physicians; 1,879 employees; 68 medical residents and 400 volunteers
- 19,747 admissions; 4,061 deliveries; 44,773 ED visits; 69,961 outpatient visits

ACCOMPLISHMENTS

- Ranked one of the top 25 best hospitals in Los Angeles by *U.S. News and World Report*
- Recognized by CALNOC as a top hospital for nursing quality and successes in significantly reducing falls and hospital-acquired pressure ulcers
- Won five, 5-Star Awards from Professional Research Consultants for exceeding the 90th percentile in Overall Quality of Care
- Designated the hospital a smoke-free campus
- Obtained a five-year accreditation for the OB/GYN Residency Program
- Implemented the last major step in putting electronic health records in place with the launch of Computerized Provider Order Entry (CPOE)
- Expanded services with the opening of the Arrhythmia Center, the Boyle Heights Medical Clinic, the Kerlan-Jobe Orthopaedic Clinic and the Women's Imaging Center
- Received approval to build Medical Plaza III, the third medical office building
- Diverted 43.6 percent of total waste to recycling as part of environmental sustainability efforts
- Achieved 90.7 percent employee retention rate



COMMUNITY OUTREACH

- Provided food, clothing, gifts and other support to the homeless, the needy, Dolores Mission and House of Ruth
- Raised \$7,123,231 in donations for hospital programs and services through the White Memorial Charitable Foundation
- Received a \$500,000 Grant from Bank of America Foundation to expand hospital's Workforce Development and Volunteer Program
- Hospital employees donated \$150,000 in support of hospital services and programs
- Participated with community agencies in "Every 15 Minutes," an anti-drinking program for local teenagers
- Hosted a health and wellness event in partnership with several community partners; provided health screenings, flu shots and other medical services
- Supplied education materials and screenings at local Farmers' Market "Healthy Fridays"
- The diabetes Healthy Eating and Lifestyle Program held 11 workshops and served more than 240 participants
- Graduated 22 medical residents and 54 nursing residents
- Provided \$37,061,679 in free and low-cost services to the community

Central California Services



1. Sonora Regional Medical Center
 - 23 Medical Clinics
 - Home Care Services
 - Rural Health Clinic

Central Valley Network

2. Adventist Medical Center - Hanford
 - Medical Clinic
 - Home Care Services
3. Adventist Medical Center - Reedley
 - Five Rural Health Clinics
4. Adventist Medical Center - Selma
5. Central Valley General Hospital
 - Six Medical Clinics
 - 18 Rural Health Clinics

Adventist Health/Central Valley Network



Wayne Ferch
PRESIDENT & CEO

DESCRIPTION

- A network of four acute-care hospitals serving residents of California's Central Valley
- Staffed by 484 physicians; 2,768 employees and 167 volunteers
- 13,766 admissions; 3,032 deliveries; 100,414 ED visits; 728,555 outpatient visits; 19,709 home health visits and 8,493 hospice visits

Adventist Medical Center - Hanford

A 142-bed acute-care hospital in Hanford, California, serving 18 communities in Kings, Tulare and southern Fresno counties. Services include breast care center, cardiac catheterization lab, cardiopulmonary, 24-hour emergency care, ICU, imaging, Kerr Outpatient Center, lab, medical surgical nursing care, outpatient lab, surgery, two physical therapy sites and Sequoia Regional Cancer Center

Adventist Medical Center - Reedley

A 49-bed hospital in Reedley, California, serving 12 communities in southern Fresno and Tulare counties. Services include 20 large private birth center rooms, five rural health clinics, 24-hour standby emergency care, laboratory, medical imaging and surgery services

Adventist Medical Center - Selma

57-bed acute-care community hospital in Selma, California, that serves 13 communities in southern Fresno, eastern Tulare counties and northern Kings counties. Services include birthing center, 24-hour emergency department, direct observation unit, surgery, laboratory, cardiology and diagnostic imaging with CT, MRI and digital mammography

Central Valley General Hospital

A rural 49-bed acute-care community hospital in Hanford, California, serving 18 communities in Kings, Tulare and southern Fresno counties. Services include women's obstetrics and gynecology services, intensive care neonatal nursery with Children's Hospital Central California, sleep apnea center, imaging, lab, three JobCare sites, Physicians Network of 15 primary care physicians and 18 Community Care rural health clinics, including two medical residency programs

ACCOMPLISHMENTS

- Commenced operations at Adventist Medical Center – Reedley and its five rural health clinics in November 2011
- Central Valley Network was named the 2011 Hanford Business of the Year by the Hanford Chamber of Commerce
- Selma Community Hospital Foundation recognized as the 2011 Business of the Year by the Selma Chamber of Commerce
- Broke ground on the 7,200-square-foot Adventist Medical Plaza in Dinuba. The Medical Plaza will provide extended-hour urgent care and imaging, radiology, laboratory and JobCare occupational medicine services for the region
- Opened a 2,800-square-foot Breast Care Center in the Hanford Medical Pavilion that offers a full complement of services covering multiple aspects of breast diagnostics and care
- Opened a 2,000-square-foot comprehensive Cardiopulmonary Services in the Hanford Medical Pavilion with three major treatment rooms and all new equipment to provide cardiopulmonary tests and services for patients who have congestive heart failure, asthma or chronic obstruction pulmonary disease
- Partnered with leading outpatient dialysis center, DaVita, to open outpatient kidney and dialysis service in Lemoore for patients with kidney failure and end-stage renal disease
- Central Valley General Hospital scored above the 95th percentile in top patient satisfaction ranking in pain management
- Expanded Central Valley General Hospital's Women's Services Department into the second floor to provide all private rooms for mothers
- The Marketing and Communications Department won two gold-level awards on a national level and two second-place awards on a Valley level for excellence in health care marketing
- Four network employees earned a Bronze award at the California Team Excellence Award competition highlighting their efforts in the Adventist Health/Community Care Medication Inventory Control Project processes and findings
- Graduated five doctors from the Hanford and Selma family medicine residency programs



- Hosted a team of Swiss health care leaders who visited the network to learn more about Rapid Medical Evaluation—a process used in our Emergency Departments to reduce wait times and improve patient satisfaction
- Adventist Medical Center – Hanford ranks in the 72nd percentile on “Rate Hospital on a scale from 1-10,” with 73 percent of our patients scoring us a nine or ten
- Ranked in the 82nd percentile on room and bathroom cleanliness, with 77 percent of our patients indicating their room was always clean
- Increased core measure composite process scores from 2010 in the following areas: acute myocardial infarction rose by six percentage points to 98 percent, pneumonia rose by three points to 96 percent, heart failure rose by seven points to 97 percent and surgical (SCIP) rose by five points to 96 percent
- Recruited 11 physicians to the consolidated medical staff

COMMUNITY OUTREACH

- Continued as the presenting sponsor at the 24-week Hanford “Thursday Night Market Place.” Provided free health education and screenings at three booths. Hundreds received free health screenings, including blood-glucose, blood-pressure and cholesterol checks. Participated in 27 other farmer's markets in the communities of Reedley, Kingsburg and Sanger
- Teamed up with Main Street Hanford to “Paint Downtown Pink” in recognition of National Breast Cancer Awareness Month. Nearly 600 community members and employees wore pink and participated in a contest. To promote physical activity, contest participants signed up to receive a pink pedometer and walk 2,500 steps, or about 1.5 miles, at the Market Place
- Organized the “First Friday with a Physician” lecture series that meets on the first Fridays of most months. Lectures are free to the

public and lunch is provided. Educated 278 people with various health topics at seven lectures

- Coordinated the “Pink Glove” community video shoot to raise breast cancer awareness. The video shoot attracted participation from more than 50 community groups and hospital departments. The video is posted on the network's YouTube channel
- Sponsored the Huron Fall Health Fair, which provided free health education, blood pressure checks and activities for children. The event attracted more than 300 people
- Partnered with Kings United Way and other community organizations to care for the homeless through two Project Homeless Connect events. Staff provided free blood pressure screenings, blood-glucose screenings and dental exams for 87 people at the events, which drew more than 100 people in need of assistance, and free follow-up visits at clinics and other health care services for those in need of a physician's care
- Provided 100 Christmas gifts for Kings County foster children and more than 1,200 toys and 750 food baskets for Selma Cares giveaway
- Educated more than 450 individuals at 31 Diabetes Support Group meetings in Hanford, Sanger, Selma and Reedley
- Central Valley's Nutritional Services Department teamed up with the Kings County Commission on Aging to provide meals to group meal sites and homebound individuals in Kings County. They provide about 120 hot meals four days a week for four congregant meal sites in Kings County and an additional 40 frozen meals a day, five days a week, for home-bound seniors
- Supplied health information at the Lemoore Pizza Festival in April to more than 500 people who walked 1,000 steps or more
- More than 250 families participated in our Back to School Health Fair in Hanford. Staff performed more than 75 school physicals and immunizations and 125 health screenings for members of the communities
- Mentored approximately 150 Doctors Academy students from Selma and Caruthers High School at Selma Community and Community Care clinics, as part of the University of California, San Francisco-Fresno, Latino Center for Medical Education and Research Program
- Provided \$46,750,195 in free and low-cost services to the community

Sonora Regional Medical Center



Jeff Eller
PRESIDENT & CEO

DESCRIPTION

- A 72-bed acute-care hospital in Sonora, California that serves 100,000 residents in Calaveras, Tuolumne and Mariposa counties
- Services include cancer center, diagnostic imaging, home health, hospice, intensive care, obstetrics, rural health, surgical services, 80 skilled nursing beds, wellness center, wound care and hyperbaric oxygen, and more than 20 primary care, urgent care and specialty clinics
- Staffed by 175 physicians; 1,252 employees and 177 volunteers
- 5,092 admissions; 521 deliveries; 25,871 ED visits; 288,455 outpatient visits; 35,887 home health visits and 7,075 hospice visits

ACCOMPLISHMENTS

- Awarded five awards from the Hospital Quality Incentive Demonstration project for top improvement and attainment
- Opened a second retail pharmacy, Community Pharmacy-Forest Road
- Celebrated the opening of Angels Camp Prompt Care, providing Calaveras County residents access to medical care seven days per week
- Established the Center for Joint Replacement with renovations to the second floor medical/surgical unit
- Launched a women's health program with the Center for Breast Health, providing quicker imaging results and patient guidance from a breast health navigator
- Enhanced pulmonary rehabilitation services with a new facility adjacent to the Medical Center's Cardiac Rehabilitation and Wellness Center
- Rated in the 71st percentile of hospitals across the nation as an excellent place to work in a Professional Research Consultants survey
- Added 20 physicians and seven allied health professionals to the medical staff
- Acquired several clinics including Mountain Medical Family Practice, Sierra OB/GYN, Sierra Surgical Associates and Sierra Vascular Clinic
- Raised \$618,527 in gifts and received the Groveland Family Medical Center land and building from the Mary Lavaroni Charitable Remainder Trust



COMMUNITY OUTREACH

- Provided 1,860 free patient visits at the Project HOPE mobile health clinic, free sports physicals for 500 students and free dental procedures for 81 Medi-Cal patients
- Raised \$69,000 for the Cancer Patient Support Fund and \$60,000 for Hospice of the Sierra
- Assisted 173 families with \$39,226 from the Chaplains Fund
- Administered more than 4,000 low-cost blood draws and free health screenings at the Tuolumne County Health Fair and several other wellness events around the region
- Supported hundreds of community members with services including home, church and hospital visits; phone calls; and blood pressure clinics through the Faith Community Nursing Program
- Donated 13,114 pounds of food to local food banks and 841 blankets, coats and other warm apparel to local organizations
- Gave \$28,539 in donations to local schools and organizations
- Coordinated several community education projects including a column in the local newspaper, a new website featuring an extensive health library, monthly health seminars for seniors, quarterly "Healthy Living" publications, and ongoing classes at the Live Well Be Well Center
- Provided \$29,078,058 in free and low-cost services to the community

Northern California Services



1. Feather River Hospital
 - Three Medical Clinics
 - Home Care Services
 - Retirement Center
 - Three Rural Health Clinics
2. Frank R. Howard Memorial Hospital
 - Home Care Services
3. St. Helena Hospital Clear Lake
 - Home Care Services
 - Three Rural Health Clinics
4. St. Helena Hospital Center for Behavioral Health
5. St. Helena Hospital Napa Valley
 - 37 Medical Clinics
 - Home Care Services
6. Ukiah Valley Medical Center
 - Four Medical Clinics
 - Four Rural Health Clinics

Feather River Hospital



Kevin Erich
PRESIDENT & CEO

DESCRIPTION

- A 100-bed acute-care hospital, with a broad offering of services designed to meet the health care needs of Paradise, California and its neighboring communities
- Services include cancer center, cardiology, critical care, emergency department, diagnostic laboratory, GI laboratory, home health, hospice including a hospice house, home oxygen and home medical equipment, lifestyle medicine, medical imaging, obstetrics, sleep medicine and surgery
- Staffed by 211 physicians; 1,189 employees and 386 volunteers
- 5,399 admissions; 985 deliveries; 20,788 ED visits; 258,010 outpatient visits; 13,513 home health visits and 18,772 hospice visits

ACCOMPLISHMENTS

- Recognized by the California Council for Excellence with the prestigious Governor's Award for Excellence, presented on behalf of the Governor of the State of California, Jerry Brown, at the California Council for Excellence's 17th Annual Best Practices and Awards Conference
- The Radiation Oncology Department at Feather River Hospital's Cancer Center implemented upgraded software and instrumentation, enabling the Cancer Center to continue to provide state of the art technology treatment for cancer patients and to broaden our services. New treatments include RapidArc®, 4-D CRT (4-Dimensional Conformal Radiotherapy) and SABR (Stereotactic Ablative Radiotherapy)
- Awarded a three-year term of accreditation in positron emission tomography (PET) as the result of a recent review by the American College of Radiology
- New state-of-the-art technology in the GI Lab makes the diagnosis of esophageal motor disorders simple, accurate and complete
- Rated five stars by Health Grades for Total Hip Replacement for the ninth year in a row
- Marketing and Communications Department received three gold awards in the categories of Brochure Advertising, Internal Newsletter and Magazine Publication from The Aster Awards, an international competition for communications excellence
- Marketing and Communications Department won a prestigious Grand Award from APEX 2011, the 23d Annual Awards for Publication Excellence Competition, recognizing Feather River Hospital's 12-month calendar for outstanding design and illustration



COMMUNITY OUTREACH

- Administered more than 1,015 free flu shots at community events
- Provided 360 low-cost health screenings through the Lifestyle Medicine Department's quarterly Health Alert Screenings
- Delivered 22,452 meals to homebound seniors
- Hosted the Health and Safety Expo featuring 40 vendors and drawing more than 900 community members
- Conducted the Gift of Giving Campaign, which donated 264 gift baskets to feed needy families during Thanksgiving
- Participated in the 11th annual Angel Tree Gift Giving Campaign, which gave Christmas gifts to 115 area children
- Hospital volunteers contributed more than 62,665 hours of service
- Maintained 300 Lifeline monitoring systems for elderly/disabled in community
- Gave \$52,000 in donations and sponsorships to local community groups and activities
- Provided \$28,922,371 in free and low-cost services to the community

Frank R. Howard Memorial Hospital



Rick Bockmann
CHIEF EXECUTIVE OFFICER

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 managed by Adventist Health since 1986
- Services include: 24-hour emergency department, community education, 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 more than 120 physicians; 270 employees and 20 volunteers
- 1,314 Admissions; 9,705 ED visits; 25,430 outpatient visits

- Continued support to our sister Adventist hospital, Hospital Adventista de Valle de Angeles, the La Finca de Los Ninos orphanage, and the community of Valle de Angeles, Honduras

COMMUNITY OUTREACH

- Co-sponsored the 20th annual "HomeTown Healthy Fair" providing free health screenings, blood donations, Bone Marrow Registry, flu shots, healthy food, and activities for the entire family
- Auxiliary volunteers donated more than 3,800 hours
- Purchased and donated a portable AED for Willits Redwood Little League
- Employees donated \$6,821 to The Caring Connection, a fund providing assistance to employees in crisis; \$2,353 to the Honduras fund; \$754 to the United Way, \$12,715 to the Howard Foundation and \$2,872 to an orphanage in Malawi, Africa
- Employees donated more than 800 pounds of canned goods to the 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
- Strengthened the local community with more than \$20 million in payroll
- Donated \$25,000 to the Mendocino College nursing program
- Provided \$2,552,752 in free and low-cost services to the community

ACCOMPLISHMENTS

- Ranked among the top 100 Critical Access Hospitals in the U.S. by the National Rural Health Association
- Invested more than \$1 million in new equipment to provide patients with state-of-the-art care
- Construction is expected to begin on a new hospital building summer of 2012
- A major remodeling project focused on providing increased and improved service areas for registration, nursing, respiratory therapy and other key departments. New floors were installed in the main hospital hallways, the washer in surgery was replaced, new BMDI monitors were installed in the ED, and an office was created for the HIM director
- Continued partnership with UC Davis in areas of telemedicine, telepharmacy, telepediatrics and a medical residency program
- Successfully implemented Computerized Physician Order Entry
- Initiated online pay stub access for employees
- Installed G4 Omnicell Automated Drug Dispensing Cabinets
- Expanded laboratory hours to better meet community needs
- Credentialed 16 physicians to bring additional services to the community

St. Helena Hospital Clear Lake



Terry Newmyer
PRESIDENT & CEO

DESCRIPTION

- A 25-bed Critical Access Hospital serving Lake County, California
- Services include 24-hour emergency care, diagnostic imaging (MRI, CT mammography), home care, ICU, laboratory, maternity, physical rehabilitation, pulmonary rehabilitation, surgery, and three rural health clinics that provide behavioral health, dental care, family medicine, OB/GYN, pediatrics, podiatry, and specialty health care services
- Staffed by 73 physicians; 443 employees and 45 volunteers
- 1,755 admissions; 193 deliveries; 18,089 ED visits; 170,438 outpatients visits and 6,592 home health visits

ACCOMPLISHMENTS

- Began construction on a new ED to create 12 state-of-the-art patient monitoring rooms, two of which will be for trauma patients
- Created a Telemedicine Program for ED and inpatients
- Installed SurgiNet, a customized electronic medical record and charting for surgery
- Implemented Radiology/Cardiology PACs systems (digital storage of images)
- Launched ECG Digital acquisition and storage to electronic medical record
- Upgraded to Digital Mammography
- Expanded the Hidden Valley Lake Medical Specialties Clinics adding physical therapy services
- Initiated the “Building for the Future” campaign through the development office
- Realized continued growth in the “Live Well” program
- Installed new lab chemistry and coagulation analyzers



COMMUNITY OUTREACH

- Sponsored the American Cancer Society Relay For Life of Lake County
- Donated gifts and food to Operation Christmas Joy
- Celebrated the expansion of the Hidden Valley Lake Medical Specialties Clinic with an Open House
- Hosted an Open House at the Live Well Program
- Partnered with Senior Helpers in a “Meet the Doctors” series
- Collaborated with Foods, Etc. on a health fair
- Worked with the Middletown Seventh-day Adventist Church on two health fairs
- Provided two joint health education presentations
- Joined in the Lake County Fair, the AIDS walk and the Kelseyville Pear Festival
- Participated in the Lower Lake Social Services benefits fair
- Provided \$7,629,317 in free and low-cost services to the community

St. Helena Hospital Napa Valley



Terry Newmyer
PRESIDENT & CEO

DESCRIPTION

- A premier destination facility and the longest continually operating Adventist hospital, offering innovative wellness programs and other quality health care services in the Napa Valley region
- Includes 181 licensed hospital beds, 61 psychiatric beds at the Center for Behavioral Health in Vallejo and 14 rooms for residential wellness programs
- Services include addiction treatment and behavioral health, regional Heart & Vascular Center, home care, maternity, occupational medicine, orthopedics, outpatient cancer center, sleep disorders center, surgery, 12 outpatient clinics and specialist offices and the St. Helena Center for Health
- Staffed by 150 physicians; 1,315 employees and 188 volunteers
- 8,194 admissions; 249 deliveries; 7,482 ED visits; 92,920 outpatients visits and 5,834 home health visits



ACCOMPLISHMENTS

- Opened a new Women’s Center in St. Helena
- Added Stereotactic Body Radiation Therapy (SBRT) and Calypso® Technology in the Martin-O’Neil Cancer Center
- Installed Radiology/Cardiology PACs systems (digital storage of images)
- Completed and opened a Toshiba dual purpose peripheral cardiovascular lab
- Implemented PowerChart ECG, SurgiNet, PowerNote Emergency Department, Behavioral Health iView, Electronic Medication Administration and Cerner ProVision Document Imaging
- Recognized by the Coastal Valley EMS Agency as having the most rapid access to life-saving specialized care of any STEMI-equipped hospital in Napa, Sonoma and Mendocino Counties
- Named the emergency room the “Weeman Family Emergency Center”
- Initiated “Project Transform” with the renovation of the hospital lobby
- Awarded two grants—one from Auction Napa Valley totaling \$500,000 and a \$10,000 grant from Honig Winery for mammography services for the underserved

COMMUNITY OUTREACH

- Sponsored the American Cancer Society Relay For Life of St. Helena
- Participated in 17 local business benefits fairs, reaching 1,480 employees
- Coordinated 16 Joint Health presentations
- Launched a six week Survivorship Series for cancer patients and their families
- Hosted a health screening during Physician Assistant Week
- Participated in the Calistoga Wellness Festival and the St. Helena Seventh-day Adventist Church health fair
- Organized health education and screenings at the local senior services center
- Held childbirth education classes for 86 individuals
- Coordinated a screening of the documentary “Miss Representation” along with Clinica Verde
- Donated gifts and food items to the Giving Tree program
- Provided \$24,937,233 in free and low-cost services to the community

Ukiah Valley Medical Center



Gwen Matthews
CHIEF EXECUTIVE OFFICER

DESCRIPTION

- A 78-bed acute-care hospital with Level IV emergency services, three hospital-based outpatient clinics, a JobCare occupational medicine clinic, four rural health clinics, outpatient diagnostic centers and an ambulatory surgery center
- Serves Mendocino, Lake and Northern Sonoma counties in Northern California
- Key services include advanced wound care center with hyperbaric chambers, family birth center with neonatal intensive care, pain management and inpatient and outpatient physical therapy
- Staffed by 120 physicians; 700 employees and 60 volunteers
- 4,064 admissions; 836 deliveries; 25,349 ED visits; 101,096 outpatient visits

ACCOMPLISHMENTS

- Awarded the Best Nursing Team of 2011 by *Advance for Nurses* magazine
- Successfully implemented Computerized Physician Order Entry
- Launched Pediatric Residency Program in partnership with UC Davis
- Extended evening and weekend hours in Family Practice and Pediatrics at the rural health clinic
- Hosted Pink Ribbon Parties to encourage yearly mammograms
- Recognized with two Telly awards for TV commercials
- Initiated online bill payment
- Opened pain management program
- Sixteen graduate nurses completed the Versant Nurse Residency Program
- Launched employee capital campaign for new ED and ICU and secured pledges of \$356,000

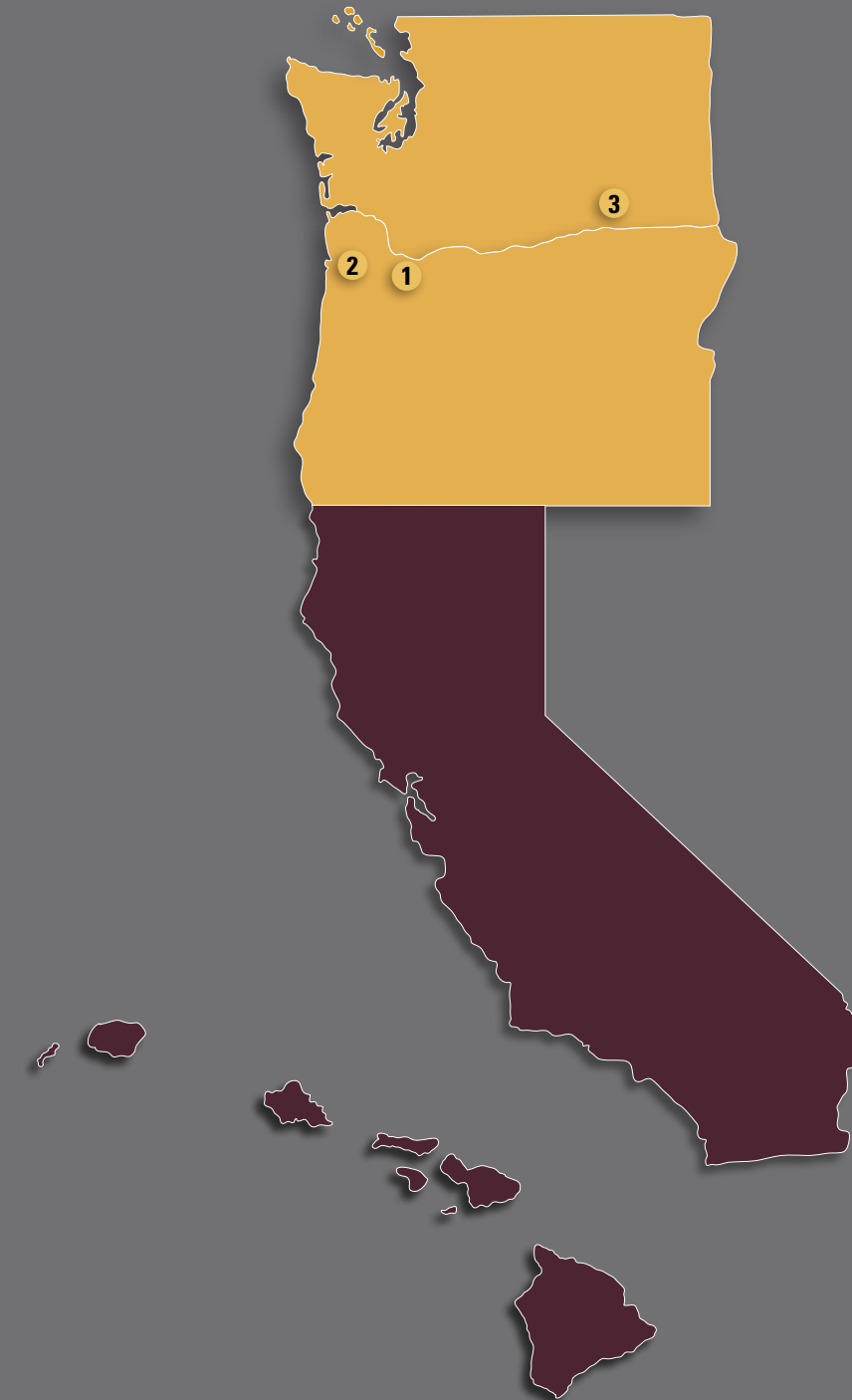
COMMUNITY OUTREACH

- Increased outreach programs including childbirth, smoking cessation, Spanish-speaking diabetes classes, and blood glucose screenings at farmers markets, fairs and tribal events
- Hosted a drive-thru diabetes screening on World Diabetes Day and offered free diabetes education classes with a physician referral
- Organized annual children's health fair with more than 450 children participating
- Gave medical equipment, supplies and resources to missions in Haiti, Guatemala and Mexico
- Raised more than \$13,405 for employee assistance fund to help colleagues
- Employees shared more than \$13,000 for United Way



- Donated more than 3,000 pounds of food to Plowshares and the Ukiah Food Bank
- Hosted "UVMC and Me" community lecture series and "Connecting with Focus" as educational community focus groups
- Contributed \$60,000 to the Mendocino College nursing program
- Opened the healing garden for patients, employees and community members
- Sponsoring partner of the Chronic Users System of Care project of CMSP and donated \$100,000 towards case conferencing and medical care for this group of patients
- Provided \$10,039,657 in free and low-cost services to the community

Northwest Services



1. Adventist Medical Center - Portland
 - 32 Medical Clinics
 - Home Care Services
 - Retirement Center
2. Tillamook County General Hospital
 - Home Care Services
 - Three Rural Health Clinics
3. Walla Walla General Hospital
 - Two Medical Clinics
 - Home Care Services
 - Retirement Center
 - Rural Health Clinic

Adventist Medical Center - Portland



Tom Russell
PRESIDENT & CEO

DESCRIPTION

- A 302-bed acute-care hospital serving 900,000 residents on the east side of the Portland-Vancouver metropolitan area
- A full-service medical center with major emphasis in cardiology, emergency services, internal medicine, mental health, neurosurgery, oncology, orthopedics, surgery and women's services. Providing outpatient services in rehabilitation, laboratory, imaging, home care and hospice, in addition to operating 32 medical clinics
- Staffed with 533 physicians; 2,036 employees and 285 volunteers
- 11,531 admissions; 1,175 deliveries; 48,548 ED visits; 130,706 outpatient visits; 28,003 home health visits and 8,493 hospice visits

ACCOMPLISHMENTS

- Awarded Five-Star Hospital Award for Nursing Care, Radiologist Services and Hospitalist Services from Professional Research Consultants
- Four-Star Hospital Award for Emergency Services, as a place to Practice Medicine, Administration, Laboratory Services, Surgical Services, Quality of Care, Anesthesia Services and Medical Records from Professional Research Consultants
- Certified as a Primary Stroke Center by The Joint Commission
- Ranked among the nation's top 10 percent of hospitals for the treatment of heart attack patients
- Implemented a robotic heart surgery program
- Established East Portland's only accredited chest pain center
- One of the nation's safest hospitals in terms of surgical site and bloodstream infection prevention, as identified by Consumer Reports
- Oregon leader in number of benign GYN robotic surgeries
- Recognized as a national leader in interventional coronary care by CareChex
- Received the American Heart Association/American Stroke Association's "Get with the Guidelines" Stroke Gold Performance Achievement Award
- Extended medical plan to provide access to dozens of health plans, including Oregon Dental Service
- Expanded Adventist Health/Medical Group's primary care and specialty services to include 32 clinics
- Added specialty providers for cardiothoracic surgery, gastroenterology, as well as joint and arthroscopic surgery
- Launched the LivingWell Bistro, an on-campus restaurant featuring a menu of plant-based, locally-sourced and sustainable food items



COMMUNITY OUTREACH

- Provided thousands of local residents with free health screenings and education through Compassion Connect
- Sponsored the American Heart Association START! Heart and Stroke Walk, raising more than \$325,000 for education, outreach and improving patient care
- Served as corporate sponsor for Susan G. Komen Race for the Cure education expo and race day activities
- Sponsored National Alliance for Mental Illness Walk, which featured 1,900 walkers and raised \$177,000 to support mental illness services
- Sponsored the Juvenile Diabetes Research Foundation Walk
- Distributed more than 400 clothing and personal care items, donated by employees, to the homeless in downtown Portland
- Donated hundreds of free health services to Portland Adventist Community Services Clinic
- Collected more than two tons of food for the Oregon Food Bank at annual Celebration of Thanksgiving event
- Provided \$75,483,309 in free and low-cost services to the community

Tillamook County General Hospital



Larry Davy
PRESIDENT & CEO

DESCRIPTION

- A 25-bed Critical Access Hospital in Tillamook, a rural community on the northern Oregon coast
- Operated by Adventist Health since 1973; lease renewed through 2045
- Services include 24-hour ambulance and emergency services, clinical outpatient therapy services, imaging, laboratory, medical and surgical services, intensive care, obstetrics, rehabilitation and three rural health clinics
- Staffed by more than 100 physicians; 360 employees and 100 volunteers
- 1,162 admissions; 157 deliveries; 9,727 ED visits; 29,304 outpatient visits; 7,712 home health visits and 5,289 hospice visits



- Welcomed five new physicians to the community
- Invested in patient care technology, including MRI upgrade technology and two new ambulances
- Promoted health care professions by providing clinical experience for 14 nursing students and internships for 38 students in radiology, emergency medical services and rehabilitation services
- Raised \$201,000 in gifts and grants

COMMUNITY OUTREACH

- Promoted children's health by providing free vaccinations, nutritional and health screenings to 265 preschoolers and their parents at county-wide health fair
- Facilitated 336 health classes and screenings for 2,031 community members, including seminars on lifestyle, diabetes and depression
- Operated four Wellspring Respite Day Centers, providing 90 days of affordable respite care for 32 adults with cognitive and physical limitations
- Hosted a two-day health fair in partnership with 15 community agencies as part of the Tillamook County Fair, providing around 400 wellness screenings. Also hosted first aid booth for all four days of the fair and provided 200 child identification kits
- Participated in community coalitions for breast health, diabetes, underage alcohol and drug use prevention, the United Way, service clubs, career fairs and senior meal sites
- Provided \$9,730,178 in free and low-cost services to the community

ACCOMPLISHMENTS

- Named to Top 100 Critical Access Hospitals in America by the National Rural Health Association
- Received five national employee perception awards from Professional Research Consultants, Inc.
- Realized continued improvement in patient ratings of the hospital overall
- Strengthened culture of patient safety and team work by implementing TeamSTEPPS framework for improving health care team performance
- Launched stroke telemedicine services in the Emergency Department as part of a regional telestroke network
- Installed energy-saving fan walls in air handlers, with automated controls, resulting in measured savings of 900,000 kilowatt hours annually
- Implemented Computerized Provider Order Entry
- Engaged front-line nursing staff in several patient experience process changes as one of the first hospitals in Oregon (and in Adventist Health) participating in the national Aligning Forces for Quality Transforming Care at the Bedside initiative
- Recognized among the 2011 HomeCare Elite for quality home health care

Walla Walla General Hospital



Monty Knittel
PRESIDENT & CEO

DESCRIPTION

- A 72-bed acute-care hospital in Walla Walla, Washington serving residents in southeastern Washington and northeastern Oregon
- Key services include 24-hour emergency care, cardiac care, community health education, imaging, intensive care, home health, obstetrics, rehabilitation, rural health clinic, sleep center and surgical service
- Staffed by more than 181 physicians; 438 employees and 100 volunteers
- 1,520 admissions; 265 deliveries; 10,418 ED visits; 40,858 outpatient visits and 5,805 home health visits

ACCOMPLISHMENTS

- Broke ground on a \$16 million construction project to rebuild the hospital's front entrance, Emergency Center, cafeteria and admitting areas to improve patient care and convenience
- Completed construction on a diagnostic cardiac catheterization lab and formed a partnership with Northwest Cardiovascular Institute to bring the area's only invasive interventional cardiologist to the community
- Recognized as one of the nation's top performers on key quality measures by The Joint Commission, with special honors for pneumonia care
- Named a 2011 5-Star Quality of Care hospital by Professional Research Consultants after the results of most recent physician survey
- Added six new physicians to Adventist Health/Medical Group, including two general surgeons, an obstetrician/gynecologist and a plastic surgeon
- Signed an agreement with Swedish Medical Center for telehealth services to assist in the care of acute stroke patients beginning in 2012
- Focused on ED processes and throughput, resulting in better patient care and the launch of a wait-free ED
- Completed renovation on an additional room on the med/surg unit as part of the Enhancing the Healing Environment project, which raised more than \$250,000 for future room renovations
- Dramatically increased volumes in key areas of sleep center (106%) and ophthalmology (110%)



COMMUNITY OUTREACH

- Hosted a community-wide flu clinic in partnership with the County Health Department
- Became a tobacco-free campus
- Gave free or low cost health screenings to 1,700 people and health education to nearly 5,000 at community events, and taught free childbirth classes to nearly 120 participants
- Offered ongoing educational classes for the community including smoking cessation, diabetes education, CPR, and First Aid—including new convenient online options
- Provided free heart-health screening with the mobile health van during the month of February
- Participated in the American Cancer Society's Relay for Life
- Donated employee time and expertise to community leadership roles such as the Chamber of Commerce, American Red Cross, United Way, Lincoln Health Center and many more
- Supplied educational materials and screenings at the large summer Farmers' Market
- Involved in the community Meals on Wheels program
- Provided \$9,093,998 in free and low-cost services to the community

Financials

Financial Summary

For year ended December 31, 2011

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 organizations, (where money becomes dividend checks to investors) this money funds capital improvement, enhanced patient care, new hospital programs and community outreach.

In Thousands

We received net revenue from patient care and other sources of income	2,570,149
We received supplemental Medi-Cal reimbursement*	47,395
We incurred expenses in rendering patient care and other services:	
Employee compensation	1,365,001
Professional fees	233,288
Supplies	395,525
Interest	35,747
Depreciation.....	118,760
Other expenses.....	371,893
Total expenses.....	2,520,214
Funds available for equipment, plant and property improvement, working capital needs and repayment of long-term debt	97,330

NOTE: the financial summary above includes the accounts of separate 501(c)(3) corporations affiliated with Adventist Health (see hospital list on page 39).

2011 Selected Facts & Statistics

Employees.....	20,938
Admissions	126,376
Emergency Department Visits	485,356
Outpatient Visits.....	2,461,423
Patient Days	580,197
Home Care Visits	226,637
Hospice Days	86,528
Rural Health Clinic Visits	800,447

*Supplemental reimbursement from matching funds provided by the federal government helped narrow—but not eliminate—deficits from providing Medi-Cal services.

Community Benefits

For year ended December 31, 2011

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

In Thousands

Services for the poor and underserved	174,529
Benefits for the broader community.....	203,198
Total Value of Community Benefits and Services	377,728

Services and Benefits by Facility*

In Thousands

Adventist Medical Center - Hanford**	37,735
Adventist Medical Center - Portland	75,483
Adventist Medical Center - Selma**	37,735
Castle Medical Center	16,182
Central Valley General Hospital	9,015
Feather River Hospital	28,922
Glendale Adventist Medical Center	43,655
Frank R. Howard Memorial Hospital	2,553
San Joaquin Community Hospital	14,453
St. Helena Hospital Clear Lake	7,629
St. Helena Hospital Napa Valley	24,937
Simi Valley Hospital	21,845
Sonora Regional Medical Center	29,078
Tillamook County General Hospital	9,730
Ukiah Valley Medical Center	10,040
Walla Walla General Hospital	9,094
White Memorial Medical Center	37,062
Corporate Office	314

*All numbers include the hospital fee and reflect the value from services provided in 2011

**Licensed under Adventist Medical Center-Hanford



Board of Directors

Senior Leadership



ROBERT CARMEN
LARRY CAVINESS



ROBERT CARMEN
President & Chief Executive Officer

SCOTT REINER
Executive Vice President & Chief Operations Officer

DOUGLAS REBOK
Senior Vice President & Chief Financial Officer



LYNN CREITZ
CHIP DICKINSON
RUTHITA FIKE



MARK ASHLOCK
Senior Vice President, Network and Physician Strategy

BILL WING
Senior Vice President, System Performance and Strategy



CHRISTINE FRIESTAD, ESQ.
RICARDO GRAHAM, *Chair*
LARRY INNOCENT
HELMUTH JONES, MD



GLORIA BANGARZ, RN, MS
Vice President & Chief Nursing Officer

JOHN BEAMAN
Vice President, Finance

LOWELL CHURCH
Vice President, Materiel Management

JEFFREY CONKLIN
Vice President & President, Adventist Health Physician Services



AL REIMCHE
SCOTT REINER
MAX TORKELSEN, II, *Vice Chair*
WES RIPPEY, MD



KEITH DORAM, MD
Vice President, Clinical Effectiveness & Chief Medical Officer

WAYNE FERCH
Vice President, Central California

DAG JAKOBSEN
Vice President, & Chief Operations Officer, Physician Services

MEREDITH JOBE, ESQ.
Corporate General Legal Counsel



INVITEES (not pictured): TED BENSON, MARK REMBOLDT

Senior Leadership

KIRBY MCKAGUE
Chief Financial Officer, Physician Services and Home Care Services

PEGGY NAKAMURA
Vice President, Chief Risk Officer and Associate Counsel

TERRY NEWMYER
Vice President, President & Chief Executive Officer, Northern California Network

JOALINE OLSON
Vice President, Innovations

DAVID ORMEROD, MD
Vice President, & Chief Medical Officer, Physician Services

ALAN SODERBLOM
Vice President & Chief Information Officer

RODNEY WEHTJE
Vice President & Treasurer

BETH ZACHARY
Vice President, & President, Southern California Network



Hospitals

ADVENTIST MEDICAL CENTER—HANFORD
115 Mall Drive
Hanford, CA 93230
559-582-9000
AdventistHealthCV.com

ADVENTIST MEDICAL CENTER—PORTLAND
10123 S. E. Market Street
Portland, OR 97216
503-257-2500
AdventistHealthNW.com

ADVENTIST MEDICAL CENTER—REEDLEY
372 W. Cypress Avenue
Reedley, CA 93654
559-638-8155
AdventistHealthCV.com

ADVENTIST MEDICAL CENTER—SELMA
1141 Rose Avenue
Selma, CA 93662
559-891-1000
AdventistHealthCV.com

CASTLE MEDICAL CENTER
640 Ulukahiki Street
Kailua, HI 96734
808-263-5500
CastleMed.com

CENTRAL VALLEY GENERAL HOSPITAL
1025 North Douty Street
Hanford, CA 93230
559-583-2100
AdventistHealthCV.com

FEATHER RIVER HOSPITAL
5974 Pentz Road
Paradise, CA 95969
530-877-9361
FrHosp.org

GLENDALE ADVENTIST MEDICAL CENTER
1509 Wilson Terrace
Glendale, CA 91206
818-409-8000
GlendaleAdventist.com

FRANK R. HOWARD MEMORIAL HOSPITAL
One Madrone Street
Willits, CA 95490
707-459-6801
HowardHospital.com

ST. HELENA HOSPITAL CENTER FOR BEHAVIORAL HEALTH
525 Oregon Street
Vallejo, CA 94590
707-649-4040
StHelenaHospitals.org

ST. HELENA HOSPITAL CLEAR LAKE
15630 18th Avenue
Clearlake, CA 95422
707-994-6486
StHelenaHospitals.org

ST. HELENA HOSPITAL NAPA VALLEY
10 Woodland Road
St. Helena, CA 94574
707-963-3611
StHelenaHospitals.org

SAN JOAQUIN COMMUNITY HOSPITAL
2615 Chester Avenue
Bakersfield, CA 93301
661-395-3000
SJCH.us

SIMI VALLEY HOSPITAL
2975 North Sycamore Drive
Simi Valley, CA 93065
805-955-6000
SimiValleyHospital.com

SONORA REGIONAL MEDICAL CENTER
1000 Greenley Road
Sonora, CA 95370
209-532-5000
SonoraMedicalCenter.org

TILLAMOOK COUNTY GENERAL HOSPITAL
1000 Third Street
Tillamook, OR 97141
503-842-4444
TCGH.com

UKIAH VALLEY MEDICAL CENTER
275 Hospital Drive
Ukiah, CA 95482
707-462-3111
UVMC.org

WALLA WALLA GENERAL HOSPITAL
1025 South Second Avenue
Walla Walla, WA 99362
509-525-0480
WWGH.com

WHITE MEMORIAL MEDICAL CENTER
1720 Cesar E. Chavez Avenue
Los Angeles, CA 90033
323-268-5000
WhiteMemorial.com



Home Care Agencies

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*
2650 Jones Way, Suite 26
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 & HOSPICE*
SERVICES—MENDOCINO COUNTY
100 San Hedrin Circle
Willits, CA 95490
707-459-1818

CASTLE HOME CARE
46-001 Kamehameha Highway, Suite 212
Kaneohe, HI 96744
808-263-5077

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

ST. HELENA HOSPITAL HOME CARE
SERVICES—LAKE COUNTY
9245 Highway 53
Lower Lake, CA 95457
707-994-0737

ST. HELENA HOSPITAL HOME CARE
SERVICES—NAPA COUNTY
27 Woodland Road
St. Helena, CA 94574
707-967-5770

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

WESTERN HEALTH HOME CARE
690 Otay Lakes Road, Suite 120
Chula Vista, CA 91910
619-397-7800

Medical Clinics

ADVENTIST MEDICAL CENTER - PORTLAND

ADVENTIST HEALTH/*MEDICAL GROUP*—
CAMAS
411 NE 6th Avenue
Camas, WA 98607
360-834-2863

ADVENTIST HEALTH/*MEDICAL GROUP*—
CHERRY PARK FAMILY PRACTICE
10000 SE Main Street, Suite 224
Portland, OR 97216
503-255-2186

ADVENTIST HEALTH/*MEDICAL GROUP*—
CLACKAMAS
11211 SE Sunnyside Road
Clackamas, OR 97015
503-659-0880

ADVENTIST HEALTH/*MEDICAL GROUP*—
CREEKSIDE FAMILY MEDICINE
9200 SE 91st Avenue, Suite 220
Happy Valley, OR 97086
503-239-7030

ADVENTIST HEALTH/*MEDICAL GROUP*—
DAMASCUS
14450 SE Royer Road
Damascus, OR 97089
503-658-5521

ADVENTIST HEALTH/*MEDICAL GROUP*—
DIABETES & ENDOCRINE CENTER
10101 SE Main Street, Suite 1001
Portland, OR 97216
503-255-3404

ADVENTIST HEALTH/*MEDICAL GROUP*—
DIABETES & ENDOCRINE CENTER -
TUALATIN
19255 SW 65th Avenue, Suite 110
Tualatin, OR 97062
503-255-3404

ADVENTIST HEALTH/*MEDICAL GROUP*—
EASTSIDE INTERNAL MEDICINE
10000 SE Main Street, Suite 128
Portland, OR 97216
503-251-6313

ADVENTIST HEALTH/*MEDICAL GROUP*—
FISHER'S LANDING
417 SE 164th Avenue, Suite 300
Vancouver, WA 98684
360-896-6944

ADVENTIST HEALTH/*MEDICAL GROUP*—
GASTROENTEROLOGY ASSOCIATES
10000 SE Main Street, Suite 112
Portland, OR 97216
503-255-3054

ADVENTIST HEALTH/*MEDICAL GROUP*—
GLADSTONE FAMILY MEDICINE
1105 Portland Avenue, Suite 2
Gladstone, OR 97027
503-655-2404

ADVENTIST HEALTH/*MEDICAL GROUP*—
GRESHAM STATION
831 NW Council Drive, Suite 101
Gresham, OR 97030
503-665-8176

ADVENTIST HEALTH/*MEDICAL GROUP*—
GRESHAM STATION IM/FP
831 NW Council Drive, Suite 125
Gresham, OR 97030
503-661-3439

ADVENTIST HEALTH/*MEDICAL GROUP*—
HAZELWOOD
12615 NE Halsey Street
Portland, OR 97230
503-254-7355

ADVENTIST HEALTH/*MEDICAL GROUP*—
HOODLAND
24461 East Welches Road
Welches, OR 97067
503-622-3126

ADVENTIST HEALTH/*MEDICAL GROUP*—
INTERNAL MEDICINE ASSOCIATES
10201 SE Main Street, Suite 12
Portland, OR 97216
503-255-7550

ADVENTIST HEALTH/*MEDICAL GROUP*—
MT. SCOTT INTERNAL MEDICINE
9200 SE 91st Avenue, Suite 300
Portland, OR 97086
503-236-3443

ADVENTIST HEALTH/*MEDICAL GROUP*—
OCCUPATIONAL MEDICINE
10201 SE Main Street, Suite 29
Portland, OR 97216
503-251-6363

ADVENTIST HEALTH/*MEDICAL GROUP*—
PORTLAND ARTHRITIS AND BONE CARE CLINIC
10000 SE Main Street, Suite 132
Portland, OR 97216
503-255-5187

ADVENTIST HEALTH/*MEDICAL GROUP*—
PORTLAND ARTHRITIS AND BONE CARE CLINIC
10201 SE Main Street, Suite 25
Portland, OR 97216
503-261-6912

ADVENTIST HEALTH/*MEDICAL GROUP*—
PORTLAND LUNG CLINIC
10201 SE Main Street, Suite 11
Portland, OR 97216
503-253-2248

ADVENTIST HEALTH/*MEDICAL GROUP*—
RADIATION ONCOLOGY CENTER
10123 SE Market Street
Portland, OR 97216
503-251-6305

ADVENTIST HEALTH/*MEDICAL GROUP*—
ROCKWOOD URGENT CARE
18750 SE Stark Street
Portland, OR 97233
503-666-6717

ADVENTIST HEALTH/*MEDICAL GROUP*—
ROSE CITY
7240 NE Sandy Blvd.
Portland, OR 97213
503-335-8700

ADVENTIST HEALTH/*MEDICAL GROUP*—
SANDY FAMILY PRACTICE & URGENT CARE
17055 Ruben Lane
Sandy, OR 97055
503-668-8002

ADVENTIST HEALTH/*MEDICAL GROUP*—
VENTURA PARK
11510 SE Stark Street
Portland, OR 97216
503-256-0636



Medical Clinics



ADVENTIST HEALTH/*NORTHWEST ORTHOPEDIC SPECIALISTS*
10101 SE Main Street, Suite 3012
Portland, OR 97216
503-261-6961

ADVENTIST HEALTH/*OREGON HAND SPECIALISTS*
10000 SE Main Street, Suite 327
Portland, OR 97216
503-256-5866

ADVENTIST HEALTH/*SPORTS MEDICINE AND ARTHROSCOPY SURGERY*
10000 SE Main Street, Suite 327
Portland, OR 97216
503-256-5866

ADVENTIST HEALTH/*WOUND HEALING AND HYPERBARIC MEDICINE*
10201 SE Main Street, Suite 9
Portland, OR 97216
503-252-4325

GRESHAM-TROUTDALE FAMILY MEDICAL CENTER
1700 SW 257th Avenue
Troutdale, OR 97060
503-669-6800

NORTHWEST REGIONAL HEART CENTER SURGICAL ASSOCIATES/ADVENTIST HEALTH
10000 SE Main Street, Suite 365
Portland, OR 97216
503-261-4430

MT. TABOR FAMILY MEDICAL GROUP, PC
5919 SE Belmont Street
Portland, OR 97215
503-234-7366

CENTRAL VALLEY NETWORK

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

ADVENTIST HEALTH/*COMMUNITY CARE—CARUTHERS**
2440 West Tahoe Avenue
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—DINUBA WEST**
250 West El Monte Way
Dinuba, CA 93618
559-595-9890

ADVENTIST HEALTH/*COMMUNITY CARE—FOWLER**
119 South Sixth Street
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
Kettleman City, CA 93239
559-386-2205

ADVENTIST HEALTH/*COMMUNITY CARE—KINGSBURG**
1251 Draper Street
Kingsburg, CA 93631
559-897-6610

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

ADVENTIST HEALTH/*COMMUNITY CARE—ORANGE COVE**
1455 Park Blvd.
Cove, CA 93648
559-626-0882

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

ADVENTIST HEALTH/*COMMUNITY CARE—PARLIER NEWMARK**
155 S. Newmark Avenue
Parlier, CA 93648
559-646-1200

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

ADVENTIST HEALTH/*COMMUNITY CARE—REEDLEY CHILDREN'S HEALTH**
1471 N. Acacia Avenue
Reedley, CA 93654
559-637-2384

ADVENTIST HEALTH/*COMMUNITY CARE—REEDLEY CYPRESS**
1311 11th Street
Reedley, CA 93654
559-643-8083

ADVENTIST HEALTH/*COMMUNITY CARE—SANGER**
1939 S. 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

ADVENTIST HEALTH/*JOB CARE—HANFORD*
500 N. Greenfield Avenue
Hanford, CA 93230
559-589-9500

ADVENTIST HEALTH/*JOB CARE—REEDLEY*
1311 Eleventh Avenue
Reedley, CA 93654
559-638-5005

ADVENTIST HEALTH/*JOB CARE—SELMA*
1142 Rose Avenue, Suite B
Selma, CA 93662
559-891-8940

ADVENTIST HEALTH PHYSICIANS NETWORK—*HANFORD MEDICAL PAVILION***
125 Mall Drive
Hanford, CA 93230
559-583-4500

ADVENTIST HEALTH PHYSICIANS NETWORK—*LACEY MEDICAL PLAZA***
1524 W. Lacey Blvd.
Hanford, CA 93230
559-583-4500

ADVENTIST HEALTH PHYSICIANS NETWORK—*LEMOORE FAMILY PRACTICE***
784 N. Lemoore Avenue
Lemoore, CA 93245
559-924-5358

ADVENTIST HEALTH/*WOUND HEALING CENTER*
125 Mall Drive, Suite 303
Hanford, WA 93230
559-537-2690

FEATHER RIVER HOSPITAL

ANTICOAGULATION CLINIC
5910 Clark Road, Suite U
Paradise, CA 95969
530-872-9729

CHICO MIDWIFERY SERVICES
1617 Esplanade
Chico, CA 95926
530-345-4471

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

PARADISE MIDWIFERY SERVICES
771 Buschmann Road, Suite L
Paradise, CA 95969
530-877-8640

GLENDALE ADVENTIST MEDICAL CENTER

OCCUPATIONAL MEDICINE CENTER
600 South Glendale Avenue
Glendale, CA 91205
818-502-2050

SPINE INSTITUTE AND ORTHO CLINIC
1500 Chevy Chase Drive, Suite 401
Glendale, CA 91206
818-409-3576

*Rural Health Clinic

**Adventist Health Physicians Network Clinic

ST. HELENA REGION

MARTIN-O'NEIL CANCER CENTER**
18990 Coyote Valley Road, Suite 5
Hidden Valley Lake, CA 95467
707-967-5721

MARTIN-O'NEIL CANCER CENTER
10 Woodland Road
St. Helena, CA 94574
707-967-5721

ST. HELENA CENTER FOR HEALTH
10 Woodland Road
St. Helena, CA 94574
707-963-2002

ST. HELENA COON JOINT REPLACEMENT INSTITUTE**
18990 Coyote Valley Road, Suite 8
Hidden Valley Lake, CA 95467
707-968-0670

ST. HELENA COON JOINT REPLACEMENT INSTITUTE
6 Woodland Road, Suite 202
St. Helena, CA 94574
707-968-0670

ST. HELENA FAMILY HEALTH CENTER*
15230 Lakeshore Drive
Clearlake, CA 95422
707-995-4500

ST. HELENA FAMILY HEALTH CENTER*
5290 State Street
Kelseyville, CA 95451
707-279-8813

ST. HELENA FAMILY HEALTH CENTER*
21337 Bush Street
Middletown, CA 95461
707-987-3311

ST. HELENA HOSPITAL JOB CARE
10 Woodland Road
St. Helena, CA 94574
707-963-6491

ST. HELENA MEDICAL SPECIALTIES CARDIOLOGY
15250 Lakeshore Drive, Suite C
Clearlake, CA 95422
707-995-3764/707-995-7077

Medical Clinics



ST. HELENA MEDICAL SPECIALTIES
CARDIOLOGY**
18990 Coyote Valley Road, Suite 8
Hidden Valley Lake, CA 95467
707-963-4997

ST. HELENA MEDICAL SPECIALTIES
CARDIOLOGY
475 N. Forbes Street
Lakeport, CA 95453
707-263-6346

ST. HELENA MEDICAL SPECIALTIES
CARDIOLOGY
999 Adams Street, Suite 106
St. Helena, CA 94574
707-963-4997

ST. HELENA MEDICAL SPECIALTIES
CARDIOLOGY **
6 Woodland Road, Suite 307
St. Helena, CA 94574
707-963-2759

ST. HELENA MEDICAL SPECIALTIES
EAR, NOSE & THROAT**
3230 Beard Road
Napa, CA 94558
707-224-7400

ST. HELENA MEDICAL SPECIALTIES
EAR, NOSE & THROAT**
1485 Main Street, Suite 101
St. Helena, CA 94574
707-963-8860

ST. HELENA MEDICAL SPECIALTIES
FAMILY PRACTICE **
913 Washington Street
Calistoga, CA 94515
707-942-6233

ST. HELENA MEDICAL SPECIALTIES
FAMILY PRACTICE **
15322 Lakeshore Drive, Suite 201
Clearlake, CA 95422
707-994-2920

ST. HELENA MEDICAL SPECIALTIES
FAMILY PRACTICE**
15322 Lakeshore Drive, Suite 202
Clearlake, CA 95422
707-994-0305

ST. HELENA MEDICAL SPECIALTIES
GENERAL SURGERY **
15322 Lakeshore Drive, Suite 102
Clearlake, CA 95422
707-995-5034

ST. HELENA MEDICAL SPECIALTIES
GENERAL SURGERY & SURGICAL
ONCOLOGY**
18990 Coyote Valley Road, Suite 5
Hidden Valley Lake, CA 95467
707-963-8685

ST. HELENA MEDICAL SPECIALTIES
GENERAL SURGERY & SURGICAL
ONCOLOGY**
6 Woodland Road, Suite 302
St. Helena, CA 94574
707-963-8685

ST. HELENA MEDICAL SPECIALTIES
INTERNAL MEDICINE **
18990 Coyote Valley Road, Suite 10
Hidden Valley Lake, CA 95467
707-987-8344

ST. HELENA MEDICAL SPECIALTIES
INTERNAL MEDICINE**
935 Trancas Street, Suite 4B
Napa, CA 94558
707-963-5294

ST. HELENA MEDICAL SPECIALTIES
INTERNAL MEDICINE**
1530 Railroad Avenue
St. Helena, CA 94574
707-963-8842/707-963-5294

ST. HELENA MEDICAL SPECIALTIES
NEPHROLOGY**
1530 Railroad Avenue
St. Helena, CA 94574
707-967-8007

ST. HELENA MEDICAL SPECIALTIES
NEUROLOGY**
18990 Coyote Valley Road, Suite 8
Hidden Valley Lake, CA 95467
707-963-1882

ST. HELENA MEDICAL SPECIALTIES
NEUROLOGY**
1530 Railroad Avenue
St. Helena, CA 94574
707-963-1882

ST. HELENA MEDICAL SPECIALTIES
PLASTIC SURGERY**
6 Woodland Road, Suite 302
St. Helena, CA 94574
707-968-0800

ST. HELENA MEDICAL SPECIALTIES
PLASTIC SURGERY**
821 South St. Helena Highway
St. Helena, CA 94574
707-968-0800

ST. HELENA MEDICAL SPECIALTIES
PSYCHIATRY**
913 Washington Street
Calistoga, CA 94515
707-942-0844

ST. HELENA RECOVERY CENTER
10 Woodland Road
St. Helena, CA 94573
707-963-6204

ST. HELENA WOMEN'S CENTER GYN**
821 South St. Helena Highway, Suite 1
St. Helena, CA 94574
707-967-7550

ST. HELENA WOMEN'S CENTER OB/GYN**
18990 Coyote Valley Road, Suite 8
Hidden Valley Lake, CA 95467
707-967-7550

ST. HELENA WOMEN'S CENTER OB/GYN**
935 Trancas Street, Suite 4B
Napa, CA 94558
707-967-7550

ST. HELENA WOMEN'S CENTER OB/GYN**
821 South St. Helena Highway
St. Helena, CA 94574
707-967-7550

ST. HELENA WOMEN'S CENTER UROLOGY**
18990 Coyote Valley Road, Suite 8
Hidden Valley Lake, CA 95467
707-967-7550

ST. HELENA WOMEN'S CENTER UROLOGY**
935 Trancas Street, Suite 4B
Napa, CA 94558
707-967-7550

ST. HELENA WOMEN'S CENTER
UROLOGY**
821 South St. Helena Highway
St. Helena, CA 94574
707-967-7550

SAN JOAQUIN COMMUNITY HOSPITAL

ADVENTIST HEALTH PHYSICIANS
NETWORK—*HIGHGROVE MEDICAL
CENTER***
2701 Chester Avenue
Bakersfield, CA 93301
661-716-1070

ADVENTIST HEALTH PHYSICIANS
NETWORK—*STRATEGOS MEDICAL
GROUP***
9330 Stockdale Hwy, Suite 400
Bakersfield, CA 93311
661-654-0400

SONORA REGIONAL MEDICAL CENTER

ANGELS CAMP FAMILY MEDICAL
CENTER
445 South Main Street
Angels Camp, CA 95222
209-736-0249

ANGELS CAMP PROMPT CARE
23 North Main Street
Angels Camp, CA 95222
209-736-9130

ARNOLD FAMILY MEDICAL CENTER
2037 Highway 4
Arnold, CA 95223
209-795-1270

CEDARWOOD INTERNAL MEDICINE
690 Guzzi Lane, Suite A
Sonora, CA 95370
209-536-5070

CENTER FOR WOUND CARE
12811 Covey Circle
Sonora, CA 95370
209-536-5196

COMMUNITY INFUSION CENTER
900 Greenley Road, Suite 904
Sonora, CA 95370
209-536-5155

FOOTHILL PRIMARY CARE
650 Pauline Court
Sonora, CA 95370
209-532-5154

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

GREENLEY OAKS EAR NOSE &
THROAT
795 Morning Star Drive
Sonora, CA 95370
209-536-3680

GREENLEY PRIMARY CARE
19747 Greenley Road, Suite S2
Sonora, CA 95370
209-536-3320

GROVELAND FAMILY MEDICAL
CENTER
18661 Highway 120
Groveland, CA 95321
209-962-7121

HILLSIDE INTERNAL MEDICINE
690 Guzzi Lane, Suite B
Sonora, CA 95370
209-536-5065

INDIAN ROCK PROMPT CARE
14540 Mono Way
Sonora, CA 95370
209-532-3167

JOB CARE OCCUPATIONAL HEALTH
19747 Greenley Road, Suite S2
Sonora, CA 95370
209-536-3780

MOUNTAIN MEDICAL FAMILY
PRACTICE
680 Guzzi Lane, Suite 101
Sonora, CA 95370
209-536-5770

SIERRA ANTICOAGULATION CLINIC
19747 Greenley Road, Suite N2
Sonora, CA 95370
209-536-3720

SIERRA CANCER CENTER
900 Greenley Road, Suite 902
Sonora, CA 95370
209-536-5155

SIERRA CARDIAC REHABILITATION
CLINIC
19747 Greenley Road, Suite N1
Sonora, CA 95370
209-536-3721

SIERRA CARDIOLOGY
900 Greenley Road, Suite 911
Sonora, CA 95370
209-532-3240

SIERRA INTERNAL MEDICINE
900 Greenley Road, Suite 922
Sonora, CA 95370
209-536-3738

SIERRA OB/GYN
680 Guzzi Lane, Suite 106
Sonora, CA 95370
209-536-3750

SIERRA RADIATION ONCOLOGY
900 Greenley Road, Suite 901
Sonora, CA 95370
209-536-5155

SIERRA SURGICAL ASSOCIATES
680 Guzzi Lane, Suite 204
Sonora, CA 95370
209-536-5750

SIERRA VASCULAR CLINIC
900 Greenley Road, Suite 923
Sonora, CA 95370
209-536-5090

*Rural Health Clinic
**Adventist Health Physicians Network Clinic

Medical Clinics

TILLAMOOK COUNTY GENERAL HOSPITAL

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

TILLAMOOK MEDICAL GROUP—
MAIN CAMPUS*
980 Third Street, Suite 200
Tillamook, OR 97141
503-842-5546

TILLAMOOK MEDICAL GROUP—
MANZANITA*
10445 Neahkahnie Creek Road
Manzanita, OR 97130
503-815-2292

UKIAH VALLEY MEDICAL CENTER

UKIAH VALLEY MEDICAL CENTER
JOB CARE
232 B Hospital Drive
Ukiah, CA 95482
707-467-4994

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

UKIAH VALLEY RURAL HEALTH
CENTER—ENT
1165 S. Dora, Suite C-2
Ukiah, CA 95482
707-462-8855

UKIAH VALLEY RURAL HEALTH
CENTER—GENERAL SURGERY
246 Hospital Drive
Ukiah, CA 95482
707-483-8011

UKIAH VALLEY RURAL HEALTH
CENTER—LAKEPORT*
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—OPHTHALMOLOGY
248 B Hospital Drive
Ukiah, CA 95482
707-462-2924

UKIAH VALLEY RURAL HEALTH
CENTER—UKIAH*
260 Hospital Drive, Suite 204
Ukiah, CA 95482
707-463-8000

WALLA WALLA GENERAL HOSPITAL

ADVENTIST HEALTH/MEDICAL
GROUP*
1111 South Second Avenue
Walla Walla, WA 99362
509-527-8151

ADVENTIST HEALTH/MEDICAL
GROUP—MEDICAL PAVILION
19 Southpoint Lane
Walla Walla, WA 99362
509-527-8153

ADVENTIST HEALTH/SURGICAL
SPECIALTIES
1017 South Second Avenue,
Suite 3
Walla Walla, WA 99362
509-525-1800

WHITE MEMORIAL MEDICAL CENTER

BOYLE HEIGHTS MEDICAL CLINIC
1700 Cesar E. Chavez Avenue, Suite L-275
Los Angeles, CA 90033
323-307-8900

KERLAN-JOBE/WHITE MEMORIAL
ORTHOPAEDIC CLINIC
1700 Cesar E. Chavez Avenue, Suite 1400
Los Angeles, CA 90033
310-665-7200

Retirement Centers

CHERRYWOOD VILLAGE
1417 SE 107th Avenue
Portland, OR 97216
503-408-0404
CherryWoodVillage.net

FEATHER CANYON
5900 Canyon View Drive
Paradise, CA 95969
530-413-5003
*www.seniorlivinginstyle.com/
community/feather_canyon.html*

WHEATLAND VILLAGE
1500 Catherine Street
Walla Walla, WA 99362
509-527-9600
WheatlandVillage.com

PARADISE VILLAGE
2700 East 4th Street
National City, CA 91950
619-475-5040
LiveAtParadise.com

*Rural Health Clinic

**Adventist Health Physicians Network Clinic



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Adventist Health

Adventist Health is a faith-based, not-for-profit integrated health care delivery system with nearly 21,000 employees serving communities in California, Hawaii, Oregon and Washington. Founded on Seventh-day Adventist health values, Adventist Health provides compassionate care in 19 acute care hospitals, more than 150 clinics (physician, and rural health), 14 home care agencies and four joint-venture retirement centers. We invite you to visit AdventistHealth.org for more information.



Adventist Health
AdventistHealth.org

Hospitals

- | | | | |
|---|---|--|--|
| <p>1. ADVENTIST MEDICAL CENTER—
HANFORD
115 Mall Drive
Hanford, CA 93230
559-582-9000
<i>AdventistHealthCV.com</i></p> | <p>6. CENTRAL VALLEY GENERAL HOSPITAL
1025 North Douty Street
Hanford, CA 93230
559-583-2100
<i>AdventistHealthCV.com</i></p> | <p>11. ST. HELENA HOSPITAL CLEAR LAKE
15630 18th Avenue
Clearlake, CA 95422
707-994-6486
<i>StHelenaHospitals.org</i></p> | <p>16. TILLAMOOK COUNTY GENERAL HOSPITAL
1000 Third Street
Tillamook, OR 97141
503-842-4444
<i>TCGH.com</i></p> |
| <p>2. ADVENTIST MEDICAL CENTER—
PORTLAND
10123 S. E. Market Street
Portland, OR 97216
503-257-2500
<i>AdventistHealthNW.com</i></p> | <p>7. FEATHER RIVER HOSPITAL
5974 Pentz Road
Paradise, CA 95969
530-877-9361
<i>FrHosp.org</i></p> | <p>12. ST. HELENA HOSPITAL NAPA VALLEY
10 Woodland Road
St. Helena, CA 94574
707-963-3611
<i>StHelenaHospitals.org</i></p> | <p>17. UKIAH VALLEY MEDICAL CENTER
275 Hospital Drive
Ukiah, CA 95482
707-462-3111
<i>UVVMC.org</i></p> |
| <p>3. ADVENTIST MEDICAL CENTER—
REEDLEY
372 W. Cypress Avenue
Reedley, CA 93654
559-638-8155
<i>AdventistHealthCV.com</i></p> | <p>8. GLENDALE ADVENTIST MEDICAL CENTER
1509 Wilson Terrace
Glendale, CA 91206
818-409-8000
<i>GlendaleAdventist.com</i></p> | <p>13. SAN JOAQUIN COMMUNITY HOSPITAL
2615 Chester Avenue
Bakersfield, CA 93301
661-395-3000
<i>SJCH.us</i></p> | <p>18. WALLA WALLA GENERAL HOSPITAL
1025 South Second Avenue
Walla Walla, WA 99362
509-525-0480
<i>WWGH.com</i></p> |
| <p>4. ADVENTIST MEDICAL CENTER—
SELMA
1141 Rose Avenue
Selma, CA 93662
559-891-1000
<i>AdventistHealthCV.com</i></p> | <p>9. FRANK R. HOWARD MEMORIAL HOSPITAL
One Madrone Street
Willits, CA 95490
707-459-6801
<i>HowardHospital.com</i></p> | <p>14. SIMI VALLEY HOSPITAL
2975 North Sycamore Drive
Simi Valley, CA 93065
805-955-6000
<i>SimiValleyHospital.com</i></p> | <p>19. WHITE MEMORIAL MEDICAL CENTER
1720 Cesar E. Chavez Avenue
Los Angeles, CA 90033
323-268-5000
<i>WhiteMemorial.com</i></p> |
| <p>5. CASTLE MEDICAL CENTER
640 Ulukahiki Street
Kailua, HI 96734
808-263-5500
<i>CastleMed.com</i></p> | <p>10. ST. HELENA HOSPITAL CENTER FOR BEHAVIORAL HEALTH
525 Oregon Street
Vallejo, CA 94590
707-649-4040
<i>StHelenaHospitals.org</i></p> | <p>15. SONORA REGIONAL MEDICAL CENTER
1000 Greenley Road
Sonora, CA 95370
209-532-5000
<i>SonoraMedicalCenter.org</i></p> | <p>★ CORPORATE OFFICE
2100 Douglas Boulevard
Roseville, CA 95661
916-781-2000
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For a list of locations on the go, visit m.AdventistHealth.org from your mobile device.

