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Strategy Statement

By the end of 2017, Adventist Health, through its engaged workforce, will transform the health experience, outcomes and status for our target populations. We will coordinate a fully integrated, value-based network of services with the ability to manage information and full-risk through owned or partnered health plans. Our presence in Western states—including rural markets—where we will have an advantageous competitive position enables us to double the number of people served resulting in \$4 billion in revenue with a 4% operating margin. Our advantage will be our commitment to faith-based, whole person health embedded within the Seventh-day Adventist heritage.

Dear Friends and Colleagues,

With market issues and health care reform changing the health care industry, our organization must ensure it sets clear direction and executes successful strategies. That's why throughout 2012, Adventist Health focused on a new strategic plan to become a more integrated and higher performing health care delivery system.

Our disciplined approach has been carefully designed to leverage the success of the past while building new capabilities—enabling Adventist Health to be even more successful in the future. Our senior management team also committed to a strategic statement—concise but measurable—with themes that are featured in this report. We have already begun working towards strategy activation, setting metrics to measure our successes and effectively steering these strategies into each business unit at Adventist Health.

In addition to work on our comprehensive strategy, we have achieved other milestones. We've seen an increase in market share across the system, and our hospital-physician alignment efforts have led to expansion in our physician organization, Adventist Health Physician Services. Additionally, we've seen growth in our outpatient services, a core strategy for Adventist Health moving forward.

Across our enterprise, we've continued to enhance technology to help us streamline workflow, increase efficiency and, most importantly, improve patient safety.

Our hospitals are already among the top 12 percent in the nation* making progress toward a fully electronic patient health record (EHR). This includes preparing for the electronic submission of clinical quality measures. In 2013 we will deploy an online patient portal, allowing our patients to request appointments, view their health records and more.

Also in 2013, we're celebrating St. Helena Hospital's 135 years of service to the Napa Valley, White Memorial Medical Center's Centennial and Castle Medical Center's 50th anniversary of providing care to their communities. We're thankful for the dedicated teams at each location that make milestones such as this possible.

As we focus on 2013 and the years ahead, we're confident that with hard work, dedication and prayer, we can continue delivering the mission-driven, quality health care that we've brought to our communities for more than 100 years.

Chairman of the Board

Robert G. Carmen President & CEO

Telet B. Game

^{*} According to the HIMSS's US EMR Adoption Model: http://www.himssanalytics.org/hc_providers/emr_adoption.asp







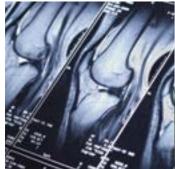
Mission Enhancement

whole person

Adventist Health is proud of its Seventh-day Adventist Heritage with its emphasis on whole person health. In fact, many of our hospitals have roots that go back more than 100 years and are based on this philosophy that the whole person—mind, body and spirit—is treated, not just the disease. This is shown in the many ways we're dedicated to improving the health of those we serve—within every hospital, clinic or private home where we provide care. We strive to ensure every patient experience exceeds expectations and that every patient has positive care outcomes. As health care reform continues to evolve, we've dedicated a team that is developing and deploying a mission model that embodies all three core care elements contained in our mission of sharing God's love through physical, mental and spiritual healing.

mind body spirit







Care Transformation

A dventist Health's dedication and passion for healthy living is evident within and without our facility walls. From physician lunch-n-learns to community health fairs, Adventist Health is driven to make our communities healthier, safer and smarter—that includes our employees and their families. We are actively creating programs that lead to the improvement of the health status of the communities we serve.

Our initial focus is centered on participants in the Adventist Health health plans and programs that result in improved employee well-being, while aligning with our mission. Success will be measured by the health data of the population, claim costs and deployment of key programs to address identified needs.

And, because Adventist Health is a not-for-profit organization, all net revenue over expenses is channeled back into our system. This means that our earnings never land in shareholders' mailboxes. Instead, they are used to enhance patient care, fund capital improvements, expand hospital programs, invest in sophisticated technology, and increase community outreach which all help improve the health of the communities we serve.

transformation





















Growth

quality

Adventist Health serves many varied populations from urban to rural, inner city to the suburbs, and we strive to provide quality care close to home. In order to meet our growth strategy of doubling the number of people we serve, Adventist Health is actively pursuing growth opportunities in existing markets, expanding into new markets, developing new service lines and establishing partnerships with like-minded organizations.

Continued and improved coordination of business development and planning activities across the organization is key to achieving success—one we're tackling with vigor. Our growth initiatives ensure that our patients have access to care where they need it, when they need it.

access to care







Improved Performance

best practice

o meet the needs of the communities we serve, Adventist Health is striving for best practice performance while achieving optimal patient quality outcomes. This means that we're identifying quality and financial improvement opportunities, to result in lower costs and increased revenue, while enhancing clinical quality and the patient experience. Adventist Health is working hard every day to exceed top quartile regulatory and quality performance requirements.

We know that quality is the basis of all good health care. To that end, our facilities routinely participate in numerous state and federal quality measurement and improvement programs. Through continued hard work and planning, we're fiscally preparing for today as well as tomorrow, which certainly qualifies as good news in today's economic climate. But the best news is what it means for those we serve—expanded services, sophisticated technology, a consistent and improved patient experience, and better results.























Leadership and Workforce Development

competency

dventist Health has a workforce of 28,900 which includes more than 21,200 employees, 4,500 medical staff physicians, and 3,200 volunteers. A strong focus is being placed on leadership and workforce development, to grow executive, physician and individual competencies at all levels, and to create a culture of ongoing innovation. This includes implementing policies, programs and activities that will develop competencies in key areas and provide education to executives and physician leaders that will further the strategy of and increase the understanding of the Adventist Health vision. We aim to achieve top quartile or decile status, using training, tools and best practices to succeed in this new and dynamic marketplace.

Additionally, a new leadership development program means we're training and developing the many bright stars we have working in our system. All of these employees work diligently to live our mission, be good stewards and collaborate to make Adventist Health a stronger organization.







Partnerships

shared vision

dventist Health's goal is to advance the quality of care in our communities as well as improve patient experience through technology and services. To accomplish this, we have strategic partnerships, alliances and an array of vendors encompassing many business arrangements.

In 2012 Adventist Health made a strategic decision to standardize, modernize and consolidate our revenue cycle functions. To achieve this goal, we partnered with Cerner to create an innovative approach for our revenue cycle operations that builds upon our decade-plus relationship. It allows us to leverage a single IT platform and ensure consistency in our revenue management operations. Our patients, communities, and employees will benefit by this shared vision that advances the quality of care and improves the patient experience.

Adventist Health is a long-standing member of Premier, Inc., a collaborative health care alliance that aims to improve the efficiency of health care facilities. This partnership allows our facilities and affiliates to realize significant supply chain costs, while improving performance.

We also partner with other health care systems sponsored by the Seventh-day Adventist church in various areas to advance our missions and leverage respective strengths in delivering high quality, innovative care. Building alliances with established hospitals and health systems to create regional provider/payer networks, as well as aligning physician practices through regional clinical integration, ensures the health needs of the community are being met effectively, while providing a high level of care.



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 2,700 beds
 - More than 170 rural health clinics, physician clinics and outpatient centers
 - 14 home care agencies
 - Six hospice agencies
 - Four joint-venture retirement centers
- Largest network of rural health clinics in California, with additional sites in Oregon and Washington
- Workforce of 28,900 includes more than 21,200 employees; 4,500 medical staff physicians; and 3,200 volunteers
- Provides efficiencies, economies of scale and expertise to its assorted business units through a wide variety of centralized services. These functions include: financial, human capital, information technology, legal/regulatory, operational and strategic

ACCOMPLISHMENTS

- Fully deployed computerized physician/provider order entry (CPOE) in all Adventist Health facilities and achieved nearly 85 percent and higher utilization rates. Studies have shown that CPOE utilization rates above 75% can significantly reduce medication errors and adverse events as well as improve patient care
- Successfully completed the implementation of a Quarterly
 Physician Payment Review to protect the facilities from AntiKickback and Stark Law violation. As a result, The Healthcare
 Best Practices Forum nominated and awarded Adventist Health's
 physician payment process as a "Healthcare Best Compliance
 Practice"
- Implemented Power Chart Ambulatory in four California clinics in the San Joaquin region, eleven clinics in the Central Valley region, one clinic in the Glendale region, and eleven clinics in the St. Helena region, for a total of 27 primary care and specialty clinics, with many more to come
- Nationally, the enterprise was ranked in the top 25 percent of hospitals in its delivery of key quality measures for patients with heart attacks, heart failure, pneumonia, and those receiving surgical care
- Successfully implemented a quarterly Charge to Chart audit designed to identify and correct billing errors and have completed 11 facilities with six nearing completion
- Achieved very low hospital acquired infection (HAI) rates when compared to national benchmarks (which includes many sites not having had one HAI in 2012 and some not having had one in over two years)
- Achieved a much lower mortality rate than expected for patients with heart attacks, heart failure, pneumonia, and those receiving surgical care. In addition, all cause mortality rates were lower than expected for patients receiving care within Adventist Health facilities

- Results from the most recent safety assessment culture survey (completed in the fall of 2012) showed that Adventist Health had one of the highest "culture of teamwork" scores in the nation
- Three facilities (Castle Medical Center, Sonora Regional Medical Center and Tillamook County General Hospital) received The Joint Commission's national annual Top Performers on Key Quality Measures award
- Established a Clinical Business Intelligence (CBI) analytics team
 which unites our financial team with our clinical team—working
 strategically with a PhD biostatistician director to enhance
 knowledge management, predictive analytics, and ability to
 deploy effective interventions for population health management
- Raised HCAHPS scores by three percentage points
- 340B contract pharmacy program brought in \$1.5 million in new revenue
- Added two rural health clinics; one in Taft, California and one in Manzanita, Oregon
- Expanded the HealthStream Learning Center to all Adventist
 Health hospitals to automate and standardize clinical and
 compliance education requirements across the system. Modules
 added: patient financial services, rural health clinics and hospitalbased outpatient clinics
- Health Information Management Department implemented an Enterprise Coding division through which the corporate office provides diagnostic and procedural coding services to its hospitals, reducing operating expense and strengthening the revenue cycle
 - o Adventist Health continues its collaboration with Bryan Sexton, PhD, and Duke University in leading edge research and interventions designed to improve the culture. Included in this research is determining how spirituality in the work place affects patient care outcomes



- Partnered with the award winning health care alliance organization, Premier, Inc., and over 450+ hospitals nationwide, in its Partnership for Patients initiative, designed to reduce hospital acquired conditions by 40 percent and all cause readmissions by 20 percent
- Developed a care model that focuses on promoting safety, wellness, and the best affordable care – The Adventist Health Triple Aim
 - o Experienced a significant reduction in blood product utilization by using CPOE and clinical decision support. This resulted in lower costs and better care
- Established a systemwide Advance Care Council with resources that will facilitate Adventist Health's efforts in helping and empowering patients and their families with end-of-life health care decisions
- Hosted the fifth annual Physician Leadership Symposium, which featured renowned national speakers, and "Physician of the Year Mission Award" ceremony, recognizing 17 physicians who exemplify quality and compassionate care
- Standardized systemwide responsibilities for key physician executive leaders within Adventist Health: the Chief Medical Officers/Vice Presidents of Medical Affairs and the Hospitalist Medical Directors.
- Completed the first year of physician executive leadership training sessions with an established curriculum, primarily utilizing faculty members from the American College of Physician Executives and Horty Springer Group as the instructors
- The Innovation Council funded seven new, employee-generated ideas for implementation throughout our system

- Conducted the first systemwide innovation challenge, through utilization of idea generation software
- Developed seven principles that will guide all patient experience design
- Implemented a personal development program for all senior leaders based on competencies that define an Adventist Health executive
- Developed a leadership Compliance Education course
- Raised \$23,440,662 in philanthropic dollars















Mark Ashlock

SENIOR VICE PRESIDENT,

NETWORK & PHYSICIAN

STRATEGY

Adventist Health Physician Services

DESCRIPTION

- Management services organization for ambulatory clinic models operated across the health system
- Provide communities and patients with access to more than 170 clinic locations throughout California, Oregon and Washington
- More than 550 providers across all clinics and markets represent
 33 different medical specialties

Adventist Health Physician Services (AHPS) works closely with physicians to deliver high quality care, increase patient safety and focus on customer service initiatives that benefit patients and their families. This collaboration is one way to further Adventist Health's mission as we position physicians and our health system for growth, and to better meet the health care needs of our community.

Ambulatory care clinics throughout Adventist Health provide both primary and specialty care services in an outpatient setting for patients of all ages. These clinical operations operate within a variety of clinic models including: hospital-based outpatient clinics (HBOCs), rural health clinics (RHCs), and Adventist Health Physicians Network (AHPN) clinics.

Adventist Health Physicians Network

Adventist Health Physicians Network (AHPN) is a California medical foundation that provides physicians with opportunities to improve patient care coordination, enhance quality initiatives, and enrich the health of the communities they serve. AHPN is currently comprised of more than 70 physicians who encompass primary care services (e.g. family practice, pediatrics, internal medicine, OB-GYN) medical specialties (e.g. cardiology, neurology, nephrology) and surgical specialties (e.g. orthopedics, general surgery, vascular surgery, otolaryngology). As of yearend 2012, AHPN has established clinics in Bakersfield, the Central Valley, as well as Northern and Southern California.

Hospital-based Outpatient Clinics

Hospital-based outpatient clinics provide services to the areas around our hospitals. The HBOC is a setting in which integrated, and accessible primary and specialty health care services, deliver meaningful advantages and outcomes for our patients.

Rural Health Clinics

As an extension of our mission, high quality services are provided to small communities where access to care is often significantly less available than more urbanized areas.

Adventist Health operates one of the largest rural health clinic networks in the United States. More than 38 clinics provide health care to underserved populations throughout Northern and Central California, Oregon and Washington.

These clinics vary from small, one or two provider offices, to large facilities with primary care, specialty medical services, dental, behavioral health, perinatal and other services.





ACCOMPLISHMENTS

- Increased clinic patient visits by 112,000 from 1.319 million to 1.431 million
- AHPN expanded by launching two new divisions in the communities served by Glendale Adventist Medical Center and Ukiah Valley Medical Center
- Added 11 new clinics in California by expanding in the Central Valley Network with a new clinic in Taft and acquiring the Valley Family Medical clinics
- Implemented Practice Management and Electronic Health Record at more than 20 APHN clinics, fully integrating patient care on a single medical record with the local Adventist Health hospitals
- Achieved Oregon's Patient-Centered Medical Home status. These clinics have been recognized for their commitment to quality and coordinated care
- Achieved Centers for Medicare & Medicaid Services meaningful use of the ambulatory health record on a variety of initiatives with multiple providers
- Implemented enterprise-wide tracking and benchmarking of ambulatory clinical quality outcomes for patients including measures of health maintenance and management of chronic
- Implemented culture of safety survey in the clinic setting to evaluate staff and providers' engagement in safe and effective team work
- Collaborated with Blue Shield of California in developing infrastructure and support for Accountable Care Organization (ACO) goals such as reducing hospital readmissions, electronic prescribing of medications, and chronic disease management
- Conducted a series of quality assessment and performance $improvement\ collaborative-learning\ teleconferences$





















Stan Berry
VICE PRESIDENT; CEO,
ADVENTIST HEALTH
HOME CARE SERVICES

Home Care Services

DESCRIPTION

- A division which includes 14 home health, six hospice, five private duty, one home infusion therapy and two home medical equipment agencies
- Serves 24 counties in California, Hawaii, Oregon and Washington
- One hospice house in Paradise, California

ACCOMPLISHMENTS

- Five home care agencies were named to the 2012 HomeCare Elite
 list compiled by Outcome Concept Systems, Inc. (OCS), a Seattlebased company providing data products and benchmark services
 for home health, hospice and private duty agencies. The listing of
 the top tier U.S. home health care agencies honors those that rank in
 the top 25 percent in their region based upon quality of care, quality
 improvement and financial performance.
- Admissions in 2012 increased by 11 percent compared to 2011
- Completed transition of centralized billing from agencies to the corporate office
- Identified best practice for intake, quality, operations, billing and coding
- Hired Marketing Liaisons in most markets to promote the services and expertise of the home care service line to the medical community, referral sources and community service groups
- Added 600 new laptops to home health team to allow integrated access to electronic medical records in the field and improve patient quality care
- Upgraded system platform to new Cerner Extended Care Software
- Developing programs to meet our nation's priorities to reduce re-hospitalization and improve the health of those with chronic conditions

KEY STATISTICS

Employees	1,043
Volunteers	154
Volunteer Hours	8,284
Patients Served	19,475
Supporting Physicians	5,530
Home Health and Hospice Visits	269,320
Miles Traveled	3.847.000



Southern California and Hawaii Services Southern California and Hawaii Services



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















Castle Medical Center



Kathy Raethe

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 and wellness and lifestyle medicine
- Staffed by more than 265 physicians; 1,100 employees and 294 volunteers
- 7,497 admissions; 1,002 deliveries; 33,161 ED visits; 23,522 home health visits; 110,875 outpatients visits



ACCOMPLISHMENTS

- Acquired state approval to provide open-heart surgery
- Designated by The Joint Commission as a Top Performer on Key Quality Measures, received the Community Value Five-Star Award from Cleverly + Associates, and received the Silver Quality Achievement Award for stroke from the American Heart Association
- Won 17 Excellence in Healthcare Awards from the Professional Research Consultants, Inc. and was recognized by Studer Group for achieving excellent quality scores in physician satisfaction
- Received CEO Cancer Gold Standard™ accreditation
- Launched the Windward Partner's Coalition with Windward health care organizations, which addresses needs of patients as they move from one care setting to another
- Held the 22nd Chip in for Castle Charity Golf Tournament, which raised \$103,000
- Named a Best Place to Work in Hawaii by Hawai'i Business Magazine; received the 2012 Healthiest Employer Award from Pacific Business News magazine
- Received the Patriot Award from the U.S. Department of Defense
- Became the only hospital in the U.S. that has a USDA-certified organic rooftop farm
- Initiated PowerChart ECG, which makes electrocardiograms immediately accessible to physicians and others as needed

- Received 11 awards from the Public Relations Society of America, Hawai'i Chapter and a national gold Aster Award
- Presented at the annual Studer Group "What's Right in Healthcare" conference

- Completed a third mission trip to Porgera Hospital in Papua New Guinea
- Expanded In Sickness & In Health television and radio series to include monthly physician-led seminars for the community on a variety of health and wellness topics
- Organized Let's Talk Food, a National Food Day event that drew nearly 1,000 visitors to the hospital's campus
- Participated in the I love Kailua town party, providing hundreds with health screenings and education, as well as dispersed free bike helmets and fittings for children
- Donated hospital beds and laptop carts to Reach Out Pacific, which works to improve health care throughout the Pacific
- Hosted the second Hawaii Neuroscience Symposium, which addressed dementia and health care in Hawaii; 53 physicians and 16 health organizations participated
- Sponsored the Read and Run for Literacy fun run
- Held first Skype consult between a CMC cardiac surgeon and orthopedic surgeon, and a physician and patient at Pogera Hospital in Papua New Guinea
- Contributed toward the purchase of 192 iPads for the state
 Department of Education
- Held the 30th annual Community Christmas Tree Lighting attended by 2,500 visitors
- Medical staff members donated Christmas trees and ornaments to Weinberg Village in Waimanalo (transitional housing)
- Administration and associates served breakfast to the less fortunate at Institute for Human Services on Christmas morning
- Provided \$12,458,473 in free and low-cost services to the community

Glendale Adventist Medical Center



Kevin Roberts

DESCRIPTION

- A 515-bed acute-care medical center in Glendale, California providing state-of-the-art comprehensive inpatient and outpatient services to Los Angeles County
- Recognized for excellence in: advance surgery, behavioral medicine, emergency care, Heart & Vascular Institute, home health, imaging, minimally invasive surgery, neonatal, Neuroscience Institute, occupational medicine, oncology, orthopedics, pain management, rehabilitation, and women's services
- Offers residency programs in family medicine and pharmacy
- Staffed by 720 physicians; 2,511 employees and 680 volunteers
- 19,720 admissions; 2,468 deliveries; 46,146 ED visits; 19,913 home health visits; 282,514 outpatient visits

ACCOMPLISHMENTS

- Celebrated the Outstanding Achievement Award from the Commission on Cancer, awarded to recognize cancer programs that strive for excellence in providing quality care (one of two hospitals in all of Los Angeles County)
- Re-certified as an Advanced Primary Stroke Center, which follows national guidelines and significantly improves stroke patient outcomes
- Awarded Get With the Guidelines® Honor Roll and Gold Plus recognition from the American Heart Association/American Stroke Association for excellence in stroke care
- Celebrated the opening of phase three of the West Tower adding 60 new beds and state-of-the-art technology
- Opened a new 3D biplane Cath Lab in the West Tower, offering expanded access to state-of-the-art cardiac and vascular modalities
- Recognized by The Joint Commission as a Certified Joint Replacement Center for hip and knee
- Launched Computerized Provider Order Entry, an electronic medical record system that allows direct entry of medical orders and Bar Code Medication Administration to improve patient safety
- Home to more than 70 Top Doctors as ranked by Pasadena Magazine, and more than 12 doctors as ranked by US News & World Report
- Named Best Hospital by Glendale News-Press readers and "Best Places to Work in Los Angeles" by the Los Angeles Business Journal
- Raised \$210,435 at the 29th Annual Healthcare Foundation Golf Tournament and more than \$200,000 for the Employee Giving Campaign
- Introduced Clinical Care Extender internship program for trained college students, graduates and individuals seeking exposure to health care

COMMUNITY OUTREACH

 Joined the Downtown Glendale Merchant's Association to host the 5th annual Glendale Downtown Dash, raising more than \$90,000 to expand stroke services in the community



- Sponsored more than 71,000 free blood pressure screenings at the Glendale Galleria
- Hosted 3,350 people at 106 health education classes and more than 320 support groups
- Promoted hospital services and addressed health issues through production of weekly Healthline television shows
- Donated more than \$168,650 to civic and charitable organizations
- Recorded more than 80,000 online interactions in 30 days in support of the Army of Pink campaign, which enlisted six prominent men from the community to raise awareness about breast cancer and local GAMC resources
- Hosted 200 high school students and community members at an Advanced Surgery Open House to introduce the latest in advanced surgery technology including daVinci[®], MAKOplasty[®] and SILS[™]
- Sponsored a presentation for physicians, led by researcher Harold Koenig, MD, to discuss the affects of religion and spirituality on health and patient outcomes
- Through the Cancer Care Guild, organized fundraising events such as Laugh for a Cause, the Courage Award and Marching to the Power of Pink to benefit free cancer support programs for patients and survivors
- Provided \$31,334,709 in free and low-cost services to the community

San Joaquin Community Hospital



Hal Chilton

DESCRIPTION

- A 254-bed acute care facility serving the city of Bakersfield and outlying communities
 of Kern County
- Key services include: cancer care (as of spring 2013), cardiology, diabetes and
 wellness education, 24-hour emergency services, home health, imaging, inpatient
 and outpatient burn care, maternity, mobile children's immunizations, neurology,
 orthopedics, stroke treatment, surgical weight loss and Adventist Health Physicians
 Network clinics
- Staffed by 520 affiliated physicians; 2,066 employees and 280 volunteers
- 19,658 admissions; 2,802 deliveries; 70,344 ED visits; 17,139 home health visits; 79,685 outpatient visits



ACCOMPLISHMENTS

- Dedicated a four-story, 60,000 square foot comprehensive Cancer Center and outpatient surgery center, scheduled to open spring 2013
- Received the American Stroke Association's Get With The Guidelines® Stroke Gold Plus Quality Achievement Award—the highest honor for stroke care
- Earned full accreditation for The Chest Pain Center with PCI from the Society of Cardiovascular Patient Care
- Designated as an American Society for Metabolic and Bariatric Surgery "Center of Excellence"
- Participated in the Partnership for Patients initiative, established by the Centers for Medicare & Medicaid Innovation
- Announced plans for a second location for Quest Imaging; a threestory, 60,000 square foot imaging and diagnostic facility that will be adjacent to the new cancer center

- Received a \$2 million donation from Advanced Industrial Services (AIS), a Kern County business with ties to the oil industry; the new cancer facility will now be known as The AIS Cancer Center
- Raised an additional \$311,000 in six weeks for The AIS Cancer Center through the Employee Giving Program; 53 percent of employees participated
- Hosted 192 clinics and administered 18,210 free immunizations to 5,596 children via the Mobile Children's Immunizations Program
- Sponsored the Fourth Annual GospelFest, a celebration of music featuring Dove-award winning band, Sanctus Real as well as local gospel artists
- Established a local nursing school memorial scholarship fund in honor of Wendy Wayne, former AIS Cancer Center project coordinator
- Coordinated the third annual Sacred Work Sabbath, a community worship service featuring former director-speaker for Voice of Prophecy radio show
- Partnered with Links for Life to "light the hospital pink" during October for breast cancer awareness
- Collaborated with the American Cancer Society for the Making Strides breast cancer awareness walk
- Coordinated an employee toy drive in conjunction with Toys for Tots
- Partnered in global mission projects in Honduras
- Hosted community health events, including: Heart & Stroke Expo, 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, JJ's Legacy and the Bakersfield Homeless Center
- Provided \$22,214,163 in free and low-cost services to the community

Simi Valley Hospital



Kim Milstien

DESCRIPTION

- A 144-bed acute-care facility located in Ventura County, serving the communities of Simi Valley, Moorpark, Thousand Oaks and the West San Fernando Valley
- Key services include: cardiopulmonary, Child Development Center, imaging with CT, MRI
 and bone densitometry, emergency services, home health, 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 261 physicians, 846 employees and 240 volunteers
- 5,746 admissions; 685 deliveries; 30,155 ED visits; 10,686 home health visits; 77,800 outpatient visits

ACCOMPLISHMENTS

- Launched Emergency Department expansion project construction
- Commenced construction of new GI and cardiac catheterization labs
- Performed Simi Valley Hospital's first Endovascular Abdominal Aortic Aneurysm Repair and Ventura County's first single-incision laparoscopic cholecystectomy
- Developed a stroke program that achieved inclusion in the Ventura County Stroke Network
- Achieved California Department of Public Health (CDPH) full
 certification for Adventist Health/Home Care Services of Simi Valley
 Hospital, maximum two-year College of American Pathologists lab
 accreditation and successful completion of NSF International Survey
 of Food and Nutrition Services and CDPH Patient Safety Licensing
 Survey
- Implemented parking lot shuttle service
- Received American Red Cross recognition for outstanding support of community blood supply and recognized by Simi Valley City Council for contributions to community
- Named Simi Valley Hospital's first chief medical officer
- Celebrated Simi Valley Hospital's first NICU reunion

- Sponsored a Community Health and Fitness Expo with Free Clinic of Simi Valley
- Participated in Simi Valley and Moorpark community street fairs, American Cancer Society Relay for Life events, and various school science and health fairs, including Ventura County's first Health Occupations Students of America conference
- Employees volunteered more than 835 hours at non-profit organizations in Simi Valley and Moorpark through the employee community service program
- Provided event sponsorship for 37 community based non-profit organizations



- Administered free prostate cancer screenings, flu shots and glucose screenings at various community events, as well as sponsored community blood drives
- Provided health lectures and classes throughout the community
- Partnered with Ventura County Emergency Medical Services in Sidewalk CPR community education program
- Participated in statewide Golden Guardian & Great California Shake-Out disaster drills as part of overall hospital disaster preparedness planning
- Hosted American Cancer Society Survivors Day Picnic
- Donated holiday baskets to needy families for Easter and Christmas
- Provided \$18,117,837 in free and low-cost services to the community

White Memorial Medical Center



Beth Zachary

DESCRIPTION

- A 353 bed acute-care hospital in Boyle Heights, serving Los Angeles County, California 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 550 physicians; 2,015 employees and 179 volunteers
- 21,169 admissions; 3,911 deliveries; 51,031 ED visits; 67,826 outpatients visits



ACCOMPLISHMENTS

- Ranked number 12 of 32 top-rated hospitals in the Los Angeles metropolitan area; ranked number 20 of the 41 strong-performing hospitals in California
- Awarded National & State Leader in Clinical Excellence by HealthGrades; less than five percent of hospitals nation-wide achieve this designation
- Recognized by Professional Research Consultants with a Five-Star award for Overall Quality of Care in the Emergency Department
- Received an "A" rating in the Leapfrog organization's 2013 Patient Safety Report Card
- Designated as the top Family Practice Residency Program in the State of California
- Raised more than \$3 million through the Charitable Foundation to benefit the hospital and patient care
- Celebrated the ten-year milestone anniversary of the WMMC and TELACU Health Careers Program
- Earned a Bronze Quality Award in Stroke Achievement from the American Stroke Association
- Launched the start of our 100th anniversary Centennial Celebration by lighting a community Christmas tree outside the hospital
- Celebrated one year of becoming a smoke-free campus
- Broke ground on Medical Office Building III
- Honored staff at the annual service award banquet, celebrating 3.500 years of combined services

- Organized the joint USC-WMMC Health Fair, Bridge to Health, offering free screenings and education to more than 1,000 local residents.
- Hosted Homecoming Sabbath with White Memorial Church, featuring Paul Crampton and The Brown Brothers USA
- Coordinated Be-The-Match Bone Marrow Registry Drive and enlisted
 91 potential new donors
- Partnered with Los Angeles House of Ruth to assist women in their growth and healing
- Provided complimentary CPR classes to the community during Sidewalk CPR Day
- Raised \$67,000 for the American Heart Association's Los Angeles Heart Walk, earning the designation of Top Hospital Fundraising Team
- Donated new dental equipment to sister hospital in Zambia, Africa
- Contributed 10 scholarship donations to future nurses through the TELACU program
- Sponsored a medical mission to Haiti, organized by Faisal Khan, MD.
- Launched a new, half-mile fitness path for employees and the surrounding community
- Organized the Homeless Community Outreach clothing and food distribution drive, led by Brian Johnston, MD
- Participated in the delivery of over 500 meals to the homeless at Delores Mission
- Provided \$33,103,300 in free and low-cost services to the community

Central California Services



Central Valley Network

- - Eight Rural Health Clinics
- - 20 Medical Clinics
- 5. Sonora Regional Medical Center28 Medical Clinics

















Adventist Health/Central Valley Network



Wayne Ferch

DESCRIPTION

- A health care network serving 45 communities in Kings, Tulare, Fresno and Kern counties
- Staffed by 582 physicians; 2,793 employees and 224 active volunteers
- 13,010 admissions; 2,941 deliveries; 103,499 ED visits; 19,151 home health visits; 4,892 hospice visits; 662,586 outpatients visits

Adventist Medical Center - Hanford

A 142-bed acute-care hospital in Hanford, California Services include:

- Cardiac catheterization lab, 24-hour emergency care, intensive care unit, imaging, Kerr
 Outpatient Center, lab, medical/surgical nursing care, surgery, and two physical therapy sites, in addition to Sequoia Regional Cancer Center with Kaweah Delta Health Care District
- Outpatient Lab and Imaging Center, Breast Care Center, Wound Healing Center and Cardiopulmonary Services



ACCOMPLISHMENTS

- Opened Adventist Medical Plaza Dinuba to provide extendedhour urgent care, imaging, lab and JobCare occupational medicine services
- Added clinics in Avenal, Caruthers, Corcoran, Cutler, Kerman, Riverdale and Taft
- Opened the region's first comprehensive Wound Healing Center with advanced equipment and two hyperbaric oxygen chambers
- Opened the Greenfield Community Garden and partnered with UC Davis and the California Fresh Nutrition Program to hold classes for growers; 4H Club members donated their plot's produce to local charities
- American Diabetes Association recognized Community Care Diabetes Self-Management Program for meeting national standards
- California Department of Public Health recognized Community Care – Avenal, Dinuba West, Reedley Children's and Selma campuses for scoring in the top 10 percent of clinics in the state in vaccination requirements
- Launched a Spiritual Care Volunteer Program with nine Stephens
 Ministry-trained volunteers to provide religious support for patients
- Launched a 40-member Volunteer Ambassador Program

- Spearheaded Experience Design initiatives to improve patient experiences with 70 staff members who recommended innovative practices at a summit
- CEP America recognized Adventist Medical Center Selma as a
 Distinguished Site for high patient satisfaction scores and low wait
 times; the ER also achieved a record number of visits
- Breast Care Center scored 80 percent in overall patient satisfaction
- Reedley Women's Services scored 72 percent in overall patient satisfaction scores
- Selma Med/Surg scored 90 percent for attention to unique religious/ spiritual needs
- Central Valley General Hospital scored 76 percent in patient satisfaction in the area of Got Help as Soon as Wanted
- Launched computerized physician order entry (CPOE) and PowerChartECG
- Volunteers gave \$8,000 in scholarships to students pursuing medical careers
- Graduated seven doctors from the Hanford and Selma family medicine residency programs
- Recruited eight physicians to the consolidated medical staff

Adventist Medical Center - Reedley

A 49-bed hospital in Reedley, California. Services include:

• 20 large, private birth center rooms, eight rural health clinics, 24-hour standby emergency care, lab, imaging and surgery services

Adventist Medical Center - Selma

A 57-bed acute-care community hospital in Selma, California. Services include:

• Birthing center, 24-hour emergency department, direct observation unit, surgery, lab, cardiology and imaging with CT, MRI and digital mammography

Central Valley General Hospital

A rural, 49-bed acute-care community hospital in Hanford, California. Services include:

• Imaging, intensive care neonatal nursery with Children's Hospital of Central California, lab, women's obstetrics services, Sleep Apnea Center, three JobCare sites and 23 rural health clinics, including two medical residency programs



- Held a Breathe Easy campaign to encourage smokers to quit as a part of efforts to name all campuses smoke-and tobacco-free
- Continued as the lead sponsor at the 20-week Hanford Thursday
 Night Market Place and provided hundreds of free health screenings
- Participated in 14 farmer's market nights in Reedley
- Painted Downtown Pink in recognition of breast cancer awareness; Hanford Market Place vendors decorated booths in pink, and more than 300 community members wore pink; participants signed up to receive a free pink pedometer and walk 2,500 steps, or about 1.5 miles, at the Market Place
- Educated 596 people on various health topics at 11 First Friday with a Physician lectures at Adventist Medical Center Hanford and a similar lecture in Reedley
- Participated in Selma and Hanford Senior Days, serving more than 250 people
- Provided health education at seven community events with more than 780 people in attendance
- Gave 11 dental presentations in Hanford and Sanger, serving 305 children
- Joined community groups in caring for the homeless through two Project Homeless Connect events; staff provided 128 free health screenings and scheduled 23 follow-up appointments

- Gave 100 Christmas gifts for Kings County foster children and partnered with the Selma Fire Department to donate more than 200 toys to Burn Foundation children
- Donated more than 300 canned goods and 40 toys to Street Light Ministries in Reedley
- Educated more than 335 people at 26 Diabetes Support Group meetings in Hanford, Sanger, Selma and Reedley
- Partnered with community groups for the Weight of the Nation event in Hanford. Staff demonstrated how to live a healthier lifestyle to more than 100 people
- Central Valley's Nutritional Services teamed up with the Kings
 County Commission on Aging to provide 90 hot meals four days a
 week for four congregant meal sites in Kings County, along with 40
 frozen meals a day, five days a week for home-bound seniors
- More than 135 families participated in the Back to School Health Fair in Hanford; staff performed 29 school physicals and immunizations and more than 200 health screenings
- Mentored 10 Doctors Academy students from Selma and Caruthers high schools as part of the University of California, San Francisco-Fresno Latino Center for Medical Education and Research Program
- Provided \$42,027,341 in free and low-cost services to the community

Sonora Regional Medical Center



Jeff Eller PRESIDENT & CEC

DESCRIPTION

- A 72-bed acute-care hospital in Sonora, California, that serves 100,000 residents in Calaveras, Tuolumne and Mariposa counties
- Services include: cardiology, oncology, imaging, home health, hospice, intensive care, obstetrics, rural health, surgical services, joint replacement, breast health, long term care, wellness education, wound care and a large network of primary, prompt care and specialty clinics
- Staffed by 165 physicians; 1,263 employees and 178 volunteers
- 4,783 admissions; 528 deliveries; 26,411 ED visits; 36,994 home health visits; 10,920 hospice days; 288,252 outpatient visits



ACCOMPLISHMENTS

- Recognized as one of the nation's Top Performers on Key Quality
 Measures by The Joint Commission, earning a spot among the top
 18 percent of hospitals in the nation
- Announced the purchase of property adjacent to the Medical Center and plans to construct a medical pavilion to meet the community's growing health care needs
- Opened Angels Camp Physical Therapy, 30 minutes north of the Medical Center, expanding rehabilitation services to provide convenience and quality care for Calaveras County residents
- Received the Center of Distinction award from Diversified Clinical Services for outstanding patient outcomes at the Center for Wound Care; only 55 wound care centers out of 330 in the nation received the award in 2012
- Named to the 2012 Home Care Elite list by Outcome Concept Systems, a listing of the top 25 percent of home health agencies in the nation, for Sonora Regional Home Health's excellent quality and patient experience
- Improved quality and care coordination with the launch of Computerized Provider Order Entry, enabling care providers to input their orders directly into the electronic medical record system
- Raised more than \$72,000 at the 12th Joie de Vie Gala, a benefit for the Cancer Patient Support Fund

- Held the 16th Annual Golf Classic, raising over \$51,000 to support Project HOPE, a three-times-a-week, free mobile health clinic
- Added 16 physicians and six allied health professionals to the medical staff

- Provided \$27,000 worth of free dental care for 82 Medi-Cal patients, 1,439 free patient visits at the Project HOPE mobile health clinic, and free sports physicals for more than 700 students
- Raised \$103,646 for the Cancer Patient Support Fund and \$98,925 for Hospice of the Sierra
- Gave \$46,472 in donations to local schools and organizations
- Assisted 134 families with \$24,504 from the Chaplain's Fund
- Donated 10,247 pounds of food to local food banks and 544 blankets, coats and other warm apparel to community members in need
- Administered more than 3,900 low-cost blood draws and free health screenings at the Tuolumne County Health Fair and several other wellness events around the region
- Coordinated more than 7,100 volunteer hours for services including home, church and hospital visits; phone calls and blood pressure clinics through the Faith Community Nursing Program
- Organized several community education projects including a column in the local newspaper, monthly health seminars for seniors, quarterly Healthy Living publications, and ongoing classes at the Live Well Be Well Center
- Provided \$28,313,449 in free and low-cost services to the community

Northern California Services



- Behavioral Health
- 4. St. Helena Hospital Clear Lake
 - Home Care Services
- 5. St. Helena Hospital Napa Valley
 - 39 Medical Clinics
- 6. Ukiah Valley Medical Center
 - Four Medical Clinics
 - Four Rural Health Clinics

















Adventist Health/Northern California Network



Terry Newmyer PRESIDENT & CEO

DESCRIPTION

- A network of four acute-care hospitals and a behavioral health hospital serving residents of Northern California
- Staffed by 320 physicians; 2,851 employees and 282 volunteers
- 14,995 admissions; 1,329 deliveries; 59,280 ED visits; 22,835 home health visits; 7,970 hospice days; 385,211 outpatient visits

Frank R. Howard Memorial Hospital

A 25-bed Critical Access Hospital in Willits, California, serving northern Mendocino County Services: 24-hour emergency department, intensive care, laboratory, imaging, physical rehabilitation, surgery, and total joint replacement



ACCOMPLISHMENTS

- Implemented shared services including a Revenue Cycle Center,
 Corporate Development, and Human Development and Performance,
 including staff from all network hospitals
- Construction began on a new hospital campus for Frank R. Howard Memorial Hospital
- Continued construction on a new emergency department at St. Helena Hospital Clear Lake
- St. Helena Hospital Napa Valley received NRC Picker's 2012 Path to Excellence award for top performing hospital with 100 to 300 beds
- Frank R. Howard Memorial Hospital was ranked among the Top 100 Critical Access Hospitals in the U.S. by the National Rural Health Association
- The Coon Joint Replacement Institute received The Joint Commission Gold Seal
- St. Helena Hospital Clear Lake's Pulmonary Rehabilitation Program received certification by the American Association of Cardiovascular and Pulmonary Rehabilitation
- Frank R. Howard Memorial Hospital continued as a Blue Distinction Designation Center for Knee and Hip Replacement
- Opened the Advanced Wound Care Center at Ukiah Valley Medical Center with two hyperbaric oxygen chambers

- St. Helena Hospital Napa Valley opened the Surgical Learning Institute
- Set a record in the Ukiah Valley Medical Center Family Birth
 Center in October with 100 births; renovated all patient rooms and purchased new Drager resuscitaire infant warmers
- As a Planetree affiliated hospital, Frank R. Howard Memorial Hospital achieved 86 percent attendance rate at its first annual retreat, which included staff, physicians, volunteers and board members
- Installed a state of the art magnetic resonance imaging (MRI) scanner at St. Helena Hospital Clear Lake
- Purchased new gastroenterology testing equipment, making Ukiah
 Valley Medical Center the only hospital in a three-county area with
 esophageal manometry and 24-hour pH testing equipment
- Ukiah Valley Medical Center recruited nine physicians, including three OB/GYNs and the only neurologist in Mendocino County

St. Helena Hospital Clear Lake

- A 25-bed Critical Access Hospital in Clearlake, California serving Lake County
- Services: 24-hour emergency care, imaging, intensive care, 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

St. Helena Hospital Napa Valley & St. Helena Hospital Center for Behavioral Health

- A 151-bed hospital in St. Helena, California serving the Northern Napa Valley; includes 14 rooms for residential wellness programs
- A 61-bed Behavioral Health hospital in Vallejo, California
- Services: addiction treatment and behavioral health, regional Heart & Vascular Center, maternity, orthopedics, outpatient cancer center, sleep disorders center, surgery, 16 outpatient clinics and specialist offices, and the TakeTEN program at the St. Helena Center for Health

Ukiah Valley Medical Center

- A 67-bed hospital in Ukiah, California serving Ukiah and the surrounding communities
- Services: 24-hour emergency care and trauma center, cardiac care, imaging, intensive care, maternity including a Level II Intensive Care Nursery, pediatrics, physical rehabilitation, rapid care, surgery, women's services, and advanced wound care



- Participated in the American Cancer Society Relay For Life in all three counties
- Participated in a number of community health fairs and events across the three counties
- St. Helena Hospital Clear Lake was the recipient of a two-year \$497,076 Center for Disease Control Community Transformations Grant
- Ukiah Valley Medical Center continued to administer the Chronic Users System of Care program, serving 62 clients and resulting in a 28 percent reduction in emergency department visits and a 40 percent decrease in jail incarcerations
- Frank R. Howard Memorial Hospital hosted its first educational Joint Replacement Seminar with 200 attendees
- St. Helena Hospital Napa Valley conducted a six-week Survivorship Series for cancer patients and their families
- The Martin O'Neil Cancer Center at St. Helena Napa Valley hosted a prostate cancer seminar attended by 79 people
- St. Helena Hospital Clear Lake Spiritual Care department hosted Vineyard Mission Day attended by more than 200 community members
- Ukiah Valley Medical Center sponsored a Wild about Health Children's Health Fair, attended by more than 400 children and their families

- Frank R. Howard Memorial Hospital co-sponsored the 21st Annual HomeTown Health Fair
- Ukiah Valley Medical Center conducted a Peripheral Arterial
 Disease (PAD) Screening Event; more than 60 community members
 attended and 40 free ankle brachial index screenings were
 performed
- St. Helena Hospital Napa Valley and St. Helena Hospital Clear Lake sponsored a matching grant program for five schools, resulting in health events for the community
- Frank R. Howard Memorial Hospital employees donated coats, blankets, sleeping bags and more than 1,500 pounds of food to Willits Community Services
- St. Helena Hospital Napa Valley and St. Helena Hospital Clear Lake participated in the Giving Tree and Operation Christmas Joy, respectively, providing food and gifts for underserved families at Christmas
- Ukiah Valley Medical Center employees donated more than 3,000 pounds of food to Plowshares and the Ukiah Food Bank in November and December
- Provided \$54,345,423 in free and low-cost services to the community

Feather River Hospital



Kevin Erich
PRESIDENT & CEC

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
- Key Services include: cancer center, cardiology, critical care, diagnostic laboratory, emergency department, GI laboratory, home health, hospice (including a hospice house), hospital-based outpatient clinics, home oxygen, medical, imaging, obstetrics, rural health center, same-day services, sleep medicine and surgery
- Staffed by 1,188 employees; 377 volunteers and 224 physicians
- 5,468 admissions; 961 deliveries; 22,624 ED visits; 14,498 home health visits; 19,563 hospice days; 246,851 outpatient visits



ACCOMPLISHMENTS

- Opened a new Emergency Department with 17,000 square feet that offers 18 private patient treatment rooms for rapid medical evaluation
- Opened four hospital-based outpatient clinics: Feather River Total Women's Health, Feather River Skyway Primary Care & Wellness, Feather River Specialty Services and Feather River ENT
- The Medical Imaging Department at Feather River Hospital opened an additional radiology location to improve access
- Feather River Hospital Physical Therapy opened a full service physical therapy clinic in Chico, providing improved access for Chico residents and commuters alike
- Birth Day Place rated in the Top 15 for California's Highest Scoring Hospitals by Exclusive Breastfeeding Rate
- Awarded an "A" for patient safety by Hospital Safety Score
- Won a Silver Aster Award, along with Engelbrecht Advertising, in the 2012 Aster Awards Competition
- Received marketing and communication awards in the categories of Brochure Advertising, Internal Newsletter and Magazine Publication from The Aster Awards
- Received a three-year term of accreditation in computed tomography from the American College of Radiology
- The Feather River Cancer Center was reaccredited by the American College of Surgeons (ACOS); the Cancer Center is the only accredited ACOS cancer program in Butte County

- Administered 775 free flu shots at community events
- Provided 329 low-cost health screenings through Community Wellness Health Alert Screenings
- Hosted two Survivorship Celebrations for Cancer Survivors on the Ridge; more than 100 survivors and caregivers attended each celebration which offered an opportunity for sharing with and supporting fellow survivors
- Delivered 23,245 meals to homebound residents through the Meals on Wheels program
- 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 12th annual Angel Tree Gift Giving Campaign, providing Christmas gifts to more than 130 area children
- Hospital volunteers contributed more than 67,032 hours of service
- Maintained 304 Lifeline monitoring systems for elderly/disabled in community
- Provided \$29,077,936 in free and low-cost services to the community













Northwest Services



- 1. Adventist Medical Center Portland

 - · Home Care Services
- 2. Tillamook County General Hospital
 - Two Medical Clinics
- 3. Walla Walla General Hospital
 - Two Medical Clinics

 - Retirement Center
 - · Rural Health Clinic

Adventist Medical Center - Portland



Tom Russell

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; also provides outpatient services in rehabilitation, laboratory, imaging, home care and hospice, in addition to operating 36 medical clinics
- Staffed with 533 physicians; 2,003 employees and 285 volunteers
- 11,659 admissions; 1,081 deliveries; 49,565 ED visits; 24,864 home health visits; 43,233 hospice days; 138,563 outpatients visits



ACCOMPLISHMENTS

- Ranked in the top five percent nationwide for Patient Safety according to HealthGrades
- Awarded Advanced Certification of Distinction as a Primary Stroke Center
- Rated number one in Oregon for GYN Surgery by HealthGrades
- Among the top five percent in the nation for Spine Surgery
- Ranked among the top 10 in Oregon for Overall Orthopedic Services
- Fortified specialty services by adding 11 providers for cardiac, OB/ GYN, gastroenterology, palliative care, sleep medicine, lifestyle medicine, occupational medicine and psychiatry
- Adventist Health Medical Group recognized as the highest level (tier 3) of a Patient Centered Primary Care Home by the Oregon Health Authority
- Experienced a record-breaking year of philanthropic support with more than \$3.3 million in total gift commitments
- Recognized as one of Oregon's Healthiest Employers and third in the state for companies with more than 1,500 employees
- Named a Platinum Level Fit-Friendly Company by the American Heart Association

- Recipient of the Business Excellence Award by the Gresham Area Chamber of Commerce
- Employee Giving Campaign raised \$164,926 for hospital-based and community programs, many in support of patient charity and staff education

- Launched the first annual Heroes of the Heart gala with an attendance of more than 400, raising \$110,652 for the Heart to Home Transitional Care program
- Collected more than 2.5 tons of food for the Oregon Food Bank at annual Celebration of Thanksgiving event
- Provided thousands of local residents with free health screenings and education through Compassion Connect
- Co-sponsored an annual plant-based nutrition conference for health care professionals throughout the Pacific Northwest
- Sponsored the American Heart Association START! Heart and Stroke Walk, which raised more than \$325,000 for education, outreach and improving patient care
- Distributed more than 600 pieces of clothing and personal care items, donated by employees, to underserved populations
- Hosted the 17th Annual Changing the Course Golf Benefit, raising \$109,645 in net proceeds to fund a Community Wellness Coordinator
- Hosted Patrick Reynolds, a nationally recognized speaker and antitobacco advocate, to speak to more than 1,000 middle and high school students
- 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
- Donated hundreds of free health services to patients at the Portland Adventist Community Services Clinic
- Provided \$74,612,737 in free and low-cost services to the community

Tillamook County General Hospital



Larry Davy
PRESIDENT & CEO

DESCRIPTION

- A 25-bed 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, 375 employees and 100 volunteers
- 1,042 admissions; 148 deliveries; 10,005 ED visits; 8,064 home health visits; 4,121 hospice days; 29,662 outpatient visits



ACCOMPLISHMENTS

- Received "Top Performer" recognition in pneumonia and surgical care for 2011 by The Joint Commission
- Recognized among the 2012 HomeCare Elite for fifth consecutive year
- Opened Manzanita Primary & Specialty Care rural health clinic, which also provides urgent care for northern Tillamook County
- Awarded Tier 3 Patient-Centered Primary Care Home designation for rural health clinics by Oregon Health Authority
- Began construction on 20,000-square-foot Tillamook Medical Plaza, which will provide a new level of services including urgent care and occupational health
- Realized continued improvement in composite patient ratings of the hospital
- Expanded outpatient services, including: oncology and IV infusion services, skilled foot care and rehabilitation therapy in local industry
- Achieved all targets for Stage 1 of Meaningful Use for electronic health records
- Welcomed five new physicians to the medical staff
- Invested in patient care technology: ambulance, cardiology ultrasound, high-definition endoscopy and laparoscopy

- Promoted health care professions by providing clinical experience for 10 nursing students and 16 internships in clinics, emergency medical services, laboratory, radiology, nutritional care, rehabilitation and marketing
- Raised \$147,500 in gifts and grants

- Promoted children's health by providing free vaccinations and nutritional and health screenings to 250 preschoolers and their parents at county-wide health fair
- Facilitated 66 health classes and screenings for 2,053 community members, including seminars on lifestyle, diabetes, depression and Complete Health Improvement Program (CHIP)
- Assisted 105 community individuals who have cognitive and physical limitations through 3,785 hours of in-home volunteer and respite day center services
- Hosted a two-day health fair with 15 community agencies as part of the Tillamook County Fair, providing 433 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
- Sponsored Medical Teams International mobile dental van to serve
 27 people with acute dental needs and no funds
- Provided \$11,363,234 in free and low-cost services to the community

Walla Walla General Hospital



Monty Knittel

DESCRIPTION

- A 72-bed acute-care hospital in Walla Walla, Washington, serving residents in sourtheastern Washington and northeastern Oregon
- Key services include 24-hour emergency care, cardiac care, community health education, imaging, intensive care, home health and personal care, obstetrics, rehabilitation, rural health clinic, sleep center, and surgical services
- Staffed by more than 188 physicians, 441 employees and 100 volunteers
- 1,463 admissions; 280 deliveries; 10,711 ED visits; 6,224 home health visits; 41,807 outpatients visits



ACCOMPLISHMENTS

- Received Chest Pain Center accreditation, becoming one of nine Chest Pain Centers in Washington State
- Developed the area's first and only interventional cardiology program with emergency angioplasty and stents, dramatically improving cardiac care in the community
- Opened Phase 1 of newly-constructed Emergency Center and added two emergency physicians
- Signed a formal alliance with Kadlec Health System for the purpose of serving our communities through a network of rural health clinics—the first of which is scheduled to open in spring 2013
- Clinic volume increased 13.7 percent over last year
- Overall patient stay in the ER averaged less than two hours, which is among the best in Adventist Health and well under the national average
- In ongoing efforts to improve patient safety, we successfully implemented Computerized Provider Order Entry and Cerner Rx Station
- Named a Top Performer by the Washington Hospitals Workers' Compensation Trust and received \$5,000 for our safe patient handling program

- Expanded Adventist Health/Medical Group services with the addition of three new primary care physicians and a retail pharmacy location
- Continued construction on patient rooms on the med/surg unit as part of the Enhancing the Healing Environment project, which raised more than \$223,000 in 2012

- Offered ongoing health education classes to the community, including smoking cessation, diabetes education, CPR, first aid, childbirth classes, babysitting and caregiving courses
- Sponsored and participated in family and health-oriented community events such as the Relay for Life, 4th of July Concert in the Park, Red Cross Turkey Trot, Helpline Support, and the Children's Home Society
- Piloted the Medicare Senior Diabetes Program, successfully completed by 20 participants with an aggregate weight loss of 260 pounds
- Partnered with Yellowhawk Tribal Health Clinic to provide pediatric and OB/GYN care and cardiac risk screenings
- Donated heart rate monitors to local high school for healthy lifestyle class
- Launched an e-Chaplain ministry to enhance our spiritual support of the community
- Administered free cholesterol and glucose screenings at various community events including the Farmers' Market
- Participated in the community Meals on Wheels program with an average of 273 meals per month
- Donated employee time and expertise to community leadership roles
- Provided physician support for community clinics such as the schoolbased health center, university health clinics and the free SOS clinic
- Provided \$8,523,027 in free and low-cost services to the community



Financial Summary

For year ended December 31, 2012

As a not-for-profit organization, all net revenue over expenses is channeled back into our hospitals and health system. This money funds capital improvement, enhanced patient care, new hospital programs and community outreach.

We received net revenue from patient care and other sources of income	
We received supplemental Medi-Cal reimbursement	85,243,000
We incurred expenses in rendering patient care and other services:	
Employee compensation	1,443,834,000
Professional fees	261,505,000
Supplies	410,777,000
Interest	35,734,000
Depreciation	129,204,000
Other expenses	400,645,000
Total expenses	2,681,699,000
Funds available for equipment, plant and property improvement,	
working capital needs and repayment of long-term debt	133,087,000
NOTE: the financial summary above includes the accounts of separate $501(c)(3)$ corporations affiliated with Adve (see hospital list on page 39).	entist Health

2012 Selected Facts & Statistics

Workforce of 28,900 includes: • more than 21,200 employees	• 4,500 medical staff physicians	• 3,200 volunteers
Admissions		126,210
Emergency Department Visits		512,932
Outpatient Visits		2,411,632
– Rural Health Clinic Visits		817,900
Patient Days		569,530
Home Care Visits		227,662
Hospice Days		90,789

For year ended December 31, 2012

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.

Total Value of Community Benefits and Services	365,802,591
Benefits for the broader community	211,134,153
Services for the poor and underserved	154,668,438

Services and Benefits by Facility*

Adventist Medical Centers - Hanford and Selma**
Adventist Medical Center - Portland
Adventist Medical Center - Reedley
Castle Medical Center
Central Valley General Hospital
Feather River Hospital
Glendale Adventist Medical Center
Frank R. Howard Memorial Hospital2,215,686
San Joaquin Community Hospital
St. Helena Hospital Clear Lake
St. Helena Hospital Napa Valley
Simi Valley Hospital
Sonora Regional Medical Center
Tillamook County General Hospital
Ukiah Valley Medical Center
Walla Walla General Hospital
White Memorial Medical Center
Corporate Office

^{*}All numbers include the hospital fee and reflect the value from services provided in 2012

^{**}Adventist Medical Center - Hanford and Adventist Medical Center - Selma operate under the same license

Board of Directors

ROBERT CARMEN
LARRY CAVINESS





CHIP DICKINSON RUTHITA FIKE CHRISTINE FRIESTAD, ESQ.







Melody Gabriel Ricardo Graham, *Chair* Larry Innocent Helmuth Jones, MD









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









INVITEES (not pictured): Ted Benson, Mark Remboldt

Senior Leadership

ROBERT CARMEN President & Chief Executive Officer

SCOTT REINER Executive Vice President & Chief Operating Officer

Douglas Rebok Senior Vice President & Chief Financial Officer







MARK ASHLOCK Senior Vice President, Network & Physician Strategy; President, Adventist Health Physicians Network

BILL WING Senior Vice President, System Performance & Strategy





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

JOHN BEAMAN Vice President, Finance

ROBERT BEEHLER Vice President, Market Development, Mergers & Acquisitions

Stan Berry Vice President; Chief Executive Officer, Adventist Health Home Care Services









LOWELL CHURCH Vice President, Materiel Management; President, Supply Chain & Affiliated Services

JEFFREY CONKLIN Vice President, Payer & Network Strategies; President, Adventist Health Managed Care

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

WAYNE FERCH Vice President, Central California; President & Chief Executive Officer, Central Valley Network









Senior Leadership

Dan Gordon Vice President, Revenue Management

DAG JAKOBSEN Vice President & Chief Operating Officer, Physician Services

Meredith Jobe, Esq. Corporate General Legal Counsel

KIRBY MCKAGUE Chief Financial Officer, Physician Services, Home Care Services & Western Health Resources









PEGGY NAKAMURA Vice President, Chief Risk Officer & Associate Counsel

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

JOALINE OLSON Vice President, Innovations; Interim Chief Human Resources Officer

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 707-640-4040 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 SERVICES— LAKE COUNTY 9245 Highway 53 Lower Lake, CA 95457 707-994-0737 ADVENTIST HEALTH/HOME CARE SERVICES—NAPA COUNTY 27 Woodland Road St. Helena, CA 94574 707-967-5770

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

Castle Home Care 46-001 Kamehameha Highway, Suite 212 Kaneohe, HI 96744 808-263-5077

Feather River Home Health Agency 6626 Clark Road, Suite P Paradise, CA 95969 530-872-3378

Paradise Hospice* 1289 Bille Road Paradise, CA 95969 530-877-8755

Sonora Regional Home Health & Hospice of the Sierra* 20100 Cedar Road North Sonora, CA 95370 209-536-5700

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

*Hospice services provided

ADVENTIST MEDICAL CENTER - PORTLAND

ADVENTIST HEALTH/JOBCARE 10201 SE Main Street, Suite 29 Portland, OR 97216 503-251-6363

ADVENTIST HEALTH/JOBCARE—HILLSBORO 1200 NE 485th Ave., Suite 1000 Hillsboro, OR 97214 503-547-0003

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

ADVENTIST HEALTH/MEDICAL GROUP— CHERRY PARK FAMILY PRACTICE 10201 SE Main Street, Suite 10 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— 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 FAMILY MEDICINE 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

ADVENTIST HEALTH/MEDICAL GROUP— WILLAMETTE VIEW 13021 SE River Road Portland, OR 97222 503-652-6691

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

Portland, OR 97216 503-256-5866

Adventist Health/Women's Center – Happy Valley

9300 SE 91st Avenue, Suite 100 Happy Valley, OR 97086

503-772-5011

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

Portland, OR 972: 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—

AVENAL WEST 337 King Street Avenal, CA 93204 559-386-5200 ADVENTIST HEALTH/COMMUNITY CARE—

CARUTHERS*

2440 West Tahoe Avenue Caruthers, CA 93609 559-864-3212

ADVENTIST HEALTH/COMMUNITY CARE—

CARUTHERS EAST 2357 W. Tahoe Street Caruthers, CA 93609 559-864-5200

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—

CORCORAN EAST 1026 Chase Avenue Corcoran, CA 93212 559-992-8200

ADVENTIST HEALTH/COMMUNITY CARE—

Cutler

40657 Road 128 Cutler, CA 93615 559-528-3860

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 559-537-0254 ADVENTIST HEALTH/COMMUNITY CARE—

Home Garden* 11899 Shaw Place Hanford CA 93230 559-585-3437

ADVENTIST HEALTH/COMMUNITY CARE—

 H_{URON}^*

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—

Kerman Central

275 S. Madera Avenue, Suite 201

Kerman, CA 93630 559-846-5240

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.
Orange Cove, CA 93646
559-626-0882

ADVENTIST HEALTH/COMMUNITY CARE—

Parlier Newmark* 155 S. Newmark Avenue Parlier, CA 93648 559-646-1200

^{*}Rural Health Clinic

^{**}Adventist Health Physicians Network Clinic

Adventist Health/Community Care— Reedley* 1311 Eleventh Street Reedley, CA 93654 559-638-3227

ADVENTIST HEALTH/COMMUNITY CARE— REEDLEY CHILDREN'S HEALTH* 1433 N. Acacia Avenue Reedley, CA 93654 559-637-2384

ADVENTIST HEALTH/COMMUNITY CARE— REEDLEY CYPRESS* 372 West Cypress Avenue Reedley, CA 93654 559-643-8083

ADVENTIST HEALTH/COMMUNITY CARE— REEDLEY JEFFERSON 1150 E. Washington Avenue Reedley, CA 93654 559-638-2154

Adventist Health/Community Care— Riverdale 3567 Mount Whitney Riverdale, CA 93656 559-583-7200

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/*Community Care—Taft**501 6th Street
Taft, CA 93268
661-763-5131

ADVENTIST HEALTH/JOBCARE—HANFORD 500 N. Greenfield Avenue Hanford, CA 93230 559-537-1350

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

ADVENTIST HEALTH/JOBCARE—SELMA 1142 Rose Avenue, Suite B Selma, CA 93662 559-856-6760

ADVENTIST HEALTH PHYSICIANS
NETWORK—HANFORD MEDICAL PAVILION**
General Surgeons
125 Mall Drive, Suite 213
Hanford, CA 93230
559-537-0290

ADVENTIST HEALTH PHYSICIANS
NETWORK—HANFORD MEDICAL PAVILION**
Orthopedic Surgeons
125 Mall Drive, Suite 303
Hanford, CA 93230
559-537-0310

ADVENTIST HEALTH PHYSICIANS NETWORK—*LACEY MEDICAL PLAZA*** Family Practice & Urgent Care 1524 W. Lacey Blvd., Suite 101 Hanford, CA 93230 559-583-4516

ADVENTIST HEALTH PHYSICIANS
NETWORK—*LACEY MEDICAL PLAZA***Family Practice & Internal Medicine
1524 W. Lacey Blvd., Suites 102, 202,
203, 204, 206
Hanford, CA 93230
559-583-4500

Adventist Health Physicians Network—*Lacey Medical Plaza*** Internal Medicine 1524 W. Lacey Blvd., Suite 103 Hanford, CA 93230 559-583-4503

ADVENTIST HEALTH PHYSICIANS
NETWORK—LACEY MEDICAL PLAZA**
Internal Medicine
1524 W. Lacey Blvd., Suite 202
Hanford, CA 93230
559-583-4560

ADVENTIST HEALTH PHYSICIANS NETWORK—LACEY MEDICAL PLAZA** Pediatrics 1524 W. Lacey Blvd., Suite 104 Hanford, CA 93230 559-583-4505 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, CA 93230 559-537-2690

Adventist Medical Plaza – *Dinuba* 444 W. El Monte Way Dinuba, CA 93618 559-591-4166

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 ENT 6161 Clark Road, Suite 6 Paradise, CA 95969 530-877-9925

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

Feather River Hospital Total Women's Health 6283 Clark Road, Suite 5 Paradise, CA 95969 530-877-5083

*Rural Health Clinic

**Adventist Health Physicians Network Clinic















FEATHER RIVER OB/GYN ASSOCIATES 771 Buschmann Road, Suite A Paradise, CA 95969 530-877-8640

Feather River Skyway Primary Care & Wellness Center 111 Raley Blvd., Suite 140 Chico, CA 95928 530-342-5776

Feather River Specialty Services 6009 Pentz Road, Suite D Paradise, CA 95969 530-876-3152

Feather River Surgical Associates 6460 Pentz Road, Suite A Paradise, CA 95969 530-877-5437

Paradise Midwifery Services 771 Buschmann Road, Suite L Paradise, CA 95969 530-877-8640

NORTHERN CALIFORNIA NETWORK

ADVENTIST HEART INSTITUTE**
6 Woodland Road, Suite 304
St. Helena, CA 94574
707-963-7200

Adventist Heart Institute Lakeport 487 Forbes Street Lakeport, CA 95453 707-263-6346

Adventist Heart Institute Ukiah** 115 Hospital Drive Ukiah, CA 95482 707-463-2400

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 707-963-6362 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 ADDICTION MEDICINE** 10 Woodland Road, Suite 502 St. Helena, CA 94574 707-967-8206

St. Helena Medical Specialties Cardiology 15250 Lakeshore Drive, Suite C Clearlake, CA 95422 707-995-3764/707-995-7077

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** 18990 Coyote Valley Road, Suite 8 Hidden Valley Lake, CA 95467 707-963-8860

ST. HELENA MEDICAL SPECIALTIES EAR, NOSE & THROAT** 3230 Beard Street, Suite 2 Napa, CA 94558 707-224-7400

ST. HELENA MEDICAL SPECIALTIES EAR, NOSE & THROAT** 6 Woodland Road, Suite 302 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 707-994-2030

St. Helena Medical Specialties Internal Medicine ** 18990 Coyote Valley Road, Suite 10 Hidden Valley Lake, CA 95467 707-987-8344

^{*}Rural Health Clinic

^{**}Adventist Health Physicians Network Clinic

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 707-963-5294

St. Helena Medical Specialties Internal Medicine** 1530 Railroad Avenue St. Helena, CA 94574 707-963-8842

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 OB/GYN** 18990 Coyote Valley Road, Suite 8 Hidden Valley Lake, CA 95467 707-987-9024

ST. HELENA MEDICAL SPECIALTIES OB/GYN**
935 Trancas Street, Suite 4B
Napa, CA 94558
707-253-7135

ST. HELENA MEDICAL SPECIALTIES ONCOLOGY** 18990 Coyote Valley Road, Suite 5 Hidden Valley Lake, CA 95467 707-967-5721 St. Helena Medical Specialties Plastic Surgery** 821 South St. Helena Highway St. Helena, CA 94574 707-968-0800

St. Helena Medical Specialties Plastic Surgery** 6 Woodland Road, Suite 302 St. Helena, CA 94574 707-968-0800

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

ST. HELENA MEDICAL SPECIALTIES UROLOGY** 18990 Coyote Valley Road, Suite 8 Hidden Valley Lake, CA 95467 707-967-7550

ST. HELENA MEDICAL SPECIALTIES UROLOGY**
935 Trancas Street, Suite 4B
Napa, CA 94558
707-967-7550

St. Helena Recovery Center 10 Woodland Road St. Helena, CA 94573 800-454-4673

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

UKIAH VALLEY MEDICAL CENTER JOBCARE 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 707-462-0581

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 707-463-8011

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 707-462-2945

UKIAH VALLEY RURAL HEALTH CENTER—OPHTHALMOLOGY 248 B Hospital Drive Ukiah, CA 95482 707-467-5250

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

SAN JOAQUIN COMMUNITY HOSPITAL

ADVENTIST HEALTH PHYSICIANS
NETWORK—HIGHGROVE MEDICAL
CENTER**
2701 Chester Avenue
Bakersfield, CA 93301
661-326-1600

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 ORTHOPEDICS 23 North Main Street Angels Camp, CA 95222 209-736-1147

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

FOOTHILL SPECIALTY GROUP 680 Guzzi Lane, Suite 206 Sonora, CA 95370 209-536-5760

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

JOBCARE 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 209-536-3240 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

YOSEMITE JOINT REPLACEMENT AND ORTHOPEDIC CENTER 680 Guzzi Lane, Suite 102 Sonora, CA 95370 209-536-5780

SOUTHERN CALIFORNIA NETWORK

Adventist Health Physicians Network** Endocrinology 801 S. Chevy Chase Drive, Suite 102 Glendale, CA 91205 818-256-2242

ADVENTIST HEALTH PHYSICIANS
NETWORK**
North Glendale Primary Care
1560 E. Chevy Chase Drive, Suite 245
Glendale, CA 91206
818-246-5900

Adventist Health Physicians Network** Pediatrics 801 S. Chevy Chase Drive, Suite 200 Glendale, CA 91205 818-637-7980

^{*}Rural Health Clinic

^{**}Adventist Health Physicians Network Clinic

Boyle Heights Medical Clinic 1700 Cesar E. Chavez Avenue, Suite L-275 Los Angeles, CA 90033 323-307-8900

Kerlan Jobe/White Memorial Orthopedic Clinic 1700 Cesar E. Chavez Avenue, Suite 1400 Los Angeles, CA 90033 310-665-7200

OCCUPATIONAL MEDICINE CENTER 600 South Glendale Avenue Glendale, CA 91205 818-502-2050 818-246-5900

RAPIDCARE BURBANK**
1130 W. Olive Avenue
Burbank, CA 91506
818-843-8555

RAPIDCARE GLENDALE**
801 S. Chevy Chase Drive,
Suite 105
Glendale, CA 91205
818-265-2200

SPINE INSTITUTE AND ORTHO CLINIC 1500 Chevy Chase Drive, Suite 401 Glendale, CA 91206 818-863-4444

TILLAMOOK COUNTY GENERAL HOSPITAL

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^{*}Rural Health Clinic

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