

# Celebrating Remarkable Transformation & Leadership in Healthcare

REPORT TO THE COMMUNITY

September 2012



UW Medicine | VALLEY MEDICAL CENTER

## Integration of Clinical Programs, Infrastructure and Boards

Last year's Strategic Alliance between Valley Medical Center and UW Medicine was truly transformational for the future of the hospital district. The alliance brings all of the combined VMC and UW Medicine clinical programs, as well as the acclaimed research and teaching programs, to the south King County community, providing a seamless continuum of comprehensive diagnosis and treatment—from primary care through the



most sophisticated care. Additionally, the five-member Board of Commissioners has joined a new 13-member Valley Board of Trustees, providing extensive public oversight and further integration with the UW Medicine Board of Trustees. (See “Additional Governance & Oversight” on page 9 for more details.)

New and enhanced clinical services are on the horizon for us here at Valley, including an affiliation with Seattle Cancer Care Alliance. We will be participating with SCCA's oncology research and clinical protocols as we expand cancer care services on our campus. Additionally, we plan to benefit from UW Medicine research programs and expand our physician residency programs, which will serve us well as we seek to recruit specialists and sub-specialists in the future. In January 2012, for example, we became a teaching site for UW Medicine physician residents in Emergency Medicine who will begin their training with obstetrical rotations.

Currently, we are investigating the likelihood of integrating at least 24 additional programs with UW Medicine, including cardiovascular services, neurological and stroke services, ophthalmology programs, urological and robotic clinical programs and many, many more.

The hospital and clinic network are implementing a new electronic medical record (EMR) system this year, creating a truly integrated, patient-centered health record which will ultimately give our patients 24/7 access to their medical records, test results and accounts, prescription refills, physician messaging, as well as simplify registration in all of our care settings and streamline the billing process.

Valley Medical Center has served the community for 67 years as a public hospital district, and we are poised for a long and exciting journey ahead. Regardless of healthcare reform mandates, our affiliation with UW Medicine already has positively impacted the services we provide and will continue to enhance the health of our community into the future.

A handwritten signature in black ink, appearing to read "Rich Roodman". The signature is fluid and cursive, with a long horizontal line extending to the right.

Rich Roodman  
CEO, Valley Medical Center



# Remarkable



## VMC's 2011 Statistical Snapshot

### CARE PROVIDED BY VMC

- 16,811 inpatient admissions
- 63,342 inpatient days
- 11,157 surgeries
- 3,822 births
- 366 midwife assisted births
- 74,622 emergency department visits
- 535,225 outpatient visits, including:
  - 40,000 urgent care visits
  - 20,000 mental health and counseling visits



### SERVING YOU

- Largest non-profit healthcare provider between Seattle and Tacoma
- 303-bed, acute care hospital
- Approximately 2,960 employees
- 127 employed physicians
- 606 physicians and providers
- 8 primary care clinics
- 5 urgent care clinics
- 26 specialty care centers & clinics
- 347 volunteers contributed more than 40,000 hours of service



## 2011 Financial Highlights

### In 2011, we received patient revenue for:

Net inpatient general care and services and outpatient services.....	\$399 million
And we also received revenue from:	
Other operating revenue.....	\$18.9 million
Giving us total operating revenues.....	\$417.9 million

### Of the \$1.1 billion in gross billed patient service charges, we were unable to collect more than 50% due to:

Contractual discounts, including Medicare, Medicaid, & other payors.....	\$689.1 million
Charity care provided.....	\$18.2 million
Patient bad debt.....	\$31.6 million
Total charges not received.....	\$738.9 million

### We had operating expenses for:

Employee salaries, wages, and benefits.....	\$240.6 million
Supplies, services and other expenses.....	\$140.1 million
Depreciation.....	\$31.8 million
Total operating expenses.....	\$412.5 million

**Operating income..... \$5.4 million**

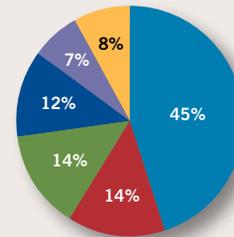
### Nonoperating income and expenses

Tax revenue.....	\$19.6 million
Interest & investment income.....	\$5.2 million
Interest & amortization expense.....	(\$17.0 million)
Other expenses.....	(\$0.3 million)

**Nonoperating income..... \$7.5 million**

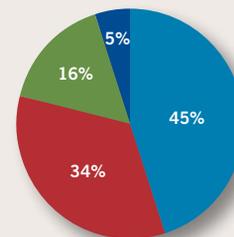
**Total income for expansion of services and facilities and reinvestment..... \$12.9 million**

For audited financials and our charity care policy, please visit [valleymed.org](http://valleymed.org).



### 2011 Expenses

- 45% Salaries & wages
- 14% Employee benefits
- 14% Supplies
- 12% Purchased services
- 7% Depreciation
- 8% Other (includes insurance, physician fees, professional services, utilities and other expenses)



### 2011 Net Operating Revenue by Payor\*

- 45% Commercial payors
- 34% Medicare
- 16% Medicaid
- 5% Self pay

\*Medicare, Medicaid and self-pay reimburse VMC at rates below actual costs.



## Judo Black Belt “Takes Down” Hip Pain

Judo, which means “gentle way” is both a martial art and a combat sport, with competition to take down or subdue one’s opponent featuring prominently in its practice. Earl, a black belt in judo since 1979, is not one to shy away from a challenge or allow his deteriorating hip to permanently “take him down.” Earl instructed judo at the Port Angeles YMCA for a nationally and internationally recognized judo club, working with anyone from six years old through adults, including the high school team.

“I had been having trouble with my hip for a year and a half, but put off doing anything while my wife had cancer. I kept having pain down my leg and it kept getting worse and I was limping. Before my hip replacement, it was hard to get out there and stand for judo instruction.

“When I woke up from surgery, the pain down my leg was gone. That afternoon, the therapist had me up and walking down the hall with a walker. Every day they had me going farther and doing more, like stepping up and down stairs. By the third day, I was able to walk the length of the long hallway several times. During my recovery at The Joint Center, I was happy with my nurses and therapists and my pain management was well taken care of.”

In true judo style, Earl didn’t resist his recovery, he adjusted to it and became powerful. “While I was recuperating at home, I did a lot of walking. At first I walked with a cane, then I got more confident and could walk without a cane and pretty soon I graduated to walking the dog. Now, with a brand new hip, I am back to instructing judo again two to three days a week.”

Valley Medical Center’s award-winning Joint Center is rated #1 in Washington state for Overall Orthopedic Services and Joint Replacement for the third year in a row according to 2012 HealthGrades®. 📍 For an appointment, call **425.656.5060**. For more information about The Joint Center, visit [valleymed.org/joint](http://valleymed.org/joint).



Earl, Hip Replacement Patient



## Positioning for Partnership

### January 2010 – January 2011

As a proactive response to Health Care Reform, in 2010 Valley Medical Center's Board of Commissioners began planning for the hospital district's future through partnership. With the help of a community advisory committee, they identified essential components of a successful future collaboration. UW Medicine emerged as an ideal fit.

On January 18, 2011, VMC's Board of Commissioners passed a resolution to explore a strategic alliance with UW Medicine. Countless community leaders, physicians and elected officials spoke and wrote in favor of the potential alliance. The two organizations signed a non-binding Letter of Intent.

## Six Months of Review

### Late January – May 2011



In addition to formal review by VMC's Board of Commissioners, the UW Medicine Board and the UW Board of Regents, VMC held numerous public meetings throughout the hospital district to gather community and staff feedback before proceeding with any formal agreement. While there have been many other healthcare alliances in Puget Sound, none have been so transparent or vetted in such an open manner.

On May 22, 2011 after a six-month period of in-depth negotiations, vetting and due diligence, and backed by the unprecedented support of bipartisan elected officials, medical staff members, union leaders, community leaders, community advisory team members and staff, VMC's Board approved a resolution to form a strategic alliance with UW Medicine before an enthusiastic, standing-room only crowd. Within two weeks, both the UW Medicine Board and UW Board of Regents approved the joint agreement for strategic alliance.

# A Year of Transformation

## 2011 Realized Benefits of Affiliation

- VMC's community oversight has increased 150%—five elected Board of Commissioners have joined a new, 13-person Valley Board of Trustees
- Financial management integration with UW Medicine has progressed to provide coordinated, consolidated effort with contracting and vendor procurement into the future
- Affiliation with UW Medicine has greatly enhanced our opportunities for clinical integration in services such as cardiac, cancer and neurosciences
- VMC has raised recruiting to new levels, attracting top talent to our medical staff to better serve community and achieve our mission of improving health of the public

JUL

AUG

SEP

OCT

NOV

DEC

## Strategic Alliance Agreement Signed

### June 2011

The formal strategic alliance agreement was signed by both organizations on June 30, 2011, with implementation effective the next day, July 1.

[valleymed.org/alliance](http://valleymed.org/alliance)



Integrated leadership, July 1, 2011

## Exploring & Implementing Opportunities for Integration

### July – December 2011

VMC continues as the community's district healthcare system, as well as the eighth entity within UW Medicine's regional healthcare system which also includes: UW Medical Center, UW School of Medicine, Harborview Medical Center, Northwest Hospital & Medical Center, Neighborhood Clinics, UW Physicians, Airlift Northwest and close ties with Seattle Cancer Care Alliance, Fred Hutchinson Cancer Research Center, Seattle Children's and the VA Puget Sound Health System.

## Additional Governance & Oversight

The Strategic Alliance Agreement and new Bylaws grant a 13-person Valley Board of Trustees the authority to govern VMC and provide operational oversight. The Valley Board of Trustees is comprised of five community-appointed representatives, three UW Medicine appointees and the five-member elected Board of Commissioners. Two of the 13 trustees also serve on the UW Medicine Board of Trustees. Charged with pursuing joint, efficiencies and improved medical care, the Valley Board of Trustees began meeting on July 18, finalizing trustee appointments in late December 2011, and continue to meet monthly.

Integration efforts were immediately launched. To facilitate and manage integration, the UW Medicine CEO appointed an Operational Integration Oversight Committee (OIOC). Their initial integration report was delivered on June 30, 2012.

### Valley Board of Trustees: Expanded Community Representation and Oversight



Lisa Jensen  
Chair



Peter Evans  
Vice Chair



Sue Bowman



Bernadene  
Dochnahl



Beverly  
Fletcher



Aaron Heide,  
MD



Anthony  
Hemstad



Don Jacobson



Paul Joos, MD



Gary Kohlwes



Carolyn Parnell



Julia Patterson



Johnese Spisso



## The Pediatric Sleep Center Helps Restore Sweet Dreams

A year ago, eight-year old Mackenzie was nearly incapacitated by pediatric migraines, was increasingly grouchy and having trouble categorizing and remembering what she had read. Mackenzie's Pediatric Neurologist and Sleep Medicine Specialist, Dr. Kevin Joseph recommended an overnight sleep study at Valley's Pediatric Sleep Center. Mackenzie was diagnosed with obstructive sleep apnea. She now sleeps using a continuous positive airway pressure (CPAP) machine which helps push air into her lungs.

Mackenzie's mother, Niki, explains her daughter's dramatic recovery. "Mackenzie's academics have soared. She's always happy now—it's like her light has switched on. Right from the start, she slept great with the CPAP machine, nine hours on average. Early on she was so excited when she told me, 'Mommy, I dreamed last night!' Mackenzie's lack of deep sleep had stolen her dreams—but now Mackenzie has her dreams back."

Mackenzie, Pediatric Neurology and Pediatric Sleep patient, talks with Registered Polysomnographic Technologist Sasha Cereghini, RPSGT, RST



 To contact the Neuroscience Institute's Pediatric Neurology office at Valley Medical Center, call **425.656.5566** or toll free **1.888.686.4964**. For more information about Valley's Pediatric Sleep Center and pediatric sleep medicine, visit [valleymed.org/sleep](http://valleymed.org/sleep).



# Valley Medical Center's Healthy Triple Bottom Line

Financial stability is typically associated with the financial bottom line. However in a successful organization positioned as a positive force in the community, social mission and environmental sustainability are the other two necessary components when evaluating the triple bottom line. Valley Medical Center has advanced all three areas in 2011 for a healthy triple bottom line.

# 1

## Revenue to Invest in the Future of Our Community's Health

The organization operates efficiently, producing revenues that exceed expenses. Cash reserves provide stability during challenging economic times. Total net income for 2011 is \$12.9 million, available for investing in improvement and enhancing services for the health of our community. No new debt was incurred in 2011 and total net assets increased \$12.9 million from 2010.





**Expanded Urgent Care, Occupational Health Services and OB/GYN Care**

Auburn Clinic joined VMC's clinic network, providing walk-in, urgent care with extended after-hours and weekend hours for non-emergency, acute illness and injuries. Valley's Occupational Health also opened satellite services in the Auburn Clinic location providing occupational medicine services, including work-site preventive care and the WorkSTEPS® program which identifies and tests workers on the essential functions of specific jobs. In December, Valley purchased Valley Women's Healthcare in Auburn to support our community's growing obstetrical and gynecologic needs.

**More Convenient Pharmacy Services with New Locations**

A relocated Prescription Pad North pharmacy began offering the convenience of a drive-up window and handier access just off Talbot Road South, while the addition of a new pharmacy next to the Emergency Department, Prescription Pad South, includes daily service, extended late night hours and valet parking.

**Enhanced Cancer Services & Podiatric, Nephrology, Midwifery and Diagnostic Care**

Cancer services were expanded by enhancing the Infusion Center and adding a new Oncology & Hematology Clinic with four physician specialists. VMC also added the Podiatric Clinic located in Kent and

new specialists in the Nephrology and Midwife Clinics. VMC installed digital radiography equipment and new IDose software in all clinics to provide higher quality/lower dosage x-rays (30% lower x-ray exposure).

**South Tower Project Begins Final Build-out**

In November 2011, VMC began final build-out of the South Tower's Floors 6 and 7, ultimately providing the necessary space in the coming

two years to relocate several hospital units for the expansion of The Birth Center and NICU, one of the busiest in the state.

**Electronic Medical Record Implementation**

Valley Medical Center proceeded with system-wide electronic medical record implementation in 2011 to enhance patient safety and care, while providing seamless integration and record transfer. The project culminates in 2012 with a three-phase "go live" which will give patients the convenience of full, online access to their VMC health system medical records.

**New Covington Clinic Groundbreaking**

In December 2011, VMC broke ground on Covington Clinic South, which will provide multi-specialty clinics and urgent care.



2

## Social Mission—Improving the Overall Health of the Community

### **VMC Provided Nearly \$50 Million in Uncompensated Care**

With combined charity care and uncollectable patient debt, Valley Medical Center provided \$49.8 million in uncompensated care in 2011. That's nearly \$6 million more than provided in 2010 and more than twice the amount of the \$19.6 million collected in 2011 tax revenue. According to the American Hospital Association, the average community hospital provided \$7.9 million in uncompensated care in 2010. [1.5.12, ahanews.com](#)

### **VMC Clinicians Provide Free Care through RotaCare and Acute Specialty Access Clinic**

Volunteer VMC physicians and staff contribute free primary care services every Saturday at Renton's RotaCare Clinic. The hospital also donates use of facilities and staff to Acute Specialty Access Clinic, a partnership among VMC, Valley Orthopedic Associates, King County Project Access which provides free orthopedic services, including joint replacement surgery, recovery care and rehabilitative services.

### **Robust VMC Employment Translates into More Jobs throughout the Community**

Employing approximately 3000 people in the community, Valley Medical Center is the second largest employer between Seattle and Tacoma with more than 400 new jobs created in 2011. For every eight jobs created at VMC, an estimated 2.5 jobs are created in the community. [valleymed.org/careers](http://valleymed.org/careers)



**Valley's Membership Programs Provide Education and Activities for Healthy Living**



**GLOW, VMC's free women's health and wellness membership program** celebrated its first anniversary with 2200 members. Events for the year included Healthy & Homemade: Fitness & Nutrition, Red Dress Tea, GLOW 5K Walk at The Landing, self-defense & anti-bullying training, Spa Day, The Good Stuff! 1st anniversary celebration and Pink the Rink GLOW Night with the Thunderbirds benefitting The Breast Center's free mammogram program. [valleymed.org/glow](http://valleymed.org/glow)

**GoldenCare, senior health and wellness membership program** (free to hospital district residents) serves nearly 20,000 members. GoldenCare offers a flu shot program, cholesterol and blood sugar testing, senior health fair, US Living Will Registry, insurance counseling, *Golden Living* magazine, free seminars and more. [valleymed.org/goldencare](http://valleymed.org/goldencare)



**31 free Doc Talk health education seminars** throughout the year [valleymed.org/events](http://valleymed.org/events)

**Free sports physical clinics for students grades 9 – 12** [valleymed.org/events](http://valleymed.org/events)

**Free monthly car seat fitting and inspection program partner** [valleymed.org/birth](http://valleymed.org/birth)

**Free bike helmet fittings and low-cost helmet program** at community events, including a Children's Safety Fair at VMC in March [valleymed.org/rehab](http://valleymed.org/rehab)

**Debuted a summer Sunday Farmer's Market** on the Valley Medical Center campus in partnership with the City of Renton, to enhance the community's access to fresh, locally grown produce



2

Social Mission—Improving the Overall Health of the Community

Valley is an active community participant, providing a variety of medical, financial and volunteer support, health screenings and health information at local events and for non-profit organizations throughout Public Hospital District No. 1 and the Puget Sound region.



Community Sponsorships .....

**Auburn**

- Auburn Chamber of Commerce
- Auburn Days
- Auburn KidsDay

**Covington**

- Covington Chamber of Commerce
- Covington Days

**Kent**

- Business Expo
- Christmas Rush Fun Run
- Kent4Health
- Kent Chamber of Commerce
- Kent Cornucopia Days
- Pediatric Interim Care Center

**Maple Valley/Black Diamond**

- Business Expo
- Community Center Senior & Teen Program
- Maple Valley/Black Diamond Chamber of Commerce
- Maple Valley Days

**Newcastle**

- Cycle the Wave
- Newcastle Chamber of Commerce
- Newcastle Days & 5K Run/Walk

**Renton**

- Business Expo
- Communities in Schools of Renton
- Farmer's Market
- New Teacher Breakfast
- Renton Chamber of Commerce
- Renton River Days
- Renton Rotary and RotaCare

To find the VMC primary care, urgent care and specialty clinics most convenient to you, visit [valleymed.org/clinics](http://valleymed.org/clinics) or call 425.656.4636 (INFO).

**Tukwila**

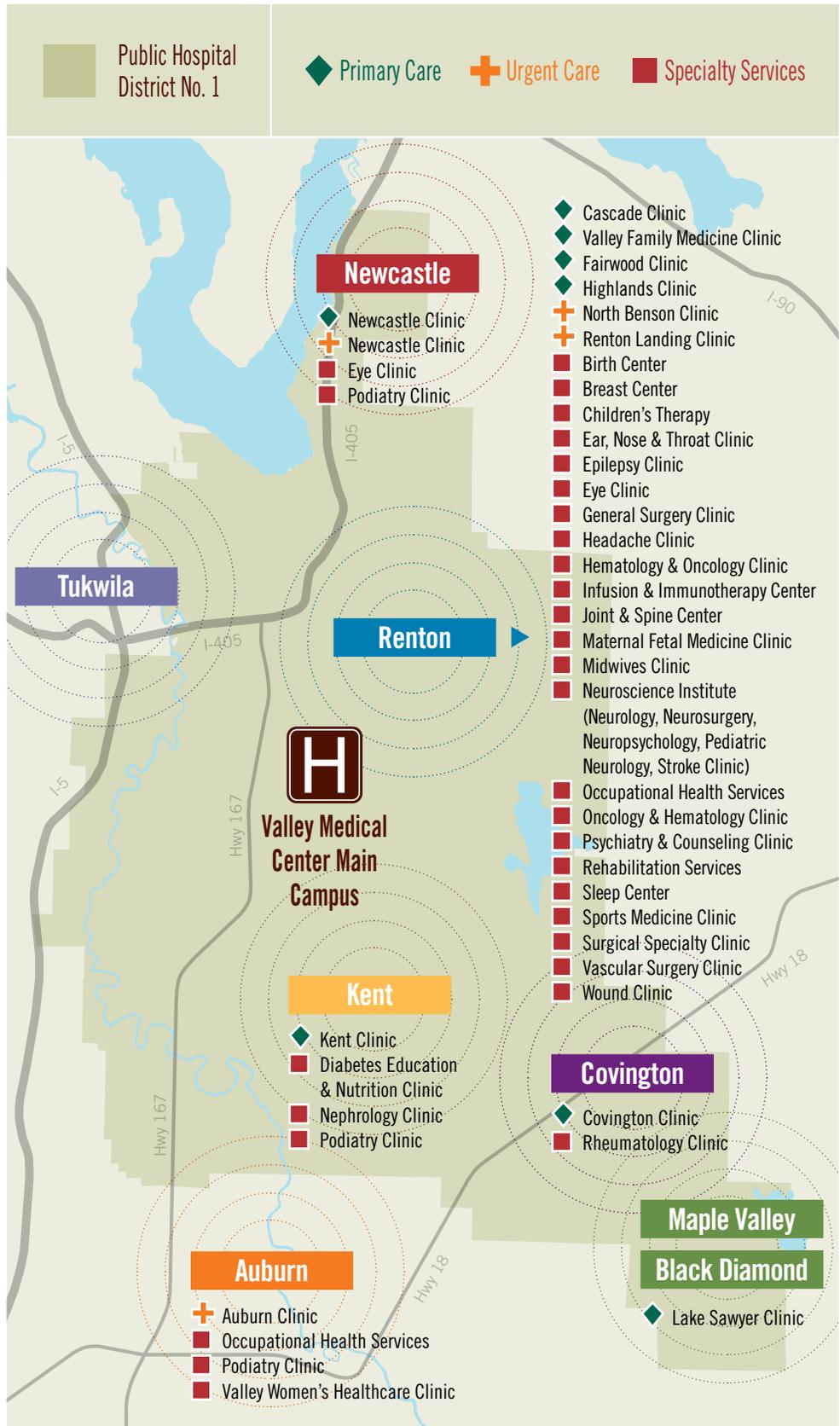
South King County Chamber (Tukwila, Sea Tac, Burien)

**Diversity Outreach**

Heart Month Health Screenings: Latino, Filipino, Sikh, Ukrainian, Vietnamese communities  
 Kent International Festival  
 Seattle PrideFest

**Puget Sound Region**

American Cancer Society Renton Relay for Life  
 American Diabetes Association Tour de Cure  
 American Heart Association Heart & Stroke Walk  
 Cancer Lifeline  
 HealthPoint  
 King County Sexual Assault Resource Center  
 March of Dimes March for Babies  
 MS Society Bike MS 150  
 NW Kidney Foundation  
 Seahawks 12K/GLOW 5K for Transwestern Harvest  
 Starlight Foundation  
 Susan G. Komen 3-Day for Breast Cancer  
 Vision House  
 Washington Women in Need



3

## Environmental Sustainability— Resource Preservation

Targeting a combination of infrastructure and operations improvements, Valley continues efforts to reduce energy, maintenance and replacement costs on a continuous and permanent basis and contributed toward the preservation of resources.

**Valley's total energy projects have produced the equivalent of permanently removing nearly 1000 cars from the roads.**

**Heating and cooling equipment upgrades.** As part of a decade-long plan, Valley has been systematically replacing the hospital's 35 original 1969 heating and cooling units with more efficient heating units requiring less energy and maintenance. In 2011, two units were replaced, with the final two slated

for replacement during the 2013-14 Birth Center expansion project. The hospital's cooling system has been consolidated into a central chilled water plant lowering energy and maintenance costs and reducing the potential for negative environmental exposure from chemicals.

The hospital's uninterrupted power system avoids the traditional lead-based battery method and uses a cutting-edge, no-battery, fly-wheel system which spins at 36,000 RPM inside a vacuum. The fly wheel system, levitated by magnets, significantly reduces wear, tear and energy use.

Instead of being stored in air-conditioned, cold rooms, Valley's IT equipment is cooled by the racks the servers are stored on. This focused cooling method is easy to maintain and generates energy savings.

**Lighting improvements.** Exterior parking lot lighting was replaced in 2011 with energy-sipping LED fixtures. Interior lighting continued to be replaced with more energy efficient options requiring fewer bulb replacements, reducing waste stream and maintenance costs. The interior lighting replacement project has continued into 2012.

**Hybrid vehicles replacing standard vehicles in Valley's fleet.** Three of the four hospital departments utilizing Valley fleet vehicles currently use hybrids, which run exclusively on electricity at speeds less than 25 mph, providing eco-friendly transport around the hospital campus. As fleet vehicles need replacing, Valley is purchasing hybrids with the goal of a 100% hybrid fleet.

The state-of-the-art central chilled water plant efficiently cools air circulated throughout the hospital campus.



**Recycling efforts hit full speed.** Valley has been recycling portions of its trash for 22 years. In 2011, however, a formal plan was implemented with the goal of recycling as much waste as possible. While recycling is important for sustainability, it also makes good fiscal sense: Removal of recyclable materials is half the cost of non-recyclable waste. Valley currently recycles paper, cardboard, glass, plastic containers and wrap, Styrofoam, metals, construction materials, batteries, light bulbs, obsolete computer equipment and food waste. In 2011, the implementation of the recycling plan resulted in an additional 190.4 tons of material diverted from the landfills.



**Food waste transformed into reusable resource.** The hospital's Food Management and Nutrition Services robust recycling program collected 145,600 pounds of food waste in 2011, which was

converted to compost in partnership with Cedar Grove Composting. This equates to approximately 66.043 metric tons of green house gas emissions diverted from the atmosphere.

**Electric vehicle charging stations initiated.** In addition to replacing courier cars and a security vehicle with hybrid models to reduce emissions over the past several years, Valley proceeded with a plan to install eight, no-cost electric vehicle charging stations on the hospital campus in cooperation with the City of Renton. The project was completed in the first quarter of 2012.



Top: Updated LED lighting throughout the hospital campus is resulting in energy savings, reduced waste and maintenance.

Left: Heat-generating computer servers require cool conditions to avoid overheating—racks containing internal cooling systems provide energy efficient cooling.



## Swimming Fast & Strong: A Competitive Teen Athlete Excels after Spine Surgery



“Scoliosis runs in my family: I had it and Emily has it,” says Deb, Emily’s mother. “Emily began seeing Dr. Thompson a few years ago. He treated Emily with a custom back brace to prevent her spine’s curve from progressing. We appreciated Dr. Thompson’s starting with a less invasive approach. After a few years, Emily grew so quickly and so did the degree of curve in her spine—and her best option became surgery.”

Sixteen year-old Emily, at 5’10” with a physique of pure muscle honed by a decade of competitive swimming, had much at stake. “We weren’t sure she’d be able to swim at a high level anymore after

surgery,” says Deb. Emily felt more confident. “Dr. Thompson assured me that everything would be fine and understood how I wanted to get back to a competitive level. And several friends had been through the same thing. I was anxious to get it over with.” During her surgery at Valley Medical Center, orthopedic surgeon Jason Thompson, MD, corrected the rotation in Emily’s spine and fixed two Pangea system titanium rods to her spine to straighten it.



Jason Thompson, MD,  
Co-Medical Director of  
The Spine Center

Valley Medical Center's award-winning Spine Center is rated #1 in Washington state for Overall Orthopedic Services for the third year in a row according to 2012 HealthGrades®. 📞 For an appointment, call **425.656.5060**. For more information about The Spine Center, visit [valleymed.org/spine](http://valleymed.org/spine).



“After surgery, I was impressed with the care at The Spine Center. The nursing staff was on top of helping Emily manage her pain. They understood what she was experiencing. I appreciated the scanning technology used to administer the pain medication accurately,” says Deb. Within a year after her surgery, Emily finished third in the state in the 100m Fly. In November, she helped lead her 4A high school to a 3rd place finish in the state swim and dive championship—the best her school has ever done. “It was painful at first (after surgery), but the recovery was only a temporary setback and hasn’t hurt my performance. Now I don’t have limitations,” says Emily.

Emily, at the 2011  
Washington state AAAA  
Swim and Dive Championship

Credit: Charles Cortes/Kent Reporter

# Remarkable Recognition



## Named to *Modern Healthcare's* Top 100 Best Places to Work in Healthcare

For the fourth consecutive year, the prestigious healthcare publication, Modern Healthcare, announced that Valley Medical Center once again made their list of the top 100 "Best Places to Work in Healthcare" in the nation. Valley is one of only a handful of companies that can boast they have been on this national list four out of four years, and is the only hospital and medical center from Washington to have ever made this list!



## Named 2011 #1 Best Non-Profit Company to Work For & #1 Best Workplace

Seattle Business magazine named Valley Medical Center the **#1 Non-Profit Company to Work For** in Washington. VMC was also recognized by the *Puget Sound Business Journal* as the **#1 Best Workplace for 2011** in the extra large company category (500 or more local employees).



## Earned 10th Consecutive Annual "No Findings" Audit from State Auditor's Office

State Auditor Sonntag congratulated the Valley Medical Center's Board of Commissioners, noting that the accomplishment "reflects the dedication of the District's Commissioners, management and staff to provide strong operational oversight, good internal controls and accurate financial reporting" and "a model for other entities in our state."



## Earned National Budget Award from GFOA

This national award from the Government Finance Officers Association (GFOA) for outstanding achievement in budgeting is the highest form of recognition in governmental budgeting. No other west coast public hospital district has achieved this award.



## Get With The Guidelines – Gold and Silver Quality Achievement Awards for Cardiac and Stroke Care

The American Heart Association/American Stroke Association recognized VMC with the 2011 Get With The Guidelines® – Heart Failure Gold Quality Achievement Award and the Stroke Silver Quality Achievement Award, acknowledging VMC's commitment and success in implementing higher standards of heart failure and stroke care. The Washington State Department of Health also named VMC a Level II Stroke Center in the state's new Emergency Cardiac and Stroke System and a Level I Cardiac Center which provides 24/7 cardiac care.





**Awarded #1 Ranking in Orthopedics, Joint & Spine and Named Blue Distinction Center**



HealthGrades® ranked Valley Medical Center #1 in Washington State and among the top 5% in the U.S. for Overall Orthopedic Services, Joint Replacement and Spine Surgery. For the second consecutive year, VMC has been designated a *Blue Distinction Center for Spine Surgery*, and *Blue Distinction Center for Knee and Hip Replacement* by Regence BlueShield for a second year for meeting quality standards and delivering positive patient outcomes.



## Cancer Program at Valley Medical Center Again Granted Three-Year Accreditation with Commendation

The Commission on Cancer of the American College of Surgeons once again granted a **Three-Year Accreditation with Commendation** to Valley Medical Center in the category: Community Hospital Comprehensive Cancer Program.



## Recognized in the Top Four Best Hospitals in Seattle Metro Area by U.S. News & World Magazine

Valley Medical Center has been ranked in the top four hospitals in the Seattle area in *U.S. News & World Report's* first-ever Best Hospitals metro area rankings, available online at [usnews.com/hospitals](http://usnews.com/hospitals).

SeattleMet



## Valley Medical Physicians Earn "Top Doc" Rankings

"Top Doc" lists in regional publications included 51 Valley Medical Center-associated physicians representing 33 specialties in 2012.



## Received the NCQA Health Quality Award

Valley Medical Center was awarded for recognized leadership and innovation in the care management of diabetes.



## Valley Midwives Voted "Totally Awesome"

The Midwives Clinic at Valley Medical Center delivered a win in Red Tricycle's 2011 Totally Awesome Awards, earning the top spot in the Midwives and Doulas category. Also celebrating their 5th anniversary of service at VMC, Valley midwives delivered nearly 2000 babies at The Birth Center in 2011.



## King County Healthcare Coalition's Excellence in Innovation Awards

VMC NICU and Mother, Baby, Pediatrics Nurse Manager Suzan Knowles was presented with two **Excellence in Innovation** awards by the Executive Council of the King County Healthcare Coalition. Knowles developed the 'Every Kid, Every Time: Color Coding for Kids Initiative' which establishes and improves county-wide consistency and safety in the care of pediatric patients. As part of The Pediatric Workgroup, she received a second award for acting as a strong advocate for the efficient triage of pediatric patients in large-scale disasters.

## Employee Recognition

Our employees are Valley Medical Center—they make us the premier healthcare system in our service area. We recognize them formally through our Employee of the Month program. Employees of the Month are nominated by co-workers and selected by a committee of peers.



2011 Employee of the Year, Viet Lam, Clinical Pharmacist

### 2011 Employees of the Month

January	Naghmi Akmal, Ultrasound Tech, ARDMS.....	The Breast Center
	Kris Olson, Systems Administrator .....	Information Technology
February	Kim Blake, Patient Service Representative.....	Neuroscience Institute
	Peggy Selle, Medical Social Worker.....	Midwives Clinic
March	Denise Campbell, Surgical Technician .....	Perioperative Services
	Tracey Drake, Pharmacy Tech II.....	Pharmacy
April	Natasha Parker, PCA/HCA.....	Cardiac/Telemetry
	Brenden Barnum, Clinical Applications Analyst.....	Information Technology
May	Stephanie Owens, Occupational Therapist III.....	Rehabilitation Services
	Tawny Collins, Senior Network Administrator .....	Information Technology
June	Amy Trost, ER Med Surg Tech.....	Emergency Department
	Stacy Miller, Registered Nurse .....	The Birth Center
July	Jume Sutton, Registered Nurse.....	The Joint & Spine Center
	Sue Koning, Registered Nurse.....	Interventional Radiology Care Unit
August	Chou Sa Ngoun, Patient Service Representative .....	Midwives Clinic
	Maria Dakan, Account Manager .....	Occupational Health Services
September	Viet Lam, Clinical Pharmacist .....	Pharmacy
	Lydia Zou, Clinical Pharmacist.....	Pharmacy
October	Michelle Bybee, Registered Nurse.....	2 West
	Mike Tack, Radiation Technologist , ARRT .....	North Benson Urgent Care
November	Sharel Miller, Medical Assistant .....	Covington Primary Care
	Kim Obenauf, PCA/HCA.....	The Joint & Spine Center
December	Felecia Perez, Surgical Technician.....	The Birth Center
	Eric Froisland, Registered Nurse.....	Emergency Department



## Calm in the Face of Crisis, The Birth Center Team Instills Trust while Saving Lives

With each contraction, the baby's heart rate dropped. The Birth Center team determined meconium (the baby's first stools) had passed into the amniotic fluid, potentially leading to breathing distress and blocked airways if the baby inhaled it, as well as potential infection and pneumonia. Misty underwent an emergency C-section to get her baby delivered as quickly as possible.

Blue and not breathing when he was born, the immediate action of the Valley Medical Center's Neonatal ICU team quickly revived Misty's son, Sam. She recalls, "Because of their thorough monitoring, keeping us informed the whole way, staying so calm and positive throughout, I trusted the Birth Center team. Even though the situation was tense for them and for my husband, I didn't feel it because of the trust. For me, all I heard was my son's cry as he took his first breath. And then afterward, my husband got to spend the first hour of our son's life bonding with him."

Misty's pregnancy didn't get complicated until the very end. After undergoing a year of fertility treatment that resulted in IVF (in vitro fertilization), Misty and her husband were ecstatic when she became pregnant. "We took labor and delivery classes at Valley which were great. We got terrific information and knew just what to expect," says Misty.

Five days after her due date during an uneventful pregnancy, Misty stopped feeling the baby's movement and went in to see her doctor. Misty's amniotic fluid was low and she was immediately admitted to Valley Medical Center's Birth Center for an induced delivery, which became the first chapter in Sam's epic entry into the world.

After delivery, breastfeeding was a challenge for the new mom and baby as well. "The breastfeeding consultants were great—even helping several times after we went home. Now, I'm part of the Parent-Baby classes at Valley. I've met so many other moms who have become great friends."

"Our son is a perfect, healthy baby with no negative effects from his complicated start. I love being a mom and am enjoying every moment with Sam. Having a support network like Valley's is so important for new parents."

The Birth Center blends state-of-the-art care with soothing, family-centered surroundings. A resource for obstetric and gynecologic care, genetic counseling, high-risk pregnancy care, birth preparation classes, prenatal fitness, breastfeeding help, advice about parenting, medical care and parent support groups, Valley Medical Center also offers Pitter Patter, a free health and wellness membership program for expectant parents and young families. 📞 Questions? Visit [valleymed.org/birth](https://valleymed.org/birth) or call **206.575.2229 (BABY)**.



Left: Shayne gives Misty her first look at their son, Sam

Right: Shayne, Misty and perfectly healthy, nearly 1 year-old Sam, enjoying a family outing at Northwest Trek



## Leading the Way for Enhanced Healthcare in South King County

**“In my 28 years at Valley Medical Center, the work of the President’s Advisory Council in guiding us toward a strategic alliance with UW Medicine is the most significant and visionary accomplishment that has been made on behalf of our community because it will help facilitate the most comprehensive clinical care available for the people in our community. The possibilities from aligning with a world class organization of this caliber are endless, and well deserved by the people of south King County. I applaud the Valley Board of Commissioners, the UW Medicine Board of Trustees and the UW Board of Regents for their decisions to proceed.”**

Rich Roodman, CEO, Valley Medical Center

June 10, 2011, formal signing of Strategic Alliance Agreement

This Report to the Community is published by Valley Medical Center. © Valley Voices 2012. About Valley Medical Center Public Hospital District No. 1 of King County—Valley Medical Center—is the largest PHD in Washington state. Valley Medical Center is strategically aligned with the UW Medicine Health System. To learn more about VMC, visit [valleymed.org](http://valleymed.org). To express your views, please write to Sandra Sward, Assistant to the Board of Trustees, VMC 1-019, PO Box 50010, Renton, WA 98058-5010.

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