

**CARING
FOR OUR
COMMUNITY
LIKE
FAMILY**

Gratitude Report

JULY 1, 2019 – JUNE 30, 2020

COMMITTED TO PROVIDING ACCESS TO HIGH QUALITY HEALTHCARE FOR ALL

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Valley's leadership team is also proud to all be individual donors to the hospital—personally supporting the work of each and every team member as they care for our community like family.

Your Generosity Generates **HOPE**



Rich Roodman
Chief Executive Officer



Vicki Orrico
Chair, Board of Trustees

It is undeniable, 2020 is a year that will go down in history as one of great challenge, adversity and change. It's an unprecedented moment in time that has also been full of opportunity, teeming with examples of how we have all overcome seemingly insurmountable barriers. Together.

We've seen some of the toughest times we've ever experienced, but we've also seen our community come together in ways we never could have imagined. A single word defines what we feel in this moment...GRATITUDE.

Gratitude for the countless community members, staff members, businesses large and small, local manufacturers, and relief organizations across the state and country who supported us this year. We could not have begun building South King County's first and only Cancer Center or gone toe-to-toe with COVID-19 without you. Massive financial challenges particularly impact public hospitals like Valley who care for all-comers and the support and love we received ensures our journey will continue far into the future.

Donations to our Area of Greatest Need Fund allow us to prioritize the essential needs of our organization and our patients, providing vital resources and financial aid, enabling us to react quickly to the many unforeseen challenges. From critical safety equipment and vital funds, to homemade masks, meals for caregivers, special supplies for isolation rooms, monitoring equipment and tablets to help COVID+ patients communicate with their families, letters of encouragement, craft supplies and much, much more, **YOU are the village that came to our rescue when we needed you most.**

We are passionate about our mission to "care for our community like family," something we have lived and breathed this past year. Our Board, senior leaders, providers, volunteers and staff collaborated tirelessly to demonstrate throughout the pandemic what our mission truly means. Thank you for being part of our life-changing journey and giving us the opportunity to make a difference in so many lives through your support, encouragement and HOPE.

Although we undoubtedly have more challenges to face, one thing is absolutely certain: we are resilient and will overcome them. Together.



With tremendous gratitude,

Vicki Orrico, Chair, Board of Trustees

Rich Roodman, Chief Executive Officer

History of caring for our community



AT VALLEY MEDICAL CENTER, WE WITNESS THE REMARKABLE POWER OF LIFE IN EVERYTHING WE DO. IT'S HUMBLING, IT'S INSPIRING, AND SERVES AS A CONSTANT REMINDER OF WHY WE ARE HERE— TO CARE FOR OUR COMMUNITY LIKE FAMILY.

Cherished by generations of South King County residents as a place where families can be assured of outstanding, compassionate care, Valley is proud of its deep roots in our local community.

The Puget Sound region's explosive growth in recent years has led to dramatic demographic shifts in the communities south of Seattle. Comprised of many people new to the South King County area, our community has added record numbers of working-class families, young professionals, immigrants, refugees and people priced out of Seattle. Low-income Medicare and Medicaid patients make up a significant share of the population for whom Valley provides care. We have remained true to our public hospital mission to care for all-comers regardless of ability to pay and are dedicated to ensuring we serve all populations within our diverse community with respect and compassion.

Today, Valley is a major medical center and clinic network, housing a 341-bed hospital, a network of more than 50 primary, urgent and specialty care clinics and an array of outreach and wellness programs tailored for our community. Valley offers medical, surgical and 24-hour emergency care as a Level III Trauma Center and has recognized medical specialties in joint replacement, neuroscience, stroke and spine, childbirth and neonatal care, and provides specialized heart and vascular care as well as comprehensive cancer treatment.

Now caring for more than 600,000 residents within our service area, Valley has adapted to the burgeoning population and changes in the healthcare landscape through careful growth, steadfast financial stewardship, nimbleness and thoughtful innovation. Our strong reputation has been bolstered by a strategic partnership launched in 2011 with UW Medicine, the state's top-rated health system.

341

hospital beds

50

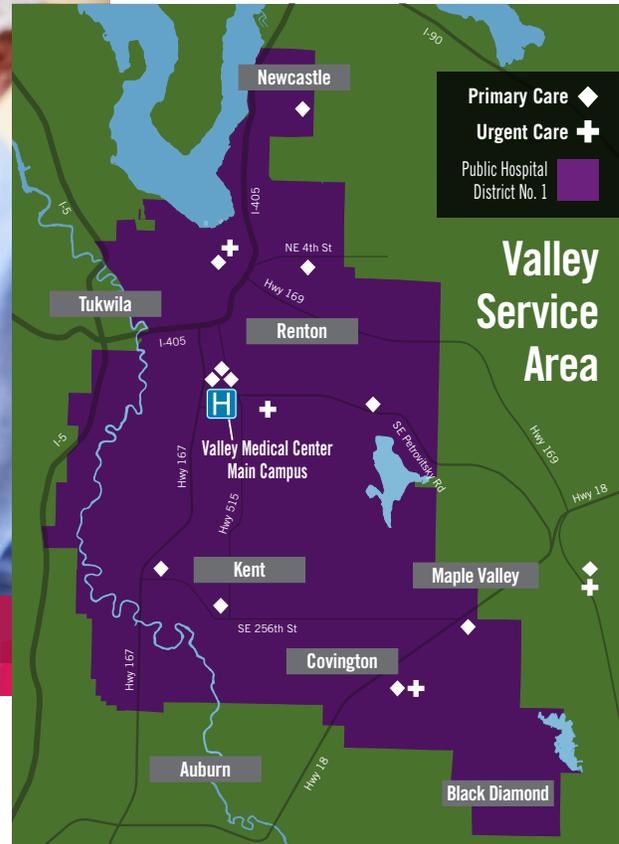
primary, urgent
and specialty
care clinics

III

Level III
Trauma Center

600K+

residents within
our service area



Why we fundraise

Valley is committed to providing access to high quality healthcare for all.

For over 70 years, we have been the trusted care provider for residents of Renton, Kent, Tukwila, Auburn, Black Diamond, Covington, Federal Way, Maple Valley, Newcastle and SeaTac. Many of these communities are among the most diverse in the country and the most vulnerable.

The expense of providing emergency care to all 24/7 is significant.

Along with hospitals across the country, Valley is being buffeted by economic pressures. These include escalating numbers of uninsured patients, an aging population with more costly needs, and dwindling payment from insurance companies and the government. Hospitals must also shoulder responsibilities unparalleled in the past, such as soaring pharmaceutical costs and a growing need for financial assistance. In fact, in many cases, financial assistance goes above and beyond medical treatment and may include such basic necessities as clothing, medication, wheelchairs and other items to ensure patient safety after discharge.

Economic conditions and health disparities in South King County continue to underscore the importance of our efforts.

Through our Community Health Needs Assessment, conducted every three years, we know that access to care, disease prevention and behavioral health disorders are the top health concerns of those within our community and we are committed to offering and partnering on programs to drive access, health and wellness.

Support of our donors allows us to remain well-positioned to care for our community.

Through the generous support of individuals and corporate partners, we are able to supplement our constrained budget to provide additional and enhanced healthcare services, to focus on outreach and wellness opportunities and to undertake capital improvements to our facilities. We know the health and well-being of our district residents depends on us and we are here to serve.



Financial advocacy: caring for all within our community

Valley is exceptionally proud of our strong commitment as an organization to **care for all within our community** regardless of ethnicity, gender or socioeconomic circumstances. As the largest nonprofit healthcare provider between Seattle and Tacoma, this commitment comes at a cost, as we provide approximately **\$25 million** in private funds annually, through our Advocacy programs, including providing financial assistance, to ensure access to quality healthcare for all in need.



Valley has a dedicated team of **Financial Advocates** who partner with patients facing financial hardship, due to lack of insurance coverage or other factors, as they manage their healthcare. This essential support network helps ensure vital medical care is not delayed or neglected and provides partnership on payment plans and access to additional financial resources.

**THE SUPPORT OF
OUR COMMUNITY
IS ESSENTIAL
IN PROVIDING
ONGOING CARE
FOR ALL IN NEED.**



In many instances, support also includes assistance in funding additional necessary items to patients through the discharge process. This may include things such as wheelchairs, durable medical equipment, prosthetics, clothing, medication, or next of kin travel to connect family in end-of-life situations. While these are in no way items that Valley is required to provide, we feel strongly that it is important to aid where we can in order to help the members of our community navigating hardship and difficult situations. Funding to support these efforts is made possible by donations and the need often significantly outpaces the financial resources available.



Valley also utilizes a network of **RN Care Managers** to actively monitor the health of patients within some of our most at-risk populations. These staff are embedded within primary and specialty care to assist with individualized care planning and coordination. They provide a vital resource to advocate for patient needs, helping remove barriers to care. Home monitoring, with equipment provided by Valley, partnered with regular check-ins and follow-up allow for early intervention when health conditions change and additional medical care is required.

 valleymed.org/FinancialAssistance



BE THE HOPE



Valley Girls & Guys!

Hope starts with just a single spark; and for many of Valley's cancer patients hope is sparked through the local non-profit, **Valley Girls & Guys**. With a mission to blanket every cancer patient with love and generosity, Valley Girls & Guys provides much needed equipment, services, financial support and a warm cozy blanket for local cancer patients. Fearlessly founded and led by Tina McDonough and a board of strong, driven, committed community members, their passion for helping others during a time of greatest need led them to create the BeTheHope Fund.

"Through their BeTheHope walk and other fundraising, the Valley Girls & Guys team has literally walked to the ends of the earth and back to help others, to find a cure and be the light that patients and families need to get through the darkest moments of their lives. The **BeTheHope Fund**, established in 2018, truly makes the impossible, possible," says Gayle Jewett, Vice President of Cancer Services at Valley.

As a community-based organization, Valley Medical Center remains true to our roots of welcoming all who are in need. Improving and enhancing Valley's cancer care, the BeTheHope Fund began as a grassroots effort to support our most vulnerable patients. It provides vital funding for patients who are already faced with the enormous challenges that a cancer diagnosis and treatment brings—easing the struggle to pay for basic necessities such as food, transportation, utilities and rent.



valleygirlsandguys.org

THERE WAS HOPE

A patient experience
recounted by
Valley's Oncology
Financial Advocate

"Her first words to me were that she did not need any help. Fiercely independent and often working three jobs, this single mother was not only the sole provider for her family, she was a cancer patient. When initially diagnosed, she refused financial assistance from the hospital and continued working until her health would no longer allow it. Now without a source of income, she was homeless and living in her car.

"As her story unfolded, she said she finally began applying for financial assistance through other organizations, but only received denials. While Social Security had eventually offered her a life ring covering the cost of temporary hotel lodging, it was not enough to pay the security deposit for the more permanent home she and her family required. Her need was real. Her need was dire.

"When I told her about the BeTheHope Fund, she was hesitant to apply—but realized nothing could be gained if she didn't at least try. Valley Girls & Guys approved her application **THE VERY NEXT DAY** and immediately sent a security deposit check to her new landlord. Through tears of joy and gratitude, she finally saw a light at the end of her very dark tunnel. **There was HOPE, all because the BeTheHope Fund was able to help.**

"The BeTheHope Fund has made a significant financial impact on patients, helping them believe in themselves and in the life changing possibilities that only hope can bring. This is just one of many lives touched through the generosity of the dedicated Valley Girls & Guys volunteers."

Gratitude for our caregivers

Our staff members and teams are the cornerstone of the care we provide and we have incredible gratitude for each and every one of them, who have been on the frontlines daily, and all that they've given through this tremendously trying time. They have tirelessly upheld their commitment to **care for our community like family** and we couldn't have weathered this unprecedented time without them.



THEY ARE TRUE HEROES.

212

active
volunteers

40K

hours donated
annually



VOLUNTEERS IN ACTION

Valley's Volunteers in Action contribute an extra dose of the most important of all ingredients in healthcare — love and concern for people. We are extremely fortunate to have over 200 active volunteers who donate approximately 40,000 hours each year in many different departments and roles throughout our hospital and clinic network.

Supplementing the services performed by paid staff, our volunteers are goodwill ambassadors, spreading hope and cheer and providing important assistance for our patients and visitors. Whether serving as a greeter at the Information Desk, escorting visitors or becoming a clinical volunteer in an area like the Emergency Department, volunteers are a treasured part of our team. We provide a broad range of healthcare services at the lowest possible cost to people living and working in our community. We can do this, in part, because of our volunteers and we are so thankful for their commitment to supporting Valley, our patients and staff.

 valleymed.org/volunteer



THANK A CAREGIVER

Has a current or former Valley staff member or team positively impacted your life, the life of a loved one or friend? You may honor them in a lasting way through our **Thank a Caregiver program**. Blown glass floats are available for purchase in recognition of our outstanding caregivers. Through our community's support, we will fill a new structural element in our Healing Garden on the Valley Medical Center campus to show our appreciation and gratitude. Funds raised through this program will be reinvested in our staff and other programs and initiatives identified as greatest needs for Valley.

 valleymed.org/thankacaregiver



COVID-19: THE NEED WAS EMERGENT. YOU DELIVERED.



The love and support we received from our community, in the wake of COVID-19, was both immense and truly inspiring. We've never experienced an outpouring of support like it! From those who offered their sewing and 3D printing skills, to those who scoured their closets and garages for protective equipment, to local businesses, groups and organizations who manufactured items, donated supplies and funds, and kept our staff fed and cared for, you answered the call when we needed your help to keep our staff safe during a truly unprecedented time. In fact, the volume of donations was so great, that we temporarily opened our Community Donation Center on Valley's campus to collect items, organize and quickly redistribute them to critical areas of need across our organization.

Valley was on the front edge of leading the COVID-19 medical response in our region with a comprehensive plan mapped out in early February as cases were beginning to emerge globally. Our efforts helped set the standard for care and our patients have benefitted greatly from this focused work. Through the pandemic, Valley has cared for one of the highest volumes of COVID-19 patients in our region, a fact driven by the demographics of the population we serve within South King County.

Unfortunately, this care has come at a significant cost. Through the pandemic, we saw massive increases in costs through our supply chain due to limited supplies. Valley had to add significant infrastructure to support caring for large numbers of critically ill patients while working to keep our community healthy through screening stations across our campuses and our Mobile Care Unit for COVID-19 testing.

We shifted funding to purchase additional beds, motorized stretchers, ventilators, crash carts and IV pumps on an accelerated schedule. Many of these items were planned for replacement as far as four years out and we are thankful that because of our fiscal responsibility we could accelerate this timeline. We experienced a significant rise in staff and operating costs and, at the peak of the crisis, we saw a drastic loss in revenue as over 70% of our elective surgeries were postponed in mid-March and our clinic volumes fell dramatically.

In addition to the financial cost, there is also the cost to our frontline caregivers. What they have experienced during this time is truly unimaginable. Valley is proud to offer services like trauma and mental health assistance for staff, including access to an Employee Assistance Program, one-on-one counseling and wellness programs.

To the thousands of community members, businesses large and small, local manufacturers and relief organizations – we cannot thank you enough for ensuring we had what we needed to care for our community. We couldn't have done our jobs without you and are so very grateful. Valley is now actively participating in COVID-19 research and multiple clinical drug trials as we work to remain nimble in order to respond to a potential surge in cases in the coming months.

OUR COMMITMENT TO BATTLING COVID-19 REMAINS STRONGER THAN EVER AND WE HAVE OUR COMMUNITY TO THANK.



At-Home COVID-19 Recovery Made Easier with Daily Calls and Remote Monitoring from Clinic Nurse Caregiver

Being diagnosed with COVID-19 is scary, especially when you have a chronic breathing condition like asthma. “Some days I could hardly eat or drink or get up out of bed,” says Mary who lives with asthma and is recently recovered from COVID-19, “but Annie would encourage me and give me advice to help with whatever I was feeling that day.”

“I had questions for her every day. She gave me advice on what medications to take, told me to drink more fluids and she let me know I could always call her. I looked forward to her calls.”

– Mary, Valley COVID-19 at-home care patient

Annie Smith, RN is a Nurse Care Manager from Highlands Primary Care Clinic where Mary receives care. As part of Valley’s COVID-19 at-home care program and during the most critical period of COVID-19 recovery, Annie talked to Mary daily, and sometimes twice a day. “I appreciated her calls so much,” says Mary. “I had questions for her every day. She gave me advice on what medications to take, told me to drink more fluids and she let me know I could always call her. I looked forward to her calls. Sometimes she was the only person I talked to all day.”

After Mary tested positive for COVID-19, her testing organization’s only follow up was a daily, symptom-checker text message. Mary believes the personal phone calls from her Valley caregiver made all the difference, as did the pulse oximeter Annie sent her to monitor heart



rate and oxygen levels remotely. On one particularly difficult day of unrelenting fever, Mary thought she might have to go to the emergency room. Through Annie’s counsel, she was able to more confidently care for herself that day, as well as other days of tough symptoms, with the added reassurance of knowing

her heart rate and oxygen saturation were at safe levels.

“We built a good relationship—it was beautiful, it was awesome. I look forward to meeting her in person someday,” says Mary of Annie’s care. “And since I’ve recovered from COVID and never want to get it again, I’m an advocate for EVERYONE masking up!”

 valleymed.org/ourservices

OUR COMMUNITY IMPACT



627,906
primary, specialty and urgent care clinic visits

69,438
new patient visits annually



3,393
cath lab & special procedures performed

11,830
surgeries performed

8,438
endoscopies performed

30 YEARS FITNESS CENTER has been in operation (only hospital-based fitness center with a pool in King County)

529
COVID-19 positive inpatients (Feb – June 30)

50 MOST CRITICALLY ILL COVID-19 PATIENTS enrolled in a potentially life-saving clinical trial

77,344
emergency department visits

63,741
acute inpatient days

7,823
critical care days



16,924
inpatient admissions

619
joint replacements

1,919
Breast Center patients seen in our High Risk Screening & Genetics Clinic



3,995
extraordinary employees

18,475 HOURS given by Volunteers In Action

\$25M
in financial assistance provided to our community

3,287
babies delivered

4,915
NICU days

212
volunteers in action

21,690
Infusion Center visits

7.5 years
average Valley employee tenure

40 PATIENTS TREATED for Prostate Cancer with Low Dose Rate (LDR) Brachytherapy



“THIS IS WHY WE BECAME NURSES AND HAVE BEEN TRAINED TO DO WHAT WE DO.”

COVID-19 Caregiver, Richmond Buerter, RN

According to his manager, Richmond Buerter, RN is always the first to volunteer to take care of Valley’s hospitalized COVID-19 patients. “At first I was really scared,” he admits, “all the rules to follow; the donning and doffing of protective equipment; and I was afraid of bringing it home to my family.” Now the extensive procedures to enter a COVID patient room are second nature and the personal interactions with his patients are Richmond’s favorite part of caregiving, especially hearing their life stories. “With my face covered, I have to work extra hard to make personal connections, so I try to be funny and make jokes to make my patients more comfortable, happier and not so bored. I’ll hold their hands, comfort them, and reassure them that they’re going to come out of this all right.”

Richmond recalls a whole family hospitalized in his unit at Valley. As their caregivers and go-betweens, and despite necessary separation, he and his colleagues kept them connected with frequent reassurances that their loved ones were okay and relaying “I love you” messages among them. Another of his COVID patients was developmentally delayed, non-verbal, depressed and didn’t understand why he was confined to his hospital room. Richmond learned bringing his patient snacks would exponentially brighten his day. “He started talking and his spirits lifted. I saw him change from sad to happy, so I always brought him a snack.”

Caregiving is in Richmond’s DNA—both parents are healthcare professionals who encouraged him toward nursing. After studying accounting at the University of

Washington, Richmond changed course and pursued his nursing degree at Green River College alongside a cohort of Valley employees who urged him to join the Valley family. And he did—beginning his Valley career as a Personal Care Assistant in 2018, Richmond completed his nursing degree in 2019 through Valley’s tuition assistance program, just in time for the COVID-19 pandemic.

“It means a lot to me to be able to give back something important to the community during these strange times. This is why we became nurses and have been trained to do what we do. When we get off the elevator on the COVID-unit, there’s this poster of our mission statement, ‘Caring for our community like family.’ That’s a huge reminder of why we’re here and what we’re doing. I’d like to highlight my coworkers on the COVID unit, the managers, the leadership team and all they’ve done to support staff and patients during this crisis. I’d like to recognize their work, the importance of their unwavering commitment and their countless contributions to the continued care and unrelenting fight against this pandemic.”

Grateful to the Valley community for their donations of meals, masks, equipment and more during the COVID-19 crisis, Richmond says, “It feels great to get all the support from our community. Now during the pandemic, I understand more about what the hospital means to the community and the hospital’s commitment to the community. It’s been heartwarming to feel so appreciated—thank you.”

 valleymed.org/careers

“WHEN WE GET OFF THE ELEVATOR ON THE COVID-UNIT, THERE’S THIS POSTER OF OUR MISSION STATEMENT, ‘CARING FOR OUR COMMUNITY LIKE FAMILY.’ THAT’S A HUGE REMINDER OF WHY WE’RE HERE AND WHAT WE’RE DOING.”



Cancer Treatment: World-class care close to home

A cancer diagnosis is frightening for anyone. Patients and their families wrestle with questions like how to find the best care and whether that care is accessible to them. For many South King County residents, particularly the working poor, traveling to Seattle for cancer care is simply not an option—especially for frequent appointments or for infusion treatments. Even those who can afford the time and transportation costs are better served when they can get treatment closer to home, from caregivers they know and trust, with family and friends by their side.

Valley has built a strong cancer care program that has long since outgrown its allotted space. Care coordination has become increasingly difficult with providers in separate buildings, causing patients the added stress of navigating multiple locations for their testing, care and treatment. The lack of a single, state-of-the-art facility has also hampered efforts to expand Valley's research program and fully realize the benefits of having an integrated, comprehensive cancer care service all under one roof.

Our planned \$55 million-dollar comprehensive Cancer Center will support the oncology patient and their family on their journey with cancer. From dedicated Oncology Specialists to state-of-the-art technology to a complete compliment of Support Services, we will walk with and guide the patient and their family every step of the way.

The Cancer Center will be located on two dedicated floors of a new medical building on Valley's campus. When the center is complete, it will offer cutting-edge cancer care in one central location, with only the rarest and most complex cases requiring referral to specialists at UW Medicine and Seattle Cancer Care Alliance.

COMMUNITY SUPPORT WILL ALLOW OUR GOAL OF BUILDING A COMPREHENSIVE CANCER CENTER FOR SOUTH KING COUNTY TO BE REALIZED.

 valleymed.org/life

“Bringing in a new life so close to where my life was saved will be awesome!”

As Patrick’s long-postponed physical came to an end, his life took an immeasurable twist as he pointed to his breastbone and said, “Oh and I have this weird bump here.” After multiple tests and a biopsy, Patrick received a diagnosis no one wants or expects to hear, “You have lymphoma.” Stunned, the father of three young children first thought, “That’s like a bad cold, right, it’s nothing serious—it took a while for that to be able to sink in.” It was actually an inoperable mass the size of a grapefruit entangled around his heart and lungs.



Patrick consulted another cancer specialist in Seattle for a second opinion on Valley’s proposed treatment plan. That oncologist urged Patrick to receive treatment at Valley because he would not only get the same excellent care, he would benefit by receiving treatment closer to home where friends and family could more conveniently provide support.

For Patrick and his wife Bree, Valley Medical Center was already their medical home, birthplace of their three children and their extended family’s go-to partner for emergency care. And

for the next months, Valley became their home away from home as Patrick received intensive chemotherapy infusion requiring a series of six, week-long hospital stays during 21-day treatment cycles. Throughout treatments, Bree brought a little bit of home to Patrick, from decorating his room with their children’s artwork, covering him with a familiar blanket, bringing the kids to visit multiple times a week, to maintaining their normal family pizza and movie night in the lobby. “The nursing staff was supportive of that and respecting my dignity in every way possible. They were extremely welcoming and extremely positive and it really helped set the tone. Along with all my visitors, they were like a small army of cheerleaders surrounding me all the time. Everything and everybody I came into contact at Valley was grounded in this highly-supportive environment.”

Through his months of treatment, Patrick and Bree saw the future home of Valley’s new integrated Cancer Center take shape from the ground. “I would encourage people to support the new Cancer Center—you’re investing in saving the lives of the people who are your neighbors and uncles, cousins, friends and friends of friends. This is our community. These are our people. Everyone has been touched by cancer in some way and you’re investing in the right people to do the work and the right people to make the right difference.”

After celebrating two years of being cancer-free and in anticipation of their next visit to Valley to joyously welcome their new daughter into the world, Patrick said, “Bringing in a new life so close to where my life was saved will be awesome!” And it was awesome—in mid-September 2020, their daughter Evelyn made her entrance at Valley’s Birth Center, just like her older brother and sisters.

To bring their appreciation full circle and before leaving the hospital, Patrick and Bree visited an especially beloved nurse, Grace, who cared for Patrick, Bree and their family in a special way during their arduous cancer journey. Through shared tears and much happiness, the grateful parents introduced nurse Grace to her namesake, their Evelyn Grace.



Personal family photos by Zuniga Photography

“EVEN THOUGH OUR WORLD IS TOTALLY DIFFERENT, THE EXPECTATION IS EXCELLENT PATIENT CARE.”



Sarah Benton, Patient Relations Department, 2019 Employee of the Year

Throughout 2020, staff and caregivers have been challenged in unimaginable ways—from shortages of critical supplies, a Rubik’s cube of unit and department relocations to best meet changing conditions, high fluctuations in numbers of patients seeking care, and insurmountable stress due to the ever-present threat of COVID-19.

The challenges have impacted Valley’s Patient Relations department where one of our Patient Relations Managers, Sarah Benton, recounts changes in their day-to-day work. Sarah’s duties for the last four years have included responding to patients when an experience hasn’t met their expectations. Her important role ensures that patient feedback is heard and understood so that we can improve our care for future patients.

During the initial few months of the pandemic, Sarah and the Patient Relations team saw a decrease in the volume of concerns received. “It seemed like the community had compassion for our frontline staff who were under pressure like never before—they were giving us grace,” says Sarah. Surprisingly while the calls from the community never slowed down, they were mostly of a different nature compared to pre-pandemic times. “With so many clinics and services temporarily closed or on limited schedules, and the fear

surrounding getting medical care in those especially uncertain times, our community was asking Patient Relations for help getting the care they needed, and for clarification of our (necessarily) ever changing policies,” Sarah says.

While Sarah appreciates the opportunity to focus on the positive “for a moment,” she says she “does not share an equitable burden with direct patient care staff. COVID-19 remains traumatic for so many still—we have a long way to go yet and the struggle is not over.”

Despite the dark times our community has faced, Sarah sees a shining silver lining. “In the beginning, our team was protective of staff and their leaders and didn’t want to deliver patient concerns. We would start emails with an apology, ‘I am so sorry to pass this on during this time,’ but what we found is every staff member treated our patients’ concerns just as seriously during the pandemic as they did before it,” Sarah says. “The Valley team wanted to keep addressing opportunities to grow or become better—our high standards had not changed.”

Sarah says, “It’s amazing and reassuring we can go through this difficult time and still hold ourselves to a high level of accountability and resiliency. Our internal goal has been, and always will be to deliver excellent patient care.”

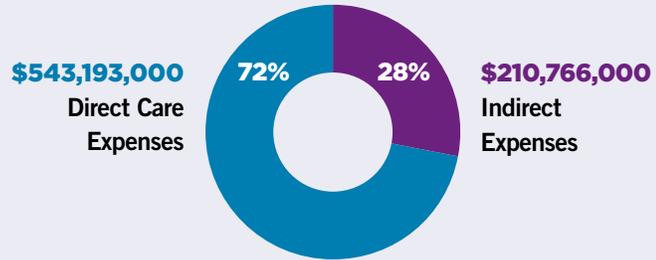
 valleymed.org/patients

“IT’S AMAZING AND REASSURING WE CAN GO THROUGH THIS DIFFICULT TIME AND STILL HOLD OURSELVES TO A HIGH LEVEL OF ACCOUNTABILITY AND RESILIENCY.”

FINANCIAL INFORMATION July 1, 2019 – June 30, 2020

SUMMARY FINANCIAL INFORMATION

\$712,813,000 Total Operating Revenue
\$47,995,000 Total Nonoperating Income¹
\$753,959,000 Total Operating Expenses
 Additionally, Valley Medical Center received **\$64.3M** in Medicare Advanced Payments related to COVID emergency relief in FY20, scheduled for repayment in FY21.



¹ Includes all Philanthropy. 3.4% of Total Operating Revenue is an allocation from local Property Taxes.

DETAILED DONATION INFORMATION

How You Gave²

\$333,182 from cash and in-kind donations supporting Valley's COVID-19 relief efforts | **58%**
\$197,872 from cash donations supporting Valley's Cancer treatment | **35%**
\$41,345 from other cash donations | **7%**

² \$56,447 of the cash donations were given by Valley Medical Center employees

DOLLARS IN ACTION

Valley's Investment in the Community

Each year, Valley directly supports those in need in our community by providing items, services and support totaling in excess of **\$25M** through our Advocacy Programs.

\$21,427,222
 through Patient Assistance and Pharmacy Assistance Programs

\$2,515,500
 through the RN Care Manager Program

\$1,646,849
 through the Financial Advocacy Department

\$376,459
 through Community Programs and Community Service

In addition, Valley wrote off **\$15,761,141** providing further relief to un and underinsured patients and honoring our commitment to care for all regardless of ability to pay.

More Ways Valley Impacts the Community

- Supported the administration of a **\$426,000 COVID Employee Emergency Fund**
- Advanced the dollars necessary to kick off **Clinical Research Study programs totaling \$380,000** (FY2017 – FY2019)

Valley's Community Supporters

With tremendous heartfelt gratitude we recognize those who have supported Valley in caring for our community like family.

Please note, we have made every attempt to capture all of the incredible donations that were received this past year, as individuals and organizations gave so generously in light of the pandemic. Our apologies to anyone whose name was missed. Should any errors or omissions be identified, please email carrie_murayama@valleymed.org.

INDIVIDUAL DONORS July 1, 2019 – June 30, 2020

John Aaron	Margaret Bull	Joan Dotson	Carol Haugen	Ashley Kinnay	Jacqueline Mensing	Marilyn Quinnett	Ky Su
Erin Aboudara	Bryanna Burbank	Joan Downing	Lawrence Healey	Janis Kipp	Aaron Mercado	Kim Rachmeler	Alan Sun
Cole & Jack Adams	David & Audra	Mary Duncan	Sandra Heighton	Phyllis Kirk	John Martin & Maria	Michelle Racz	Luanne Swett
Leslie Aflatooni	Burdulis	Kathryn Duquette	Stacy Heinle	Robert Klein	Merigo	Hector Ramos	Lachance
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VMC-00066