

Livingwell

Spring 2015

Keeping
you healthy
and well

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emergency
experience

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Now accepting
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Simi Valley Hospital

 Adventist Health

Looking back with gratitude, forward with anticipation

Caroline Esparza,
Interim President and CEO



When a group of local residents, led by physician J.O. Jones, conceived the plan to build **Simi Valley Hospital**, they did so out of a strong desire to provide high-quality, accessible health care right in their own community.

That was in the early 1960s, and from that time till now, our hospital and our community have been inseparably linked. There could not be a Simi Valley Hospital without the support of our community, and for that, we are incredibly grateful. In return, Simi Valley Hospital has a deep commitment to serve our community, not just within the walls of the hospital but in places that are most convenient for the people we care for.

As we celebrate 50 years of service, we also celebrate our deeper history as an Adventist Health organization, a health care tradition that was already a century old when Simi Valley Hospital opened for business. From that tradition we get our focus on preventive health and wellness and our philosophy of whole-person care—body, mind and spirit.

In 2015, we're looking back at our history in this community, but we're also looking forward to a future in which Simi Valley Hospital continues to grow—in both services and facilities—in order to serve our community for the next 50 years and beyond.

LIVING WELL is published as a community service for the friends and patrons of SIMI VALLEY HOSPITAL, 2975 N. Sycamore Drive, Simi Valley, CA 93065, telephone: 805-955-6000, website: SimiValleyHospital.com.

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It's who we are

SIMI VALLEY HOSPITAL CARRIES ON A 150-YEAR LEGACY OF WELLNESS AND DISEASE PREVENTION

WHEN YOU think about a hospital, you likely view it from the perspective of a place to go when you're sick or injured—or a place to have a baby, an operation or an X-ray.

While it's true that Simi Valley Hospital does all of those things and more, there's another very important aspect to the way the hospital works in our community. It may sound strange from a business standpoint, but Simi Valley Hospital is deeply committed to keeping people from having to come to the hospital in the first place.

Not the good old days

The hospital's focus on preventive health and wellness has deep roots.

As an Adventist Health organization, Simi Valley Hospital was founded on the health principles of the Seventh-day Adventist Church and its founder, Ellen G. White, which include plant-based nutrition, regular exercise, clean water, fresh air and other natural restoratives.

These principles may seem obvious to us today; their value has been proven over and over by scientific studies. But when the founders of the Adventist Church first proposed them 150 years ago, they were nothing short of revolutionary.

In the late 1800s, hospitals often sequestered the ill for weeks or months in stuffy, germ-laden rooms. Tobacco smoke was sometimes prescribed to treat lung conditions. One medical "expert" even believed that bathing caused disease.

At that time, doctors frequently received degrees from questionable medical schools after nine months or less of study. Druggists—with absolutely no medical oversight—diagnosed illness and concocted cures from an unregulated supply of materials.

Making it better

In 1866, a group of Adventists opened the Western Health Reform Institute of Battle Creek as a model of Ellen White's health care philosophy. Later renamed the Battle Creek Sanitarium, the facility's most well-known leaders were Dr. John Harvey Kellogg and his brother, W.K. Kellogg, whose invention of a tasty and nutritious breakfast cereal provided a healthier alternative to the popular meat- and fat-based breakfasts of the era and launched the Kellogg's brand.



Healing the whole person

Simi Valley Hospital's approach to health care is also deeply influenced by another hallmark of the Seventh-day Adventist wellness model: whole-person care. The idea behind this principle is that healing involves not just the physical body, but also the mind and the spirit.

Whole-person care is expressed in a number of ways at the hospital. For instance, we place an emphasis on the availability of spiritual care services—in a wide variety of religious traditions—for our patients and their loved ones. In addition, the hospital's recently launched Healing Arts program will use music, the visual arts, massage and other means to alleviate stress and speed healing.

Simi Valley Hospital's commitment to disease prevention, wellness and whole-person care extends beyond our patients. We provide information and support throughout the community to help people make good health decisions and recover from various life events.

Among these activities are our monthly House Call health lectures; participation in many community events, where we provide free health screenings and distribute materials to help people better understand the principles of healthy living; and our partnerships with organizations throughout the community and Ventura County to provide smoking cessation classes, cancer programs, grief and brain injury support groups, and much more.

Wellness through nutrition

Watch for more information about a new outpatient nutrition education program, in development now at Simi Valley Hospital.

▼ Honorary Mayor Mrs. Lou Wright, joined by hospital, Seventh-day Adventist Church and community representatives, turns a shovel of soil at the groundbreaking ceremony for Simi Valley Community Hospital on April 26, 1964.



Look who's 50!

Simi Valley Hospital's legacy of caring for our community is in the spotlight in 2015 as the hospital commemorates 50 years of *Life—With You*. The doors to Simi Valley Hospital opened for the first time on August 3, 1965. Since that time, the development of the hospital and the community it serves have been intertwined.

Watch for the Summer 2015 issue of *Living Well* for a retrospective of Simi Valley Hospital, and mark your calendar for our gala celebration on September 26 in the Air Force One Pavilion of the Ronald Reagan Library.

To learn more about Simi Valley Hospital's past and future, visit our website at SimiValleyHospital.com.



Putting patient satisfaction on the menu

It's no secret that proper nutrition plays a big role in the healing process. Expressly for You, a new service at Simi Valley Hospital, aims to make sure hospitalized patients get the most benefit from their meals while enjoying the dining experience.

Each patient has one nutrition assistant who visits the patient before each meal to describe menu choices and take the patient's order. That same assistant assembles the meal tray, delivers it to the patient and collects it after the patient has eaten.

This personalized service establishes rapport with the patient, helps to increase the accuracy of the order, enhances communication between

nursing staff and food service staff, reduces food waste and increases patient satisfaction, said Sammy Anissi, director of Food and Nutrition Services at Simi Valley Hospital.

Expressly for You also includes a completely revamped menu. "We have healthier items and more options," Anissi said. "If a patient doesn't care for the menu of the day, they have 17 other choices, based on their diet."

Expressly For You

Personal Service Dining

by *sodexo*

A *new era* FOR EMERGENCY CARE



THAKKAR FAMILY EMERGENCY PAVILION PREPARES TO OFFER MORE SPACE IN A STATE-OF-THE-ART FACILITY

SIMI VALLEY HOSPITAL is home to the region's newest Emergency Department, following completion of phase 1 of the \$41 million Emergency Services and Hospital Expansion Project earlier this year.

The largest element of that project is the state-of-the-art Thakkar Family Emergency Pavilion. The new structure adds 5,500 square feet to the existing Emergency Department and increases the number of patient rooms from 10 to 22.

The expansion will create a better experience for patients, family members and hospital physicians and staff. After more than 18 years in the current facility, the hospital was experiencing growing pains.

"In 1996, we served approximately 19,000 patients in our Emergency Department," said the department's medical director, Alfred Yu, MD. "We're now seeing about 30,000 patients a year. Until this new facility became available, we were handling that significant increase in volume without an

increase in space. Thanks to the flexibility of our physicians and staff, we made it work, but having this additional space will be much better for everyone involved."

Along with the new Emergency Department, the building is home to a spacious new surgical suite, as well as expanded surgical services.

However, the completion of the new Emergency Pavilion is not the end of the positive developments in emergency care at Simi Valley Hospital. During the next phases of the project, the older section of the department will close for renovations that will bring the same state-of-the-art equipment and modern décor that is featured in the Thakkar Family Emergency Pavilion. The completion of the entire project is slated for 2016.

[Note: At the time this article was written, the opening date for the Thakkar Family Emergency Pavilion had not been determined. Visit the hospital's website, SimiValleyHospital.com, for the latest information.]

ARE




Your name here

The construction of the Thakkar Family Emergency Pavilion and the broader Emergency Services and Hospital Expansion Project has truly been a community endeavor: A significant amount of the funding for the project has come from local donors, both individuals and groups.

Even with the completion of work on the structure, the opportunity still exists for you to invest in your community through our new, state-of-the-art emergency facility. There are naming opportunities for many rooms and areas throughout the Emergency Pavilion. In gratitude for a donation in a specified amount, a plaque with the donor's name will be placed in the area for which the donation was made.

"People often think they must be able to give tens of thousands of dollars or more for this type of donation," said Michelle Foster, president of the Simi Valley Hospital Foundation. "However, there are naming opportunities available beginning at just \$5,000, and these pledges can be paid over a three- to five-year period. Individuals can certainly join with family, friends or co-workers to pool their money and, together, choose an area to fund in their names."

For more information about naming opportunities at  Simi Valley Hospital, call the Simi Valley Hospital Foundation office at **805-955-6670**.

▼ Jamie and Brielle Martin (middle and right) returned to Simi Valley Hospital's Emergency Department to say thanks to nurse Hilary Sheffer, RN, for the great care Brielle received.

A PATIENT'S PERSPECTIVE

Exceeding expectations in the ER

When Jamie Martin brought her five-year-old daughter, Brielle, to Simi Valley Hospital's Emergency Department on Memorial Day 2014, she was expecting the worst.

"I was used to hearing about how long the wait is in the ER," Martin said. "So I told my husband that I'd run in and get the paperwork started while he parked the car and brought Brielle in."

But what Martin encountered shattered her expectations.

"Before Mike even got in with Brielle, they were calling her back," she recalled. "I was really impressed."

In the exam area, the Martins met Hilary Sheffer, RN. Martin said she was immediately impressed at the way Sheffer interacted with Brielle.

"She was such an amazing nurse," Martin said. "Brielle was a little freaked out, so Hilary asked her if she'd like some Jell-O. She

even held her hand as they went to get it. When it was time to draw some blood, Hilary got down at Brielle's level and explained exactly what she was going to do. The way she handled everything with Brielle just blew me away."

Fortunately, Brielle had just a minor infection that was taken care of by antibiotics. But the experience the Martins had at Simi Valley Hospital has made a lasting impression.

"It was so huge for me to see how Hilary and the others there went out of their way to make my daughter feel so comfortable," she said. "The whole experience completely changed my opinion about the ER."





Child Development Center patient Lily Fischer expresses her excitement at receiving a United Airlines Adventure Bear from United flight attendant Mary Shuster.

The children say thank you

THE YOUNG patients who come to Simi Valley Hospital's Child Development Center (CDC) for various therapy services have benefitted from two recent donations to the center.

In December 2014, representatives from Hope's Haven, a Camarillo-based non-profit children's organization, visited the CDC and brought with them a gift of 10 iPad minis, along with cases and a charging station.

Tablet computers such as the iPad minis help CDC patients acquire and practice particular skills that will benefit them for the rest of their lives, said CDC Manager Julie Wong. Among those skills is handwriting.

"There are iPad apps that target particular handwriting movement through a game," she said. "There is one, for instance, where the child follows an animal in and out of a tunnel. The child doesn't know this is therapeutic; for them it's just a fun game. But it works on wrist and finger position, eye tracking, scanning the screen and so forth."

Along with handwriting and other skills development, the iPads and apps are used to enhance communication skills for children who are non-verbal.

A cuddly new friend

Earlier this year, the CDC kids and their siblings received huggable new friends

with an imagination-sparking backstory, thanks to a generous donation from United Airlines and the thoughtfulness of United Airlines flight attendant and Simi Valley resident Mary Shuster.

That new friend is Ben Flyin, a limited-edition GUND® teddy bear created specifically for the United Adventure Bear program. With its mission "to bring smiles to children in need across the globe," the program provides bears for children around the world who are experiencing health struggles or economic hardship.

The Adventure Bear program includes a fundraising aspect that enables United customers and employees to give back to charities that help people in need. Donations from this year's program go to the Happy Hearts Fund, a non-profit foundation dedicated to rebuilding schools and restoring hope and opportunity in the lives of children after natural disasters.

On January 6, Shuster and her husband, Mark, joined Simi Valley Hospital Foundation President Michelle Foster and CDC staff members to escort Ben to his final destination—the arms of the young CDC patients. Shuster, who was dressed in her flight attendant uniform as an ambassador for the United Adventure Bear program, talked with each child as she handed out the teddy bears.

CDC children who have young siblings at home got extra Bens to take home to their brothers and sisters. In all, about 50 United Adventure Bears were donated to the CDC.



▲ Representatives from Simi Valley Hospital, the hospital's Child Development Center and iPad donor Hope's Haven show off the new iPad minis.

Shuster said it was exciting to see CDC therapists immediately begin to incorporate Ben into the children's therapy activities.

"That was something I wasn't expecting, and it was so neat to see," she said.

The power of partnerships

The Simi Valley Hospital Foundation facilitated the donation of the iPad minis and the Adventure Bears.

"We are very grateful to Hope's Haven and United Airlines," Foster said. "These are great examples of what a positive impact partnerships within the community and beyond can make on the people we serve here at Simi Valley Hospital."



Simi Valley Hospital contracts with Aetna

As of November 1, 2014, Simi Valley Hospital once again has a contract with Aetna Health of California. The contract covers all Aetna products, including HMO, POS, PPO and Medicare Advantage.

"Aetna members are able to obtain

services at the in-network benefit level, and Aetna physicians can refer patients to Simi Valley Hospital for all services as an in-network hospital," said Yolanda Aviles, the hospital's senior director of Managed Care.

We're here for you— and because of you

AS SIMI VALLEY HOSPITAL'S new Emergency Department completes construction and opens for business, I'm reminded once again of how much progress the hospital has made over the past several years. The staff and directors of the Simi Valley Hospital Foundation are so grateful to have been a part of this growth, providing a way for generous individuals, businesses and groups in our community to invest in their hometown hospital.

Because we are a non-profit organization, we rely heavily on gifts from our community to provide the quality buildings, equipment, programs and services our patients and their loved ones need. This type of quality is exemplified in the Thakkar Family Emergency Pavilion, which you can read more about on page 4. We are truly thankful for those whose philanthropic support has created a facility that will serve our community well for years to come.

Anyone can be a Simi Valley Hospital Foundation donor. Regardless of how small you may think your gift is, it makes a difference. Read more on page 5 about giving opportunities for the Emergency Pavilion, and check out the story below about one of our wonderful donors.

A daughter's gratitude for her parents' care

When Camarillo resident Tracy Hopcus Jordan wrote a letter that accompanied a donation from her mother to the Simi Valley Hospital Foundation in December 2014, her life was much different than it had been when she put that task on her to-do list earlier in the year.

Originally, Jordan had planned to make a donation in appreciation for the care her mother, Barbara Hopcus, had received during a stay in the hospital in December 2013. However, in October 2014, her father, Raymond Hopcus, fell ill and spent his last days in the care of a team of physicians and nurses in Simi Valley Hospital's Intensive Care Unit (ICU).

"I felt that I had to write about the extra help we had from the ICU staff with regards to my dad and the decision to take him off of life support," Jordan said in her letter. "After we heard all the assessments from the various doctors, my siblings and I were in agreement that my dad was not 'with us' any longer and that taking him off life support would be best.

"However," Jordan continued, "my mom was not 100 percent ready to agree to it. The patience the staff had in allowing my



mom to talk to each specialist individually in order to make her final decision really made a huge difference."

Jordan said that, unlike many other health care providers she has interacted with on behalf of her parents, the staff at Simi Valley Hospital understood that navigating through a medical setting can be confusing.

"I am writing this letter to commend your staff for knowing that families like mine in these situations are coming in and do not know anything—they need some hand-holding during this difficult time. The staff at Simi Valley Hospital did a wonderful job and should be commended for what they do and provide to the patients and their families."



Michelle Foster,
Foundation
President

Calendar

CPR

Simi Valley Hospital offers CPR for community residents, including infant CPR, adult/child CPR and health care provider basic life support. For more information, visit SimiValleyHospital.com and click on "Classes and Events" near the top of the page, call **805-955-6890** or email SV_Education@ah.org.

SUPPORT GROUPS

FREE

GRIEF SUPPORT

A safe place for people who are suffering the pain of losing a loved one, no matter how long ago the loss occurred. Groups are facilitated by Simi Valley Hospital's director of Spiritual Care Services. Call **805-955-6225** for meeting times and location.

CANCER SUPPORT

The American Cancer Society offers a variety of support groups free of charge. For more information, call **805-644-4237, option 3**; call **800-227-2345**; or visit cancer.org.

BRAIN INJURY SUPPORT

Offered in conjunction with the National Stroke Association, this free support group at Simi Valley Hospital is for caregivers, families and survivors. Call Richard at **805-498-2632** for more information.

CHILDBIRTH AND PARENTING

Registration is required for all classes. Unless otherwise indicated, call **805-955-6304** to register. Additional information is available at SimiValleyHospital.com. Click on "Classes and Events" near the top of the page.

MATERNITY TOUR

FREE

- Tuesdays, March 24; April 7; May 5, 26; June 9, 30
 - Thursdays, April 2, 16; May 14; June 18 7 p.m. to 8 p.m.
- Garden level of main building



Find class descriptions online at SimiValleyHospital.com. Click on "Classes and Events" near the top of the page.

PREPARED CHILDBIRTH

- Mondays, April 6, 13, 20, 27; June 8, 15, 22, 29
 - Wednesdays, April 8, 15, 22, 29; May 6, 13, 20, 27; June 3, 10, 17, 24 6 p.m. to 8 p.m.
- Garden level of main building | \$50 per couple; \$25 per couple for refresher course (weeks two and three); \$12 per couple for C-section class only (week three)

PREPARING FOR YOUR FIRST BABY

- Monday, May 4 6 p.m. to 7:30 p.m.
- Cafe Conference Room | \$10 per couple

BREASTFEEDING CLASS

- Thursdays, March 26, April 30, May 28, June 25 6 p.m. to 8 p.m.
- Garden level of main building | \$35

BREASTFEEDING SUPPORT GROUP

FREE

- Thursdays, 9 a.m. to 10 a.m.
- Women's Unit in Patient Care Tower

BABY CARE BASICS

Prepared Childbirth participants: This class is included in your series.

- Mondays, March 23, April 27, June 29
 - Wednesdays, March 25, April 29, May 27, June 24 6 p.m. to 8 p.m.
- Garden level of main building | \$10 per couple

SIBLING RELATIONS

FREE

- Tuesdays, April 28, June 2 6 p.m. to 7 p.m.
- Cafe Conference Room

TWILIGHT INFANT/PARENT CLASS

- Mondays, March 30 to May 18 5:30 p.m. to 7:30 p.m.
- Child Development Center
- In this eight-week class, parents learn about child development and parenting while their children play alongside them under the supervision of child development specialists. Dinner is provided. Call **805-955-8120**.

You're
invited!



HATS OFF TO
WOMEN | 2015
Simi Valley Hospital Foundation

April 17, 2015

California Lutheran University, Thousand Oaks

Join us for a fun day of learning, laughing and celebrating fabulous women! Proceeds from the event benefit Simi Valley Hospital's Emergency Services and Hospital Expansion Project.



For tickets, call the Simi Valley Hospital Foundation at **805-955-6670**. Sponsorship opportunities are also available for this event.



Do you have a success story you'd like to share?

We're collecting success stories to share on Facebook and within the pages of *Living Well*. If you have an inspirational story about your childbirth experience at Simi Valley Hospital, send us a direct message via Facebook or send an email to Steve.Sojka@ah.org.

Simi Valley Hospital



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Quality time

SIMI VALLEY HOSPITAL'S QUALITY RESULTS ARE RECOGNIZED BY TOP NATIONAL ORGANIZATIONS

OVER THE past several years during Simi Valley Hospital's transformation from a small, community hospital to a top-choice medical facility, the driving force behind the change has been an unrelenting commitment to quality.

While "quality" is a concept that is often hard to pin down, the health care industry has tested and studied medical practice and, from what has been learned, has developed criteria, benchmarks and evaluation processes to identify quality work.

Simi Valley Hospital participates in a large number of quality initiatives. As a result, we have incorporated practices throughout the hospital that ensure the best possible experience and outcomes for our patients—and those efforts have been rewarded.

Head of the class

Late last year, for example, Simi Valley Hospital learned we have been recognized by The Joint Commission as a Top Performer on Key Quality Measures® for achieving excellence in performance for AMI (acute myocardial infarction, or heart attack) and pneumonia care during 2013. The Joint Commission is the nation's leading independent, non-profit accrediting organization for the health care industry. It accredits and certifies more than 20,500 health care organizations and programs in the United States.

"This recognition shows that Simi Valley Hospital is doing very well in achieving best practices for our patients who have community-acquired pneumonia and AMI," said Kathleen Percival, director of Organizational Performance Improvement at Simi Valley Hospital. "Best practices include such things as giving the proper medications

to patients while they're here in the hospital, discharging them with the right medications, appropriately utilizing antibiotics and so forth."

Quality in abundance

Other quality-related designations for Simi Valley Hospital include:

- Full three-year accreditation for Simi Valley Hospital and our Home Care Services from The Joint Commission.
- HomeCare Elite Award for Simi Valley Hospital's Home Care Services from Outcome Concept Systems, Inc., the nation's leading provider of home care information.
- Certification from The Joint Commission as a Primary Stroke Center.
- Full three-year accreditation from the College of American Pathologists for the hospital's Clinical Laboratory.
- Full three-year accreditation from the American College of Radiology for the hospital's Nuclear Medicine Department.
- Breast Imaging Center of Excellence designation by the American College of Radiology for the Nancy Reagan Breast Center. (Simi Valley Hospital is one of only two facilities in Ventura County with this designation.)
- Double-gold score from the National Safety Foundation for Simi Valley Hospital's Food and Nutrition Services Department.



◀ Simi Valley Hospital Foundation President Michelle Foster accepted a Simi Valley City Council commendation for the hospital's Top Performer recognition from Simi Valley Mayor Bob Huber during the December 1 council meeting.