

RENEW

REVIVE

RESTORE



2017 REPORT
TO THE COMMUNITY

QUEEN OF THE VALLEY
FOUNDATION



RESOLUTE

WORKING TOGETHER FOR THE QUEEN

In a year filled with challenges and accomplishments, it's been our great honor to lead Queen of the Valley Foundation's Board of Trustees. These loyal and enterprising individuals live and work right here in the Napa Valley. They share an unyielding drive to keep this hospital exceptional and are steadfast in their role as its loyal ambassadors in the larger community.

On the heels of raising more than \$30 million for the Herman Family Pavilion, we're proud that we've continued to raise substantial funds for the Queen every year. The board is dedicated to meeting the medical needs of the Napa Valley, keeping it a vibrant and healthy place to live.

George Porter and Kass Simon
Chair and Vice Chair, Queen of the Valley Foundation Board

RESPOND

READY WHENEVER THE CALL COMES

Life can change in an instant. Whether it's an accident, a serious diagnosis, or a similar event, we realize only in hindsight how much we've taken for granted. Nowhere is this more evident than at a hospital, and Queen of the Valley Medical Center is no exception.

In Napa on October 8, it began with a power outage around 8 p.m. When the Queen's Base/Emergency Management Coordinator Lois Husted checked Facebook and learned of a fire in the Atlas Peak district, she contacted the county and headed to the hospital. By midnight, the Queen's Incident Command Center and Emergency Department were operating in full gear.

The Queen is a Level III Trauma Center and patients began to be brought in by auto and ambulance with burns or injuries incurred during rapid evacuations. Our helipad was used by the California Highway Patrol Paramedic Helicopter, rescuing people from burning hillsides. Evacuees and family members arrived, looking for loved ones. No one was turned away.

Our physicians, nurses and other caregivers—many of them evacuees themselves—showed up and stayed all week while our Chief Executive, Larry Coomes, set up an inflatable mattress in his office. "The 2014 earthquake was a few minutes of disaster with a long recovery," Husted says. "But this went on for over a week. We didn't know when it would end."

As hundreds of our fellow first-responders fought the devastating fires, rescued victims and provided shelter, the Queen was also there on the front lines of community response—from treating hundreds of injured patients to raising funds for those displaced from their homes.

This is what we do. The Queen is here for our community—in a time of crisis and every day. It's a place where new lives are brought into the world and older lives are revitalized through treatment, rehabilitation and care.

We're proud to be a safe haven in the Napa Valley, whenever the call comes.

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RECOVERY

THE HEALING POWER OF PHILANTHROPY

A visit to Queen of the Valley Medical Center can be life altering — in powerful and positive ways.

As staff of the hospital, we're often quite fortunate to meet patients who not only recover from an illness but thrive in its wake. We see these patients emerge from cancer treatments, physical therapy, and sometimes even emergency situations where their life hangs in the balance on a Saturday and they walk out the following Tuesday.

Queen of the Valley Foundation touches the lives of our patients at every step. The gifts we receive from you, our donors, are used to purchase the tools our physicians and other caregivers need to do their jobs, pay for the services our patients require to recover, and fund the latest technology our community relies on for its well-being.

"Through giving we help to heal," is our sacred mantra, and I love these words because it's true that your gifts help us heal patients and the process of giving is healing as well.

The Foundation is grateful to all our donors and the legacy of healing you've created with your generous philanthropy. That legacy makes a dramatic impact on the lives of our entire community—and for that we are tremendously grateful.

Elaine John
Vice President, Philanthropy, Queen of the Valley Medical Center
President and CEO, Queen of the Valley Foundation



A CRITICAL RELATIONSHIP

In my first two years at Queen of the Valley Medical Center, I've been increasingly impressed with the level at which this hospital performs, day after day. We administer not only medical treatments and surgical expertise, but deliver them with compassion and thoughtfulness that often go well beyond the call of duty. We welcome every patient who enters our doors, regardless of their situation or their ability to pay, and we extend our care deep into the community, finding the most vulnerable individuals who might need our services.

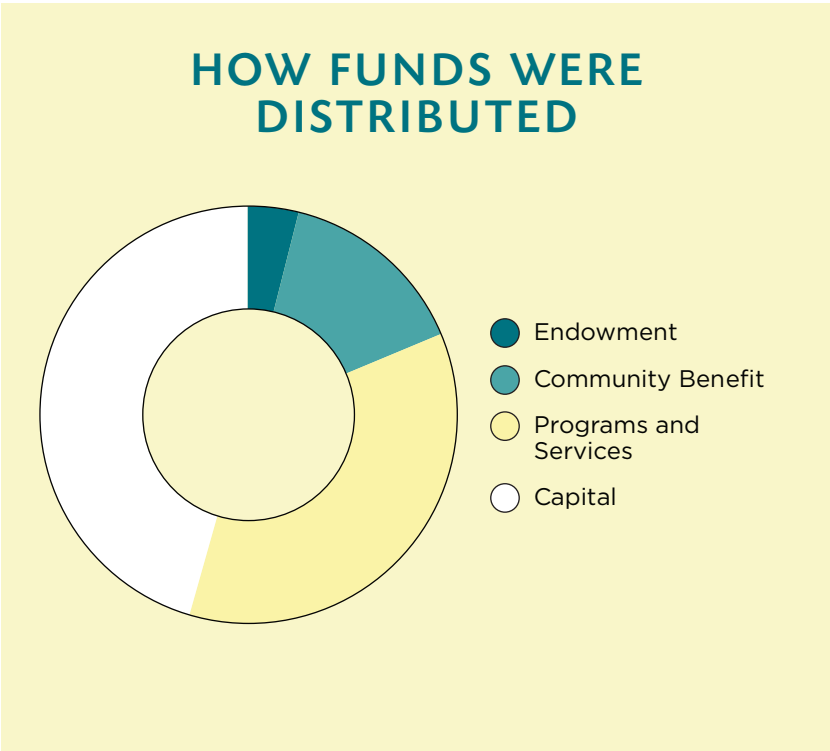
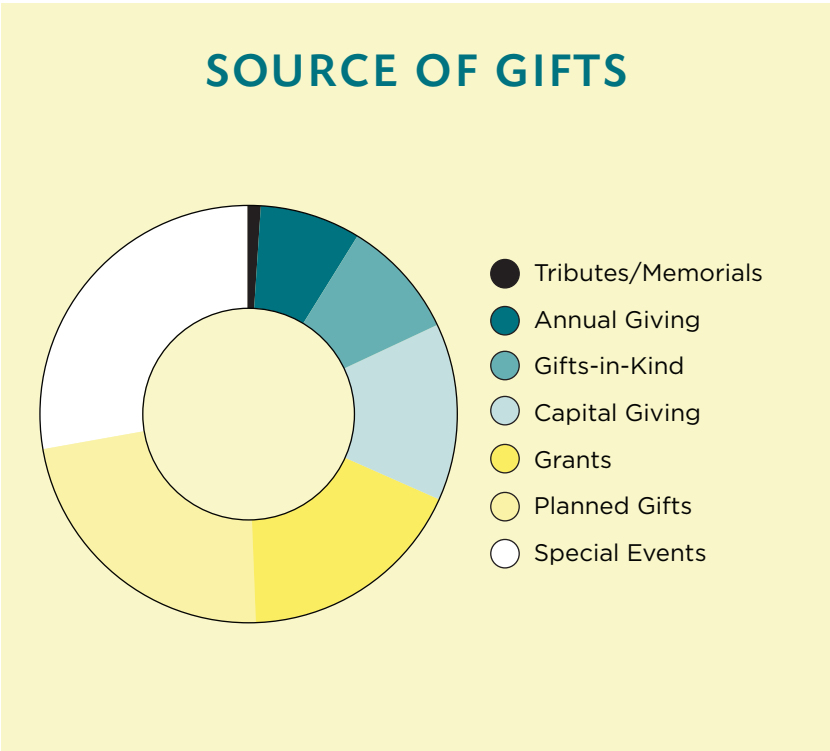
This spirit of generosity is reflected in you, our donors, who care for the Queen with the same passion that we care for others. This year, because of your considerable gifts to Queen of the Valley Foundation, we were able to upgrade technology and improve our infrastructure in the following ways: We installed two 3D mammography machines, providing earlier and more accurate detection for breast cancer. We improved our surgical capabilities with a new da Vinci Surgery®, resulting in shorter stays and less scarring for our patients. We enhanced our laboratory, expanding our testing capabilities. Finally, during the recent catastrophic wildfires, we cared for victims and provided disaster relief to caregivers who lost their homes or were temporarily displaced.

It is an honor and a pleasure to lead a hospital that is so strongly supported by the community. We simply couldn't do all these wonderful things without you!

Larry Coomes
Chief Executive, Queen of the Valley Medical Center

TOTAL FUNDS RAISED \$10,744,843

July 1, 2016-December 31, 2017*



DISASTER RELIEF FUND

During what was an unprecedented situation and tragedy when fire tore through Northern California last October, Queen of the Valley Medical Center continued to operate smoothly due to the dedication of our caregivers. When many of those same caregivers lost or were displaced from their homes, they remained focused on caring for our patients and for each other.

Equally remarkable was the support our community provided for our caregivers. Thank you.

TOTAL DISASTER RELIEF FUNDS RAISED
\$324,306

* Queen of the Valley transitioned from a fiscal year to a calendar year in 2017. The total funds raised were between July 1, 2016, and December 31, 2017, and do not include payments from prior-year pledges.



Keep your face always toward
the sunshine — and shadows
will fall behind you.

— *Walt Whitman*

REBIRTH

HEALING THE TINIEST BODIES

There was a time when pregnancy and childbirth were feared, the rates of mother and infant mortality were so high. Although the process of birth hasn't changed over the centuries, access to technology and neonatal care has evolved, helping to ensure the health of both mother and child during and after delivery.

For infants, quick diagnosis and treatment result in improved neonatal outcomes. At the Queen, we have a neonatologist on our medical staff to ensure that newborns have access to an expert who can assess their needs on site. Should a problem arise and the baby must stay in the Neonatal Infant Care Unit, the mother can stay at the Queen until her newborn is ready to go home. New life is fragile and deserves the most attentive care.

THE PATIENT My daughter, Lavender, was born three weeks early on October 17. At her birth, the doctor heard a slight heart murmur, and the nurse who performed Lavender's oxygenation test was concerned. She pulled in neonatologist Dr. Dushyant Oza, who then contacted Dr. Alok Bose, a pediatric cardiologist. The pediatrician assured me that a murmur was not uncommon in newborns and we were discharged the next day. Because of Lavender's low birth weight—5.3 pounds—I was instructed to wake her every two hours, but I constantly had trouble rousing her. I had a lactation appointment the following day, so Dr. Bose agreed to meet me at the hospital to check her.

I soon learned that Lavender had been born with her aortic valve shut, so blood was not flowing properly through her body. After the doctors performed an echocardiogram, I could tell they were concerned. Dr. Oza put a central arterial line through her belly-button, hooked her up to a machine and gave her oxygen. The next thing I knew, they were loading my baby onto a helicopter to fly her to UCSF Benioff Children's Hospital in Oakland. I was completely terrified, but I could see that my child was in good hands.

This was the first time I'd given birth at the Queen, and I'm so grateful that they had the neonatal expertise to diagnose and treat Lavender's critical condition. She's just turned four months old, and the doctors have told me that, although they'll be keeping an eye on her as she grows, she'll definitely be able to keep up with her older brother. That's such a relief.

Amber Clemons
Grateful Mother



THE CAREGIVER Lavender Clemons was born with aortic stenosis — a life-threatening heart condition — but it didn't fully manifest for several days. We were concerned about a milder heart defect and had scheduled the baby to see Dr. Bose, the pediatric cardiologist, after she returned home. But three days later when she came back with Amber, her mother, we found that Lavender wouldn't even wake up to nurse. Fortunately, Dr. Bose had already agreed to meet Amber at the hospital and it was soon determined that Lavender had a rare, potentially fatal heart disease. By then, the baby's heart had a loud murmur, indicating compromised blood flow to the brain and other vital organs, and she was turning ashen.

Before the cardiac work-up was finished, Lavender was in distress. I put a life-saving line through her belly-button and she was airlifted to UCSF Benioff Children's Hospital, where a specialist was able to perform noninvasive surgery through the same navel tube I'd put in. The result was a faster procedure and minimized stress on the baby's system. Without immediate action, there's no doubt that the outcome would have been very serious indeed.

“Without immediate action, there's no doubt that the outcome would have been very serious indeed.”

The American Academy of Pediatrics has developed many screenings to diagnose early issues in infants and at the Queen we screen for cardiac issues on every newborn; however, there are still some conditions like aortic stenosis that are not easily diagnosed by those tests. That's when high-level expertise is so critical. Here at the Queen, we are fortunate to be able to provide very personal maternity and neonatal care by trained staff around the clock.

Dushyant Oza, MD, FAAP
Chief Neonatologist and Director of Newborn Services

THE DONORS Through our winery, Eleven Eleven Wines, we've been giving to the Queen for several years. Ellie had the opportunity to serve on the Generous Heart committee a few years ago, where she met Foundation members and all the wonderful people who support the hospital. It's been a natural fit for us to give to the Queen, as we know the funds reach the general community of Napa.

When we were living in Southern California, we were blessed to have the best healthcare services available, and our partner, Carol Vassiliadis, had close ties to the medical community there. Now that we're living in Napa, it's comforting to know that a solid, university-caliber medical center is less than two blocks away from our winery. Ellie has been connected to St. Joseph Health from the time she worked in management consulting — it was her largest client and she became very close to the people across the system. Together, we all value the impact of the world-class, community-based healthcare the Queen provides — from neonatology to palliative care.

Ellie Anest and Aurelian Roulin
Partners, Eleven Eleven Wines



REPAIR

THE BODY CAN LEARN AGAIN

It happens every day: People who felt perfectly normal just hours before wake up to find that their body is catastrophically broken. Stroke is a leading cause of adult disability, and about 2.5 million people suffer traumatic brain injuries in the U.S. each year. These are but two of the conditions that might require acute rehabilitation.

Inpatient rehabilitation programs are often more concentrated than those offered at skilled nursing facilities, providing several hours a day of individualized therapies to get patients moving and independent as soon as possible. Queen of the Valley Medical Center offers the only acute rehab facility of its kind in the Napa region, with specialty care for those who require intensive and comprehensive rehabilitation therapies, utilizing state-of-the-art technologies. Broken bodies can be repaired and lives can be regained.



THE PATIENT My family has a history of heart disease. In 1992, I had a six-way bypass operation, and in 2003 I had a three-way bypass. In 1997, I had a major stroke. When I woke up in the hospital, I couldn't move or talk, I could only breathe. It was very scary. After four months of intensive physical therapy in the hospital, I returned home and, although I never fully recovered the use of my left side, I was getting along pretty good. I could walk up and down stairs without a cane. I could return to work. I even volunteered in the Queen's Acute Rehabilitation unit.

Then, in April 2017, I fell at home and broke my shoulder. My wife, Jill, was at work, so all I could do was lie there and yell for help. An ambulance was finally summoned and the paramedics urged me to go to the hospital, but I didn't want to go. For three weeks, the pain got worse and I finally realized that I wasn't going to heal on my own. By then, I'd lost all my confidence — I was scared every time I got out of bed that I was going to fall again. Finally, I turned to the Queen.

Michael Bothwell — he's the man to go to. He taught me new ways of doing things, from taking a shower to getting into a car. He even worked with me in his free time. He explained everything in detail and assured me I could do it. And the nurses were just phenomenal. I was a broken toy there for a while, but they gave me my life back.

George Oram
Retired

“I was a broken toy there for a while, but they gave me my life back.”



THE CAREGIVER Within the Queen's Acute Rehabilitation unit, we work with patients who have suffered acute injury or illness and are not yet ready to transition back home. Some are amputees or have suffered spinal cord or brain injuries, and at least half of our patients have suffered from a stroke.

George Oram is such a neat, vivacious guy — he's extremely social and can make friends with anybody. It was tough to see him withdraw after he suffered a humeral fracture. We discovered that he was also experiencing quite a bit of knee pain due to hyperextension, so we got him a new leg brace. That's allowed him to walk pain-free, to move about more, and to become independent again. Being able to confidently get in and out of his house, which has a lot of stairs, was a game-changer for him.

Rehab isn't just about physical therapy — there's a huge emotional component as well. Some patients have their own inner drive to get better, but many need strong motivation and encouragement to pull out of their new difficult situation. The great therapists are the ones who know how to emotionally connect with their patients, complementing the exercises we give them. We're not miracle-workers — we can only work with what the patient brings to the table. But when you see that they get it, that the quality of their life is going to be good again, the joy on their faces makes your day. That's when I love what I do, to get to be a part of this rebirth process.

Michael Bothwell
Lead Physical Therapist, Rehabilitation Services

THE DONORS We were both born and raised in Napa, so we've seen major changes in the town and the hospital over the years. Our oldest child was born at the Queen in 1959, and we've both had surgeries there. In 2015, Bill was planning to have open-heart surgery — everyone said, go to San Francisco, go to Cleveland, but there was no question in our minds that we would use our wonderful local hospital. The results were great, and we were able to stay close to home for the whole thing.

After Bill had his aortic valve replaced, he was only in the hospital for about five days and needed acute rehab for about a day. But it's so important to have access to that expertise, which enables patients to get back to normal so they can go home again.

The Queen has improved so much over our lifetimes, and it's always had such wonderful facilities and doctors. Queen of the Valley Foundation is one of our favorite charities — we gladly support it so the hospital can keep expanding and acquiring the most state-of-the-art equipment. We're so fortunate to have a group of trustees who are willing to put in their time and effort to keep the Queen at the leading edge of hospital care for our entire community.

Carolyn and Bill Bacigalupi
Retired



REBUILD

OUR BRAIN IS OUR IDENTITY

It weighs only about three pounds, yet the brain is our most powerful and personal organ. Within our grey matter dwell a lifetime of memories, a range of skills, the very essence of who we are. So when something goes wrong with the brain or nervous system, we're at risk of losing not just our health, but our identity.

One of the most serious diagnoses is a brain tumor — the second-fastest growing cause of cancer deaths among adults over age 65, and the second-leading cause of cancer deaths in children under 15. More than 100,000 Americans are diagnosed with a brain tumor every year. Other neurological disorders include multiple sclerosis, Alzheimer's disease, Parkinson's disease, epilepsy, and stroke.

The Queen's Peggy Herman Neuroscience Center offers leading-edge brain and spine care in collaboration with the Department of Neurological Surgery at the University of California, San Francisco. This partnership also connects the Queen to all the neurosurgical services offered at UCSF Medical Center, ranked among the top five neurology and neurosurgery programs in the nation.

THE PATIENT One Wednesday in late August, I was sitting in the garden at Monticello Vineyards, my family's winery. I was in the middle of a conversation when I sensed something going very wrong, so I sank from the chair to my knees on the lawn. The next thing I knew, several paramedics were trying to get me onto an ambulance gurney. I'd been unconscious for about 10 minutes and was disoriented, but I finally understood that I had had a seizure and they were trying to help me.

Once at the Queen, I was examined in the ER, taken for a CT scan and MRI, and given a diagnosis by neurosurgeon Dr. Vincent Morgese — all within about two hours of my arrival. Dr. Morgese's diagnosis was a non-cancerous meningioma — a two-inch tumor that had been growing between my brain and skull. The pressure on my brain had caused the seizure.

My surgery was scheduled for Friday, and I entered the intensive care unit after the procedure. By noon on Tuesday I was discharged due to my rapid recovery. I later learned that Dr. Morgese had actually overseen the design of the Queen's neurosurgery unit so he can perform the same surgeries here that he does at UCSF.

Had the Queen not had the expertise and equipment to treat me, I would likely have been transferred to San Francisco, which would have been more stressful and less familiar. It would have been a greater burden on my family and friends, who provided so much comfort and support. And my post-operative medical care is also easier, because it can be done locally.

Stephen Corley

Proprietor, Sales, Marketing and Hospitality, Monticello Vineyards



THE CAREGIVER Stephen Corley was admitted to the Intensive Care Unit after a seizure caused by a meningioma and recovered quickly, without complications. We continuously monitored him for any neurological changes or symptoms that could indicate a change in his condition.

Stephen was lucky to have been so close to the Queen, where we have such a high-level neuroscience program. We're able to provide appropriate scans on site allowing quick diagnosis and treatment. We have neuroscience specialists available around the clock. Our ICU nurses have additional neurological critical care education and training and we work seamlessly as a team with the intensivists, neurosurgeons and neurologists.

A good portion of the patients we receive in the ICU are those impacted by neurological issues — traumas, tumors, strokes and inter-cranial hemorrhages. We try to treat both the patients and their families holistically and with respect, answering their questions and ensuring that they're comfortable. I'm very proud of the amazing level of care we can provide here.

Elizabeth Yarris RN, CCRN

Nurse, Intensive Care Unit



“Our ICU nurses have additional neurological critical care education and training and we work seamlessly as a team with the intensivists, neurosurgeons and neurologists.”

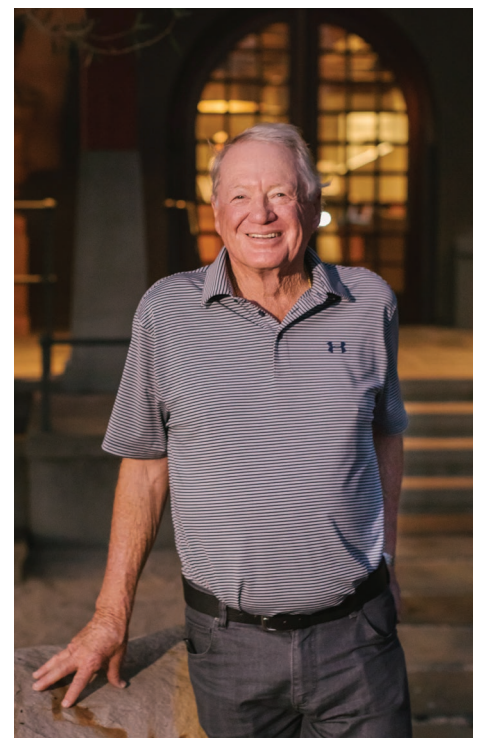
THE DONORS We've been longtime donors to the Queen of the Valley, and many of our gifts have gone to the campaign to build the Herman Family Pavilion. So far we haven't needed it ourselves, but we're glad to know it's there for us if we do. The night of the deadly Napa wildfires, Mike ended up in the Emergency Department for smoke inhalation and possible heart issues. Fortunately, neither turned out to be serious.

We baby boomers are an aging society — all of us will need good medical care sooner or later. To become a world-class organization is very difficult and the Queen has done a great job of it. The facilities are top of the line and the medical staff has an excellent track record. We couldn't be prouder of the Queen and are very proud to support it. Napa has been so good to us in the wine business, so we look for opportunities where we can give back to the community.

From our perspective, we've always felt that the Queen is like an angel with her wings and arms spread out to our whole community, no matter who you are. It's important to us that this hospital is accessible to all who need it.

Valerie and Mike Moone

Luna Vineyards, Moone One Thousand Vines



RESILIENCE

DIAGNOSIS IS NOT DESTINY

It arrives with a subtle sign, or a hunch, or without any warning at all. Someone in a white coat utters two of the most feared syllables in the English language: Cancer. And your life changes instantly.

Nationwide, nearly 1.7 million people learned that word applied to them in 2017. In the Napa Valley, cancer is the leading cause of death, higher than the age-adjusted cancer death rate for California as a whole. But local residents also have more opportunity for beating this dreaded diagnosis—local survival rates are continuing to increase, with advances and new treatment options at the Queen.

Queen of the Valley Foundation is striving to raise a total of \$18.7 million to support renovation and upgrades to the Queen’s Regional Cancer Center.



THE PATIENT I love to work out. In 2012, I’d started doing more upper-body work and I noticed that one breast seemed larger than the other. After three days I consulted Dr. Daniel Hersh, who couldn’t feel anything but said “I believe you.” The next step was seeing breast surgeon Dr. Elizabeth Cunningham. She also couldn’t say yes or no, but again said she believed my intuition. The following month I had a biopsy, which confirmed invasive breast cancer. I took one day off work to deal with the shock and anxiety, and after that I just concentrated on putting one foot in front of the other through a partial mastectomy, chemo, radiation and reconstructive surgeries.

As an emergency nurse myself, I’m familiar with the technical side—I know what a port is, how infusions work—but I was no better prepared for the unknown. My medical training made me both more confident but more fearful, too. Dr. Cunningham and my oncologist, Dr. Paul Dugan, treated me not as a patient but as a whole person with a life and a family. My nurse navigator, Claudia Davis, got involved immediately, even holding my hand during my biopsy. From then on, she coordinated my whole program, getting me everywhere I was supposed to go. She was my calendar and my support system. Together, the whole team became like my family.

Now I’m five years cancer-free and I’ve never felt better. I’m more focused on my health and more likely to pursue adventures, like jumping off a 75-foot cliff over a waterfall! The Queen’s cancer program is so amazing—and I wish anyone who has to go through breast cancer could have a navigator like Claudia. In hindsight, the entire experience was a gift.

Denise Foster, RN, CEN, CPEN
Nurse, Emergency Department

THE CAREGIVER As a breast-health navigator, I assist with breast biopsies done at the Queen, so I typically meet with patients before they’ve received their pathology results and I continue to follow them throughout their treatments—which can last weeks, months, or even years.

I met Denise—an emergency room nurse who was raising two young children and working 12-hour shifts—at her diagnosis. Receiving a cancer diagnosis is frightening and can be a long and arduous journey, with varying degrees of treatment, side effects and emotional upheaval. All of this impacts the full spectrum of a patient’s life. But Denise was consistently brave and calm throughout her treatment.



Treating clinical staff can sometimes be complicated due to their deeper knowledge of medical procedures and treatments. My concern for Denise was that perhaps she wouldn’t reach out to others for help, but fortunately this was not the case. Today she’s healthy, athletic and absolutely beautiful—both inside and out.

“Cancer is no longer an automatic death sentence; it’s an opportunity for the beginning of a new chapter in life.”

In my work, I see firsthand the terror that many patients express, as well as the sadness and uncertainty. But I also bear witness to women who very often emerge on the other side of their cancer-treatment journeys with a sense of hope. Cancer is no longer an automatic death sentence, it’s an opportunity for the beginning of a new chapter in life. I’m proud to be a partner to all those fighting this difficult cancer experience.

Claudia Davis, BSN, RN, OCN
Nurse Navigator



THE DONORS We’ve been involved with the Queen for several decades. Janet served on the Foundation’s Board of Trustees, and we’ve both worked with Auction Napa Valley, a major benefactor of the Queen. We make our contributions to the hospital unrestricted, because we have confidence that our gifts will be spent in the most valuable ways to benefit the overall organization.

Our own family has had reasons to use the Queen at every stage of life. Our children, Hailey and Loren, were both born here. Janet’s mother died of breast cancer, and had a lot of her treatments at the Queen under the excellent care of Dr. Paul Dugan. And of course the Emergency Department has come in handy on occasion for the whole family. When you wake up in the middle of the night and need a hospital, having such a high level of medical care just ten minutes from our house is fabulous.

Janet’s mom was on the board of her little hometown hospital, and John’s dad, Eugene Trefethen, helped to start the Kaiser Permanente health program. To see this small town have a first-rate medical facility with university-level expertise is truly exceptional. It’s a reflection of this remarkable community, of which we’ve been a part of for 50 years.

Janet and John Trefethen
Proprietors, Trefethen Family Vineyards

REFUGE

TRANSITIONING WITH COMFORT AND DIGNITY

“The art of living well and the art of dying well are one,” wrote Epicurus. Yet many Americans who pass away in hospitals or nursing homes receive care that is not consistent with their wishes. Attention is often paid to medical protocols but not to the spirit or family issues that are still vital to the patient.

Four years ago, the Queen created a dedicated Palliative Care department, with a mission to walk with each individual patient and family along the path of their choosing with compassion, dignity and understanding.

THE PATIENT My wife, Janet, lived a remarkable life. Her career at the State Department took her to embassies around the world. In May we would have been married 48 years, and she brought so many wonderful qualities to our marriage and our family. She was very organized, capable and strong. She was an excellent gourmet cook and a very good photographer. She also battled a rare sarcoma, a single fibrous tumor, for the past 13 years. We traveled around the country seeking treatment.

Until recently, we had been concentrating on getting her well. In December she began radiation at the Queen, but the treatments were uncomfortable and were worsening her mild dementia symptoms. Dr. Elsa Jensen brought up the option of “comfort care,” which allowed Janet to spend more enjoyable time with us instead of enduring difficult—and ultimately fruitless—treatments. Our children, Valerie and Brian, and I took turns talking to Janet, remembering things we did together, places we traveled, homes where we lived, old friends. Although she couldn’t say much, we were rewarded with warm smiles.

It’s rarely possible for a family to identify that point when it’s time to shift from curative care to palliative care—we couldn’t have done that by ourselves. The teamwork at the Queen between the physicians and the nurses was outstanding, and the doctors stopped by frequently. Dr. Christian Anderson, the radiation oncologist, even visited us on New Year’s Eve. That really wowed us. None of us plans to go through this with our family, but it’s such a comfort to have the option of increased quality time when that day arrives. The expert, compassionate care our family received at the Queen gave us more treasured time with Janet.

Roy Steel
Retired



THE CAREGIVER In palliative care, the two biggest things we do are listen and love. It’s all about helping with what’s important to the patient and the family. We focus on relief of suffering and helping people feel as good as possible. We try to help with healing relationships—issues of resolution or forgiveness—when there’s not much time left. Within our team we offer spiritual care and try to help patients along their spiritual paths, whatever the preferred tradition. We’re not just a conveyor belt of medical protocols, but tailor treatment to honor the family’s own values. My job is most satisfying when I can feel the cooperation of our whole team all focused on giving the best possible care.

Janet Steel was with us for several days before she was able to be moved back to her skilled nursing facility. Once we got her symptoms under control, she and her family had some good quality time here. I could tell a lot about her by interacting with her family—they surrounded her with so much warmth and dignity, and I knew that came as a result of who she was. Even when a person isn’t able to communicate verbally, I can often see a smile or a twinkle in the eyes. You get a sense of who they are despite the limitations of expression.

I was really touched by the family’s presence and love for Janet, their willingness to feel deeply what they were going through, and to be open about that experience. The Steels exemplified how I hope my family will be when I’m in that place.

Douglas Wilson, MD
Medical Director, Supportive/Palliative Care

“We’re not just a conveyor belt of medical protocols, but tailor the treatment to honor the family’s own values.”

THE DONOR We moved to Napa in 2009, after living for many years in Pope Valley. A few years before that, I’d had a horrific car accident on Trower Road, and the ambulance insisted that I go to the Queen to be treated because it was the only hospital in the area with a trauma center. So when we moved to Napa, I told my husband that I felt really safe to be moving near such a good hospital.

When my husband, Norm, died three years ago, he was at home. I’d been his main caregiver, since our grown children don’t live locally, and I had occasional part-time help. But it’s a big job and, especially with his failing memory, it caused me a lot of concern.

I’ve met with Dr. Wilson, and I’m happy to know that the Queen has such an excellent palliative care program. I’m a long-time, regular donor because I know the hospital is there for all of us when we need it, at every stage of life.

Evonne Alumbaugh
Evonne Alumbaugh died peacefully in her home at age 93 on February 12, 2018.



REMEMBER

LEAVING A MEANINGFUL LEGACY

There are many creative ways to support Queen of the Valley Medical Center. Planned gifts provide a wide array of options that, in addition to showing your gratitude to the hospital, can offer tax benefits or even supplement your income. With a legacy gift, your generosity continues to show value well into the future.



Ron Nasuti is proud to be a second-generation Napa resident, and his ties to the Queen run deep. His father, Ray, served as a Queen of the Valley Foundation board trustee for three terms, while Ron's mother, June, was the first chairperson of the Day for the Queen Fashion Show. Ron's sister, Shari, worked in the hospital's dietary department for 20 years. And Ron was born at the Queen's predecessor, the Parks Victory Hospital on Jefferson Street.

With all that shared history and Ron's appreciation for the caliber of medical care at the Queen, it's no wonder that he has chosen to leave a generous bequest to the Queen in his trust. "This was my dad's favorite charity," he remembers. "The hospital treated him after several heart attacks, and my mom passed away here. Because of my family's strong sentimental connection to this place, I want to keep that legacy alive, even after I'm gone. I know it would have meant a lot to my dad."

Harolyn and Bob Thompson first began coming to the Napa Valley when there were only eight wineries to visit. The couple moved to St. Helena full-time in 1975, where Harolyn worked as a freelance graphic artist and calligrapher and Bob wrote about wine. Over the decades, he authored 20 books for Sunset Publications as well as eight titles of his own. Harolyn contributed to many of them and edited the St. Helena Wine Library's newsletter.

In that time, both Thompsons made a few trips to the Queen's Emergency Department and in 2012 Bob underwent major surgery. "Queen of the Valley has seen both of us through some hard days during our first 80 years," Harolyn says. "We're all too aware that there could be more of them as we grow older, so we want the Queen to be there for us if we need it."

The Thompsons chose to make a charitable gift annuity to the Queen — an arrangement in which the donor transfers cash or property in exchange for a charitable tax deduction and a lifetime stream of annual income. "Annuities don't have to be huge to help both the hospital and the donor," Bob says. "The Foundation made setting one up simpler for us than opening a checking account, and a whole lot more profitable."



RECOGNIZE

NAPA VALLEY VINTNERS' ENDURING SUPPORT



The CARE Network (Case management, Advocacy, Resources and Education) provides in-home and community-based services for people living with chronic conditions. Resources include nursing, social work and behavioral and spiritual health support. This support is also provided to caregivers and family members as needed. Last year, the Network served a total of 568 clients — of those, 261 were newly enrolled in the program. For those new clients, emergency department visits decreased by 71 percent and hospitalizations decreased by 42 percent as compared to one year prior to enrollment. This reduction in urgent medical services demonstrates the program's effectiveness at helping clients with complex issues better manage their conditions to improve health and quality of life.

For the past 36 years, Napa Valley Vintners (NVV) has been proud to support programs at the Queen with proceeds from our annual fundraising event, Auction Napa Valley. In 2017 we again made a significant investment to support the CARE Network, which promotes wellness and disease management for low-income, chronically ill individuals who would otherwise be unable to afford such services.

At NVV, we're committed to supporting this program because it specifically focuses on helping the most vulnerable Napa County residents manage their chronic illnesses. Not only does it produce better health outcomes, but it reduces patients' need for emergency department visits and hospitalizations, which reduces overall costs for patient care.

Susan Duke
Senior Manager, Community Investment, Napa Valley Vintners

WELL BEING TRUST In July 2016, Providence Health & Services and St. Joseph Health came together to form Providence St. Joseph Health. The newly combined organization made a commitment to mental health and wellness, funding Well Being Trust as a 501(c)(3) public charity with an initial seed endowment of \$100 million and an additional \$30 million to be invested in California over 2017-2019.

In collaboration with Napa County Health and Human Services and other partners, the program expanded tele-psychiatry available in the Queen's Emergency Department and hospital. It also added CARE Network staff to facilitate access to mental health and substance abuse interventions and establish new mental health crisis stabilization services, detoxification services, respite care and housing.

GATHERING TO SUPPORT THE QUEEN



REACH FOR THE STARS Queen of the Valley Foundation’s 24th annual luncheon and fashion show, Reach for the Stars, the Queen’s Celebration brought 400 guests to the Silverado Resort and Spa on April 15. This beloved event featured cancer survivors of all ages — from four to 81— who walked the fashion runway in celebration of their successful fight against the disease. And Mayor Jill Techel, a cancer survivor herself, was honored for her many contributions to the health of our community.

The afternoon’s activities raised nearly \$260,000. All event proceeds benefited the hospital’s Cancer Wellness Program and make it possible for patients to participate free of charge. With support from these funds, the program has aided 1,000 cancer survivors since its founding in 1993. We thank our co-chairs Myrna Andrews, Cindi Dwyer, Lynne Hobaugh and Kathy Templeton, as well as production coordinator Paige Smith.



DAY FOR THE QUEEN On July 26, the 40th annual Day for the Queen Golf and Tennis Tournaments were held at Silverado Resort and Spa, raising \$77,000 for Queen of the Valley Foundation. About 150 guests attended the event, which included both a tennis tournament and the Murray Memorial Golf Tournament. Afterward, lunch was served from Compadres Rio Grille, followed by an awards ceremony and a silent auction.

Proceeds benefited the Queen’s highly acclaimed Regional Cancer Center, including programs, services and the acquisition of life-saving technology. Special thanks to our tennis tournament co-chairs, Christy Gianelli, Amy Herold and Susan Mickens, as well as our golf tournament co-chairs, Dell Coats and Tom LeMasters.



GENEROUS HEART More than 300 guests attended the fifth-annual Generous Heart event at Paraduxx on September 23, paying tribute to event honorees Nancy and Dan Duckhorn and raising \$3.1 million for the Queen’s Regional Cancer Center.

Auctioneer Malcolm Barber, co-chairman of Bonhams, and Rob Mondavi kept the bidding lively. The offerings included a McLaren experience at Sonoma Raceway, a holiday party hosted by Gail and Carmen Policy and a two-day tour of the Napa and Anderson valleys hosted by the Duckhorns.

The highest-selling lot, “Wine, Women and Wonderful,” was also co-hosted by the Duckhorns with Steph Martin and Dennis O’Neil and sold for \$60,000. The live auction closed with a Fund-a-Need that raised nearly \$500,000, including a generous contribution of \$150,000 by vintner Warren Winiarski.

In addition to raising a record amount for Generous Heart and contributions from the event’s sponsors and underwriters, the Foundation announced two irrevocable gifts created especially for Generous Heart’s cancer campaign. These included \$1 million from Betty and Ron Profili and a bequest of \$500,000 from Linda and Edward I. Barwick. Special thanks go to honorary chairs Nancy and Dan Duckhorn, and event co-chairs Beth Fenton, Lydia Mondavi, Dorothy Salmon and Erin Simms.

EVENT HONOREES We gladly agreed to co-chair the 2017 Generous Heart gala as a continuation of our support of the Queen through our association with Auction Napa Valley, a longtime financial contributor. Further, we hoped that our experience with charity auctions would be of benefit. Nancy’s familiarity with Generous Heart through her service on various committees and on the Foundation Board gave us an insight into the implementation of new ideas and strategies to ensure continued success.

It was most rewarding working with incredible volunteers who gladly gave so many hours of their personal time without any formal recognition. We all believe so strongly in the Queen and expanding the health care it provides our community. The fact that we raised in excess of our goal will continue the care in this period of rising costs on top of an aging population.

Finally, we want to return to the Napa Valley a part of the rewards given to us from our endeavors in the wine business. As members of this community, our goal is to continue to make the Queen a superior hospital supported by the latest equipment and the most qualified physicians and support staff available. That should be the end-goal for all of us.

Nancy and Dan Duckhorn
Co-Chairs, Generous Heart



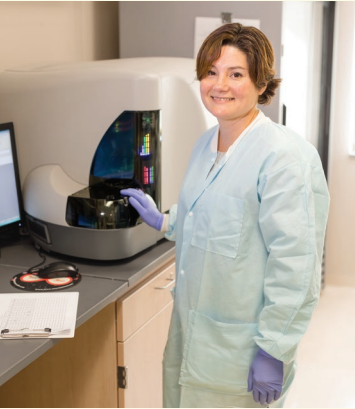
REFRESH

THIS IS WHAT YOUR GIFTS CAN DO

It’s hard to keep up with the current pace of technology, which has never changed faster than it does today. This is especially true in the medical field, where scientific breakthroughs are constantly driving new techniques and equipment. But thanks to the foresight of our generous donors, Queen of the Valley Medical Center remains at the leading edge in hospital technology. **Here’s a look at some of the newest equipment your gifts are helping to make possible.**

FLOW CYTOMETRY In 2017, a generous grant from the V Foundation for Cancer Research enabled us to acquire technology for flow cytometry assessment, a service we strongly rely on and can provide for other hospitals in our region.

The Queen’s chief pathologist, Dr. Brad Feliz, whose knowledge and experience allowed us to implement flow cytometry seamlessly, explains its benefits. “This technique lets us diagnose lymphoma and leukemia at the Queen instead of having to send samples to Southern California,” he says. “Now instead of waiting 48 hours for results, we have them in hours and we can get patients started on life-saving treatments.” The Queen also recruited a clinical laboratory scientist with flow cytometry expertise, and four of our lab technicians have received special training in the cutting-edge technology.



VITEX MASS SPECTROMETRY Many oncology patients develop compromised immune systems, and it’s critical to be able to identify the kind of bacteria causing any infections. Treatment is often delayed due to the traditional process of planting a sample to grow bacteria in order to identify the proper treatment.

Mass spectrometry is an analytical technique that determines the elemental composition of a sample. With its greater speed and accuracy, clinicians no longer need to over-prescribe antibiotics. Instead, they can quickly discern the type of infection present, and more specifically target therapies with the right antimicrobial at the right dosage. “Due to its high cost, the Vitek MS is not commonly found in most hospital labs. But here at the Queen, we’re able to offer a test with actionable results reported in minutes,” says Administrative Director of Laboratory/Pathology Olive Romero.

XENEX GERM-ZAPPING ROBOTS™ We recently began using an innovative germ-zapping robot to disinfect surgical rooms, the emergency department and patient rooms.

The portable disinfection system works by pulsing xenon, an inert gas, at a high intensity in a xenon ultraviolet flash-lamp. This produces ultraviolet C light, which penetrates the cell walls of microorganisms—including bacteria, viruses, mold, fungus, and spores—effectively killing them without contact or chemicals. This process supplements our Environmental Services staff’s robust environmental cleaning, hand washing and safety protocols, and adds a protective layer/defense against infection.

On a daily basis, “We’re targeting the areas at greatest risk, such as isolation rooms and operating rooms,” says Infection Prevention Specialist Gianna Peralta. “Studies have shown that rooms that previously held a patient with a known infection carry more risk to the next patient for acquiring the same infection. We’re greatly reducing that risk with the Xenex robot.”



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REWARD

This year, 2018, has the potential to be one of Queen of the Valley Medical Center’s best. The Foundation has strengthened its event line-up, has a strategic plan in place to raise and distribute substantial funds and has introduced a new hospitality program.

At the Queen, everyone is treated with the same medical care regardless of whether patients are able to pay or not. And that will not change — ever.

Queen of the Valley Friends of the Foundation 24/7 Hospitality is designed to demonstrate our tremendous gratitude to our highest impact donors for their support. Examples of this hospitality might be to provide assistance during registration, someone to sit with them while waiting for a procedure, visiting with a spouse while their loved one is having surgery, or any other non-clinical assistance a donor would desire to put them at ease.

Beginning this year, the Friends of the Foundation will provide hospitality and assistance for non-medical needs for donors who have cumulatively contributed \$100,000 or more or for donors who have signed a letter of intent toward reaching that gift level. It’s one small way we will be able to say “thank you” for the impact our most generous donors have made at the Queen.

Members of Friends of the Foundation will receive a personalized membership card with a dedicated phone number and email address to contact the Foundation as needed — any day of the week and any time of the day.

Should you require a visit to Queen of the Valley,

MEMBERSHIP BENEFITS WILL INCLUDE:

- + 24/7 access to a Foundation liaison
- + Dedicated phone number to call
- + Meal voucher for your spouse
- + A gift of personal care items to make your stay more comfortable

For more information about Friends of the Foundation 24/7 Hospitality, please contact the Foundation at 707-257-4044.

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WAYS TO GIVE

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gifts provided throughout the year

CAPITAL GIVING
a substantial gift with a targeted purpose

EVENTS
attendance, sponsorship, Fund-a-Need, auction bids

GIFTS-IN-KIND
a product or experience used for further fundraising

GRANTS
monetary awards provided by organizations

MULTI-YEAR PLEDGES
a financial commitment paid over multiple years

TRIBUTE/MEMORIAL GIFTS
an honorarium or memorial gift

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CANCER CARE

CARDIAC CARE

COMMUNITY BENEFIT

EMERGENCY DEPARTMENT

ENDOWMENT

PEGGY HERMAN NEUROSCIENCE CENTER

SURGERY

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WHERE THE NEED IS GREATEST

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