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YEARS

ONAPA VALLE



2018 REPORT TO THE COMMUNITY | QUEEN OF THE VALLEY FOUNDATION



QUEEN OF THE VALLEY FOUNDATION

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Cover Photo: Emergency Medical Technician Benjamin Potter and Paramedic Austin Simpson deliver a patient to the Gasser Emergency Department.

Photo Above: The entrance to Operating Room 2 in the Herman Family Pavilion.

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DOORS TO HEALING

It's unlikely that anyone has ever counted all the doors in Queen of the Valley Medical Center. There are certainly a lot of them. But they all serve a single purpose: To advance our mission of service to every member of our community in a place of healing, empathy, and medical excellence.

The hospital opened its doors in 1958, founded by the Sisters of St. Joseph of Orange to replace Parks Victory Memorial Hospital. In the 60 years since, countless patients have passed through those doors to receive medical treatment for every imaginable condition – from the happy expectation of giving birth to life-threatening emergencies.

As the largest employer in Napa County, the Queen has also seen physicians, nurses, specialists and staff of every level pass through its doors to serve and heal with its core values of compassion, dignity, justice, excellence, and integrity.

And from the very beginning, when the Sisters first purchased the property on Trancas Street, a strong group of community members assembled to raise funds — first to build the hospital and later to support its growth and maintain its ability to stay at the forefront of premium medical care.

The Foundation was formed in 1969, after a decade of informal fundraising by volunteers. At its inception, it had 1,200 supporters. Today, as it celebrates its 50th anniversary, the Foundation's constituents have grown to more than 30,000 donors whose generous gifts have totaled more than \$110 million.

The Queen currently treats more than 150,000 patients a year, including more than 30,000 patients who arrive through our Gasser Emergency Department and 7,000 who are admitted to the hospital. The hospital serves all of Napa County as well as parts of Sonoma, Lake, and Solano counties. And it has continued its legacy of offering university-level medical care for our entire community—due largely to the generous support of our many donors. Because of you, these doors will remain open and welcoming to all in the years to come.

"Our greatest responsibility is to be good ancestors." -Jonas Salk





THESE DOORS ARE ALWAYS OPFN

To honor a 50th wedding anniversary, you celebrate with gold. This year, Queen of the Valley Foundation turns 50, and we're celebrating the gold standard we've established for helping to fund top-tier medical care in the Napa Valley region.

Sixty years ago, our founders built a new medical facility in the absence of a county hospital. A decade later, they formed Queen of the Valley Foundation to help support the hospital with private philanthropy. Today we're standing on the shoulders of these visionary individuals and inviting their families to help carry on their legacies.

Since I joined the Queen's Foundation eight years ago, I've seen this community come together to fund such critical projects as building the Herman Family Pavilion, upgrading our diagnostic imaging and robotic surgery technology, and our newest effort, renovating and expanding the Obstetric and Neonatal Intensive Care Pavilion. We've enhanced our programs across existing specialties, added many new services, and recruited intensivists and neurology practitioners to strengthen our medical teams.

Just as members of our community value excellent schools and a healthy environment, you have shown that you are willing to invest in the Queen to maintain its consistently excellent services and treatments. As residents you understand that Napa's standard of healthcare also depends on the level of your own commitment.

It's been an honor to spend another year working with the Foundation's Board of Trustees to identify the hospital's needs and invite our friends and neighbors to support them. Every day I feel God's presence as I walk through the doors of the hospital, witnessing acts of extraordinary goodness, both within the Queen's operations and in the broader community.

Thanks to your efforts, and to your generosity, our doors will remain open and welcoming to everyone who may need us.

Elaine John

Chief Philanthropy Officer, Queen of the Valley Medical Center President and CEO, Queen of the Valley Foundation

The Foundation | 50 Years In Review | 1969-2019



Nursing Pavilion The Nursing Pavilion campaign broke ground in 1983 and was completed in 1985, doubling the number of beds at the Queen.



Cancer Center The Queen's Regional Cancer Center opened its doors in 1988 after a multi-year campaign, providing crucial oncology services for the Napa Valley.



Gasser Emergency Department Four years in the making, the Gasser Emergency Department was the most modern in the region when it was completed in 1995.

As Queen of the Valley Foundation begins its 50th year, we thought it would be fitting to hear from people who have contributed to its success at both ends of the spectrum: Founding Member James "Jim" Maggetti and current Queen of the Valley Foundation Board Chair Kass Simon. We recently spoke with them to hear their thoughts on the Foundation's work – past, present, and future.

How would you describe the Queen's history of healing and service?

Jim: I remember the original dedication of the Sisters of St. Joseph of Orange, and the way the community embraced the Sisters from day one. It was conceived to be not for profit, to provide for a degree of healthcare we didn't previously have in



Kass: Medical innovation and technology are expensive! This level of sophisticated health services and high standard-of-care depend on continued private support from many donors. That said, the Queen's history is based in its strong Catholic values of caring for our whole community. We treat everyone who comes into the hospital, whether they have the means to pay or not.

Why is private support more important than ever today?

Jim: Medical profit margins are quite small, so we rely heavily on donor support to help maintain the highest standard in healthcare and to keep our hospital strong.

Kass: Private giving helps us to provide our community with a university-level medical center, something that few towns of our size can afford. We like to say that we're bringing big medicine to Napa Valley.



Wellness Center The Wellness Center. completed in 2003, houses the Women's Imaging Center, Outpatient Rehabilitation Services, and a full-service medical fitness center.

THEN AND NOW

Napa. The community and the hospital have grown together, continuing to provide a higher standard of care than we ever thought possible.

How has the Foundation made a difference?

Jim: The Foundation was formed in 1969 with the goal of raising money for equipment and special projects beyond the daily operations of the hospital. Before that, the hospital relied on a large core group of volunteers but lacked the necessary component that a voluntary, not-for-profit hospital needed for success: substantial philanthropic support.



Profili Imaging Center Completed in 2006, the Profili Imaging Center was, and continues to be, outfitted with the most sophisticated imaging equipment available.



Herman Family Pavilion The Herman Family Pavilion opened in 2014 and includes a state-of-the-art Intensive Care Unit, surgery suites, and a laboratory.

A YFAR OF TRANSFORMATION

Reflecting on not just last year, but Queen of the Valley Medical Center's full history, it is worth noting that a large percentage of our community has passed through our doors. Queen of the Valley Foundation and you, our generous donors, play an important role in our ability to continuously serve our patients with the highest level of care.

Over this past year, we've seen many positive changes. We've recruited a number of exceptional new leaders, dramatically improving our performance. We achieved an "A" grade from The Leapfrog Group, a national nonprofit organization that rates the quality and safety of American healthcare. We are very proud of this rating and the fact that the Queen ranks in the top 10 percent of hospitals nationwide in these important performance measures.

We also earned the Joint Commission's Gold Seal of Approval for certification as a Primary Stroke Center from the Centers for Medicare and Medicaid Services. After a rigorous two-year training, we were approved on our first attempt and this certification is a notably big deal for Napa County.

Another significant event for us was becoming a "top performer" in reducing sepsis mortality within Providence St. Joseph Health. We were able to reduce our sepsis patient mortality rate from 15 percent to nine percent following the implementation of the Acute Care Nurse Practitioner-led sepsis program. Only 10 percent of hospitals nationwide achieve this low rate.

We made tremendous strides in the performance and engagement of our staff with an internal program that uses the Lean Daily Management system to enable employees to tell management how their areas can be improved. The result is improved patient care and employee satisfaction.

None of this would be possible without you, our generous donors. To all of you I say a heartfelt thank you. We are ready to welcome you through our doors whenever you need us.

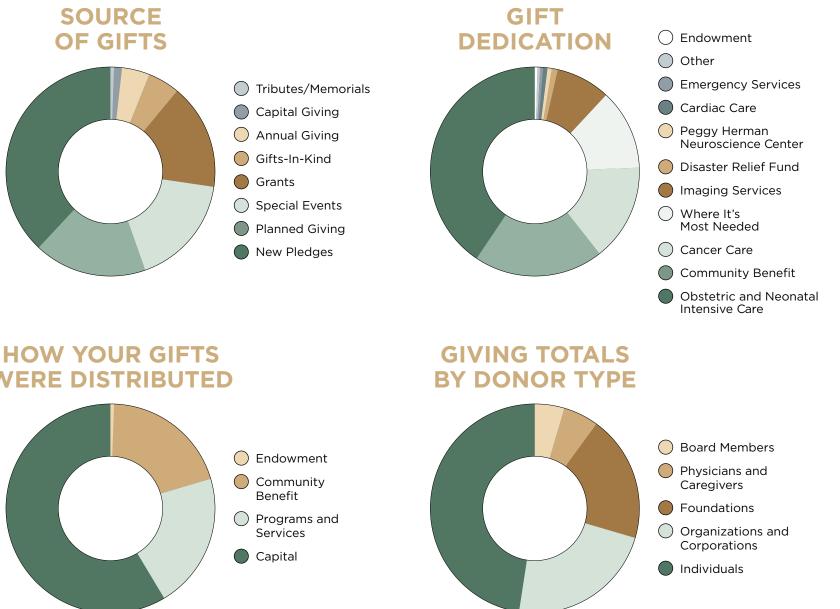
Larry Coomes

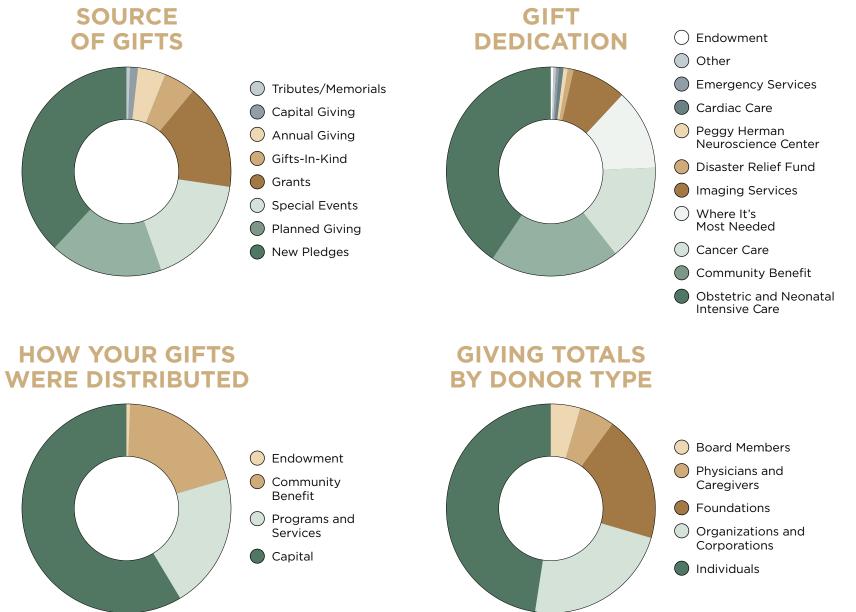
Chief Executive Officer. Queen of the Vallev Medical Center

Here are a few examples of how your gifts were put to work in 2018 so that Queen of the Valley Medical Center can provide the highest-quality care.

- The Emergency Department, which treated 30,000 patients in 2018, began a significant renovation.
- The 3D mammography machines, installed in 2017, were fully paid for last year and used to screen more than 5,000 patients.
- The Siemens hybrid-room table, or Zeego Table, which provides much better imaging capabilities for invasive procedures, was installed in the Hubbard Family Hybrid Surgical Suite.

SOURCE





- The Mobile Dental Clinic served 1.904 patients across nine screened for oral health and received a fluoride varnish.
- The Foundation's investment in the technology to support newly hired specialists in key service lines allowed the Queen to provide care for more patients. As a result, gastroenterology procedures rose from 800 to 2,600, urology more than doubled, with nearly 400 procedures, and a bariatrics weight-loss program, introduced in October, cared for 29 patients.

YOUR 2018 GIFTS AT WORK

TOTAL FUNDS RAISED \$7,776,856: January 1 - December 31, 2018

locations throughout Napa. Additionally, 672 children were

- The CARE Network served 1,096 vulnerable members of our community, including those who are homeless, diagnosed with mental illness, and affected by substance use disorders.
- In 2018, the Cancer Wellness Program served its 1,000th patient and funds were raised for an additional 130 cancer patients to participate, at no cost to the patient.
- Rock Steady Boxing, a unique exercise program based on training used by professional boxers and adapted for people with Parkinson's disease, was introduced at the Wellness Center.



"The greatest legacy one can pass on to one's children and grandchildren is not money or other material things accumulated in one's life, but rather a legacy of character and faith."

- Billy Graham



Patient Jonathan Martinez and Physical Therapist Michael Smith walk in the Kenzo Healing Garden.

GREAT EXPECTATION

It's one of the happiest reasons to visit a hospital: Giving birth to a child. Thankfully the great majority of births occur without problems, but when complications do arise, you want the best expertise and technology available.

Our Maternity Center is an amalgam of labor and delivery, emergency care, triage center, and neonatal intensive care (NICU). It serves a broad stroke of the community across all demographics. At Queen of the Valley Medical Center, we deliver nearly 700 babies a year — a number that's on the rise due to the closing of another local hospital's labor and delivery department. Of those babies, about 15 percent will require a stay in the NICU.

In 2018, the Queen launched a campaign to revitalize and expand our maternity and NICU areas, with plans to include more space in the NICU for treatments and beds, enhanced labor and delivery rooms, and updated maternity technology. Improving the birth experience and more room to care for our tiniest patients will be the happy outcome.



THE PATIENT

My husband, Brian, and I arrived at the hospital around 8:00 p.m. on May 30. This would be my third delivery at the Queen with Amanda Holthouse, DO. For the first two labors, I'd had an epidural, but we decided we wanted to deliver this one naturally. The nurse, Mary Kate Asmussen, was very encouraging about that and advised me on methods of natural pain management.

At about 11:30 p.m., my water broke and the pain was instantaneous. Mary Kate did a manual exam to check on the baby's position, and I could immediately tell that something was wrong. She got on the phone to Dr. Holthouse, who had been sleeping at home but was in my room within 10 minutes.

The baby was coming down the birth canal with the broadest part of his face first. With each contraction, the doctor pushed him back in, trying to get his head in a better position. That was 10 times more painful than the contraction itself. I kept wondering, is this even possible? But I had complete trust in Dr. Holthouse and Mary Kate.

At 1:50 a.m., my son Mark was born vaginally. It was scary and painful, but at every moment I knew that I was in good hands. Mary Kate had originally been working as the charge nurse that night, but she stayed with me for every second of our son's delivery.

Brian and I are both incredibly grateful for the care I received during all three of my deliveries, but especially during this last one, given the higher risk. We just can't say enough positive things about the Queen.

Alexis Riccomini

THE CAREGIVER

Each delivery is a sacred experience, and Alexis Riccomini's delivery was just that.

She was admitted in active labor, and she was a rock star! She was able to walk, bounce on a birthing ball, and use our wireless monitors, which gave her freedom to move around while laboring. After three hours, when her water broke, Alexis was feeling like she needed to push, so I performed a vaginal exam and she was already at nine centimeters. But, much to my surprise, the baby was sucking on my finger! This "face presentation" can be an obstetrical emergency.

I immediately called Dr. Holthouse and had my scrub tech set up the operating room as a precaution. The doctor arrived within minutes and performed another exam that revealed the baby had rotated slightly into a brow presentation. Because his heart tracing was stable and Alexis had had two previous deliveries, Dr. Holthouse wanted to give Alexis every chance at a natural delivery. With our guidance and encouragement, she had a beautiful vaginal delivery an hour later.

It's very common as a charge nurse to triage and maintain a patient and Alexis and I had bonded quickly. Provided that our staffing allows it, continuity of care is one of my passions. It's a sacred bond between a laboring woman and her support team. I'm so thankful I was able to be a part of Team Riccomini. Some hospitals would have immediately gone for a cesarean section. I feel particularly lucky to have a physician who was willing to give Alexis a chance at the delivery she wanted.

THE DONOR

We've used the Queen for t everything in between. Our

everything in between. Our two grandchildren were born there, a really extraordinary experience. What a great way for families to be together at such an important lifetime moment. The cardiovascular team did an incredible job of prolonging Garen's mother's life for many years, with pretty advanced heart disease, enabling her to see the births of her great-grandchildren. Both Shari's parents had late-life experiences there, too. In every case, we experienced high-quality care, empathetic doctors, and wonderful nurses. And Garen had his cataract surgery done there — the single most successful procedure of his life.

Back in 1975, when we lived in Lafayette, Shari was pregnant with triplets. Our local hospital didn't have a NICU – all three of the babies were born under two pounds at 25 weeks and didn't survive. We deeply understand the need for a hospital to be able to support these situations, should they develop.

The Napa Valley is home to a population that requires, demands, and deserves this high-level of healthcare. Hospitals' capabilities, of excellence are so hard to sustain economically without the kind of philanthropic support we're happy to give.

I'm so thankful I was able to be a part of Team Riccomini... I feel particularly lucky to have a physician who was willing to give Alexis a chance at the delivery she wanted.



Mary Kate Asmussen, RN

Labor and Delivery

We've used the Queen for the beginning of life, the end of life, and



Shari and Garen Staglin Proprietors, Staglin Family Vineyard

ENVISIONING THE INVISIBLE

From basic chest x-rays to complex cardiac imagery, a visit to Queen of the Valley Medical Center's imaging department is often the first stop toward treatment and healing.

While some patients may need only one study, other patients require multiple studies, be they cancer screenings, disease processing, or sequential imaging to envision the problem and assess the appropriate treatment. In 2018, the Imaging Department conducted approximately 74,000 studies—that's more than 200 per day.

In 2006, the Queen became the first hospital in the region to acquire digital mammography, and in 2017 it became the first to install 3D mammography. These machines and other sophisticated equipment in the imaging department have been purchased with funds raised by Queen of the Valley Foundation. That's another great kind of vision.

THE PATIENT

A few days after Thanksgiving, I was home alone working on my computer. When I tried to stand up, I fell back into the chair. I then tried using the desk to push myself up and fell on the floor. I finally managed to call 911, and the ambulance took me to the Queen.

My speech and cognition weren't affected and I never lost consciousness, but I still couldn't walk, stand, or even sit. The emergency department physician ordered a CT, (computerized tomography scan) and an MRI, (magnetic resonance imaging scan). That imaging technology confirmed that I'd had a hemorrhagic stroke.

Neurosurgeon Vincent Morgese, MD, diagnosed it as an intercranial bleed.



He advised that my bleeding had stopped and no surgery was required, but beta-blockers were prescribed. Between the Intensive Care Unit, Medical Surgery Unit, and Acute Rehabilitation, I was in the hospital for almost four weeks. In early January, I had a second MRI in the imaging department, which identified where the blood had pooled and explained my balance problems.

Before this happened, I'd been in excellent health and there was no familial history of stroke. We still don't know what caused it. I've gone from using a wheelchair to walking with a cane, and I'm hoping for a full recovery.

Had I gone to another hospital, I honestly don't know what would have happened to me. My wife, Kathleen, and I were so relieved to have the Queen close by—especially now that it's a certified stroke center. I've had MRIs at Stanford Medical Center, and the Queen's Imaging Department was absolutely on par with that. It's a huge benefit to know that we have this kind of technology and expertise available in our local community.

Frank Lucier

My wife, Kathleen, and I were so relieved to have the Queen close by — especially now that it's a certified stroke center.

THE CAREGIVER

I was the principal radiologist in Frank Lucier's imaging studies. He showed symptoms of an acute stroke and within minutes he received a head CT scan in radiology that revealed a brain hemorrhage. This was followed by a 3-D CT angiogram to locate a possible source of the bleeding and to exclude a ruptured aneurysm or vascular malformation that might have required immediate surgery.

The following day, Frank had an MRI to rule out any complications from the bleed or a possible lesion that may have triggered it. He had a history of melanoma, so we wanted to ensure that the hemorrhage was not caused by that. Using advanced MRI techniques on our high-field MR system, I could determine that the bleed was not from a malignant lesion, but rather was a bland spontaneous hematoma.

Initial and follow-up imaging proved essential in Frank's care and treatment. The high-resolution imaging allowed for an immediate diagnosis, determined the extent and location of brain injury, and enabled our clinical team to make informed treatment decisions. Since then, I've had the opportunity to review his follow-up MRI and am pleased to report that there's no new bleeding and that the hemorrhage has decreased in size.

There are many reasons I appreciate working at the Queen. Each of our radiologists brings a special area of expertise to the team with a sub-specialized interest. And the imaging equipment and services at our Profili Imaging Center rival or exceed those at many university and large metropolitan hospitals. Providing a full range of imaging services and having the most cutting-edge technology not only attracts exceptional physicians but allows patients to undergo advanced imaging examinations and procedures without having to travel far.

THE DONOR

As a director at the Queen, I see my job as ensuring that our staff can provide excellent patient care by fostering open communication and facilitating teamwork across departments. It's important that the team has the proper equipment and supplies they need and also have assistance in overcoming obstacles in order to provide the high-quality and timely care our patients deserve and our caregivers want to provide. I want to make sure our caregivers feel they're able to treat each patient as they would a family member.

I've worked at the Queen for over 24 years – our mission and values have always been very important to me. I began giving to the Queen in 1999 through Reach for the Stars, the annual fashion show fundraiser that benefits our cancer patients. I've given every year since then, with an automatic donation made from my paycheck. Right now I'm donating an hour's wage every two weeks to support the new MRI project (see page 19). I try to set an example and invest in the hospital myself.





Christopher J. Schultz, MD Medical Director, Profili Imaging Center

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The Queen has always been known as a small community hospital with high-end technology, and we want to maintain that standard. Such equipment can cost millions of dollars, and we rely on private gifts to make that possible.

Last March, I had knee replacement surgery here, so I was able to have first-hand experience as a patient. From perioperative services to the inpatient unit, and then as an outpatient in our physical therapy department, every aspect of my care was exceptional and compassionate.

A STROKE OF LUCK

The numbers tell the story best: how common strokes can be, and how debilitating. Strokes occur in more than 795,000 Americans each year-that's one every 40 seconds. Of those, about 140,000 die – one every four minutes. The odds that a stroke will affect you or someone you know are very high.

Fortunately, after two years of intense training and compliance, Queen of the Valley Medical Center has become Napa County's only Joint Commission Certified Primary Stroke Center, increasing its long-term success in improving outcomes for stroke care. The hospital currently treats about 350 stroke patients a year in its Peggy Herman Neuroscience Center — patients who will benefit from the training and education that were required to receive the certification. And that's good luck for everyone who lives here.

THE PATIENT

I arrived in the Napa Valley for a weekend of winetasting in July. I was getting out of the car in Yountville when my right side suddenly went numb and I collapsed. I'm only 34 and in otherwise excellent health – this isn't something I would ever dream of happening. Fortunately, one of my friends acted quickly and called 911.

Although I could only talk gibberish, my brain was calmly observing everything that was happening. The paramedics arrived, assessed the situation, and quickly took me to the Queen — it's just my good fortune that it happened to be a certified stroke center.

At the Queen, they gave me a CT scan, confirmed I was having a stroke, and gave me a drug to break up the blood clot. I still wasn't really aware of what was happening, but I felt very safe and could sense that everyone wanted to help me.

Because of the type of stroke I had, I was medi-flighted to another hospital for an emergency operation to remove the blood clot. At that point, my condition was approaching life or death. My family was notified, and they were told that I might not make it.

Thankfully, the surgery was successful. I was out from work for two-and-a-half months, I have a blind spot in my left eye and I still struggle a bit from memory loss. I'm so thankful to be alive and for the critical care I received at the Queen. If not for that, I might not be here.

Kelly Tenente





In a small community like ours, this is a really big deal. Had Kelly been brought to another hospital, there may have been a greater delay and they might have missed that "golden window." They may have recognized her signs and symptoms, but would not have been educated to the appropriate protocol for early treatment and intervention. Now, Kelly has had a nearly complete resolution of her symptoms. She's a very fortunate young woman.

The fact that the Queen is always developing specialty services like this, as well as cutting-edge facilities and equipment, is so important to our community.

THE DONORS

We've used the Queen for all types of care – the births of several grandchildren and a successful hospitalization. Linda worked there for nearly 40 years as supervisor of transfusion services in the laboratory and we have been supporters for many years. The bottom line has always been excellent patient care, and the Queen has spent a lot of time and money training staff to do their jobs well. We have the highest regard for this hospital.

Because both of our dads had strokes, we've had an up-close-and-personal view of the devastation they can bring. We also have an old and dear friend from high school who had a major stroke several years ago, and the immediate care and rehabilitation he received at the Queen were remarkable. That was the impetus for our gift to the Peggy Herman Neuroscience Center.

The hospital worked very hard for that stroke certification, so when it came through in October we were thrilled. The fact that the Queen is always developing specialty services like this, as well as cutting-edge facilities and equipment, is so important to our community. We need such services in our community-close at hand so that a long drive is not needed for state-of-the-art neurological care.



THE CAREGIVER

Because of our recent certification as a stroke center, all of our nursing clinical staffespecially those in the Emergency Department - are trained to recognize and treat the signs and symptoms of both ischemic and hemorrhagic strokes. You have that "golden window" of opportunity that you don't want to miss.

With an ischemic stroke like Kelly's, you have between three and four hours to treat the patient intravenously with the clot-buster tPA, a medication that our staff has been trained to give. Symptoms sometimes completely resolve after that. But when there's a large vessel occlusion in the brain, we'll send patients to a comprehensive stroke center where it can be surgically removed.

Because the Foundation had purchased a very sophisticated electronic mannequin for our simulation lab, and The Doctors Company awarded funding to provide critical-care stroke trainings for our ED and ICU nurses, and we taught them how to administer tPA, and how to respond to an acute stroke. We also have neurologists on call 24/7.

Caroline Potter. RN. BSN Stroke Program Coordinator



Linda MacDonald and Honorable Judge Richard Bennett (Retired)

THE BEST HANDS, THE FINEST TOOLS

Sometimes it's an unexpected emergency procedure. Often it's the last resort after all other options have been exhausted. But one fact is universal: When you're headed to surgery, you want to know that you'll be in the best possible hands, with the finest tools available.

Queen of the Valley Medical Center's state-of-the-art Herman Family Pavilion, which opened in 2014, houses six operating suites with smart technology. An internal communications system provides real-time, visual connections with the clinical lab and pathology services, promoting collaboration between surgeons and pathologists. It's also home to the Hubbard Family Hybrid Operating Suite, our region's first "hybrid" operating room that combines advanced imaging capabilities with robotics and traditional surgery.

Such advanced technology enables our doctors to perform the most demanding surgeries, including highly complex closed and open-heart procedures. For the 5,500 patients who found themselves on an operating table at the Queen last year, that's comforting news indeed.

THE PATIENT

During the 2017 fires in Sonoma my engine crew was in Kenwood working on a hillside. I heard one of my partners yell "Rock!"usually they're just little ankle-biters, but this was a boulder that knocked me about 15 feet off the mountainside, then rolled over me. I'm not sure why it didn't kill me. My body hurt for a few seconds before everything went numb. The CHP helicopter hoisted me out, then transferred me to the REACH helicopter to go to the Queen.



They admitted me into the Emergency Department and scheduled a surgery a few days later. I soon learned that I had a broken ankle, broken clavicle, hairline fractures on my ribs, significant bruising, and – the major concern – contused lungs.

About two-and-a-half months after the surgery, when I was finally strong enough to stand and move my left arm, I started physical therapy sessions two to three times a week with Physical Therapist Mike Smith. I was impressed with how personable and knowledgeable he was, and he treated me like a member of his own family. Instead of just telling me what to do, he'd do the exercises with me - it made me want to push myself more, to have that friendly competition.

Today, I'm about 95 percent recovered, enough to be back on the job. It could have been so much worse. I thought I'd be more fearful than I am – but I definitely pay more attention to rocks!

> Jonathan Martinez Firefighter I, Cal Fire, Engine E4686

THE CAREGIVER

When Jonathan Martinez was admitted to the Queen, my concern was the number and severity of injuries he had – his orthopedic issues were fractures to his collarbone and ankle. He was a young, healthy firefighter who was motivated to get back to work, and an excellent result was necessary for him to continue to lead a productive life in his rigorous career.

Between his fractured clavicle, which was broken into multiple fragments, and the ankle, Jonathan had two separate surgeries totaling about three-and-a-half hours. The advantages of performing trauma surgery at the Queen include not only the quality of the operating room facilities, but also the excellent staff in the Emergency Department, the trauma team, and postoperative care personnel. The hospital also works with its surgeons to make sure we have the equipment we need to do our best work.

I grew up in Napa and always thought of the Queen as an amazing community hospital. Rounding with my father and watching the quality of care he and his colleagues provided made a lasting impression on me. I'm grateful to have the opportunity to carry on that tradition of providing state-of-the-art care with the support of this great medical center.

THE DONORS

We've lived in the valley for about 20 years, and have had several occasions to visit the Queen – most of them rather last-minute, nothing very serious, except for one emergency surgery on Linda's eye. We've always had very positive experiences at the Queen. We feel it's important that our own community has a local high-caliber medical center to take care of us when we need it.

Con served on the hospital's board of directors as finance committee chairman from 2010 to 2012 and as chair of the board from 2014 to 2016. He realized how thin the hospital's operating margins were and the necessity of private philanthropy through the Foundation to obtain the latest medical technology, equipment, and facilities.

We prefer to make our gifts unrestricted to the Foundation, trusting it to use our funds where they're most needed.

We've often told our friends, and newcomers to Napa as well, that we're so fortunate to have such a top-rated hospital in our area. People should realize that they'll probably need the use of it one day. Making donations now – either through outright gifts or planned giving — is important to ensure that their hospital is the best it can be for them when they need it.

I grew up in Napa and always thought of the Queen as an amazing community hospital... I'm grateful to have the opportunity to carry on that tradition of providing state-ofthe-art care with the support of this great medical center.



Brian Freeto, MD, FAAOS

Orthopedic Surgeon



Linda and Con Hewitt

READY FOR **ANY DIAGNOSIS**

It's been called the "heart and soul" of any hospital. The Medical-Surgical Unit (Med-Surg) of Queen of the Valley Medical Center cares for adult patients who may be admitted for observation because they are ill or recovering from surgery.

Not only are the Queen's Med-Surg physicians and nurses well-trained in the workings of all body systems, but they're familiar with a broad number of illnesses and medical issues. They need to be prepared for any outcome, whatever the complex disease or complications their next patient might have. At the Queen, our Med-Surg team serves 1,500 to 2,000 patients each month. The department functions 24/7, so whenever you might need to come in, we'll be here to care for you.

THE PATIENT

On Christmas Day, my wife and I were enjoying a leisurely morning with our teen-age daughter and son. After we'd opened our gifts, I was in the middle of assembling a makeup table for my daughter when I became light-headed. I lay down, but the room started spinning and I soon became violently ill. I couldn't walk without assistance.

I asked my wife to drive me to the Queen's Emergency Department. After admitting me, the doctors ran several tests and gave me medication for nausea and vertigo. On the chance that I may have had a small stroke, they also conducted a CT scan of my brain and brought in a neurologist to consult. To be safe, they kept me overnight in Med-Surg for observation.

The hospital is the last place anyone wants to be on Christmas Day, but I was very well taken care of. The nurses tested me for stroke symptoms every two hours, and I passed each test with flying colors. I was discharged the following evening, cleared from a stroke diagnosis with instructions to work with my primary care physician to resolve the vertigo.

From admitting me quickly on Christmas Day and calling in a neurologist to see me to the nurses checking in on me throughout the day and night, I always felt that I was receiving the best care and that the hospital had all the right resources. It's reassuring to know that this kind of care never takes a day off at the Queen.

> Brian Streeter Culinary Director, Cakebread Cellars





Treating such a wide variety of medical conditions, you see so much tragedy and triumph and you learn that life can change in a second. It's been very therapeutic for facing challenges in my own life. But I just love taking care of people, supporting them in their efforts to reach their goals for healing.

Invest in this great hospital now because chances are, you'll use it sooner or later. Accidents and illnesses can just come out of nowhere. There is nothing as important as your health.

THE DONORS

Between the two of us, we've used the Queen on many occasions. We did everything but have a baby there – but we did have two grandchildren born there. Many years ago, Jim had prostate cancer treated with radiation at the Queen. Back in those days, you could look out your hospital room window at cows grazing next door. The hospital was so much smaller then, everything was contained in such a small space. The Sisters were always around – they'd say a little prayer each day at 5 p.m. Now it's so big and modern, with state-of-the-art technology and equipment, and still there is a prayer shared every afternoon.

Fortunately, neither one of us has needed a hospital for several years, but you never know when that might change. At first, we didn't financially support the Queen; then, during a fundraising drive we suddenly realized how important this resource was to the people of Napa. Now we give every year, and the Queen is named in our will.

To others we'd say: Invest in this great hospital now because chances are, you'll use it sooner or later. Accidents and illnesses can just come out of nowhere. There is nothing as important as your health. We're not a big city, but just look at the terrific healthcare we have at the Queen!

THE CAREGIVER

Except for telemetry monitoring, and critical care, we treat just about everyone in the Med-Surg Unit – from elective surgeries to trauma patients to those on hospice. Working here really requires keeping your skills up to date because you never know what you're going to encounter from one day to the next.

I worked the night shift for many years, and working holidays just comes with the territory. Medical emergencies don't take a day off, so we're always here for our patients, no matter when they come in. I've been a nurse for 29 years, and at the Queen for 16 years. It's gone by so fast – this medical center feels like family – like you're part of a larger community, even beyond the hospital itself. It's such a warm, compassionate environment to work in.

> **Beverly Rager RN, BSN** Three South Shift Lead

Dorothy and James Roberts



IT STARTS WITH US



At Queen of the Valley Medical Center, everyone on staff is referred to as a caregiver. And it's not just something we call ourselves, it's our culture. It's evident in how our nurses and medical staff provide care for patients, how our management team provides care for staff, and how everyone collectively provides care for our community.

That care for our community has also been expressed continually through our caregivers' philanthropic efforts. The funds raised by our caregivers have been used to help build some of the hospital's most ambitious projects, including the Nursing Pavilion, the Wellness Center, and the Herman Family Pavilion.

In 2018, we kicked off our caregiver campaign with a carnival to add some festivity to a summer day at work and raise awareness of this important fundraising effort. That day alone raised \$21,000 and the entire campaign raised more than \$250,000, much of which is from caregivers who donate an hour's wage from their paycheck every two weeks.

We are so grateful to all of our dedicated caregivers who share the Foundation's goals to offer the highest quality care to everyone, always.

ANOTHER FIRST FOR THE QUEEN

The Queen has always been an imaging leader in the region. It began with the first installations of a linear accelerator and a computerized tomography (CT) scanner in the mid-1970s, the latter of which has been replaced through the years and today is the most sophisticated in Napa County. In 2006, the Queen was the first hospital in the area to offer digital mammography, and in 2017 it installed the region's first 3D mammography units.

Last year, the Queen continued its quest to provide the most up-to-date technology available to its patients with the kick-off to purchase a 3T magnetic resonance imaging (MRI) machine. Betty and Ron Profili, for whom the Profili Imaging Center is named, joined forces with the Radiology Medical Group to make the first contributions toward helping to fund the 3T MRI.

This highly advanced scanning equipment offers improved clarity, which is particularly beneficial for diagnosing pathological conditions involving the brain, spine, breast, body, and musculoskeletal system, as well as high-quality vascular imaging. Additionally, the 3T offers increased comfort for patients with its wider bore, quieter interior, and a reduction in the time required for imaging.

We are extremely grateful to the Profilis and our radiologists for their commitment to keeping the Queen at the forefront of imaging technology.



RAISING FUN

REACH FOR THE STARS, THE QUEEN'S CELEBRATION

Honoring vintner and philanthropist Lauren Ackerman, Queen of the Valley Foundation's annual Reach for the Stars, The Queen's Celebration raised \$276,000 at its 25th annual fashion show and luncheon. More than 300 guests attended the event at Silverado Resort and Spa. The fashion show featured 38 models, all of whom are cancer patients and survivors. Generous sponsors included Linda and Ed Barwick, Queen of the Valley Medical Center, Ackerman Family Vineyards, and the Thomas Keller Restaurant Group.

The event's proceeds were used to fully fund the Queen's Cancer Wellness Program for more than 130 cancer patients, as well as to provide other cancer programs and services. We are extremely grateful for all of the volunteers who work tirelessly to make this event a success, especially our event co-chairs **Myrna Anderson, Cindi Dywer,** and **Lynne Hobaugh.**



We are so thankful to the Hudsons and their co-chairs **Beth Fenton, Lydia Mondavi, Lauren Nicholsen,** and **Erin Simms.** Also to our major sponsors, including **Mercedes-Benz of Fairfield, Linda and Ed Barwick, Wells Fargo, Safeway Open, Bank of** Marin, Joanne and Ron Birtcher, Bonhams, Ulla and John Brown, Cello & Maudru Construction, Steve Lebow, Jim Maggetti, Napa Valley Orthopaedic Group, NexGen-Center for Wound Healing, Queen of the Valley Medical Center, Shadybrook Estate Winery, Sunday Goods, and Diane Wilsey.

CRISTINA AND LEE HUDSON

Generous Heart's Honorary Co-Chairs, Cristina and Lee Hudson, share a deep commitment with the Queen to support health and disease prevention. They are a philanthropic force in the Napa Valley, providing support for a wide range of healthcare, education, and land organizations. This devotion to the well-being of the Napa community is what inspires the Hudsons in their work and life, and it is why they served Generous Heart as honorees. Our gratitude knows no bounds for all that the Hudsons do for the Queen and the Napa Valley.



GENEROUS HEART

Queen of the Valley Foundation's signature event, Generous Heart, raised more than \$1.8 million, which will help fund the expansion and enhancement of the Queen's Obstetric and Neonatal Intensive Care Pavilion. The evening paid tribute to Cristina and Lee Hudson, Generous Heart Honorary Co-Chairs and proprietors of Hudson Vineyards and Hudson Greens & Goods.

The event drew on the support of many talented and philanthropic-minded individuals, from our guests to our volunteers who make the event possible.



BEYOND OUR DOORS

Queen of the Valley Foundation is deeply grateful to the organizations and foundations that have provided support to the hospital throughout its history.

Among our most robust supporters are the Napa Valley Vintners, The Doctors Company, The Peter A. and Vernice H. Gasser Foundation, Community Projects, the Kalmanovitz Charitable Foundation, and the V Foundation. Many are members of our 20+ Club, which recognizes supporters who have provided a gift for 20 or more years, consecutively. We extend our most sincere thank you to every organization and foundation that has supported the Queen, and ultimately, our community.

NAPA VALLEY VINTNERS DELIVER THE FUTURE



There's a proverb that says: Plant grapes for your children and olive trees for your grandchildren. This pragmatic thinking is prevalent in the Napa Valley so it is no surprise that the **Napa Valley Vintners** (NVV) would play a critical role in the delivery and well-being of those children and grandchildren.

Last year the NVV approved a generous \$1 million grant to help fund the renovation and expansion of the Obstetric and Neonatal Intensive Care Pavilion at the Queen. Our proposal underwent multiple reviews, including one by the NVV's Grants Review Committee (GRC), which is instrumental in helping to determine the distribution of funds raised at Auction Napa Valley. Katie Mondavi, MD, is a member of that committee and kindly shared her experience with us.

"I joined the GRC four years ago. When I first moved to Napa Valley, I was a physician provider at what is now Ole Health. While I was there, I experienced firsthand how essential the money raised from Auction Napa Valley is to the nonprofit healthcare community.

"Serving on this committee gives me the unique opportunity to represent our fellow vintners in promoting the kind of community we want Napa Valley to be. The NVV and our nonprofit partners respond to the healthcare and education needs of our community and are also able to address emergency relief, as shown during the earthquake and the fires.

"I found the Queen's grant compelling because of the need. The current number of beds in the NICU is clearly not adequate for our community since the demand is frequently over the number of licensed beds. Additionally, almost 70 percent of the babies delivered at the Queen are from families that are financially at risk, so these truly are the most vulnerable members of our community both physically and financially. We know that money invested in a newborn's health is the best way to spend healthcare dollars as it can have a profound influence on the lifetime of an individual. Since the Queen was able to recruit a skilled neonatologist in 2017, it is essential to provide him with the facility and equipment to give these babies the best possible start in life.

"We are extremely fortunate to live in a community with a philanthropic culture. The Napa Valley community and the NVV are extremely supportive of our nonprofit partners and the work they do to make our community the best it can be for all of our residents. And the best part of the NVV's philanthropy, the money raised here, stays here."

NAPA VALLEY VINTNERS PROMOTE WELLNESS AT ALL AGES

Supporting children's health and education in the Napa Valley is the core charitable mission of the **Napa Valley Vintners** (NVV), whose cumulative strategic giving to community nonprofits in these areas surpassed \$185 million in 2018.

Each year, through the generosity of participating wineries, local businesses, corporate partners, supporting bidders, and volunteers, the NVV raises funds through Auction Napa Valley. Since the first Auction Napa Valley was held in 1981, the Queen has been a beneficiary of NVV giving.

The NVV's support of the Queen has grown to a total of \$12.6 million, which includes its most recent gift of a \$1 million grant to improve and expand our maternity and newborn intensive care services. It also included a gift of \$100,000 to support **Operation Access Napa,** a program that provides surgeries at no cost to patients who are not insured or whose income or insurance plan is insufficient to cover needed medical services.

This commitment to our community results in a higher level of care that is accessible to more families, helping to ensure a healthier start for Napa Valley's children and medical services for residents of all ages.

V FOUNDATION RAISES COLON CANCER AWARENESS

One year after a \$600,000 grant was awarded by the **V Foundation for Cancer Research**, Queen of the Valley Medical Center, St. Helena Hospital, and Ole Health are partnering and reporting the positive impact of a colorectal cancer awareness program for Napa County's most vulnerable residents.

This program offers non-invasive cancer screening, administered by Ole Health. If the initial screening test detects any abnormalities, the patient is referred to either the Queen or St. Helena for a surgical consultation.

Participants sent to the Queen are cared for by Gastroenterologist Tawhid Gazi, MD, who determines the best path of care. All screenings and any resulting surgical tests are available to the patients at no charge.

The goal of this program was to serve an estimated 192 patients annually. In the first nine months of the program, more than 420 patients completed the screening provided by Ole Health and 20 percent of those patients were referred to the Queen for further screening. These results demonstrate the need to serve this segment of Napa Valley's population and, thanks to the V Foundation, they are receiving the screening and care needed.

"It is up to us to live up to the legacy that was left for us, and to leave a legacy that is worthy of our children and of future generations." - Christine Gregoire

WELL BEING TRUST **OPENS DOORS TO BETTER MENTAL HEALTH**

When Providence Health & Services and St. Joseph Health came together in 2016 to create Providence St. Joseph Health (PSJH), a not-for-profit health and social services system, they made a commitment to advance mental health and wellness.

This commitment is being initiated through the founding and endowing of a new independent national foundation: The Well Being Trust (WBT). Once the WBT was established, Queen of the Valley's Community Outreach applied for and was awarded two grants totaling more than \$1.7 million from the WBT.

The first grant, awarded in July 2017, addressed mental health, addictions, and homelessness, targeting homeless individuals in Napa Valley with mental health and substance use disorder.

During an 18-month period, Community Outreach worked with several community partners, including the **Queen, Exodus**, McAlister, Nightingale House, Abode, and its own CARE Network. Working together, they were able to provide 318 unique clients with services ranging from crisis mental health stabilization and detox to housing for homeless households.



The second WBT grant was awarded in July 2018 for building and strengthening community-wide systems for preventing and addressing adverse childhood experiences (ACEs). It targets children/youth, perinatal women, and families where ACEs may be present and is projected to serve 1,670 individuals in Napa Valley during an 18-month period.

Community Outreach is working with **Resilient Napa** (COPE fiscal agent), **Mentis**, Abode, Teens Connect (Mentis fiscal agent), Center Point, Community Outreach CARE Network, and COPE on this initiative.

Community Outreach Director Dana Codron summarizes the impact the WBT has made. "We are grateful to the Well Being Trust for the opportunity to work with children, youth, and their families to address and prevent adverse childhood experiences that can have lifelong negative effects. We are also grateful to be able to address critical issues of homelessness, substance use, and mental health disorders that have a significant impact in Napa Valley. With the full commitment of our community partners, many homeless have been housed and those with debilitating disorders have been treated and given hope for a brighter future."

PLANNED GIVING IS GATEWAY TO THE FUTURE

Planned gifts not only help to secure high-quality healthcare for our community. In the future, they can also provide tax benefits and revenue for donors now. This kind of philanthropy is what will help the Queen continue to bring big medicine to Napa Valley for years to come.

THE DIDIER LEGACY: A COMMITMENT TO HEALTHCARE

Robert Didier, DDS, and his mother Emily Didier, have been long-time supporters of Queen of the Valley. While Robert is a fourth-generation Napa resident, his mother Emily, a French war bride, immigrated to Napa during World War II as the wife of Frank Didier, a chief petty officer. When Emily arrived in Napa, the Queen wasn't even on the horizon and no one could have foreseen that one day the Didier family would not only make an impact on the Queen during their lifetimes, but also influence its future with their legacy.

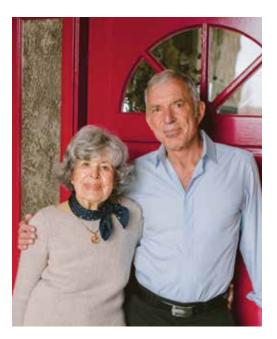
Emily, one of Napa Valley's pioneering culinary stars, started her career as a title officer, later becoming involved in real estate investment. She soon became involved in local charity work and began sharing her family's extensive cooking talents, hosting events for a multitude of local charities, and fundraising for many causes, including music, AIDS, and fighting hunger. One of her favorite causes was to support the Queen in its early days, recognizing the tremendous impact donors like herself could make on the hospital. Her generosity inspired Robert to make his first gift to the Queen. Robert, like his mother, wanted to see their philanthropic dollars make a difference.

Robert understands the needs of patients, having spent the majority of his career in a specialized area of dentistry known as orofacial pain. He studied extensively in this discipline and became a Diplomate of the American Board of Orofacial Pain and continues teaching at University of California, San Francisco as an associate professor in the Department of Orofacial Pain. He continues to enjoy a career that delivers people from chronic suffering. With his estate gift, he envisions helping to make the best care available for Napa's next generation.

AN ENDOWMENT GIFT ENDURES

"I was pleased to be able to make this donation to Queen of the Valley's Endowment Fund. As many of you may remember, my husband, Graeme Plant, was a strong believer in endowments. He was a past chair of the Foundation's endowment committee and was instrumental in the development of the Queen's endowment. I am confident that the present board is managing the endowment in a way that allows the hospital to serve our community as it has for so many years." - Sue Plant, Endowment Investor

In our five decades of service, Queen of the Valley Foundation has worked with our donors, like many of you, to help create meaningful planned gifts that provide for the next generation.



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Page 19 Jen Gosztyla-Borzoni, RN, and Jacque Maples, Director, Patient Experience (top): Christopher J. Schultz, MD,

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Page 20 Lauren Ackerman surrounded by Reach for the Stars models (top): Larry Coomes. Kass Simon, Paul Woolls, Paula Kornell (middle); Cristina and Lee Hudson (bottom)

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