



50 YEARS

**2019 REPORT
TO THE COMMUNITY
QUEEN OF THE VALLEY
FOUNDATION**

GOAL

**World-Class Care
Where We Live:
Napa Valley**

**NURSING WING
GROUND BREAKING
QUEEN OF THE VALLEY HOSPITAL
FEB. 14 - 1983**



QUEEN OF THE VALLEY FOUNDATION'S MISSION

Through giving we help to heal. We build relationships with those who share Queen of the Valley Foundation's values of Compassion, Dignity, Justice, Excellence and Integrity, by inviting our donors to give generously for the health of our community.

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Celebrating Five Decades

With the way 2020 has unfolded, last year seems like a lifetime ago. Yet in 2019 we celebrated the Foundation’s 50th anniversary, a significant milestone that deserves recognition.

The work we do is a continuation of the vision of the Sisters of St. Joseph, who founded their ministry nearly 300 years before Queen of the Valley was established. “A work life characterized by justice, dignity and collaboration,” has been a guiding principle of the Foundation since its inception.

Over the last five decades, the Queen has upgraded and acquired the most advanced technology, equipment, services and programs available, thanks to our generous donors.

Last year our community came through once again by raising funds for the Mako Total Knee Robotic-Arm Assisted Surgery at our annual gala, Generous Heart. I am always in awe of this audience’s ability to rise to the occasion and accomplish so much in just one evening.

And the families of our Founding Trustees generously provided the funds to develop a Founders’ Courtyard Garden. This beautiful garden, designed and installed by noted landscape designers Sabrina and Freeland Tanner, will pay tribute to these visionary leaders, offer an exquisite setting for hospital and Foundation events, and provide a place of respite and healing for our caregivers and our patients.



Our donors also helped us meet the \$500,000 matching gift challenge that Napa Valley Vintners awarded as part of our campaign to renovate and expand our Obstetrics and Neonatal Intensive Care Unit. This project has become even more important as the Queen is now the only hospital in Napa County with a Labor and Delivery Unit.

As I write this message, we are in the midst of a crisis, one that demonstrates the strength of our hospital and our community—and the ability of the two to support each other. The gifts received from donors throughout Napa Valley have helped the Queen prepare for COVID-19 and, in turn, the Queen is ready to care for anyone in need of care due to the virus, or other conditions.

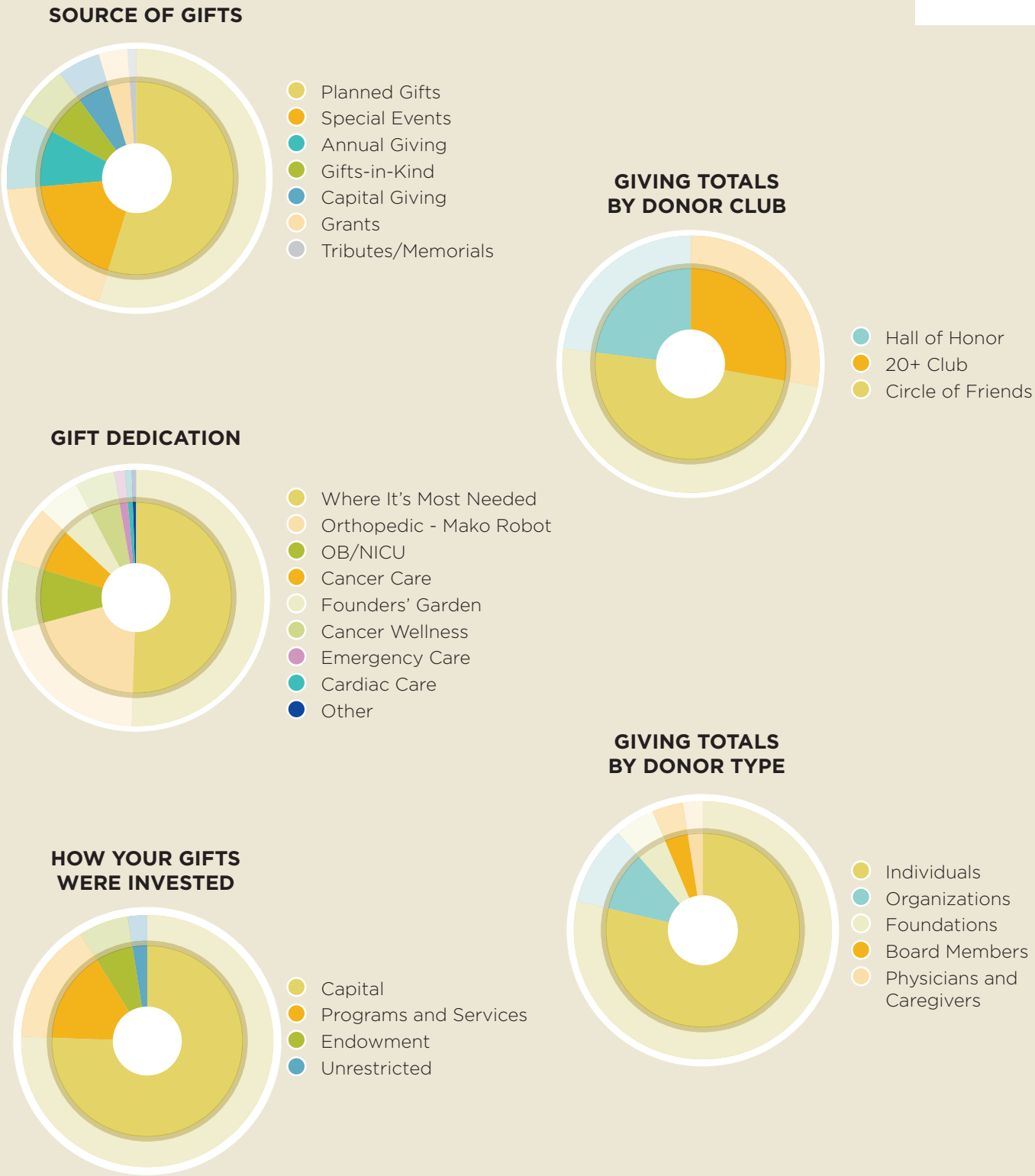
These examples demonstrate the significant support our donors have provided throughout the Foundation’s history to ensure such a high-level response to our community’s medical needs. And this level of giving will pave the way to achieve and sustain this excellence for the next 50 years.

Through giving we help to heal. Thanks for being our trusted partners in this important work.

Elaine John
CHIEF PHILANTHROPY OFFICER,
QUEEN OF THE VALLEY MEDICAL CENTER
PRESIDENT AND CEO,
QUEEN OF THE VALLEY FOUNDATION

TOTAL GIFTS RAISED \$5,830,223

January 1, 2019 – December 31, 2019



Ensuring the Continuum of Care



I am very proud of Queen of the Valley and am continually impressed by the level of commitment our donors have made to investing in our hospital.

The funds raised by donors, like you, have helped and continue to help the Queen fulfill one of our primary goals, which is to provide as many services locally as possible that our community needs. This ability to serve our friends and neighbors is an essential part of the critical continuum of care required to maintain a healthy community.

When someone chooses to be cared for at the Queen rather than a hospital out of the area, the revenue is kept here in our community. This allows us not only to continually reinvest in the hospital, but to provide services to the most vulnerable through Community Health Investment. It also enables us to invest in other nonprofit organizations, such as Collabria Care, OLE Health and Mentis, that provide essential services to complete the circle of care.

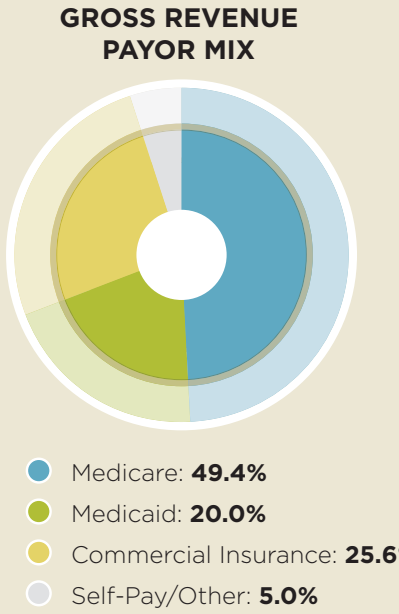
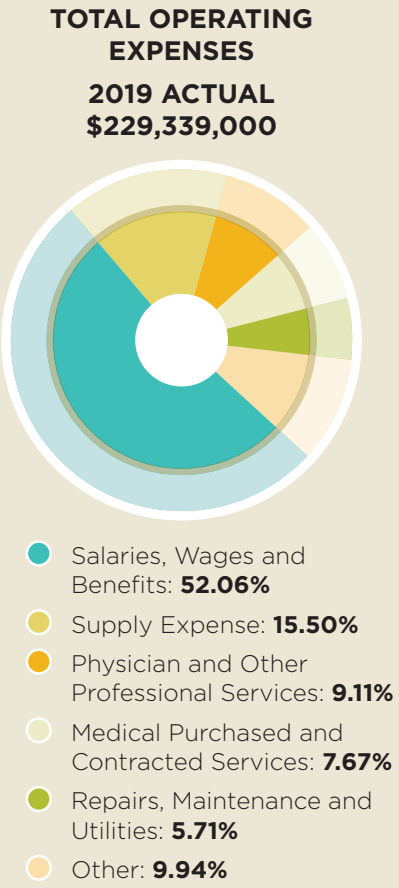
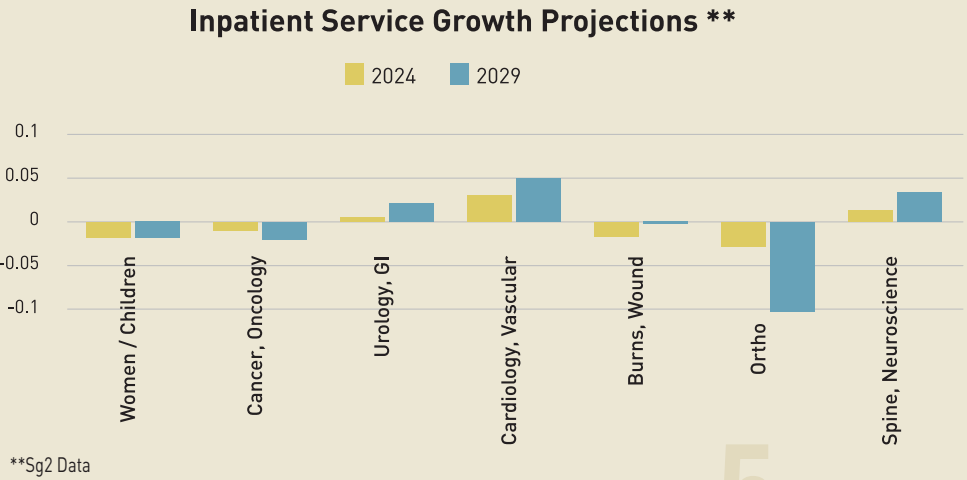
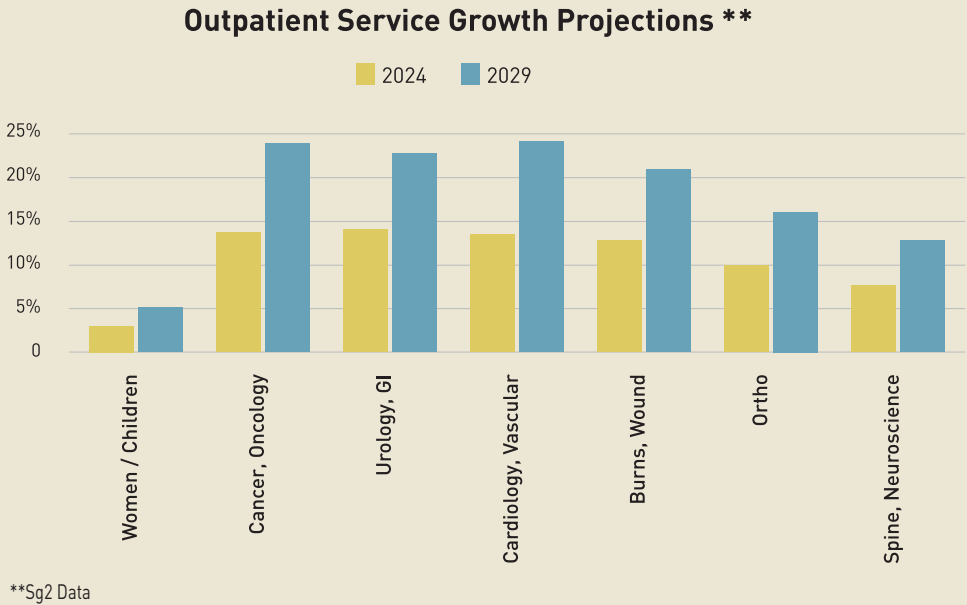
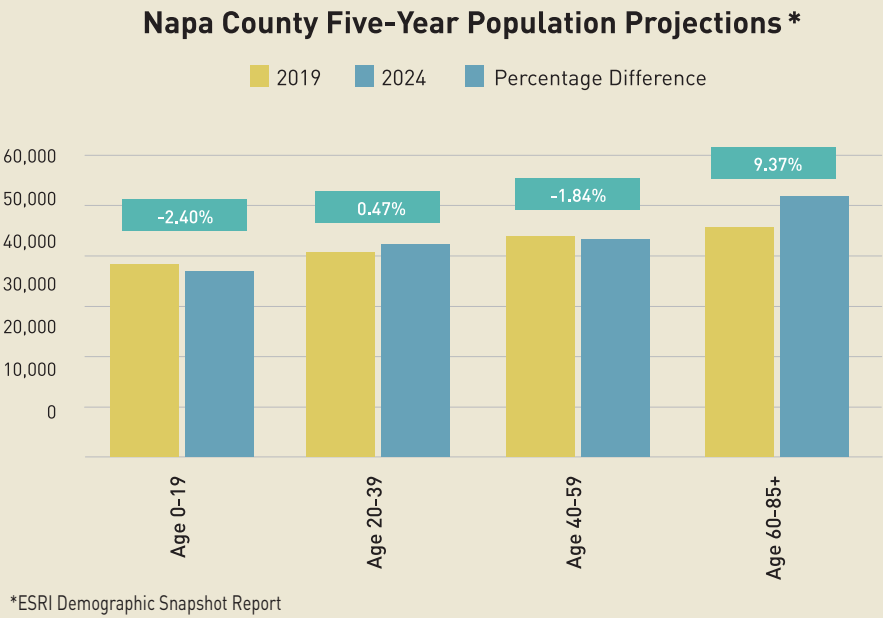
Your gifts help purchase equipment and technology that may not otherwise be possible without philanthropy. Having advanced equipment and technology, in turn, helps us recruit and retain top physician talent to our team. Consistent with national trends, our improvements and investments in technology increasingly allow us to shift care from inpatient settings to an outpatient environment, reducing the need for hospitalization.

When the community and our caregivers see the exceptional outcomes and the national recognition that the Queen receives, this builds a tremendous amount of pride and esprit de corps, amplified by the many accolades the Queen receives each year. Examples include: certification by The Joint Commission as a Primary Stroke Center and named a Healthgrades five-star recipient; Joint Commission Center of Excellence designation for hip and knee replacement; a three-year accreditation with commendation for Oncology Services awarded by the Commission on Cancer; the only state-designated Level III Trauma Center within 35 miles of Napa Valley by the American College of Surgeons. And currently, we’ve received a coveted rank in Healthgrades America’s 250 Best Hospitals™ list for two years in a row.

Napa County does not have nor does it help fund through taxes a county hospital. The cost of running a hospital is enormous, as we need to staff an operation that is available 24/7 to care for patients with everything from outpatient services to critical care. A significant part of our payor mix is funded by Medicaid and Medicare (20% and 49.4% respectively), and government reimbursement is consistently less than the actual cost of providing services. As such, your investments are vital in supporting the key services noted in our outpatient growth projections that are necessary for an increase in our senior population in the next five to 10 years.

We are thrilled to be able to offer you sophisticated technology, equipment, services and programs not typically found in a community our size. This is all because of you. Thank you for being our partners: together we are making a difference that means so much to all of us.

Larry Coomes
CHIEF EXECUTIVE OFFICER
QUEEN OF THE VALLEY MEDICAL CENTER





Teri Williams

“We operated using the da Vinci XI robot,” explains Dr. Gilbert. “This uses specialized laparoscopic instruments like tiny human hands, allowing us to reach otherwise inaccessible parts of the body with unmatched precision. This is really the tip of the spear when it comes to cancer surgery.”

GOAL

OPERATING WITH UNMATCHED PRECISION

“They absolutely saved my life.”

Teri Williams felt fine at her book club. But soon after she returned home, she began to experience excruciating abdominal and back pain. “I told my husband, ‘something’s really wrong,’” she remembers, thinking it might be a kidney stone.

A physician in the Queen’s Emergency Department ordered a CT, which showed a large, cancerous kidney mass. Teri was soon scheduled for surgery with Daniel Gilbert, DO, a fellowship-trained robotic urological surgeon.

“We operated using the da Vinci XI robot,” explains Dr. Gilbert. “This uses specialized laparoscopic instruments like tiny human hands to allow us to reach otherwise inaccessible parts of the body with unmatched precision. This is really the tip of the spear when it comes to cancer surgery.”

The hospital’s da Vinci XI Surgical System was updated recently with funds provided by donors. The da Vinci offers new, minimally invasive robotic technology, improving the surgeon’s dexterity and visibility for a wide range of surgeries, including urology, gynecology and general procedures. The robot’s arms mount onto an overhead boom that can pivot in any direction, allowing the surgeon to explore other areas of the body without scheduling a separate surgery. Its endoscope, which attaches to any of the robot’s four arms, displays a high-definition, 3D image, enhancing the surgeon’s vision into the body. This technology results in less recovery time and scarring.

Teri was hospitalized for only one night. The next morning, Dr. Gilbert asked, “Do you feel 10 pounds lighter? Because that was a really big tumor!”

“I was just so fortunate that the Queen has the expertise and the most sophisticated equipment to treat cancer patients like myself,” Teri says. “They absolutely saved my life.”

John Diana, MD, David Freed and Elaine Freed



Because the Queen had its newly purchased Mako, the Freeds were happy to be able to stay close to home for the surgery.

GOAL

ACCESSING ROBOTICS CLOSE TO HOME

“He put us at ease immediately.”

Elaine Freed and her husband, David, are walkers. They have always enjoyed long treks together. But when Elaine began to experience pain in her right knee, their walks grew shorter. Then when they took a cruise, where walking was one of the featured attractions and Elaine found herself not wanting to participate, she knew it was time to address the discomfort her knee was causing.

After several people recommended orthopedic surgeon John Diana, MD, Elaine and David met with him. They immediately understood why Dr. Diana had been recommended so highly. “He is very optimistic and has such a positive attitude that he put us at ease immediately,” Elaine says.

An examination and x-ray revealed severe osteoarthritis in Elaine’s knee which would benefit significantly from knee replacement surgery. Elaine was anxious about the idea of surgery, but Dr. Diana provided a straightforward overview of what to expect, including the role of the MAKO Robotic System.

The MAKO adds accuracy and precision to each step of the procedure and allows the surgeon to preoperatively plan in three

dimensions. The plan can be executed to a fraction of a millimeter, which is much more precise than standard instrumentation and the eye alone. In addition, the MAKO Robotic System has a safety feature that prohibits the surgeon from making a cut outside of the designated area.

Because the Queen had its newly purchased MAKO Robot, the Freeds were happy to be able to stay close to home for the surgery. Elaine stayed overnight at the Queen and both she and David were impressed by the care she received. “From the moment we arrived to when Elaine was discharged, the experience was incredible,” David says. “We know this doesn’t come out of the sky, that this level of care is intentional and that it is enhanced by the contributions of donors who can provide access to the most advanced type of technology that’s available.”

Dr. Diana points out that for patients, the use of the MAKO Robot comes at no extra cost to them. They reap the rewards of the Queen’s commitment to a high-quality program that relies on many parts all working together, from the surgeons and staff to the tools that are available to the surgeons. He notes that technology plays a key role in an advanced program and says, “The commitment to providing this for our hospital is important, and we’re grateful to our Foundation and the community for funding it.”

KNOWING THAT WEALTH IS HEALTH

“We owe the existence of our third child to the Queen.”

Building a culture of philanthropy has been a key factor leading to Eric Gonzales’s success as a wealth management advisor for Merrill. He not only advises clients to support their community, he shows them by his own example how to do it.

As a father of three children, two of whom were born at the Queen, it was a no-brainer for Eric to support the Obstetric and Neonatal Intensive Care Unit (NICU) expansion project as a Distinguished Corporate Partner of the Foundation. “My idea of wealth is family and health, so having a top-medical center nearby is incredibly important,” he says.

When Eric’s wife Amparo was pregnant with their second child, hers was a high-risk pregnancy because of hypertension. As a former Medical Assistant at the University of California San Francisco Medical Center’s Intensive Care Nursery, Amparo was passionate about her work with infants and knew the risks she faced,

but she also knew she was in good hands under the care of Susanna Gonzalez, MD.

Dr. Gonzalez and her colleagues worked with Amparo to develop a healthcare plan to monitor her hypertension and ensure that her and Eric’s baby was delivered safely. The care Dr. Gonzalez provided, during the delivery and afterwards, gave the couple the confidence they needed to later have their third child.

Eric also points out that as a family, their experiences with the Queen didn’t end after their children were born. There has been more than one trip to the Queen’s Gasser Emergency Center. And because the mission and values of the Queen are aligned with Amparo and Eric’s beliefs, they feel grateful to have this wonderful resource in their community. “It gives us peace of mind, knowing we’ll have access to the best care if and when we need it.” Eric adds, “Those 3am visits to the ER are part of life—it’s good to know a hospital of the Queen’s caliber is nearby!”

Eric Gonzales and Family

“My idea of wealth is family and health so having a top medical center nearby is incredibly important,” he says.

Boris Guillome and son, Noah



Thankfully, Napa is a HEARTSafe Community. That means we have established a chain of survival to improve our system for preventing sudden cardiac arrest from becoming irreversible death.

SURVIVING IN A HEARTSafe COMMUNITY

“They saved me as a son, a father, a friend.”

Boris Guillome experienced sudden cardiac arrest at the movies. Thanks to the kindness of strangers—and the excellent care he received at Queen of the Valley Medical Center—he lived to tell his story.

As he looked back on that fateful day, he recalled that as the movie previews started, he felt tightness in his chest. When the pain intensified; he knew something was wrong. Boris staggered towards the lobby, making it only to the ticket stand, where a custodian helped him to a bench. Then everything went black; his heart had stopped.

That’s when the clock started ticking for Boris because “time is muscle.” The faster a physician can restore vital blood flow, the less likelihood there is of long-term damage to the heart muscle.

Lucky for Boris, Sean Reiswig had just entered the theater with his family. Watching Boris fall to the ground, Sean, whose own father had died from a heart attack exactly two weeks earlier, knew he had to help. While the custodian called 911, Sean checked Boris for breathing, rolled him onto his back and began CPR.

Napa City Fire Department paramedics arrived minutes later and immediately set up communication with the radio nurse

at the Queen’s Gasser Emergency Center (ED). The paramedics resuscitated Boris by shocking his heart with an assisted external defibrillator and conducted an ECG—the first test when cardiac arrest is suspected—to record the electrical activity of his heart.

The paramedics sent the ECG results to the ED, and while Boris was in transport, the Emergency Department doctor was reviewing his test and assembling a cardiology team.

One minute after being wheeled through the door, Boris was met by Cardiologist Andrew Wong, MD, and 42 minutes later, Dr. Wong completed a stent placement.

Thankfully, Napa is a “HEARTSafe Community.” That means we have established a chain of survival to improve our system for preventing sudden cardiac arrest from becoming irreversible death. With cardiac care a top priority here, the Queen strictly adheres to this program.

“I know my fate may have been very different if it weren’t for the compassion of strangers, the rapid response of the paramedics, the cardiac team at the Queen—and most importantly, our community’s generosity, which helps make high-quality cardiac care a life-saving reality in Napa Valley,” Boris says. “They didn’t save me as just a person, they saved me as a son, a father, a friend.”

As part of Gary's plan to keep Jackie's memory alive, he chose to make a gift to the Queen because he liked the idea of her name appearing on the Hall of Honor in the main lobby where she would have a presence forever.



Gary Ettinger

KEEPING A MEMORY ALIVE

“It’s gratifying to help today—as well as in the future.”

Gary Ettinger’s involvement with Queen of the Valley was more happenstance than intentional. In November of 2015, he and his wife, Jackie, were in the process of executing their plans to retire and move from Hawaii to Napa, where they owned a home purchased when Gary worked at Silverado Country Club in the 80’s. But after selling their Hawaii house and submitting retirement paperwork, Jackie was diagnosed with liver cancer and passed away five weeks after her diagnosis.

Determined to stick with their plans and return to the house Jackie had recently renovated, Gary had Jackie’s ashes transferred to Tulocay Cemetery for internment. He wanted her close to him and in a place where their children could visit her from time to time. As part of his plan to keep Jackie’s memory alive, he chose to make a gift to the Queen because he liked the idea of her name appearing on the Hall of Honor in the hospital lobby where she would have a presence forever.

While that was in progress, Gary met several people in the Foundation who were involved with improving the patient experience at the hospital. With Gary’s 40-plus-years of experience as an executive in the hotel industry, combined with his perspective when his wife was hospitalized in Hawaii, he was recruited to serve on a special council for improving the patient experience not just in Napa, but across our five St. Joseph Health hospitals in Northern California. Soon after, Gary began volunteering at the Queen’s concierge desk to get an up front and personal view of how patients are admitted to the hospital and where there might be opportunities to improve their experience.

During his three years of working with the Queen and observing the great strides it’s made in cancer detection and care, Gary initiated a cancer research bequest to the Queen in memory of his wife. For Gary, that’s the long view and, in the meantime, he continues to actively support the Queen because he recognizes that hospitals’ needs are constant and so it’s gratifying for him to help today—as well as in the future.



napa valley vintners

Responding to a Critical Need

For nearly four decades, Napa Valley Vintners has been investing in the well-being of our community with funds raised at its annual Auction Napa Valley.

Napa Valley Vintners’ goal is to invest deeply, rather than broadly, in the areas of community health and children’s education to create a positive impact on our community via its nonprofit partners that serve more than 100,000 Napa County clients annually, from American Canyon to Calistoga.

Queen of the Valley is proud to be a recipient of Napa Valley Vintners’ community investment, and is grateful for its support, most recently, of the Queen’s Obstetric and Neonatal Intensive Care Unit (OB/NICU).

In 2018, Napa Valley Vintners awarded a **\$1 million grant** to the Queen to help fund the expansion and renovation of our OB/NICU, a critical-needs project that will serve our community’s tiniest and most vulnerable patients.

For the nearly 750 infants who are delivered at the Queen each year, life begins in Napa County’s only Labor and Delivery Unit. Seventeen percent of the babies born in 2019 were critically ill and required life-saving intervention in the Queen’s NICU, the only one in the region.

The current NICU has only six beds and needs expansion to serve all the high-risk babies who are delivered here or arrive from other local hospitals that do not have the level of technology required to care for these newly born, critically ill patients.

As part of the generous grant that will help fund the renovation and expansion of the OB/NICU, Napa Valley Vintners challenged the Foundation to **raise matching funds for \$500,000**, half of the grant. Thanks to the generosity of our donors, we were able to meet the match in one year’s time and Napa Valley Vintners awarded the balance of the grant in 2019.

We are so grateful to Napa Valley Vintners for its ongoing support of the Queen, totaling nearly \$13 million since the inception of its annual auction, and for all the vintners’ investment in the health of our Napa County community.

DONORS *Gifts received from January 1, 2019 – December 31, 2019*

PHILANTHROPIST \$1,000,000 - \$4,999,999

Anonymous (2)
Napa Valley Vintners

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Anonymous

HUMANITARIAN \$250,000 - \$499,999

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Queen of the Valley Medical Center, a 208-bed, Level III Trauma Center based in the city of Napa, opened its doors in 1958. The hospital core services include: acute rehabilitation, bariatric surgery, cancer, cardiac, emergency, maternity and infant care, neurosciences and orthopedics. Synergy Health Club, a St. Joseph Health owned facility offering fitness and studio classes, is located on the hospital's campus and St. Joseph Health Prompt Care, an urgent care clinic, is located about a 10-minute drive from the hospital.

2019 Awards Include:


- **Blue Distinction® Center** for Knee and Hip Replacement
- **US News & World Report High Performing Hospitals** for congestive heart failure and knee replacement procedures
- **Healthgrades America's 250 Best Hospitals** named top five percent in the nation for clinical excellence in 2019 and 2020; named a Five-Star recipient for treatment of sepsis and stroke.




1,687
Caregivers
(physicians + employees)



140
Volunteers



691
Babies Born



30,067
Emergency Visits

WAYS TO GIVE

ANNUAL GIVING

- CAPITAL GIVING**
Substantial gift with a targeted purpose
- EVENTS**
Attendance, sponsorship, Fund-a-Need, auction bids
- GIFTS-IN-KIND**
Product or experience used for further fundraising
- GRANTS**
Monetary awards provided by organizations
- MULTI-YEAR PLEDGES**
Financial commitment paid over multiple years
- TRIBUTES**
Honorarium or memorial gift

PLANNED GIFTS

- BEQUESTS**
Including the Queen as a beneficiary in a will, trust or retirement account
- CHARITABLE GIFT ANNUITY**
Transferring cash or securities in exchange for guaranteed lifetime payments, most of which are tax free, and a charitable income-tax deduction
- CHARITABLE REMAINDER TRUST**
Transferring appreciated property to a charitable trust that can sell property tax-free, bypass capital gains tax, and provide donor with income payments for life or term of years, and a charitable income tax deduction
- LIFE ESTATE RESERVED**
Transferring of remainder interest in a property, but donor reserves the right to use property for lifetime in exchange for a charitable income-tax deduction

DEDICATION OF GIFTS

- Cancer Care
- Cancer Wellness Program
- Cardiac Care
- Emergency Department
- Endowment Fund
- Helping Hands Fund
- OB/NICU
- Peggy Herman Neuroscience Center
- Rock Steady Boxing
- Surgery
- Tribute (Memorial/Honorarium)
- Wellness Center
- Where the Need is Greatest

FORMS OF PAYMENT

- CASH, CHECK OR CREDIT CARD**
The simplest way to support the Queen
- REAL ESTATE**
Transfer or bequest of real property
- ASSETS**
Transfer or bequest of retirement accounts, savings bonds, insurance and the like
- STOCKS, BONDS AND MUTUAL FUNDS**
An electronic or personal delivery of securities

Online
www.queensfoundation.org

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Queen of the Valley Foundation
1000 Trancas Street
Napa, CA94558

Phone
707-257-4044

Queen of the Valley Foundation



707-257-4044

www.queensfoundation.org

qvmcfoundation@stjoe.org

BECAUSE OF YOU,

Queen of the Valley is able to deliver a level of sophisticated technology, equipment and services uncommon for a community of our size, including:

Acute Rehabilitation

Bariatric Services

Cancer Center

Cardiac Center

Diabetes Care

Emergency Services
with Trauma Center

Imaging Center

Intensive Care Unit

Laboratory

Neurological Care
affiliated with
UCSF Department
of Neurosurgery

Obstetrics/NICU

Orthopedics

Palliative Care

Robotics Surgery

Stroke Center

Wellness Center

Wound Care

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Back cover photo: Bob McClenahan