



Northridge Hospital Medical Center

A member of CHW



*service*  
to our community

2009 ANNUAL REPORT

# Our Mission, Vision and Values

## Our Mission

Catholic Healthcare West and our sponsoring Congregations are committed to furthering the healing ministry of Jesus. We dedicate our resources to:

- delivering compassionate, high-quality, affordable health services;
- serving and advocating for our sisters and brothers who are poor and disenfranchised; and
- Partnering with others in the community to improve the quality of life.

## Our Vision

A growing and diversified health care ministry distinguished by excellent quality and committed to expanding access to those in need.

## Our Values

Catholic Healthcare West is committed to providing high-quality, affordable health care to the communities we serve. Above all else we value:

**Dignity** - Respecting the inherent value and worth of each person.

**Collaboration** - Working together with people who support common values and vision to achieve shared goals.

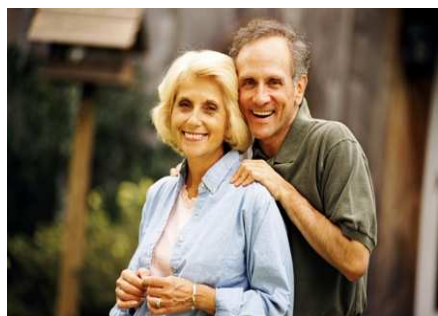
**Justice** - Advocating for social change and acting in ways that promote respect for all persons and demonstrate compassion for our sisters and brothers who are powerless.

**Stewardship** - Cultivating the resources entrusted to us to promote healing and wholeness.

**Excellence** - Exceeding expectations through teamwork and innovation.

# Northridge Hospital Medical Center

As a member of Catholic Healthcare West, Northridge Hospital Medical Center is committed to serving the health needs of our communities with particular attention to the needs of the poor, the disadvantaged and vulnerable, and the comfort of the suffering and dying. Catholic Healthcare West has a commitment to quality - quality healthcare services and the promotion of optimal quality of life for all of life.



## **Our Ministry**

Catholic Healthcare West hospitals are technologically advanced without losing the human touch. At Northridge Hospital Medical Center we foster the belief that people make the difference in the art of healing. We strive to create a professional and healing environment that respects human dignity, provides excellent services, promotes justice in serving the poor, stewards our healthcare resources and collaborates among healthcare providers and community leaders. We believe that high quality healthcare is a right, not a privilege, and we strive to provide healthcare access for all who seek care in our facility.

## **History and Heritage**

Celebrating more than 55 years of excellence, Northridge Hospital began when 37 physicians put up their own money to build the first hospital in the San Fernando Valley. This humble beginning, a 49-bed hospital serving 200,000 residents evolved into a 411-bed hospital serving two million residents. Northridge is the largest hospital in the Valley and boasts the most technologically advanced and compassionate services—from da Vinci Robotic Surgery, the Neuroscience Institute, Level II Trauma Center and heliport to Cancer Care and a Women's Health Center.

## **Improving Community Health**

Our affiliated physicians, employees and volunteers recognize and support the physical, emotional, social and spiritual well being of those we serve. We aim to provide the highest quality healthcare within our hospital walls, but we also work in partnership with other local organizations to address the priority health needs of our community outside the walls of the hospital.

We hold ourselves accountable to our community for the human, financial and ecological resources entrusted to our care. We are proud to share this 2009 report to the community on the strategic efforts we have undertaken over the last year to promote the health of the Northridge Hospital Medical Center community.

# Community Benefit Programs

In 2009, Northridge Hospital Medical Center provided \$63,686,100 in unsponsored care and programs for the benefit of our community. Unsponsored care includes costs of care for persons who are poor, the costs associated with caring for Medicare, Medicaid and other government program beneficiaries, and costs for services our hospital subsidizes because they are not offered anywhere else in the community. The remaining community benefit expenses may also include health professions' education and research, clinic services, health promotion and disease prevention programs, grants and donations of cash or services to non-profit organizations.



The heart of Northridge Hospital's healthier communities' initiatives is to identify and provide innovative solutions to the community's unmet health needs with a focus on collaboration and coalition building. The hospital strives to promote healthy behaviors and improve the quality of life through quality prevention education and treatment services. Key initiatives include:

## **Center for Assault Treatment Services (CATS)**

This is the only program in the entire San Fernando Valley that provides victims of sexual abuse with medical treatment, forensic evidence collection and counseling,

24-hours-a-day, seven-days-a-week. The CATS program served over 1,000 victims this year alone.

## **Promoting Alternatives for Teen Health through Artes Teatro (PATH-AT)**

This federally funded adolescent pregnancy prevention program is designed to reduce the teen pregnancy rates in the community. Using a peer-led approach and theatre in an after-school setting, PATH-AT works with high school students to teach middle school students. PATH-AT provides adolescents with the information and skills to make healthy life choices through educational workshops, theatre performances, Family Theatre Nights, Healthy Family YMCA nights and graduation ceremonies.

## **School-based Obesity and Diabetes Initiative**

This initiative in response to the diabetes epidemic within the Hispanic community in Los Angeles was launched in collaboration with the Los Angeles Unified School District (LAUSD)

in the underserved northeast San Fernando Valley. The school-based program is designed to reduce obesity and diabetes rates by targeting elementary, middle and high school students and parents in 23 public schools.

## **Northridge Hospital Family Practice Clinic**

The Family Medicine Residency Program provides free or low-cost inpatient and outpatient care to thousands of underserved residents in the community. Care ranges from prenatal and pediatric to adult and geriatric medicine. The Clinic has an extensive outreach program, as well, including diabetes education at local elementary schools, breast and cervical cancer screenings and sports medicine in local high schools.

In 2009, Northridge Hospital Medical Center provided \$63,686,100 in total community benefit. This continues to fulfill NHMC's overall goal of creating a healthier San Fernando Valley population totaling over 2 million residents.

# Community Grants

The CHW Community Grants program, which is funded by contributions from its member hospitals, is one way in which CHW supports and enhances the advocacy, social justice and healthier communities' efforts of its hospitals and religious sponsors. One of the program's objectives is to partner with other nonprofit organizations that share our values and also work to improve the health status and quality of life of the communities we serve.



In 2009, Northridge Hospital Medical Center presented \$143,251 in grant funding to 8 nonprofit organizations serving our community. Grant awards were offered to the following organizations:

## **Domestic Abuse Center**

Providing emergency response, counseling both individually and in group, family counseling with the non-offending parent and children as well as family members

## **Enrichment Works**

Enrichment Works renewed its partnership with NHMC's School-based Obesity and Diabetes initiative (SODI) and schools in the Los Angeles Unified School District - District 1 to present performances of its original nutrition and fitness musical to over

5,000 at-risk students. The performances promote a whole-family approach to healthy eating and exercise, informing and motivating students to take responsible action to improve their family's eating and lifestyle habits.

## **Haven Hills**

The Haven Hills domestic violence program provides shelter, safety, education and counseling for victims of domestic violence.

## **Neighborhood Legal Services**

Legal Services for the Valley Justice Center provide direct access to legal services for sexual assault and domestic abuse survivors at the San Fernando Valley Family Justice Center (FJC). In addition, the project provides cross-training on sexual assault legal issues for the staff and volunteers of the FJC partner agencies. Co-locating advocates at the FJC ensures immediate access to legal help in a safe and secure environment.

## **Northeast Valley Health Corporation**

Healthy Cooking for Families provides healthy cooking classes for families in a program developed by CA State University Northridge, Dietetic Internship program for low-income and underserved parents and families in Los Angeles Unified School District - District 1 schools that participate in the

Northridge Hospital School-based Obesity and Diabetes Initiative (SODI).

## **Wise and Healthy Aging**

WISE & Healthy Aging carries on the proud tradition of helping seniors maintain the highest level of functionality and independence for as long as possible. They provide advocates for elderly conservators of the Court who reside in long-term care facilities for socialization and monitoring of their health, well-being and safety.

## **Tarzana Treatment Center**

The "Decreasing Emergency Department Use through Education and Assessment" collaborative effort connects those in need of primary care, substance abuse and mental health treatment with the existing community services by providing full-time intensive case management to uninsured, underinsured and underserved residents.

## **Valley Community Clinic**

Staff provides an array of health services (including primary care, urgent care and general and sports physicals) in a school-based clinic located on the Kennedy High School campus in Granada Hills. This will allow students ages 14-19 to access health care in a familiar and comfortable environment.

# Community Investments, Ecology and Advocacy



## Community Investments

CHW's Community Investment Program provides below market interest rate loans to nonprofit organizations working to improve the health and quality of life in their communities. CHW borrowers develop affordable housing for low-income families and seniors, provide job training for unemployed or underemployed persons and create wealth in low-income and minority neighborhoods.

Since 1990 Catholic Healthcare West has invested over \$116 million in community based nonprofit organizations.



## Ecology Initiatives

In January 1996 the CHW Board endorsed the Ceres Principles for environmental stewardship. In endorsing the Ceres Principles, CHW agreed to conduct an internal environmental audit and complete an annual public report on environmental performance. This action positioned CHW as a healthcare leader on environmental issues. At CHW we develop and implement policies for the reuse, recycling and conservation of Earth's resources.



## Advocacy Efforts

Through effective advocacy efforts, CHW addresses the social, political and economic structures that impact the health of persons, especially those most vulnerable. Our advocacy priorities address issues related to: providing the resources needed to effectively care for those most vulnerable; promoting community health; and advancing ecological initiatives. CHW collaborates with other organizations that share our values to coordinate public policy and shareholder advocacy efforts.

# About CHW

We are committed to delivering compassionate, high-quality, affordable health care services in a compassionate environment that is attuned to every patient's physical, mental and spiritual needs.



Catholic Healthcare West, headquartered in San Francisco, is a system of 41 hospitals and medical centers in California, Arizona and Nevada. Founded in 1986, CHW is the eighth largest hospital system in the nation and the largest not-for-profit hospital provider in California. The CHW network of 10,000 physicians and approximately 54,000 employees provides quality health care services during more than four million patient visits annually. In 2009, CHW provided \$1.2 billion in community benefit and free care for the poor.

## Key Statistics (as of June 30, 2009)

<b>Assets (FY09)</b>	<b>\$11.1 billion</b>
<b>Acute Care Beds:</b>	<b>8,660</b>
<b>Skilled Nursing Beds:</b>	<b>900</b>
<b>Employees:</b>	<b>54,000</b>
<b>Active Physicians:</b>	<b>10,000</b>
<b>Community Benefits and Care of the Poor:</b>	<b>\$1.2 billion</b>



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