

December 2019

To our valued community partners:

As a hospital administrator, I fully appreciate that I have dedicated my life to providing a service that most people would prefer not to need. I understand why people want to avoid hospitals, and frankly, I don't blame them. Now, 40 years into my career, my team and I are working harder than ever to keep people healthy enough to stay out of the hospital.

With a new year on the horizon it seems a good time to share with you our vision for doing healthcare differently. We are dedicated to mending a fractured system and focusing on whole-person care, while reducing the overall cost of healthcare. It is a lofty goal, and one we are working diligently toward every day. Here is how we are doing that:

- We are helping patients navigate the complexities of the healthcare system –scheduling their wellness visits and follow-up appointments, tracking progress and coordinating care for best outcomes. Our Exceptional Care Program is a high-touch, patient-centered program to find and fill gaps in care and address areas not traditionally considered a part of healthcare such as transportation, housing, food availability, etc.
- We are investing in a new, robust electronic medical record that will enable data to be shared across our network of physician practices, and leveraged for quality improvement and prevention activities.
- We collaborate to provide Aspire Health Plan, the area's only Medicare Advantage program, providing benefits such as rides to and from medical appointments, and personalized, coordinated care. Through its sister organization, Community Health Innovations, we tackling the issue of diabetes in our community, and creating forward-thinking programs that empower people to achieve their healthiest lives.
- Collaborative efforts have also brought The Blue Zones Project to our area, a program that will improve the well-being of our community through reengineering designed to make the healthy choice the easy choice. Already we have seen strong engagement through participation in community events, and employer health initiatives.
- Our mobile health clinic launches next month. This state-of-the-art, 32' vehicle will bring healthcare to underserved areas of our community. It is one more way we are working to raise wellbeing in our region.

These are just a few of the steps we are taking and investments we are making to reach our vision of a time when wellness is the dominant focus in our community, when healthcare isn't an economic drain on our country, and when hospital care is reserved only for very acute and emergent conditions. I look forward to this vision becoming reality.

I continue to be humbled by the honor of leading this outstanding organization. I am here for you should you have any questions or if I may be of service to you.

Best regards,



Pete Delgado, President/CEO

### Partial List of SVMHS 2019 Highlights

#### *Growth*

- We opened a new, state-of-the-art Infusion Center for the benefit of our cancer patients.
- We broke ground on the expansion of Taylor Farms Family Health & Wellness Center in Gonzales, a project that will triple the size of that facility and bring needed specialty care to the region.
  - Our Sleep Medicine Center expanded capacity to serve more patients.

#### *Quality*

- Our Hospital Compare designation increased from three stars to four.
- Once again this year we were recognized for our quality in heart care with the *Get With The Guidelines* awards from the American Heart Association/Stroke Association. We were one of only five California hospitals to be recognized in five or more categories.
- We received an “A” patient safety rating from Leapfrog.
- We launched our Structural Heart Program, offering TAVR—a minimally invasive procedure to replace an aortic valve—allowing patients to avoid traditional open-heart surgery.

#### *People*

- Our dedication to our employees’ health earned us the Gold Workplace Health Achievement Award from the American Heart Association.

#### *Community*

- We launched the Blue Zones Project this year, a long-term commitment to improve our community’s health.
- We have touched thousands of lives through our community outreach including classes and support groups, free flu clinics, Farmers’ Market, Summer Health Institute, Medical Adventure Camp, the Explorer Scout post hosted at SVMHS, Asthma Camp, Ask the Experts, NICU Reunion, and more.
- We have provided significant support through community funding dollars for local non-profits.
- We were recognized by a number of our community partners including Monterey Bay Economic Partnership, Alliance on Aging, and the Monterey Peninsula Chamber of Commerce.
- SVMHS Staff provided thousands of hours of volunteer time to support the community.
- We received tremendous support from the volunteers in our Service League and Foundation.