REMARKABL

Gratitude Report WE ARE Cley

CARING for our community like family.

WOW. What a year it has been. We thought 2020 was unprecedented, but 2021 nearly brought us to our knees, delivering its own version of unparalleled hardship. COVID continued to rage throughout our community with Delta variant filling to capacity our urgent care clinics, Emergency Department and Critical Care. Healthcare workers faced the highest levels of burnout and utter exhaustion in our industry's recent history while our community experienced the heavy tolls taken to their own mental, physical, spiritual and emotional health. Supply chain challenges, financial and operational impacts were extraordinary. And while COVID continued to take center stage, so did the health disparities created before and because of it.

But this unimaginable moment in time has also been a gift. Through the tough and the tired we have somehow mustered the strength and courage to struggle through this thing together. Our staff have rallied to support each other, our community has begun to build new bonds and slowly create a new routine that isn't so routine at all. And concerted focus has helped us begin to engage with vulnerable and marginalized communities in new and novel ways. The journey hasn't been easy, and it is by no means over, but it is filled with glimmers of hope and a tremendous amount of GRATITUDE.

GRATITUDE for our caregivers who have shouldered enormous responsibility to deliver on our mission of caring for our community like family. GRATITUDE for the many community members and partner organizations that joined forces with us this past year for patient support, health education, prevention awareness, COVID vaccination, safety and security, and community outreach. And GRATITUDE for our supporters who donated to Thank a Caregiver, COVID Relief, Area of Greatest Need, Valley's Cancer Center, and many other areas that change people's lives every single day.

At Valley we are all caregivers, and as such we believe each and all of us hold enormous responsibility to lead by example. Our Board, senior leaders, providers, volunteers and staff are passionate about living our mission to "care for our community like family." Thank you for being part of our life-changing journey and giving us the opportunity to make a difference in so many lives through your support, encouragement and HOPE.

With tremendous gratitude,

Donna Russell, Chair Board of Trustees
Jeannine Grinnell, Chief Executive Officer



Jeannine Grinnell
Chief Executive
Officer



Donna RussellChair, Board
of Trustees

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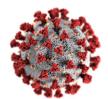
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Chief Legal Counsel

Valley's leadership team is also proud to all be individual donors to the hospital—personally supporting the work of each and every team member.

Board of Trustees and Leadership as of November 1, 2021

A YEAR OF COVID



At Valley, we were thrust onto the world stage on February 29, 2020 as the first COVID hot zone was identified in the US right here in Washington. We couldn't have imagined the extraordinary impact the virus would have on every single facet of life as we knew it. Almost every human interaction went virtual and the word unprecedented was used an unprecedented number of times.

Since the beginning of the pandemic, Valley has stood strong in our community, supporting countless neighbors, organizations and local businesses to ensure safety and provide the exceptional healthcare our community has come to rely on and expect. Between July 1, 2020 and June 30, 2021 Valley provided services to 962 COVID positive inpatients and 3,557 COVID positive outpatients.

Throughout the pandemic, Valley has realized one of the highest COVID patient loads in the state and our caregivers – our physicians, our nurses, our technicians, and our support staff – have worked together to care for our community like family. From testing, to caring for hospitalized patients, to supporting those ill at home, to vaccine administration, to community education and outreach we learned a lot together in a moment of time that was truly like no other. Through subsequent spikes in cases as new variants have been identified, our healthcare providers continue to put patients and safety first – to provide care for all in need.

To serve our community even further, our Vaccine Clinic was quickly mobilized with over 400 of Valley's staff members working together to assist with delivering 100,778 vaccine doses to local residents.

With this came a large focus on vaccine education and outreach to our underserved communities to ensure access to vaccinations for some of our most vulnerable neighbors in need.

The tireless commitment and dedication of our caregivers has been simply remarkable as they have come together to give so very much to care for all.







Valley has always been committed to reaching out into our community to listen, learn, teach and serve, and there has never been a time more pivotal to serving the needs of our community.

Our top outreach priority has been to prevent the spread of COVID through vaccination. After the success of our on-site community Vaccine Clinic which administered more than 100,000 doses to nearly 53,000 people, as the ability to be part of safe, socially-distanced gatherings evolves, our vaccination efforts are taking us to schools, food banks and other community-based organizations.

(continued on next page)



Kim Kaneali'i, BSN, RN, Valley's Community Wellness Coordinator, leads these efforts. "Valley has the tools to provide health education, vaccines and support," says Kim, "but we don't always have pathways into underserved communities or those with reservations

about healthcare. Within the communities we are hoping to reach, our partner organizations provide a space and help get the word out about the vaccination events we're holding. Whether it's emails to their families, creating neighborhood flyers in multiple languages or through social media channels, the community learns about the events from someone they already know and trust. One community partner put flyers in food bank boxes, another handed out flyers to every business in their area, spreading the word about the vaccination events. As a result, we had a local business host extra parking and another organization came and set up a free hot dog stand and snacks at one event, while another surprised us with a stack of pizzas. I coordinate medical volunteers from Valley and then we just pick up and go to the vaccine pop-up with our supplies.

"Our pop-up clinics reach the homeless, people with language barriers, those with undocumented immigration status, vaccine-eligible children and teens, and those who are unsure about where to get a second vaccine dose. We aren't focusing on large numbers, but rather on those who may have fallen through the cracks. These events allow people to sit and ask questions they may have been too nervous to ask or didn't know who to talk to. If there's not someone at an event who speaks a person's language, I can access Valley's interpreter services over my phone.



"One woman who spoke only Dari came in waving a pop-up clinic flyer written in her language. She was so excited to be able to get her vaccination. At the next event, she showed up to get her second shot and proudly brought her parents along for their vaccination. Some are grateful and tearful at finally having received a vaccine, some act like it's any other Tuesday, and some just want to know more before they make a decision.

"It's not about pushing services on people they don't want, but about how we can spread accurate health information and support people in a way that will lead to better health outcomes, individual health advocacy, and better equity throughout our system."

Great response to our Greatest Needs

As the cost of living in our region continues to increase, the gap between "I almost have enough money" and "I don't have quite enough money" for healthcare is widening for many. At Valley, we are proud to have resources and financial support options to draw from to ensure access to vital care for all – helping to bridge the gap for our most vulnerable neighbors in need.

Valley's dedicated **Financial Advocates** partner with patients facing financial hardship. Our team helps establish payment plans and access to critical financial assistance to ensure vital medical care is no longer delayed or neglected.

Two funds allow us to assist patients in many forms: Valley's Greatest Needs Fund supports the cost of items such as wheelchairs, medical equipment, prosthetics, clothing or medication. The **Be The Hope Fund**, established by Valley Girls & Guys, provides assistance for necessities such as food, transportation, utilities and rent for patients facing enormous challenges resulting from a cancer diagnosis.

Funding to support these efforts is made possible by generous donations from individuals and companies throughout our community. While we stretch every dollar, the need regularly outpaces the financial resources we have available.

A single woman in her 70s was unable to afford her Medicare Part B and prescription drug coverage, and Valley's Financial Advocates stepped in to help. Following a hospital stay, she required antibiotics five days per week for six weeks. Support from Valley's Greatest Needs Fund was available to cover her treatment costs.



valleymed.org/financialassistance



Valley's Financial Advocates assist with enrollment in Medicare's K01 Program for all NICU babies admitted for 30 or more days. In these situations, the parents are already exhausted, both physically and emotionally. With our help, the parents no longer need to worry about NICU admission costs not covered by their health plan. Valley's advocates can alleviate the additional stress regarding unexpected out-of-pocket costs so families can focus on healing.

OUR COMMUNITY IMPACT

PROVIDING CLINICAL CARE

660,865

primary, specialty and urgent care clinic visits

71,691 new patient visits annually

3,739 cath lab & special procedures

72,175 emergency department visits

67,964 acute inpatient days

7,963 critical care days

16,098 inpatient admissions

3,017 4,566

babies delivered NICU days

\$15.8M

financial assistance provided to our community

21,350

infusion center visits

167 cancer patients received free nurse navigation services through our Multidisciplinary Clinic

951 exams provided through our Lung Screening Program

44,598 patients tested for COVID

6,227 patients screened by our Nurse Triage phone line

962 COVID positive inpatients

3,557 COVID positive outpatients

3,137 COVID positive patients remotely monitored by RN Care Managers

100,778

COVID vaccine doses given

\$12.8M

operating expense for COVID testing, vaccine, screening & support services

ADVANCING MEDICAL RESEARCH

108

internal medical trials

42

partner medical trials

research publications



MAKING A DIFFERENCE

4,028

extraordinary employees



7.5 YEARS average Valley employee tenure

OVER 400 employees played a role in our vaccine campaign (10% of our total workforce!)



24 RN Care Managers partnering with patients to improve their health

8,164 hours of language translation services provided to our patients in 40 different languages

205

volunteers in action

4,876 hours given by Volunteers in Action (reduced due to COVID limitations)

408 individuals and companies that supported Valley through donations





A multidisciplinary approach to cancer treatment



Caring for our community like family is our priority at Valley. We are proud to provide outstanding clinical cancer care and leading-edge treatment options for our neighbors—close to home. Our innovative care emphasizes prevention, early detection, improved outcomes, reduced side effects, and less invasive treatment options. Living with cancer does not have to mean an extended hospital stay or traveling long distances

for treatment. Valley is proud to spotlight our comprehensive Multidisciplinary Clinic (MDC) for our breast cancer patients, a program not often seen at a community hospital.

Our MDC brings providers from different specialties together to collaborate with the patient to design a coordinated, comprehensive, and personalized plan of care using nationally recognized best practice guidelines. A process that might otherwise take weeks or months and involve multiple visits for the patient is completed in a single day.

Through the MDC, care providers, including Oncology, Surgery, Radiation, Genetics, and Nurse Navigator Specialists, spend time with the patient explaining treatment choices and encouraging active participation. When a patient leaves their MDC visit, they have every appointment and treatment scheduled and can begin their care path. Our Nurse Navigators offer one-on-one support to patients throughout the process, providing support and connection to their providers—walking hand-in-hand with the patient.

The MDC program has been so successful that Valley will be expanding the program to our lung and colon cancer patients. At Valley, we recognize the need for exceptional cancer care in South King County, and support from our community is helping us realize our goal of completing this new state-of-the-art facility. We remain focused on expanding our scope of services to provide remarkable and expertly coordinated cancer care for all our neighbors in need.

"Cancer is not smarter than we are," says Sandra, who had a lumpectomy in July and will receive radiation this fall to treat her Stage 1 breast cancer, followed by a medication regime. "I've been getting my annual mammogram for over 30 years, and because of that, my cancer was caught early. If I weren't getting that regular mammogram, cancer would have had another year to grow. But it was small, and even though it's an invasive type, it's very treatable."

Sandra chose Valley because her family always had good experiences here. Within days of her diagnosis, she engaged in Valley's collaborative cancer care process at the Multidisciplinary Clinic. A morning appointment with her surgeon, followed by a multidisciplinary team conference to design her care plan, allowed Sandra to meet that same afternoon with each of her cancer specialists as they discussed treatment.

"You're getting a lot of information at once, but the doctors, the technology and the time they took to offer clear explanations gave me a sense of calm. From the beginning, they lifted me up and are carrying me through this. It's a dedicated team of smart human beings using their skills and talents to help another human being. I felt like my care was important to them—never like they were just going through the motions. It's a beautiful system."

Sandra also appreciates the future impact her care may bring. "To have the DNA in my tumor tested to find out if it's a faster-moving cancer, and having that genetic information is a gift to my daughters and grandchildren, and maybe will help someone else as we continue the fight against cancer."

"For those who will get care in the new Cancer Center, it will be wonderful for families to know exactly where they are going each time because it's all there in one place. I think when you can say in a heartbeat, 'That's where I'll take my family,' you know Valley is doing everything right—they're treating you well for your health, but also treating you well. Everyone deserves healthcare like this."



FROM THE BEGINNING, THEY LIFTED ME UP AND ARE CARRYING ME THROUGH THIS.

valleymed.org/life

Our remarkable caregivers





At Valley, each and every one of our employees is a caregiver – from our nurses and doctors, to our Environmental and Nutrition services team members, to our Engineering, Finance and Marketing staff – and all share a common goal of caring for our community like family. Because of this shared dedication to our neighbors, we were thrilled to launch Valley's Thank a Caregiver Program in November of 2020 – providing a tangible way for our community to recognize current or former staff members, teams or friends of Valley in a lasting and meaningful way.

Blown glass floats are used for recognition as floats were once used by fishermen to keep their nets and lines afloat. Similarly, our caregivers continually buoy each other, their patients and the community every day. The vibrant floats, placed in metal structures within our Healing Garden, represent the diversity of the community we serve, the cultures represented by our staff



and the range of services provided across our hospital and clinics. Along with the floats, blown glass hearts were also available and sent to many of our caregivers as lasting symbols of appreciation.

In just 6 months the initial structures were filled! Donations are reinvested into initiatives to support staff and projects identified as Valley's greatest needs. We invite you to visit the structures in the Healing Garden on Valley's hospital campus to recognize those who have been honored. The Thank a Caregiver Program is ongoing and additional structures will be added over time to allow for even more gratitude to be shared!

256

floats donated by 80 individuals 112

blown glass hearts delivered to caregivers \$25K+

in donations through June 30, 2021

FINANCIAL INFORMATION July 1, 2020 – June 30, 2021

SUMMARY INFORMATION

\$786,859,000

Total Operating Revenue (includes all Philanthropy)

\$31,648,000

Total Nonoperating Income

\$808,747,803

Total Operating Expenses

\$525,686,072

Direct Care Expenses



\$283,061,731 **Indirect Expenses**

DETAILED DONATION INFORMATION

How You Gave

\$113,090 in support of Valley's COVID-19 relief efforts | 57%

\$67,914 in support of Valley's Greatest Needs Funds | **21%**

\$56,877 in support of Valley's Cancer treatment | 18%

\$22,279 in support of Valley's Thank a Caregiver Program | **7%**

\$60,232 in other donations | **19%**

DOLLARS IN ACTION Valley's Investment in the Community

Each year, Valley directly supports those in need in our community by providing items, services and support totaling in excess of \$15.8M through our Advocacy Programs.

\$15,770,886

through Patient Assistance and Pharmacy Assistance Programs

\$2,723,500

through the RN Care Manager Program

\$1,461,907

through the Financial Advocacy Department

\$441.859

through Community Programs and Community Service

In addition, Valley wrote off \$17,087,893 providing further relief to un and underinsured patients and honoring our commitment to care for all regardless of ability to pay.

REMEMBERING A LEGACY OF CARING



In February of 2021 Valley was devastated to share the passing of Robert "Dr. Bob" Thompson – Valley's first Clinic Network physician.

Dr. Bob joined Valley in 1984 and his vision and selfless devotion to his patients and our community helped make Valley what it is today.

In his honor, the Dr. Bob Thompson Memorial Fund was established to

continue his legacy of giving back through community health. In addition, in recognition of Dr. Bob's love for water and to provide a tranquil place of respite and reflection, a waterfall will be constructed in the Healing Garden. As part of the Thank a Caregiver program, and to honor Dr. Bob's decades of caregiving, it will include a wave-form structure and blue-green glass floats.

Dr. Bob was a treasure to all who knew him. He is deeply missed but his spirit will continue to live on through us, through his patients and families and through every person he touched across our community and around the world.

valleymed.org/gift

Valley's community supporters

With tremendous heartfelt gratitude we recognize those who have supported Valley in caring for our community like family. We have made every attempt to capture all of the incredible donations that were received this past year. Should any errors or omissions be identified, please email carrie_murayama@valleymed.org.

CORPORATE DONORS July 1, 2020 – June 30, 2021

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INDIVIDUAL DONORS July 1, 2020 – June 30, 2021

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YOUR SUPPORT IS NEEDED

Help us continue to meet the needs of our community.

Valley continually works to care for our community by improving access to care and optimizing and expanding vital programs and services. Now, more than ever, we need your support in this effort. Your gift will help ensure we can adapt and grow to meet emerging needs and allow us to better serve the residents who call South King County home.

Visit valleymed.org/vmccares to learn more about areas in need of support and methods of giving or contact Carrie Murayama, Development Officer, at 425.690.5956 or via email carrie_murayama@valleymed.org.













Your gift in support of Valley is tax deductible. Valley Medical Center, also known as Public Hospital District No. 1 of King County, is a 501(c)(3) organization. All gifts are tax-deductible to the full extent of the law. Our federal tax identification number is 91-6000986.

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