

Community Impact in 2021



OUR VALUES

They don't just define who we are; they guide us each and every day.



PASSION

When it comes to the well-being of our communities, passion fuels everything we do.



INNOVATION

We embrace ingenuity to solve our communities' toughest problems in new ways while sharing information quickly and learning from each other.



COMPASSION

All interactions have the potential to heal, so we treat every patient with kindness and respect.



INTEGRITY

We adjust quickly to serve our communities' needs and base all decisions on good data, open dialogue, and thoughtful planning.



RESILIENCE

We give it our all. All the time. And we take care of each other so that we can take care of our patients.

COVER PHOTOS

Top left: ICU staff at Community Hospital of Huntington Park were among those challenged to care for the most critically ill patients with COVID-19 as well as those with other health concerns.

Top right: Coast Plaza Hospital surgical staff exhibited dedication to their patients as they cared for patients throughout the pandemic.

Bottom left: Maternity services at East Los Angeles Doctors Hospital continue a long tradition of caring for mothers and newborns with expertise and compassion.

Bottom right: A new CT scanner installed at Memorial Hospital of Gardena is an example of investment in new technology to enhance patient care.

February 2022

Revitalization Underway in 2021

In 2021, the two biggest forces afoot in Pipeline Health's four Los Angeles markets were COVID-19 and revitalization.

Thanks to the dedication of our staff, physicians and hospital leadership, our four hospitals remained opened throughout the year, caring for patients with COVID, their family members and others in our diverse communities who needed quality, compassionate care.

Our emergency departments were busy with COVID-19 patients as well as other emergencies for which prompt attention and care were required. In significant community outreach efforts, thousands of COVID-19 vaccinations were administered to the public throughout the year. Our four hospitals also implemented a program of COVID home test kits for local businesses to conduct workplace testing for their employees.

At the same time, our hospital leadership persevered with important revitalization efforts. The following pages will report on specific upgrades in facilities, investments in equipment and expanded clinical programs – all to better serve our communities.

These hospitals launched an RN Critical Care Residency program to augment the training of our nurses. And, we began some exciting plans for a new Patient Hub, a virtual program to create fast, easy access to available beds for patients needing transfer from other facilities. Launching in 2022, this virtual center will assist our hospitals and other providers in finding inpatient beds during periods of overcrowding.

As we look forward to continued revitalization efforts in the new year, we remain grateful for the dedication of all our healthcare professionals and the leadership of our executive teams and governing boards.

Andrei Soran
Chief Executive Officer
Pipeline Health



Andrei Soran

Pipeline Health and the executives of our four Los Angeles hospitals acknowledge with gratitude the leadership of our governing boards in guiding our work in this market.



Wanda Morris, RN
Chair, Governing Board
Memorial Hospital
of Gardena



Victor Dominguez
Chair, Governing Board
East Los Angeles Doctors
Hospital



Brian Boyle
Chair, Governing Board
Community Hospital
of Huntington Park



Ricky Bush, MD, FACEP
Chair, Governing Board
Coast Plaza Hospital



Kevan Metcalfe
Chief Executive Officer
Memorial Hospital of Gardena

“Our top priority is to care for our neighbors and community. We strive to provide the very best, cost-effective care possible, and are honored to care for the health of those around us.”

MHG by the Numbers

173
Bed Count

65
Med-Surg
19
Telemetry
69
Subacute
10
ICU

600
Employees

Patients Served Annually
6,200

Memorial Hospital of Gardena: Community Impact in 2021

- Provided more than 22,000 COVID-19 vaccinations to our service area and the surrounding communities via our vaccine clinic. The clinic continues provided both flu and COVID vaccinations.
- Acquired a 128-slice CT scanner to increase access to lifesaving digital imaging and cardiac procedures, reducing the need to transfer patients to other facilities.
- Launched the innovative Pharmacy Convenience Service to ensure patients have medications prior to discharge, improving medication adherence and safety, in turn, ensuring healing and long-term outcomes.
- Purchased 50 new ventilators used in the treatment of patients with COVID-19.
- Acquired a nuclear medicine camera, providing patients with a new non-invasive diagnostic tool used in the treatment of cardiovascular, lung, hepatobiliary, thyroid, GI, urology and cancer-related issues.



Dr. Muhua Biswah, chief of staff at Memorial Hospital of Gardena, reviews patient scans with members of her team.

Emergency Department personnel continued 24/7 service to the community throughout the pandemic.





East Los Angeles Doctors Hospital: Community Impact in 2021



Victor Carrasco
Chief Executive Officer
East Los Angeles Doctors Hospital

“Our community is the heart and soul of our hospital, and we strive to help every patient to be as healthy as possible. We are here when you need us most.”



A 64-slice CT scanner installed at East Los Angeles Doctors Hospital delivers improved radiology and imaging services as viewed by Regino Villanueva and Laura Flores.

- Expanded care to the community with the opening of a multi-specialty clinic, La Clinica de los Doctores. Patients have easy access to a variety of services including ob/gyn services, orthopedics and general surgical services.
- Acquired a 64-slice CT scanner to deliver improved radiology and imaging services while also reducing the overall cost of care and reducing ED diversion hours.
- Recruited two orthopedic surgeons, an infectious disease specialty group, and a medical director for the Sub-Acute Care Unit.
- Invested in new equipment and technology, including: OR lights, OR table and specialty trays for orthopedics; fluoroscopy machine; eye machine; stress tests treadmill; HVACs for sub-acute care unit; digital x-ray machine.
- Celebrated our Sub-Acute Unit, which received the Full Speed Ahead! COVID-19 Vaccination Certificate for exceeding vaccination rates of 75 percent among staff and 90 percent among residents during the third quarter of 2021. The award is presented by the Health Services Advisory Group.
- Received accreditation from The Joint Commission Hospital Accreditation Program through August 2024.
- Contributed to a variety of community projects including toy drives, food drives and more.



Laboratory Medicine was among the departments providing support services for diagnosing patient concerns and tracking patient progress. Pictured here is Guadalupe Tacuba Valadez.

ELADH by the Numbers

127
Bed Count

71
Tele & Med-Surg

25
Subacute

10
ICU

7
Pediatric

14
Labor and Delivery

Patients Served Annually

2,344
Admissions

10,968
ED Visits

328
Employees



Paul Huon
Chief Executive Officer
Community Hospital
of Huntington Park

Sokunthy Paul Huon served Pipeline Health in various roles over the last 14 years. After serving as Chief Executive Officer of Community Hospital of Huntington Park, he left the company in December 2021.

CHHP by the Numbers

81
Bed Count

29
Med-Surg

32
Telemetry

16
ED

4
ICU

Patients Served Annually

3,150
Admissions

33,000
ED Visits

310
Employees

Community Hospital of Huntington Park: Community Impact in 2021



Laboratory staff including Searna Ito, clinical laboratory specialist at Community Hospital of Huntington Park, carry out tests on clinical specimens to aid in the diagnosis, treatment and prevention of disease.

- Launched an innovative nursing scholarship program designed to reduce nurses' educational financial burden, improve access to qualified nurses and nursing candidates and provide nursing students mentors and real-world training in a hospital environment.
- Implemented the innovative Patient Experience Manager program to increase communication between patients and their care teams, assisting patients with their care journeys.
- Renovated seven patient rooms to provide a more comfortable environment for healing.
- Partnered with Angeles Community Health Center to extend their vaccination clinic with a mobile vaccination unit.
- Planned 2022 expansion of Emergency Department.



ICU staff were among those challenged to care for the most critically ill patients with COVID-19 as well as those with other health concerns. Pictured here is Kannkia Juarez, RN.



**COAST PLAZA
HOSPITAL**

Coast Plaza Hospital: Community Impact in 2021

- Expanded space adjacent to the Emergency Department to create a dedicated place where patients can wait in comfort when arriving or completing discharge.
- Began construction of the Behavioral Health Unit to expand access to critically needed behavioral health services in the surrounding community.
- Received the American Heart Association (AHC) Gold Plus Stroke Quality Achievement Award for our commitment to ensuring stroke patients receive the most appropriate treatment.
- Recruited five new surgeons specializing in Orthopedics, Spine Care and Neurosurgery.
- Invested in Surgery Department upgrades including: OR lights, laparoscopic tower, anesthesia machines and other upgraded surgical equipment.



Surgical staff including Miguel Bejarano, RN, and Alyssa Morato, RT, provide convenient access to quality care close to home for the individuals in the community surrounding Coast Plaza Hospital.

- Named to the AHA Target: Type 2 Diabetes Honor Roll for outstanding care.
- Launched a workers' compensation program, increasing our surgery volume.



Patrick Rafferty
Chief Executive Officer
Coast Plaza Hospital

"We strive to take the very best care of our patients and their families. For us, coming to work each day is a calling to provide the best possible healthcare for every member of our community."

CPH by the Numbers

117
Bed Count

7
ICU

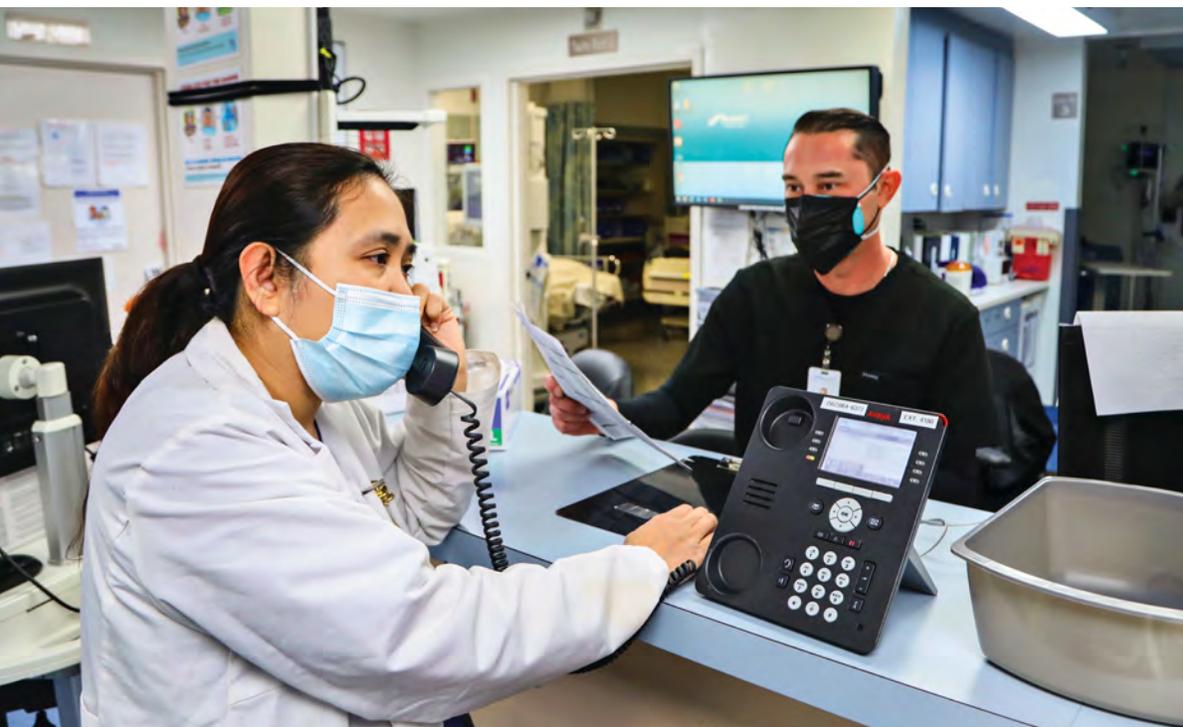
8
ICU/Tele Overflow

110
Tele & Med-Surg

277
Employees

Patients Served Annually

13,407



Emergency Department personnel at Coast Plaza Hospital work around the clock to provide prompt care for patients with a variety of conditions. Pictured here are Monica Canales, RN, director of the ER and ICU, and Mark David, RN, charge nurse.



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HOSPITAL**

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**Memorial Hospital
of Gardena**

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