

AMBULANCES ONLY



## Embracing Change, Empowering Health

2022-23 General Stewardship Report

**USC** Arcadia Hospital  
Keck Medicine of USC





## AWARDS & CLINICAL RECOGNITION



### USC Arcadia Hospital Awards and Designations

Becker's Hospital Review "Great Community Hospitals List 2023" - Recognized for providing clinical excellence, compassionate care and positive economic impact in the community

#### Bariatrics

- Accredited Comprehensive Center (MBSAQIP)
- Center of Excellence for Bariatric Service (Optum and UHC)
- Blue Distinction®+ Center and Blue Distinction® Center for Bariatric Surgery by Blue Cross Blue Shield Association
- Center of Excellence for Bariatric Service (Health Net)

#### Cancer Care

- Comprehensive Community Cancer Program (American College of Surgeons)

#### Cardiology

- Coronary Intervention Excellence Award (Healthgrades)
- State Ranking Award (Healthgrades)
- Institute of Quality Cardiac Rhythm Designation (Aetna)

#### Emergency Services

- Accredited Comprehensive Stroke Center (DNV GL Healthcare)
- Designated Comprehensive Stroke Center (LA County EMS)
- Designated STEMI (Heart Attack) Receiving Center (LA County EMS)
- Emergency Department Accredited for Pediatrics (EDAP - LA County EMS)

#### Orthopedics

- Blue Distinction Center - Spine Surgery (BCBSA)

#### Rehabilitation

- Top 3% in the Nation for Acute Rehabilitation (Uniform Data System)
- Three-year Accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF)

#### Stroke Care

- Designated by the American Stroke Association/American Heart Association Get With The Guidelines® - Stroke GOLD PLUS with Honor Roll Elite Plus and Target: Type 2 Diabetes Honor Roll
- High Performing Hospital for Stroke (US News)

#### Clinical Program Integration with Keck Medicine of USC

Since joining Keck Medicine of USC in July 2022, more than 140 physicians have joined the medical staff of USC Arcadia Hospital.

In addition, many clinical programs have begun working together closely, including:

- Cardiac
- Cardiology
- Pulmonary Consult Service
- Thoracic
- Neurosurgery
- Emergency Medicine
- Neurology, Neuro-Interventional, Neuro-Stroke
- Urology
- Hepatobiliary
- ENT / Head & Neck
- GYN Oncology
- Breast
- Plastics

#### Future Services:

- Orthopedics, Neuro Critical Care, Maternal Child Health
- Acute Rehab Services
- Transfer Center (Two-Way)



## Message from Our Leadership

I hope this letter finds you in good health. As the President & CEO of USC Arcadia Hospital, it is my distinct privilege to address you and express my appreciation for your unwavering support and remarkable generosity.

Since affiliating with Keck Medicine of USC, we have witnessed transformative expansion of our services, positioning us as a leading healthcare institution in the region.

In this report, you will find profiles of some of our esteemed donors whose compassion and philanthropy have brought about demonstrative change to our hospital. You will learn about the technology and improvements made possible through the power of philanthropic support.

I am thrilled to share that our hospital has received notable accolades for our exceptional patient care and commitment to medical excellence. These achievements are a testament to the dedication of our physicians, staff, and the generous contributions from donors like you.

Thank you for your tremendous support and belief in our mission. I am eager to meet each of you as we work towards a healthier and brighter future.

Sincerely,



**Ikenna (Ike) Mmeje**  
*President & Chief Executive Officer*  
*USC Arcadia Hospital*





## Automotive Giant Paul Rusnak Expands His Passion for High-Tech Machines with Support of Hospital Robotics Program



*Paul Rusnak*

Longtime Southern California automotive dealership owner Paul Rusnak has broadened his enthusiasm for high-performance cars through his philanthropic support for advanced robotic technologies at USC Arcadia Hospital.

Since the 1960s, the Rusnak brand of car dealerships has grown to 17 in Los Angeles, Orange, San Bernardino, Ventura Counties and in Arcadia. During this same time, Paul has been a prominent member of the San Gabriel Valley community and with his family's support he contributes to a variety of charitable causes, including the emerging surgical robotics program at USC Arcadia Hospital.

"I am extremely grateful for the opportunities offered to me in life, and my unique journey has taught me to help others whenever possible," Paul says. "I truly believe in supporting USC Arcadia

Hospital as a priceless, life-saving resource."

Paul experienced this firsthand when his only brother, and then years later his oldest daughter, ended up in the Critical Care Unit at the hospital.

"That's when I truly understood firsthand the importance of having a first-class hospital in the community," Paul says.

"(Longtime hospital supporters) Dick and Sue Hale invited me to attend the hospital's annual Crystal Ball black-tie fundraising dinner, and I have been doing what I can to support the hospital ever since."

In 2022, Paul was honored at Crystal Ball for his generous support of USC Arcadia Hospital and his commitment to the community we serve. The elegant fundraiser supported the surgical robotic program at USC Arcadia Hospital and at the center of this program is the da Vinci surgical robot.

Technology is near and dear to Paul who built his business by combining his passion for automobiles with his focus on innovation and technology. "I invest a great deal in training our mechanics and technicians on the latest technology for the vehicles we sell and service. Technology is constantly changing, and we want to make sure our staff is at the forefront of this training, and they understand how to properly address these changes," Paul says.

Paul remained focused on the success of the 2022 Crystal Ball but most importantly, the financial support of the surgical robotic program. Immediately following the success of the event, he made a generous personal gift to fund the da Vinci robotic system.

The impact of Paul's giving supports the hospital to establish new services and expand its ability to address



*Hospital President and CEO Ike Mmeje, left, appreciates the interest in the robotics program of longtime hospital supporter Paul Rusnak.*





key community needs. The hospital is embarking on a program to update technologies, transform surgical services and take the next step forward in our constant journey toward unsurpassed quality care.

“This advanced da Vinci platform expands the hospital’s surgical capabilities and provides patients with a highly desirable alternative to open surgery, always under the direction of a highly skilled surgeon,” said Mike Driebe, president of the USC Arcadia Hospital Foundation. “Our robotics program launched in the fall of 2022 and currently treats patients requiring prostate surgery, colorectal cancer, pancreatic cancer, or gynecologic surgery. As standards of care evolve, patients at our hospital will eventually be treated robotically for such conditions as gallbladder disease, obesity, stomach cancers, and lung conditions.”



*Physician using console of da Vinci robot.*

**“All the money in the world cannot buy health, but it can provide the facility, equipment and, most importantly, the clinical staff who can provide healthcare services in our time of need,” Paul says.**

On behalf of USC Arcadia Hospital, we extend our sincere and heartfelt thanks to Paul and the community at large for everything that has been done to enrich the quality of life in our community.

## About the da Vinci Robotic System

USC Arcadia Hospital is embarking on a program to update technology, transform surgical services and take the next step forward in our constant journey toward unsurpassed quality care.

With the launch of the da Vinci robot last fall at the hospital, a surgeon will be in the operating room seated at the robotic system console. The console gives surgeons control of the instruments used to perform the surgery. The robotic system offers 3D high-definition views and offers a crystal clear view of the surgical area that is magnified 10 times to what the human eye sees. In addition, the surgeon uses tiny instruments that move like a human hand but with a far greater range of motion and with smooth precision. Surgery conducted using a da Vinci surgical robotic system is less invasive, produces shorter hospital stays, and can lead to quicker recovery times and better outcomes for patients.



*da Vinci robot*

## PATIENT PROFILE

## Christmas Gift of Hope: Patient Undergoes Hospital's First Robotic Surgery

Last Christmas, Ignacio Orozco and his family got the best present anyone could ask for; the news that he was cancer free.

"It was the best Christmas ever," said Ignacio, 58, who lives in Covina with his wife and their teenage son and daughter. "We couldn't have asked for more."

Just two weeks prior, on December 9, 2022, Ignacio was the first patient to have surgery using USC Arcadia Hospital's new, state-of-the-art da Vinci Xi robotic system. The advanced technology provides patients with a highly desirable alternative to more invasive surgery, including the prostate cancer surgery Ignacio needed.

Ignacio's cancer was diagnosed last summer, and it was a shock. "I was completely healthy," Ignacio said. "Not overweight, very physical, not sick; I was 100 percent completely fine with no health issues." But the results of a PSA test during Ignacio's annual routine physical led to more tests and then the cancer diagnosis.

"As soon as I heard 'cancer,' I thought the next thing the doctor was going to tell me was how long I had to live," Ignacio said. "It was emotional because my kids are still so young."

"Prostate cancer is the most common cancer in men," said Jullet Han, MD, Ignacio's surgeon. A fellowship-trained urologic oncologist who specializes in both robotic and open surgical techniques at Keck Hospital of USC and USC Arcadia Hospital, Dr. Han said this first robotic case at the hospital went perfectly. "The robotic platform is so versatile, and it's very intuitive to use," she said. For patients, robotic surgery means less pain, shorter hospital stays and faster recovery.

"Minimally invasive robotic surgery is very different from traditional 'open' surgery," Dr. Han said. Instead of a large incision, doctors use several small incisions. A tiny camera is placed inside the patient's body and shows the surgeon, positioned at a console a few feet away from the patient, a magnified, high-definition image of the patient's body on a screen. The surgeon performs the surgery by controlling robotic arms with the surgical instruments attached. The robot translates the surgeon's hand, wrist, and finger movements to guide each instrument. Other members of the surgical team are positioned at the operating table to confirm the correct placement of the surgical instruments, assist the anesthesia provider and monitor the patient's needs and safety.

"The robotic system gives surgeons much finer control, much better visualization of the tissue planes and structure and much greater precision," Dr. Han said.

In addition to urologic surgery, the new da Vinci system is currently being used for thoracic, OB/GYN, general including colorectal and pancreatic surgeries and vascular procedures. As standards of care evolve, patients at USC Arcadia Hospital may eventually be treated robotically for conditions including gallbladder disease, bariatric and stomach cancers.



*Patient Ignacio Orozco and his surgeon Jullet Han, MD*

**"Because of the generous support of our donors, our community now has access to this advanced technology right here, close to home," said Mike Driebe, President of the USC Arcadia Hospital Foundation. "The da Vinci system is the next step forward in our constant journey toward unsurpassed quality care."**

Proceeds raised at Crystal Ball 2022 and gifts from donors, including longtime hospital supporter Paul Rusnak and Foundation Board member Ralph Liu, made the robotic surgery program at USC Arcadia Hospital possible. The funds are also providing training for clinical staff and the technology and equipment needed to sustain robotic capabilities in the future.

Ignacio and his family are grateful that the new robotics system was there for him. He was originally slated for surgery at Keck Hospital of USC, until he discovered an insurance glitch. His insurance wouldn't cover surgery there, but it would at USC Arcadia Hospital.

"Thanks to Dr. Han, the hospital and its donors, I was able to have this procedure done with this new robotic machine," Ignacio said. "I can highly recommend USC Arcadia Hospital and especially Dr. Han. The hospital was phenomenal. The nurses and everyone took great care of me. This was my first surgery, and I was very, very impressed."



## EMERGENCY DEPARTMENT

## Improving the Patient Experience & Diagnostic Technology to Enhance Life-Saving Care



*Emergency Department team members*

In the heart of Arcadia, USC Arcadia Hospital's Hollfelder Emergency Care Center (HECC) stands as a beacon of hope, ready to provide urgent medical care to those in need. It is the hospital's front door, providing immediate medical care to patients seeking medical attention, whether experiencing severe injuries, acute illnesses, or other medical emergencies. USC Arcadia Hospital's HECC sees more than 45,000 patients annually, an average of 125 daily. Nearly 70 percent of all hospital admissions come through the HECC for inpatient care and specialized services, and 18 percent of emergency visits result in hospitalization.

Donors to USC Arcadia Hospital are essential in keeping the full-service Hollfelder Emergency Care Center at the forefront of excellence. The ongoing partnership between charitable donors and the HECC ensures that this vital healthcare service continues to save lives and improve health outcomes.

Today, the Hollfelder Emergency Care Center at USC Arcadia Hospital is embarking on a renewed focus on patient-centered care. Drawing inspiration from best practices, it features new operational and clinical leadership, with Karen Knudsen, RN as the new Director of Emergency Services. Knudsen brings 24 years of emergency room experience from Huntington Memorial Hospital Emergency Department and Trauma Center. Joining as a partner in a renewed commitment to improving care is Veronica Vasquez-Montez, MD, MBA, Medical Director of a new emergency medical group featuring a team of experienced

physicians and physician assistants trained at the University of Southern California. Dr. Vasquez-Montez is a board-certified emergency medicine specialist with 16 years of experience. She also serves as an Assistant Professor of Emergency Medicine at the USC Keck School of Medicine, teaching clinical medicine to the next generation of emergency physicians. Her teaching focuses on the importance of the patient experience.

Both Knudsen and Dr. Vasquez are eager to focus on improving the patient experience. "We are working to greatly enhance patient satisfaction and improve the quality of care," says Knudsen. "Everyone who comes for care will receive quality medical attention with kindness, compassion, and respect." The new leadership team is improving operations and efficiency to care for more patients and bring state-of-the-art diagnostic technology into the HECC.



*ED Director  
Karen Knudsen, RN*

One significant change starts in the waiting room. An emergency care nurse is now stationed in the waiting area to greet patients, help identify levels of sickness, and quickly determine who needs care immediately. "This will expedite emergency treatment and match patients more quickly with the right level of care," explains Knudsen. "We are setting a new standard of emergency care, building a culture where we care for the whole person."

"Our USC-trained emergency physicians are excited to join the clinical team at USC Arcadia Hospital," says Dr. Vasquez-Montez. "Emergency visits are unexpected, and patients come in expecting an accurate diagnosis and prompt treatment. Understanding this, our entire staff enjoys caring for patients like they are our own families. Emergency room visits can be very distressing. For some patients, a health emergency can be the worst day of their life. Leading by example, we are creating a culture of communication, collaboration, and accountability that will ensure outstanding care, patient safety, and the wellness of our staff."



*ED Medical Director  
Veronica  
Vasquez-Montez, MD*

Transforming the patient experience requires a targeted and collaborative effort. Essential steps will include:

- **Enhance triage processes:** Streamline the process to ensure timely and accurate assessment of a patient's condition. Use advanced triage protocols and technologies to prioritize patients based on their acuity. Minimize wait times for patients requiring urgent care.
- **Optimize workflow and reduce wait times:** Identify bottlenecks in the workflow and implement strategies to streamline processes. Reallocating staff resources, improving patient flow, and utilizing technology to automate tasks and reduce administrative burdens.
- **Develop a culture of empathy and compassion:** The patient's experience requires a holistic approach addressing physical, emotional, and communication aspects. Foster a culture where emergency staff members demonstrate empathy, compassion, and respect for patients and their families.
- **Collaborate with community resources:** Establish partnerships with community resources such as social workers, mental health professionals, and support groups. Ensure patients receive appropriate referrals and resources for ongoing care and support beyond the emergency visit.

USC Arcadia Hospital is deeply grateful to generous donors who are making Hollfelder Emergency Care Center the best it can be. Their unwavering commitment to advancing healthcare is genuinely commendable. Together, we are creating a healthier and more resilient community.

## Time is Critical in Saving Lives

Another major initiative to improve patient care is acquiring a state-of-the-art CT (Computed Tomography) scanner on-site in the Hollfelder Emergency Care Center. Computed tomography (CT) is a noninvasive test that creates multiple cross-sectional images of the body, and these images are combined to create a 3-D picture. Newer CT Scanners are significantly faster than previous models, helping simplify previously lengthy and complex scanning procedures and producing better-quality images. The advanced CT scanners are highly adaptive, providing exceptional image quality with minimal radiation exposure to the patient. CT scanners are invaluable tools used in emergency departments to aid in diagnosis and treatment of patients with acute medical conditions.

- **Trauma assessment:** CT scans evaluate patients with severe injuries, such as those resulting from motor vehicle accidents, falls, or other traumatic incidents. CT scans can rapidly identify internal injuries, fractures, bleeding, or organ damage, helping doctors prioritize treatment.
- **Head injuries:** CT scans are essential in assessing patients with head trauma, suspected brain injuries, or neurological symptoms. They can reveal intracranial bleeding, skull fractures, and brain abnormalities, guiding appropriate interventions and management.



CT Scanner

- **Chest and abdominal emergencies:** CT scans effectively diagnose conditions like pulmonary emboli (blood clots in the lungs), pneumonia, a tear in the aorta, and abdominal organ injuries. They provide detailed images of the lungs, heart, liver, spleen, kidneys, and other vital structures, helping to pinpoint the source of pain or other symptoms.
- **Stroke evaluation:** For patients with suspected strokes, CT scans are often the first imaging modality used to determine the type and extent of the stroke.





- **Infections and inflammations:** CT scans help identify abscesses, inflammations, or infections in various body parts. They assist in guiding the appropriate placement of drainage tubes or selecting the right antibiotics.
- **Musculoskeletal injuries:** CT scans can provide detailed images of bones, joints, and soft tissues, making them valuable for diagnosing complex fractures and joint dislocations or assessing the extent of muscle or ligament injuries.
- **Evaluation of foreign bodies:** When a patient has ingested or inserted a foreign object, CT scans can locate and identify the object's position and assess any potential damage.

To care for seriously ill or injured patients, the HECC staff at USC Arcadia Hospital currently depends on images produced by two CT scanners located in the hospital, away from the ER. Transporting patients to the Radiology Department down hallways and up an elevator to another floor can add 20 minutes or more when every second counts. Dr. Vasquez-Montez explains that every extra minute traveling to another hospital area for a scan puts the brain or heart at risk.

“The acquisition of a CT scanner for use in the HECC represents a game-changer in our efforts to deliver efficient, timely, and accurate diagnoses,” says Dr. Vanquez-Montez. “This advanced technology located right in the HECC will reduce the time it takes to diagnose and treat critical conditions, leading to improved outcomes and potentially saving lives. The new scanner will impact stroke and heart attack patients, two of the most critical services USC Arcadia Hospital provides to our community. Additionally, the speed and accuracy of CT scans help to minimize unnecessary procedures, reduce patient discomfort, and optimize the use of hospital resources.”

Radiologists at the hospital performed 28,000 CT scans in 2022, the vast majority for emergency care cases. Introducing a new CT scanner in the Hollfelder Emergency Care Center will significantly speed diagnosis and allow staff to more quickly treat patients.

- **Rapid and Accurate Diagnoses:** A CT scanner allows for quick and precise body imaging, enabling medical professionals in the HECC to diagnose and evaluate various conditions rapidly.
- **Comprehensive Imaging Capabilities:** CT scanners provide detailed cross-sectional images of the body,

giving healthcare providers a comprehensive view of internal structures.

- **Streamlined Patient Management:** With an on-site CT scanner, patients in the HECC can receive diagnostic imaging without needing transportation to another department. This streamlines patient management, reduces wait times for imaging, and allows medical professionals to initiate treatment plans promptly.
- **Minimization of Unnecessary Procedures:** CT scans provide detailed information, allowing healthcare professionals to identify and assess conditions accurately. This reduces the need for additional tests and procedures, minimizing patient discomfort and unnecessary exposure to radiation or invasive procedures.

### In Grateful Recognition to the Generous Donors who Supported the New Aquilon CT Scanner to be located in the Hollfelder Emergency Care Center

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Anonymous	
Richard and Dianne Bukata	
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Mr. Franklin Feng	
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Henry L. Guenther Foundation	
Mr. and Mrs. Tom and Bea Hollfelder	
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Lee and Mickey Segal	
Dr. and Mrs. Richard Sun	
Joseph Thomas Estate	
Ms. Dong Yun Zhang	
<b>TOTAL AMOUNT DONATED</b>	<b>\$3,324,797</b>

## YOUR DOLLARS AT WORK

## Ralph and Linda Liu Believe Helping Others is the Right Thing to Do

While longtime Arcadia residents Ralph and Linda Liu are actively engaged in community activities and funding philanthropic causes, they only recently learned of USC Arcadia Hospital's need for support when they discovered the hospital is a non-profit organization.

**“Growing up my father taught me that charity is a family value. Helping others helps us all and it's the right thing to do,” says Ralph. This is something Ralph and Linda have passed to their three sons who are committed to many community service groups.**

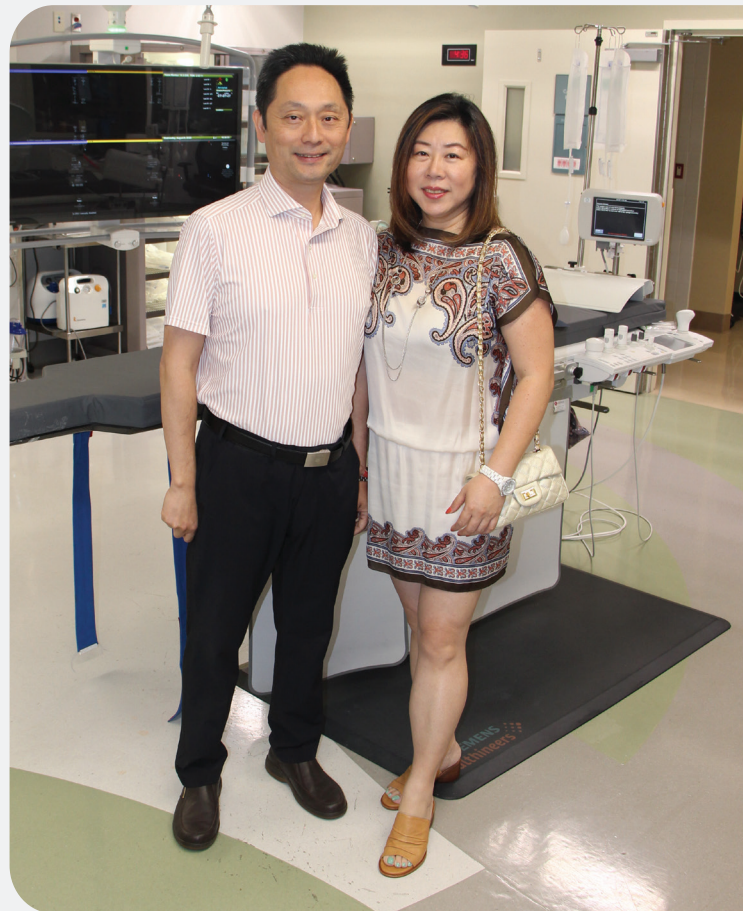
Ralph currently serves as a member of the USC Arcadia Hospital Foundation board and maintains a strong connection with the University of Southern California community. He attended undergraduate and business school at USC. His eldest son, Barnett, and his second son, Egbert, are current students at USC. Youngest son, Roderick, who is still in high school, hopes to follow in his family's footsteps.

Ralph and Linda are committed to helping others through charity and service. Their interest in supporting the hospital's initiatives grew when they attended the Crystal Ball black-tie fundraising celebration where they learned more about the hospital.

After careful consideration of the hospital's current projects, they were inspired to support the surgical robotic program because it holds special meaning to their family. Years ago, Ralph's father endured a battle with prostate cancer and needed surgery utilizing the da Vinci Surgical Robotic System at USC Verdugo Hills Hospital. At the time, USC Arcadia Hospital did not have robotic technology available.

“It was challenging to travel to the hospital to visit my father during his recovery. Having this technology close to home would have made a significant positive impact during this time,” Ralph says. Now that this technology is available at USC Arcadia Hospital, it will help others in the region so they can be close to their loved ones during their recovery.

The Liu family's story showcases their deep commitment to giving back to the community, supporting important causes, and making a positive impact through their involvement and contributions. Ralph hopes to inspire his friends and neighbors to learn more about USC Arcadia Hospital and be more involved in supporting their local community hospital.



*Ralph and Linda Liu*





## Your Generosity Helps Us Perform Miracles



USC Arcadia Hospital extends its sincere appreciation for the significant impact of our donors' contributions. We are grateful to have philanthropic partners like you, whose generous donations have made a profound difference in the lives of our patients. Your contributions have impacted many critical areas, and it is our pleasure to showcase some of those that have benefited from your generosity.

Thank you for being a champion for the best healthcare in the San Gabriel Valley. Your support has been instrumental in advancing our lifesaving initiatives. On behalf of the entire USC Arcadia Hospital community, particularly those we serve, we extend our heartfelt gratitude for your philanthropic commitment.

### Transfers for Operating Expenditures:

Intuitive da Vinci Surgical Robotic System	\$	1,161,358
Emergency Services	\$	628,677
Hybrid Operating Room	\$	472,869
Children's Services	\$	400,000
Wound Healing Center	\$	202,550
Nursing Education Scholarship	\$	195,834
Chaplaincy Program	\$	89,468
Stroke Care	\$	62,439
Homeless Respite Care	\$	47,983
Other	\$	38,496
Next Generation Care	\$	34,996
Rehab Program	\$	29,200
Cardiology - General	\$	18,229
Critical Care Unit	\$	10,000
Respiratory Therapy	\$	10,000
<b>COMBINED TOTAL FOR TRANSFERS</b>	<b>\$</b>	<b>3,402,099</b>

*Amounts reflect transfers from the Foundation to USC Arcadia Hospital between July 2022 to June 2023*

# USC Arcadia Hospital Foundation

Keck Medicine of USC

**USC Arcadia Hospital Foundation**  
[uscarcadiahospital.org/foundation](http://uscarcadiahospital.org/foundation)  
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