



Methodist Hospital  
Foundation

# Embracing Change, Empowering Health

*General Stewardship Report*



Police and fire departments from throughout the San Gabriel Valley staged a First Responders Parade in April 2020 to honor the Methodist Hospital team members caring for COVID-19 patients.

**STEWARDSHIP  
REPORT  
2020**



## Message from the Hospital President



“ I could not be more proud of how our hospital teams and community partners responded as Methodist Hospital navigated the global COVID-19 pandemic.

Our caregivers and support teams risked their health and the health of their families as they spent long, grueling hours caring for other peoples' loved ones. They persevered with true strength and heroism, allowing Methodist Hospital to stand ready to serve its community.

Our leadership teams moved quickly to establish new policies and protocols to help keep our caregivers and community safe while continuing to provide the highest level of care to our patients.

And our donors and community supporters immediately stepped forward with monetary and in-kind donations to ensure that, despite severe shortages, we had the supplies and equipment we needed to continue operating safely and successfully.

On behalf of Methodist Hospital leadership, I extend to you our heartfelt gratitude. Thank you for your tremendous support and generosity in helping Methodist Hospital continue to fulfill its mission of saving lives and improving health.

Now I'm pleased to share a few of the hospital's accomplishments during 2020 which was a year of unexpected and unforeseen challenges.

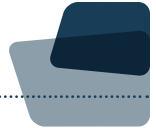


—Dan F. Ausman, Methodist Hospital President and CEO

## Every gift matters. Every dollar counts.

Like all nonprofit hospitals, Methodist Hospital expands services, makes capital improvements, and invests in new technology and equipment with the funds that remain after operating expenses have been met. The remarkable generosity of our donors helps ensure that San Gabriel Valley residents continue to receive extraordinary healthcare close to home. Every gift we receive, regardless of size, makes a difference. Thank you for helping us make a profound impact on patient lives every day. We are inspired by your support and generosity.





# Your Generosity Helped Ensure We Had the Resources to Perform Miracles

Philanthropy plays an essential role at Methodist Hospital, and never was this more true than in 2020. You provided crucial in-kind donations and funds to help us continue providing safe, high-quality healthcare for our community throughout the COVID-19 pandemic. Despite all the difficulties that 2020 entailed, you continued to support us. Your gift, and those from others like you, provided Methodist Hospital with more than \$4.6 million for the year. On behalf of the entire Methodist Hospital community, especially the patients entrusted to our care and the families we are privileged to serve, please accept our heartfelt thanks for your philanthropic support. We are grateful and inspired and we cannot thank you enough! It is our pleasure to highlight some of the areas which were supported by these charitable contributions.



## COVID-19

- In-kind donations (masks and other PPE) \$800,000
- COVID-19 fund \$256,350
- COVID-19 employee assistance fund \$125,772

## COVID-19 capital purchases

- SwipeSense hand hygiene and contact tracing system \$237,134
- Powered air purifying respirator systems \$231,344
- Ventilators \$220,973
- Protective partitions \$100,000
- Emergency Department triage tent \$41,023
- Patient communication system \$22,879

## Programs and services

- Emergency services \$720,000
- Next Generation of Care \$400,000
- Radiology services \$350,000
- Education/Care transition \$250,000
- Cardiology \$174,407
- Chaplaincy program \$140,000
- Orthopedics \$138,914
- Homeless respite care \$96,982
- Stroke care \$43,866
- Basir Ahmad, MD memorial fund \$28,100
- Cancer care \$25,913
- Nursing education scholarships (WIN) \$13,630

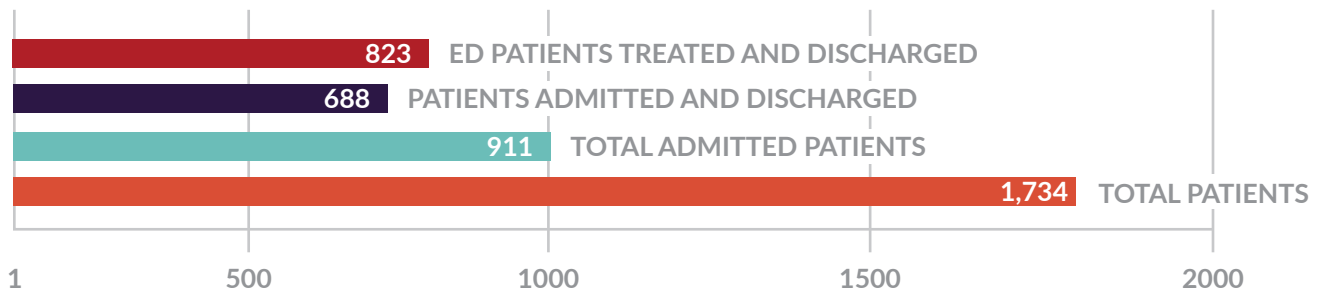
## Capital expenditures

- Rehab Unit construction \$235,120
- NICU equipment \$15,000
- Safety program \$10,598

## Rising to the Challenge

Methodist Hospital responded rapidly in myriad ways to meet the unique challenges posed by the COVID-19 pandemic, which saw our hospital treat 1,734 patients and conduct 11,775 COVID-19 tests during a tremendously difficult and challenging year.

### Methodist Hospital COVID-19 Patients Treated in 2020



Source: MHSC Information Technology Department

### COVID-19 Fund

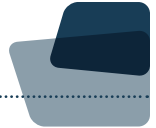
This fund was established in the early days of the pandemic to channel unrestricted donations to where they were needed most. Here’s how these gifts were used.

#### Emergency Department Patient Triage Tent

When the first COVID-19 patients began arriving at Methodist Hospital in mid-March, we quickly erected a temporary triage tent in front of the Hollfelder Emergency Care Center. This was soon replaced by a much larger tent with air filters, air conditioning and heating, as well as six separate rooms for privacy and distancing. Every arriving patient, even those with time-sensitive heart attack or stroke symptoms, began undergoing COVID-19 screenings before entering the ED—sometimes while still in the ambulance. This process continues for every ED patient we see.

#### SwipeSense Safety Technology

Methodist Hospital made a significant investment in innovative safety technology as part of its ongoing commitment to deliver high-quality, safe healthcare to the community. The hospital’s strategic partnership with SwipeSense, a Chicago-based technology company includes automated contact tracing, electronic hand hygiene monitoring, medical equipment tracking, and nursing workflow modules. This demonstrates Methodist Hospital’s proactive approach to ensure the safety of patients and hospital staff during the COVID-19 crisis and into the future. “We believe that our significant investment



in SwipeSense safety technology is the most effective way to achieve meaningful, quantifiable, improvement in our ability to ensure the wellbeing of both our staff and patients,” said Cliff Daniels, Chief Strategy Officer, Methodist Hospital. The hospital is the first in California to implement badge-based monitoring technology to conduct automated contact tracing that reduces the risk of harm for patients and staff.

### Communication System

One of the most heart-wrenching yet inescapable consequences of COVID-19 is hospitalized patients forced to endure illness alone, without family or friends by their bedside. To help ease the anguish caused by this required isolation, Methodist Hospital purchased a mobile flat screen communication system so patients and their families can connect via Skype or another interactive platform. Used primarily in the Critical Care Unit, the system can also be rolled into any room to help patients in isolation communicate with loved ones.



### Ventilators

When COVID-19 hit, many hospitals were unprepared for the overwhelming need for ventilators. Methodist Hospital benefitted from the foresight of one of our donors, who guessed early on that more equipment would be needed and helped us purchase four additional ventilators in March 2020. As a result, we always had enough ventilators for patients during the height of the pandemic.



### COVID-19 Employee Assistance Fund

Thanks to the generous support of donors during the coronavirus pandemic, the Methodist Hospital COVID-19 Emergency Employee Financial Assistance Program helped more than 72 employees who needed temporary housing or financial hardship assistance. These donations totaled more than \$125,000, beginning with a generous lead gift from longtime supporter and Foundation Board Member Mickey and his wife Lee Segal. Additionally, more than \$13,000 of the funds came from other Methodist Hospital employees.



# Providing Excellent Care with a Personal Touch

## Critical Care Services

Methodist Hospital was one of the only hospitals in the region that set up dedicated space in the Critical Care Unit for COVID-19 patients early on in the pandemic. Seventy-five percent of CCU beds were allocated exclusively for patients with COVID-19. This permitted both patients and employees to isolate from the rest of the hospital and reduced the possibility of spreading the virus while nurses continued to provide exceptional care to patients.

Our critical care nurses provided the best possible care and calm presence to these extraordinarily sick patients while managing the emotional strain of protecting themselves and their families at home from the contagious virus.

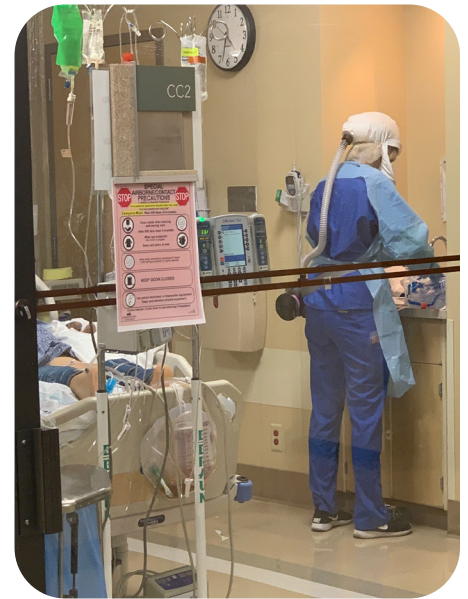
“Going into a COVID-19 unit to work during the pandemic was equivalent to being dropped into the middle of a war,” said Tejon Woods, clinical supervisor, who previously served in the United States Air Force. “Yet even through the heartache of so many patients dying, and co-workers falling ill, we worked together as a team.”

“The situation was very stressful but everybody at Methodist Hospital worked with one goal and one goal only: to provide our patients with the best care possible,” said Infectious Disease Specialist Hua Jiang, MD.

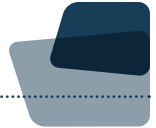
Critical care nurses, with support from the hospital’s spiritual care and palliative care teams, were there when families couldn’t be. They helped families connect with their hospitalized loved ones via video telephone call. Though visitation was allowed in end-of-life situations, nurses were there to comfort and hold the hand of a patient before they passed away.

“The worst thing about COVID-19 is it destroys the most sacred aspects of being human, intimacy and trust,” Dr. Jiang said. “Throughout the hospital our staff and especially the nursing staff did the very best to provide care and preserve human dignity while at the same time protecting themselves.”

Tejon remembers a couple who were patients at Methodist Hospital near Christmastime. The man was in the CCU and his wife was in the Emergency Department. Both were near death from COVID-19.







“There were no other beds available in the hospital, but I was able to work with my team to bring them into the same room here in the CCU,” he said. “They were in their early 70s, and their anniversary would have been just a few days later. Though neither of them was conscious, they were able to be together when they passed away, with their family during a video telephone call. Their daughter told me later how happy she was that they were together. It brought her some peace.”

### Holfelder Emergency Care Center

Employees and physicians in the Emergency Department were among the frontline heroes who quickly mobilized and then pivoted to provide care to the influx of COVID-19 patients in the midst of evolving guidelines from the Centers for Disease Control and Prevention and local health authorities.



A tent was quickly erected outside the Emergency Department entrance, and every arriving patient – even those with time-sensitive heart attack or stroke symptoms – began undergoing COVID-19 screenings before entering the ED. This process continues for every ED patient we see. New cleaning and disinfecting protocols were also quickly put in place.

Throughout the past year, our ED teams continued to save lives and provide the best possible treatment to all patients who needed care unexpectedly. A key accomplishment was working hand-in-hand with the stroke program to achieve recertification as a Comprehensive Stroke Center.

Other accomplishments included improving quality and implementing a new Rapid Medical Evaluation process that reduced wait and treatment times significantly.

The generosity of our donors helped ensure that our Emergency Department doctors, nurses and other caregivers had the PPE and resources they needed to provide uninterrupted, high-quality care to everyone who sought care, and we will be forever grateful for this support.

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## Stroke and Cardiac Programs

Our stroke program achieved extraordinary results last year. Despite the pandemic, we continued to make a difference and improve lives with rapid interventions, skilled treatment and exceptional quality.

One of the biggest achievements was attaining recertification as a Comprehensive Stroke Center. The program passed its recertification survey with flying colors, with no corrections needed for the administration of the program.

Our cardiac program also continued to provide excellent care in 2020. One notable accomplishment was the purchase in September of a second 3-D biplane imaging system for use in complex cardiac, neurological and radiological interventions. The equipment was made possible through donations raised at the 2018 and 2019 Crystal Ball events as well as two large individual gifts, including a \$1 million grant from the Midgley Foundation. The new equipment will be installed during 2021 and will give physicians the best technology available to diagnose and treat blood vessel blockages, aneurysms and blood clots in the brain, helping them save lives and preserve quality of life.

We are deeply grateful for this ongoing support.

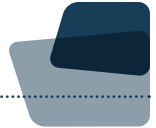
## Maternal Child Health

Our labor & delivery team continued to be busy throughout the year and adapted quickly to the safety challenges presented by the COVID-19 pandemic. Methodist Hospital achieved several notable accomplishments in maternal-child health during this time.

One of the biggest was becoming a community standard for virtual childbirth education. While COVID-19 meant classes could no longer be held in person, parents-to-be still needed education and support groups to help with breastfeeding, care of their newborns, and how to be the best parent possible.







So in March the classes went online. Maternal-child health staff worked hard to get the word out to doctors' offices and on the hospital website. Soon the news spread fast via word of mouth. The virtual classes had consistently high attendance and patients expressed overwhelming satisfaction with them – so much so that other hospitals began asking Methodist Hospital how it had achieved such success.



Another accomplishment that came about as a response to the pandemic was an increase in exclusive breastfeeding rates (feeding only breast milk). With the hospital's newborn nursery closed and babies with their moms in the same room 24/7, more women breastfed. The American Academy of Pediatrics recommends exclusive breastfeeding for the first six months of life, to help protect against childhood obesity and other illnesses.

The maternal-child health department made other changes as well in response to COVID-19. One that affected patients the most was modifications to visitation policies. While no visitors were allowed in most areas of the hospital, guidelines were changed in the Neonatal Intensive Care Unit (NICU) so that both parents were still allowed to visit their premature newborns—just not at the same time. While one parent visited, the other waited outside the unit. Then parents could switch places. This helped reduce exposures and allowed for more distancing.

Women in labor were also able to have a significant other with them during what is one of the most important times of their lives. Certified doulas were allowed in addition to a significant other, so laboring mothers could have the support they needed during this life milestone.

Philanthropic support for maternal-child health continued to be hugely appreciated throughout the year. Women holding and feeding their babies in the NICU were especially grateful for special privacy screens.

“Skin-to-skin contact between a parent and their preemie is very important, and for women this means removing their top and placing the baby on their chest,” said Agnes Majeed, manager of maternal-child health. “It’s so much nicer when you have privacy for this.”

Other donor gifts included homemade blankets for newborns and knitted hats for premature infants in the NICU. One intrepid student volunteer, an engineer at Cal-Tech, even made and donated face shields for babies.

“Our community remembered our babies even though attention was focused on COVID-19,” Agnes said.

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## Couple Feels Safe Giving Birth Despite Pandemic: “It was like five-star hotel service.”

When Kevin Zhang and his wife Fiona Feng learned in January 2020 that they were expecting their first child, they were thrilled and excited by the joyful news. But then the COVID-19 pandemic engulfed the nation. When it showed no signs of abating as Fiona’s October due date grew near, and with a vaccine still months away, the couple’s joy became tinged with concern.

“We thought hospitals were dangerous places, because all the COVID-19 patients were there,” Kevin explained. “My wife was more nervous about giving birth, because it was our first baby, and I was really, really worried about going to the hospital in a pandemic.”

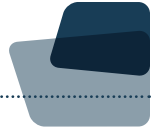


Kevin and Fiona moved to Arcadia in 2014 when he became CEO of the DoubleTree by Hilton hotel in Monrovia. A passionate believer in giving back to the community, Kevin was introduced to Methodist Hospital by his friend Kin Hui, a member of the Methodist Hospital Foundation Board. Kevin joined the Methodist Hospital Foundation Board in 2019, and currently serves on its Executive Committee. While he and Fiona had every confidence in the hospital and in Fiona’s physicians, they just didn’t know what to expect with the potentially deadly virus still upending every aspect of normal life.

“I was quite nervous,” Kevin said. “But when we got to the hospital to deliver the baby, everyone was wearing a mask and social distancing, and the hospital had excellent safety and prevention measures in place that made us feel safe.”

Unexpectedly, after 27 hours of labor, Fiona needed a Cesarean delivery. But the procedure went smoothly, and on October 10, 2020, the couple joyfully welcomed their son, Leroy into the world.

They soon found that the most challenging aspects of having a baby during a pandemic came after the birth. The C-section meant Fiona stayed in the hospital almost four days. And while the couple had a large, quiet room with a comfortable bed for Kevin and two windows that offered a peaceful view overlooking the Santa Anita Golf Course, the baby was with them in the room 24/7. COVID-19 had closed the hospital nursery. Safety protocols also barred Kevin from returning to the room if he took even a quick trip home.



“I couldn’t get enough sleep there,” Kevin said. “I think I only averaged one or two hours each night. Thankfully, the nurse who was taking care of us offered to help, and took the baby for an hour so I could get some sleep. That hour of sleep actually saved my life, I think!”

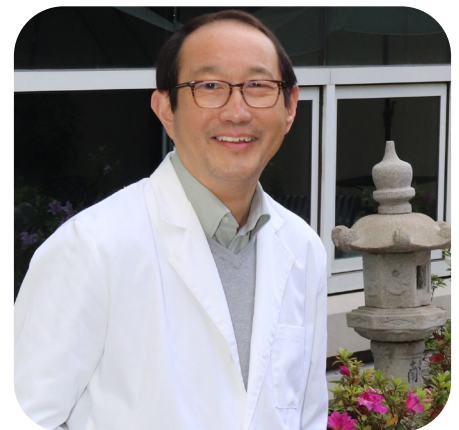
It was part of a hospital experience that Kevin said went far beyond his expectations. “It was like five-star hotel service,” he said. “And I’m not just saying that because I’m a Foundation Board member. All the doctors, nurses and others who took care of us were really helpful, friendly and attentive. The care and service were excellent.”

Today, Kevin urges people who are nervous about going to Methodist Hospital during COVID-19—like he was—not to worry.

“My wife and I both felt safe there,” he said. “If you need to seek care, don’t wait! With the protections they’ve put in place, everyone should have complete confidence going to Methodist Hospital.”

### **Dr. Jiang: Keeping Us Safe and Educating the Community**

As early as January 2020, when word began reaching the United States about the very contagious coronavirus identified in China, Hua Jiang, MD stepped in. Methodist Hospital’s Infection Control Specialist, Dr. Jiang sought to counter confusion, controversy and misinformation about the coronavirus with scientific fact. He started with a live community presentation at the Arcadia Community Center and an informal lecture at a donor’s home in January. Then, as COVID-19 reached Southern California, he continued via a series of webinars, virtual town halls and education sessions that lasted throughout the year.



“As things changed, we did updates about the virus and the recommended treatments to the community, hospital employees, nursing staff and physicians,” he said.

“Because of Methodist Hospital’s rapid responses, the risk of COVID-19 inside the hospital was significantly reduced,” Dr. Jiang said.

“Methodist Hospital was one of the few hospitals in the region to promptly set up separate units for COVID-19 patients in the Critical Care Unit and on the patient floors. And we were one of the few hospitals that from the very beginning required all patients to wear masks in the hospital whenever possible.”



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The hospital's "secret weapon" in its fight against COVID-19 was its employees and its community, he said. "We were all in this together, and that's how everyone behaved," he said. "I'm very impressed with the selfless dedication of everyone at the hospital."

"A community hospital needs community support," he continued. "Every penny given to the hospital was put to good use. Only with community support were we able to do what we did."

"I want to thank the community for its generous support during the pandemic," he said. "Across the nation, our healthcare system was tested like never before. With our fingers crossed, I hope we have succeeded in beating this pandemic the best we can, together."

## Infection Control

Germes are everywhere, and as we all know from the COVID-19 pandemic, infectious illnesses can spread like wildfire if not properly identified and controlled. Day in and day out, our infection control practitioners monitor every area of the hospital to stop infections before they happen and break the chain of infection once detected.

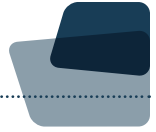
The infection control team regularly watches for more than 50 different types of infections and drug-resistant organisms. These can include well-known diseases like hepatitis and tuberculosis, blood borne pathogens, infections that can happen after invasive medical procedures and more.

Our infection control team:

- Ensures that correct infection control procedures are practiced
- Educates staff
- Implements safety programs
- Ensures compliance with The Joint Commission, the Centers for Medicare and Medicaid Services (CMS), the local public health department and other regulatory agencies
- Works hard to reduce and halt the spread of any infectious agents.

When the COVID-19 pandemic hit, our infection control practitioners kept up with this critical day-to-day work in addition to fighting the deadly virus.

"The COVID-19 information and guidelines changed several times a week in the early stages of the pandemic, and we worked quickly to get that information out to everyone in the hospital who needed to know it," said Debbie Foss, RN, an experienced member of the infection control team. "We started working weekends to meet the massive public health reporting requirements for COVID-19 infections and deaths. Everyone in the hospital



worked as a team so we were able to keep up with the ever-changing guidelines and requirements.”

An example of this teamwork came in the early months of the pandemic. While donors showered the hospital with masks, gloves and other personal protective equipment, hospital gowns were impossible to obtain anywhere.

“So we worked with Environmental Services and Materials Management at the hospital to partner with an outside laundry company to use washable gowns,” Debbie said. “When other hospitals were wearing trash bags because gowns were not available, we never ran out of gowns.”

Not all the 2020 successes were related to COVID-19, however. The hospital also had a significant decrease in catheter-associated urinary tract infections, dropping that number in half and performing better than Centers for Medicare & Medicaid Services (CMS) and Centers for Disease Control and Prevention benchmarks. Other hospital infection rates also dropped.

“We are so grateful for the way the community pulled together to support the hospital last year,” Debbie said. “We received a lot of encouragement, and it was so important for the staff to know they were appreciated.”

### **A Lifetime of Exceptional Care Inspires Daughter to Give Back**

When COVID-19 prevented Mia Hanna from being at her 92-year-old mother’s bedside after surgery last September, it was gut-wrenching. But Mia was both comforted and confident that her mom was in the best hands, because of the people and care she’s experienced before at Methodist Hospital.

“The staff went above and beyond last year to make sure everything was done right,” said Mia. “They were advocates for my mom when I couldn’t be there, and they reassured me every step of the way.”

It’s just one example in a lifetime of exceptional care that has inspired Mia to make a \$2,500 gift on behalf of her mother and pledge to give more in the coming years, including a portion of her estate, to Methodist Hospital Foundation.



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“My mom is the world to me,” Mia said. “And at Methodist Hospital, she’s not just a patient. They really care. Every time we visit during illness, they take the extra step to put us at ease.”

Mia and her mother, Allie Clark, live in Pasadena, and they’ve both received care at Methodist Hospital for decades. Allie has dementia and lives in a skilled nursing facility. She also suffers from a chronic condition that sends her to the hospital almost every six months, in what Mia describes as a life-long roller coaster ride.

**“The nurses were so loving and caring. They ensured I was kept informed of her condition and would put her on the phone to hear my voice as much as possible to bring her comfort.”**

“Mom turns septic because of her chronic illness and it becomes a life-threatening 9-1-1 episode,” Mia said.

Every time her mother is rushed to the hospital for surgery to address her condition, Mia fears it will be her mother’s last day on Earth. She was rushed to the hospital twice in 2020, in February and September.

“In February, Mom’s situation wasn’t very hopeful,” Mia said. “Before surgery, Dr. Gregory Lara, her anesthesiologist, asked if he could pray with mom. Suddenly, the nurses waiting to wheel her into surgery gathered by the bedside, and there were four or five of us holding hands in a circle and praying for my mom. That was a very special moment. We already felt that Methodist was family, but to have that spiritual connection just took it to a whole other level.”

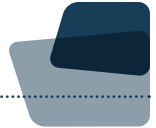
Allie pulled through after more than a week in the hospital, including two days on a ventilator in the Critical Care Unit. Then in September, in the midst of the pandemic, she was taken to the hospital again.

“I usually sleep in a chair next to her bed when she’s there,” Mia said. “This time, because of COVID-19, I couldn’t, and mom didn’t understand why. But the nurses were so loving and caring. They ensured I was kept informed of her condition and would put her on the phone to hear my voice as much as possible to bring her comfort.”

After an eight-day stay, Allie recovered and went back to her nursing home. Two months later, her weekly COVID-19 test came back positive. A week after that, in the middle of the pandemic’s deadliest surge, she fell into a coma-like state and nursing home staff called 9-1-1.

“The ambulance wouldn’t take her to the hospital,” Mia said. “The paramedics said everywhere was full. And because my immune system is compromised, I couldn’t take her either.”





Desperate and fearing her mom wouldn't last the night, Mia called Allie's long-time doctor, Andrew Lee, MD, who is on staff at Methodist Hospital.

"I asked what medications he could give her," Mia said "And he stayed on hold with me while I located a pharmacy that was open past 8 p.m. Finally, I found one that stayed open until 9, and at 8:30 he called the prescriptions in. I rushed to the pharmacy, begging them not to close at 9 so I could save my mom."

Whether it was Dr. Lee's prescribed combination of steroids, antibiotics, oxygen and high-dose vitamins or all the prayers that saved Allie no one knows. But after three weeks she slowly improved.

Today, while Allie lost most of her hearing to COVID-19 and her other health challenges persist, Mia knows she's in the right hands at Methodist Hospital.

"I made the gift and the pledge to the hospital because of the excellent care we've received and because I feel the staff goes above and beyond," Mia said. "I want to help ensure future generations get the same quality care. I wouldn't think of going anywhere but Methodist Hospital. When I walk through the doors, I can feel that people care. And that's the difference."



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## We Kept Calm and Carried On

Never before have we experienced a year like 2020. But even during the enormous challenges posed by COVID-19, our donors never wavered in their steadfast support of Methodist Hospital.

### Crystal Ball Raises \$530,000 for COVID-19 Fund

The 31st annual Crystal Ball went virtual in 2020, honoring Methodist Hospital's frontline heroes with a live YouTube broadcast and raising more than \$530,000 to support the hospital's COVID-19 fund.

The November 21 event began with a festive VIP drive-through reception. Guests cruised slowly through a balloon arch and down the red carpet delivered a three-course take-home dinner provided by The Derby restaurant.

At 7 p.m., the virtual Crystal Ball went live on YouTube, with emcee Zack Krone and Methodist Hospital Foundation President, Mike Driebe hosting a program honoring Methodist Hospital's front-line heroes.



*Foundation President Mike Driebe and emcee Zack Krone hosted Crystal Ball festivities live on YouTube*

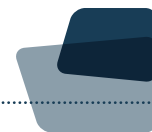
"I'm so proud of my colleagues on the medical staff, who have been working tirelessly, some of them a whole month without a break, and putting themselves and their families at risk of illness," said Sam Chia, MD, Methodist Hospital's Chief of Staff during the livestream. "I really want to thank them for the hard work they're doing and the sacrifices they're making."

### 25th Annual Mardi Gras

Just as Mardi Gras in New Orleans is the last festival before the sacrifices of the Lenten season, Methodist Hospital Foundation's 25th annual Mardi Gras Celebration was the hospital's last in-person fundraising festival before the COVID-19 pandemic brought sacrifices for all. Held February 25, 2020 at Sirona's Restaurant in Santa Anita Park, the event raised \$165,000 toward the purchase of a new CT Scanner.

Mardi Gras featured delicious culinary offerings from 28 restaurants, a festive parade, crazy costumes, live music, dancing and an exciting silent auction, all for a great cause.





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## Partners in Health

While Methodist Hospital Foundation welcomes every donation large and small, it especially appreciates annual supporters. Those who pledge \$100 annually are our Partners in Health. Over the years, these committed individuals have helped us purchase equipment, build and expand hospital facilities and provide classes, clinics and support groups for seniors, expectant mothers and cancer patients and their families. We express our gratitude to each of our six levels of annual gift donors with special recognition and invitations to exclusive events.

### Club 300

Club 300, Methodist Hospital Foundation's program for supporters who pledge an annual gift of \$300 or more, continued in 2020 its strong focus on raising awareness and needed funds to benefit emergency services.

Even with many Club 300 fundraising events cancelled because of the pandemic, members continued to make their annual gifts, netting \$13,725. Club 300 members were also among the many donors who rallied to meet the hospital's needs in the early days of the pandemic, donating funds, PPE items, meals, treats for frontline staff, sending homemade thank-you cards and sharing messages of appreciation on social media.

The annual Club 300 Golf Tournament went virtual. Participants donated to enter the tournament and then played a round of golf at a course that was available to them, sending their scoring sheets back to Methodist Hospital Foundation. Even faced with the unprecedented challenges of holding this "non-event," the tournament raised \$4,500 to benefit emergency services at Methodist Hospital.

### Sustaining Partners

The Sustaining Partners program lets donors make a lasting impact on Methodist Hospital's care of patients through a monthly gift of \$10, \$20, \$50 or more, or through a quarterly or annual recurring gift. This steady stream of revenue enables us to plan ahead to support the compassionate nurses and physicians who provide treatment and fund patient care programs and expenses. These gifts can be changed at any time, and earmarked for any purpose.

In 2020, the Sustaining Partners program received \$7,520 from loyal, committed supporters who are dedicated to our success and made us part of their philanthropic plan, helping us make a difference today – and tomorrow.



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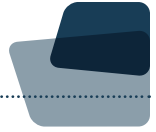
## WIN Tea Raises \$23,000 for Nursing Education Despite Cancellation of In-Person Event

Despite the cancellation of its in-person event just days before it was set to occur on March 15, Women Investing in Nurses (WIN) raised \$23,000 in 2020 to support nursing education.

Since 2012, WIN has held an afternoon tea, raffle and auction to raise awareness and funds to help train nurses at Methodist Hospital. WIN members believe that a well-trained nurse makes all the difference in the lives of patients, and champion their role as front-line caregivers.



This year's WIN Tea table sponsors and ticketholders generously transformed their seats at the tea into full donations, and the raffle and auction became their first ever virtual event. The silent auction alone, with 155 participants, raised more than \$8,000 of the event's \$23,000 total.



# Community Outreach: Establishing Partnerships and Promoting Wellness

In a typical year, our Methodist Hospital Community Outreach team helps to improve the overall health status of the region by attending community events and empowering residents to make healthy lifestyle choices. In 2019, the team participated in events such as Southern California Women's Conference in Pasadena, the Asian-American Expo in Pomona, and with the Hsi Lai Temple co-sponsored the Community Health Fair on the hospital campus attended by more than 500 people. Overall, the Community Outreach team typically participates in more than 60 events annually with total attendance topping more than 60,000 people. But 2020 was a different story.

When COVID-19 forced a shut-down of in-person gatherings and activities, Methodist Hospital quickly pivoted. Before the pandemic took hold, the hospital participated in 15 wellness fairs, blood pressure screenings community lectures and informational events between January and March 2020 at local churches, senior and community centers.

Then events went virtual, with radio, telephone and online lectures and informational events. Topics included:

- Traveling during the COVID-19 pandemic
- How to eat a heart healthy diet
- Common eye illnesses
- Staying healthy during COVID-19
- A holiday cooking demonstration Facebook Live event

Together, these activities touched more than 61,000 people in Methodist Hospital's service area.

## Asian Health Outreach at Hsi Lai Temple

While we were not able to stage our annual Community Health Fair like we have for the past two decades, Methodist Hospital and Hsi Lai Temple in Hacienda Heights held a successful community drive-through flu vaccination clinic in November. Staged at the Hsi Lai Temple lower-level parking lot, more than 70 free flu vaccines were distributed despite chilly and windy weather.



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[www.methodisthospital.org/foundation](http://www.methodisthospital.org/foundation)  
626-898-8888

300 W. Huntington Drive  
Arcadia, CA 91007



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