March 27, 2020

It won’t surprise you to know that *The Difference* magazine was written and produced weeks before our world changed with the COVID-19 pandemic. As you read through the many articles, stories and features, I know you will be touched by the things in life that will never change — friendship, service, gratitude, inspiration and compassion.

I hope that through the magazine, you can relive and remember happy experiences and have a renewed sense of hope and anticipation for the better days that are certain to be ahead for us.

Irene Bourdon, MPH, CFRE
President, Adventist Health
Glendale Foundation
The Difference

Dr. and Mrs. Ronald S. Wu
Making our hospital and community a better place
SPRING-SUMMER 2020

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On the cover
Dr. Ronald and Mrs. Georgiana Wu are applauded by well-wishers in the Physicians Medical Terrace on the occasion of Dr. Wu’s retirement from his practice in June 2017.
FOR MOST OF US WORKING IN HEALTHCARE, there was a time in our earlier years when we remember choosing our path. One of our Adventist Health associates once told me, “I chose healthcare because I wanted to be where miracles happen.”

This shared purpose to heal bonds our care providers and creates amazing team dynamics as they work to save and change lives. This shared purpose also is communicated to our patients and their families in unexpected ways, little things like a smile, a warm blanket or a gentle touch.

Here at the Foundation, we are blessed. We are surrounded by miracles, and we are surrounded by something just as beautiful — altruism. We are given a chance to listen, a chance to understand our donor’s “true north” — that very specific point where their gift will transform an experience or health outcome for people they may never meet.

Our mission here at the Foundation is simple — we connect donors to the causes they care about. This is our shared purpose. This spring, as we look on with hope and optimism for a great year, we are also looking forward to understanding and sharing in a healing purpose with you.
Dear donors and friends:

SPRINGTIME HERALDS the promise of growth and renewal. We’re experiencing that at Adventist Health Glendale as well. Our work moving the hospital toward a brighter tomorrow has been underway for well over a year, and I want to take this opportunity to share how much we’ve already achieved and what lies ahead in 2020 and beyond.

We continue to make headway on our strategic plan—a roadmap through 2024 that focuses our energies on delivering world-class care, service and clinical results to the diverse communities we serve.

I’m beyond thrilled that we began the year with news that the Centers for Medicare and Medicaid Services (CMS) has awarded us five stars. Fewer than 300 hospitals nationwide, and only five in the Los Angeles area, earned five stars in the overall hospital quality rankings. Additionally, last fall we earned The Leapfrog Group’s “A” grade for the 10th consecutive time since 2015.

These and other awards are the culmination of the heart and hard work our physicians and associates continue to pour into delivering quality patient care and achieving excellent outcomes. I couldn’t be prouder of the many successes we’ve had since I joined Adventist Health Glendale in July 2018, and I’m excited for all we will accomplish together in the future.

This year, we continue to lean on our strategic pillars with a laser focus on improving patient outcomes, growing our physician network and our service lines, expanding our ambulatory footprint and enhancing the patient experience. We’ve recruited 15 specialists to our market over the past year, and our work to expand our network of top-tier physicians continues.

Along with added expertise, we are introducing and expanding services to meet the needs of our community. Our Structural Heart Program, for example, has seen more than 150 transcatheter aortic valve replacement (TAVR) procedures and is adding Watchman and MitraClip procedures to address other abnormalities of the heart. Together, these procedures offer an array of minimally invasive cardiac care that enables patients to heal much faster than traditional surgical methods. It also makes it possible for high-risk patients who otherwise wouldn’t qualify for open-heart procedures to receive treatment. This level of structural heart care also sets us apart from other hospitals in the region.

Our advancements are enabled by the unwavering support of our Foundation’s donors and friends. I’m grateful that, together, we’re able to grow Adventist Health Glendale into a beacon of quality care.

Sincerely,

Alice Issai, President
was an eventful year for Ronald and Georgiana Wu. In January, the young couple became engaged. In the spring, Ronald earned the esteemed designation of “Dr. Wu,” graduating from medical school at Loma Linda University. In June, he and Georgiana were married on Father’s Day, and on July 1, Dr. Wu began his internship and residency at Adventist Health Glendale.

More than half-a-century later, Ronald and Georgiana continue to feel a close attachment to the hospital they call “home.” Their love and devotion to our mission and generously giving of themselves through decades of service have created a legacy that soon will become even more enduring — naming of the hospital’s main auditorium in their honor.

“At the Foundation’s UN GALA, rescheduled in the fall, this extraordinary couple will be recognized for their nearly lifelong commitment to the hospital’s continuing growth and success.

“The auditorium is an important place for people to gather and learn and celebrate special occasions,” Dr. Wu and Georgiana said jointly. “This is where doctors meet for continuing education, and we want them to have the best surroundings and AV equipment.

“This is also where everyone in the hospital comes together, and it’s where we have events that also welcome the community.”

“We were teammates”

“This hospital has been our home for 52 years,” Georgiana says proudly. “Ever since Ronald graduated from medical school, this has been his one and only hospital where he practiced.”

Dr. Wu, an obstetrician widely known for helping women with difficult pregnancies, retired from private practice in 2017 after more than 49 years and involvement in delivering an estimated 20,000 babies. He was one of few physicians in Southern California who specialized in vaginal-

(continued on p. 4)
(continued from p. 3)

breech deliveries — any position where the baby is not head first. His patients, seeking the skills of a doctor who understand that “women want choices when giving birth,” came to Glendale from throughout the U.S. and as far away as China and India.

Dr. Wu also was greatly admired and respected by the nurses and other associates who supported him over the years in labor and delivery, maternity, NICU and surgery units. “With love and understanding, we were teammates,” he recalled. “Because of this relationship, this hospital became a very important part of my life.”

In an album of tributes at his retirement, Bethany Simeone, RN, perhaps expressed it best: “You have given us a lasting legacy through your contributions to our hospital — through your time, dedication and all the education you gave to staff and nurses and residents.” Another colleague wrote: “Doctors like you are truly rare.”

GEORGIANA’S SUPPORTING ROLE

While Dr. Wu was often busy around the clock caring for his patients (“I got calls at home, driving on the freeway, at restaurants, in church, wherever I go,” he said), Georgiana was on a mission of her own to do whatever she could to help support the hospital.

She became a licensed medical technologist, assisting Dr. Wu, including when the couple volunteered at the L.A. Free Clinic. (“Ronald had the mentality to serve,” Georgiana said.) She then under-
Dr. Wu and Georgiana are parents of two grown daughters, and they have one granddaughter.

As decades passed, Dr. Wu continued serving the hospital and his patients tirelessly. Long days often turned into late nights and morning sunrises. “I loved delivering babies and seeing the joy and love and happiness of a new family. That is so fulfilling,” he smiled.

To Dr. Ronald and Georgiana Wu, thank you for your gifts that will continue to bless this hospital you call “home” for generations to come!

Dr. Wu’s likeness tops the cake presented by his nursing team.

**“SEEING THE JOY”**

Dr. Wu’s likeness tops the cake presented by his nursing team.

**DR. WU: MEMORIES AND MILESTONES**

Reflecting on 50 years practicing medicine, Dr. Wu remembers milestones that marked his career at Adventist Health Glendale.

There were the countless numbers of young residents he mentored during their rotation. “I was involved in a teaching program helping medical students, family practice residents and OB residents,” he recalls. “Fifty years I spent here was a long tenure teaching, grooming medical students at a time when I was running my private practice and also doing long hours of work.”

There were early years when Dr. Wu “moonlighted” — working nights in Glendale’s emergency room (“in the old building”) in 12-hour shifts. “I was able to sleep between seeing patients. Very different than today, the ER wasn’t that busy,” he says.

There were individual cases of note.

In 1994, Dr. Wu delivered triplets vaginally to a 50-year-old Eagle Rock woman, the third baby by breech, which was covered in the LA Times. In 2009, The Discovery Channel’s “Births Beyond Belief” segment featured Dr. Wu and his patient in what was thought to be the first taping of a successful breech delivery. (It’s on YouTube.)

And there were the families whose children were all delivered by Dr. Wu.

One such mother is Dominique O’Brien, who attended Dr. Wu’s retirement celebration with all seven children!

“It’s so fitting to have Dr. Wu’s and Georgiana’s name on the wall of this very precious space that we have for our community.”

— Alice Assai, President, Adventist Health Glendale
These are just a few words that describe the Adventist Health Glendale Foundation’s UNGALA on Sunday evening, April 19, 2020, at The Ebell of Los Angeles.

“To those who have attended our Gala fundraisers in the past, we promise that you’ll experience UNGALA 2020 in a whole new way,” says Irene Bourdon, Foundation President. “And if you have not attended a Gala in the past, we invite you to make 2020 the year!”

UNGALA Co-chairs Amanda Dundee and Dr. Harlan Gibbs are planning the same gracious hospitality and generous spirit of past Galas, but with a casually elegant experience everyone will enjoy. “When guests remember this evening, we want them to say, ‘what a great idea, we loved it,’” Amanda adds.

UNCONVENTIONAL dining. Formal table seating is being “ditched” and replaced with an evening of experiential feast, allowing more time for guests to mingle and meet new friends.

UNBELIEVABLE performances will be staged in The Ebell’s classically beautiful theater to begin the evening and popping up later throughout the event.

We’re also encouraging that black ties be UNTIED, and that the dress code is a more comfortable “fancy but fresh.”

While UNGALA 2020 is being restyled from previous galas, the primary focus remains on raising funds to support enhancements in patient care and the overall hospital experience.

Foremost on the agenda is a tribute honoring Dr. Ronald and Mrs. Georgiana Wu with the Erwin J. Remboldt Founder’s Award for Outstanding Individual Philanthropy. (See cover article on Dr. and Mrs. Wu beginning on page 4.)

The evening’s Fund-a-Need is supporting the addition of a CT scanner to the hospital’s Emergency Department. Please see the adjacent article for important details on this critical need.

Current plans are to reschedule UNGALA 2020 for this fall.

UNGALA 2020 planning committee:

Co-chairs: Amanda Dundee and Harlan Gibbs, MD

Jenik Akopian
Meline Avanesyan
Irene Bourdon
Wende De Pietro
Margaret Kaufman
Elizabeth Manasserian
Ramella Marakian
Markus Mettler
Shalini Nicolas
Vic Pallos

Tom Peterson
Alice Petrossian
Shushan Petrosyan
Cindy Sammartano
Susie Scott
Monique Sewell
Liviu Ursachi
Paul Wilcox
Georgiana Wu

Guests will be seated in The Ebell’s Broadway-style theater, followed by an evening of dining, mingling and surprises in the Courtyard Garden.
THE FOUNDATION is pleased to announce that the Glendale Adventist Emergency Physicians team is making a major pledge of $100,000 toward acquiring a CT scanner for the ER.

Adventist Health Glendale is widely respected in Southern California for its high-performing Emergency Department, which logs more than 600,000 patient visits a year. Physicians are board-certified in emergency medicine, and several of the doctors have between 20- and 30-plus years of experience treating patients in the hospital’s ER.

“We are honored to be able to support our hospital and the Emergency Department by donating to this year’s Fund-a-Need,” says Dr. Anthony Cardillo, medical director.

“For over three decades, our team of doctors has had an important stake in the health of the Glendale community. Each of us is committed to providing the highest level of service as a critical part of the Adventist Health Glendale family. We are grateful to be part of this inspiring organization.”

ANTHONY CARDILLO, MD

CT scanner for the Emergency Dept.

The CT scanner is a fast, reliable diagnostic tool used to create detailed images of internal organs, bones, soft tissue, and blood vessels. Scans can show the size and location of brain abnormalities caused by tumors, blood vessel defects, blood clots and other problems.

It is the primary tool of Adventist Health Glendale’s Comprehensive Stroke Program and the first diagnostic imaging test that potential stroke patients receive when they arrive at the ER. CT scans also are used to assess patients with heart attack and various types of injuries.

CT scanners provide physicians with data to help determine the best approach to the patient treatment. The speed and quality of images offered by the scanner allow physicians to make immediate medical decisions that will increase the chance of full patient recovery.

THE NEED: The volume of patients with stroke incoming to the ER is high and growing. The hospital currently has two CT scanners. They are located upstairs in Radiology and may be busy serving other nursing units. Adding a CT scanner in the ER will provide the fastest possible service to doctors and patients. For a stroke patient, every moment counts. “Time lost are brain cells lost.”

HOW YOU CAN CONTRIBUTE: The Foundation invites your tax-deductible contribution in any amount to help meet this critical need. You may contact the Foundation directly at (818) 409-8055, or by going online to: adventisthealth/glendale/giving

Donations of $250 or more will be recognized with a letter of appreciation and a listing in the next edition of the Foundation’s The Difference magazine.
When you are 34 years old, in good physical shape, exercise regularly, eat healthy and lead what you describe as “an average lifestyle,” you don’t expect a sudden pain in your chest to be a heart attack.

That’s what Jacob Nalbandyan, married and the father of two young children, thought last Sept. 11 while having lunch in a San Diego restaurant.

“All of a sudden I felt discomfort in my chest, sort of weird,” recalled Nalbandyan, a local attorney who was in San Diego that morning to argue a case before the Court of Appeal. “The last thing I expected was a heart attack at that age. I didn’t want to believe it.”

But it was a heart attack — and Jacob is quick to credit Adventist Health Glendale emergency medicine physician Dr. Anthony Cardillo and interventional cardiologist Dr. Amir Sadrzadeh Rafie, along with the hospital’s ER and cardiology teams, for saving his life.

However, what happened during the hours between the onset of Jacob’s chest pain and later that afternoon when he walked into Adventist Health Glendale’s Emergency Department is a story that, in hindsight, he describes as “me being totally foolish.”

INDIGESTION? HEARTBURN?

“But my thinking at the time was that the pain wasn’t excruciating, it was just discomfort in my chest,” Jacob recounted. “For a classic heart attack, you think of going to your knees, gasping for breath. Just once the jaw-clenching pain hit me, then it let go. It wasn’t getting worse. It might be indigestion, might be heartburn. I was functional, so I thought let’s get back home to Glendale and see what happens. If I feel worse, I’ll go to the ER.”

In retrospect, Jacob shudders at his decision to drive himself back to Glendale. Fortunately, he made the trip without further incident and arrived home safely. But when he was still feeling a tightness in his chest and asked his wife Armine what she thought, her response was immediate: “Grab your things and get to the ER.”

“I AGREE, LET’S DO IT”

Since joining the hospital’s ER team 13 years ago, Dr. Cardillo has attended to thousands of patients with chest pains. “Despite the patient’s age and the fact that he didn’t have any cardiovascular risk factors, and with a near normal EKG when he arrived in the ER, Dr. Cardillo astutely diagnosed him with having a heart attack,” Dr. Rafie said.

Jacob had suffered, in medical terms, a STEMI (ST-Elevation Myocardial Infarction). This is a very serious type of heart attack when at least one of the major coronary arteries that supplies blood to the heart is completely blocked.

On call for emergencies, Dr. Rafie arrived quickly in the ER and met with Jacob and Armine. “I recommended that we take him right away for an angiogram,” Dr. Rafie said. (An angiogram is a diagnostic test that uses X-rays with a contrasting dye to determine the extent of blockage in blood vessels.) “Jacob held his breath, still in disbelief, looked at his wife and said, ‘I agree, let’s do it. There is something wrong with me.’”

100 PERCENT OCCLUSION

Jacob was transferred immediately to the hospital’s Cath Lab, where Dr. Rafie and his team performed successful balloon angioplasty and stenting of Jacob’s blocked coronary arteries. The hour-long procedure reopened blood flow to portions of Jacob’s heart that were restricted.

According to Dr. Rafie, there was 100 percent occlusion of one of the major coronary arteries. Jacob then underwent a successful stenting procedure.

Jacob returned to the hospital to get reacquainted with Drs. Amir Sadrzadeh Rafie, left, and Anthony Cardillo.
coronary arteries. In addition, Jacob had significant blockage of the left anterior descending (LAD) artery, also known among cardiologists as a “widow-maker,” and at any moment he could be struck with another attack.

“LIKE NOTHING HAD HAPPENED” Jacob remembers being wide awake during the Cath Lab procedure and seeing everything on the monitor that was going on. “These guys are magicians,” he said. “They’re doing things in my heart, and within an hour or so they were done and I was in ICU, resting.”

On the following afternoon (Sept. 12), he was discharged from the hospital to go home. “To experience a massive heart attack, get that taken care of with four stents, and be checked out the next day like nothing had happened, it was incredible,” Jacob added.

“This entire experience was life-changing in many ways. Even within my circle of friends, there was like a shockwave,” Jacob said. “Everyone was in disbelief. Clearly, I owe everything to Dr. Cardillo. Dr. Rafie and the Adventist hospital staff. I was lucky on a number of occasions that same day. It was like I hit the Lotto four times in a row!”

A heart attack can occur at any age. You’re never too young to start heart-healthy living.

Unfortunately for many people, their first heart attack is disabling or even fatal. Some risk factors are not modifiable, such as our genes, or age. So, we all must do everything we can to treat or control our modifiable cardiovascular risk factors such as smoking, diabetes, high blood pressure, high blood cholesterol, inactive lifestyle, stress, alcohol, and being overweight.

Reducing our risk starts with smart choices. A healthy diet is one of the best weapons we have to fight cardiovascular disease. What (and how much) we eat can affect other controllable risk factors, such as cholesterol, blood pressure, diabetes and being overweight.

DON’T HESITATE, SEEK HELP The bottom line is to catch the signs early. So, don’t hesitate to seek help if you experience any of the following heart attack warning signs, such as uncomfortable pressure, squeezing, fullness or pain in the chest or other areas of the upper body in one or both arms, the back, neck, jaw or stomach.

Other possible signs include shortness of breath with or without chest pain, breaking out in a cold sweat, nausea or lightheadedness. Some heart attacks are sudden and intense; however, most start slowly, with mild pain or discomfort.

Risk factors and heart attack signs

By Amir Sadrzadeh Rafie, MD

Dr. Anthony Cardillo, the ER physician who attended to Jacob Nalbandyan, says the case “is interesting because Jacob’s age, 34, could have been a distractor that led us down the wrong path.”

He explains further: “You don’t expect to have a big heart attack at age 34. But this patient’s story is what was important. The moment you cut out the distractor (Jacob’s age) and you listen to his story, with symptoms of crushing chest pressure going to the jaw, you know that a more extensive work-up was warranted.

“I can tell you honestly if he had gone to most institutions throughout L.A., they might have called it heartburn and sent him home,” Dr. Cardillo said. “This hospital is so dedicated to cardiovascular care, especially heart attack care, that we activated the full work-up.”

Dedicated to cardiovascular care
**Shirley remembers physician’s luncheon talk on stroke — it might have saved her life**

*WITHIN THE BLINK* of an eye, Shirley Martin remembers “something terrible was happening.” On her way to meet friends for lunch, she was driving alone down a steep, winding street near her home when, suddenly, part of the peripheral vision in her right eye went blank.

“I couldn’t see the right side of the road, just the middle of the road,” she recalls. “Then I started veering to the right and wondered, why am I so far over?”

Shirley was still able to steer her car to the bottom of the hill — only to find herself stopped in the middle of a busy intersection, cars zooming around her right and left. “I didn’t remember how I got there. My first thought was, ‘I’ve got to get out of here,’ but everything was just jumbled in my mind.”

**RECALLING DR. LEE’S LECTURE**

She managed to maneuver her car out of harm’s way to the side of the road. Despite her confusion, she remembered hearing a lecture during a Live Well Senior Program luncheon at Adventist Health Glendale. The guest speaker was Dr. Lance Lee, neurologist and medical director of the hospital’s Comprehensive Stroke Center. Dr. Lee’s topic was stroke — first signs and what to do.

“I knew to call 911 immediately...so simple,” she continues, “but it was kind of a panic thing and I couldn’t figure out how to use my cellphone. I was thinking, I’ve got to get back to my house. I knew I could call 911 on my house phone.”

Incredibly, Shirley was able to turn her car toward home and backtrack up the hill, driving on the wrong side of the road and then parking in her garage — motor still running, because she couldn’t remember how to turn it off.

“God was with me, my guardian angel,” she says, “because there was no way I could have done that without having an accident.”

Using her house phone, she remembers telling the 911 operator, “I think I’m having a stroke, I can’t see out of my right eye. I can’t function. I don’t know how to call 911 on my cellphone.”

**“TIME IS OF THE ESSENCE”**

“I was thinking that I had to get to the Adventist hospital, because Dr. Lee said they have a stroke center and a clot-busting medication called TPA. I learned from his lecture that if you’re having a stroke, time is of the essence.”

**Shirley Martin shares some of her mementos from her TWA hostess days with neurologist Dr. Lance Lee, whose talk about first signs of stroke may have saved her life.**
When Glendale Fire Dept. paramedics arrived, she didn’t hesitate to repeat what she told the 911 operator: “I think I’m having a stroke.”

Indeed, that was the diagnosis by doctors in Adventist Health Glendale’s Emergency Department. A blood clot had formed in Shirley’s brain.

Within minutes she was administered TPA, a drug given intravenously that’s used to break up a clot that’s causing a blockage or disruption in blood flow to the brain.

“VISION IS COMING BACK”

“They were asking me all kinds of questions, like what month and year it was,” Shirley recalls. “I knew my name, but I couldn’t answer time-specific questions. I didn’t remember being injected, but then there was a point when I was answering questions correctly. I could also see more clearly. It seemed almost right away.”

Shirley’s stroke occurred around mid-day on a Monday last November. Two days later she was discharged from the hospital to return home, with son Ray as her driver. Some minor effects from the stroke remained for a time, “and my peripheral vision is coming back,” she assures.

She follows up with Dr. Lee, who’s keeping track of her recovery, and in January she began driving again.

“I’m grateful that I had been at Dr. Lee’s lecture,” says Shirley, who is continuing to attend the Live Well Senior Program luncheons and learning about other subjects from hospital physicians. “I’ve learned a lot of things there — and I think at this point I actually learned it could have saved my life.”

Despite limited vision and in the throes of a stroke, Shirley was able to steer her car to safety down this steep hill below her home.

‘Genuine caring for people’

“I thought the quality of care was really terrific,” Shirley says of her experience as a stroke patient at Adventist Health Glendale. “No matter who was there — a nurse, therapist, nurse’s assistant, doctors — across the board they were terrific. I liked the fact that everyone showed so much compassion, not faking it, genuine feeling. I know it’s a religious feeling they have being at the Adventist hospital.

“Every single person was wonderful. They have a genuine caring for people.”

Your contribution to the Neuroscience Institute at Adventist Health Glendale will help support this vital program that is saving lives like Shirley’s. To make a tax-deductible donation, you may:

• Use the convenient reply envelope in the center of this magazine
• Visit our website: adventisthealth.org/glendale/giving
• Call the Foundation at (818) 409-8055

Shirley (at right) describes the events of that day to Melissa Varraveto, who manages the Live Well Senior Program and invites physicians such as Dr. Lee to speak at the monthly luncheons.
Raised on a small farm in Vermont, Markus Mettler learned the importance of giving at an early age. “It had to come from my parents. They moved to the U.S. from Switzerland in the 1960s, spoke very little English, mostly German with a Swiss dialect,” he says. “Dad was always involved at work on extra activities, donating blood, always there for others. That involvement became part of me.”

Today, Mettler is President/COO of Healthcare Management Services (HMS), which provides management and administrative support services to Leisure Glen Acute Post Care Center in Glendale, the flagship of several skilled nursing and assisted living facilities here and throughout California.

Under the Leisure Glen banner, Mettler is one of the Foundation’s premier sponsors of events such as the annual Gala and Golf Classic, plus partnering with the hospital’s senior wellness program to support weekly exercise classes in Balance Fit and Tai Chi that are offered free to anyone 60 and over.

**Transitional Care**

Leisure Glen opened approximately 50 years ago and has since grown to 125 beds. At any given time, many of the “residents” are patients receiving transitional care between hospital and home. For those residents who are unable to return home, many stay and live at Leisure Glen to receive ongoing nursing and restorative care.

Transitional care is a comprehensive skilled nursing and rehabilitation program managed by an interdisciplinary team whose focus is assisting post-hospital patients to heal, recover and return home.

“The team continues to follow up with patients to assure their discharge home is successful and if any further services are needed,” Mettler explains. “Our message to families is once a patient comes to Leisure Glen, they’ll always be part of our family.”

The seeds of Mettler’s career in healthcare and rehabilitation were planted at the University of Vermont, where he graduated with a degree in physical therapy. He moved to Southern California and worked with young adults as a physical therapist in the spinal cord unit of a major hospital.

From there he developed an interest in geriatric care and how high-quality patient rehabilitation programs provided in hospitals could also be integrated into the nursing home setting. In subsequent years, as Mettler moved up the career ladder into management of nursing care facilities, he has achieved considerable success in achieving that mission, most recently in his leadership at HMS.
FAMILY OF GIVERS

All the while, the influence of Mettler’s parents “to give of oneself” never waned. Joining HMS in 2007 was a good fit. “Ed and Martha Keh, who started the company, were very philanthropic, and that ideal was continued by their son Steve,” Mettler says. (Steve Keh passed away unexpectedly in December.)

“When I joined HMS we felt that we could expand the company’s philanthropy. We made a significant commitment to the (Adventist Health Glendale) Foundation, and I wanted to become more involved.”

Meanwhile at home, giving and serving others are also embedded within the family. Markus, his wife Mary and daughter Megan traveled to Malawi in Africa to perform a service project for a school. They’ve volunteered in Joplin, MO, clearing land after a tornado, helped in New Orleans, LA, following a hurricane, and locally they work at a soup kitchen.

When Megan was in junior high and high school, she and her parents collected and donated 100,000 books to underserved schools and literacy programs!

A little known fact except among close friends, Markus also donated a kidney to one of Mary’s co-workers whom he had never met. “There is so much in life that we can give,” he smiles.

Michele’s support of pet therapy is rewarded in patients’ smiles

Michele Boghossian has always loved dogs, especially gentle breeds that show compassion around people and have a sociable personality. When she learned about the hospital’s pet therapy program that lifts patients’ spirits and results in lots of smiles, Michele offered through the Foundation to provide financial support as a sponsor. “I love what the program is doing to help patients, and Adventist is a great hospital,” she says. “Who wouldn’t want to support therapy dogs?”

Mercedes Legaspi and her poodle Mia are volunteers affiliated with Love On 4 Paws, a non-profit organization that provides animal-assisted therapy in healthcare facilities throughout the Los Angeles area. Mercedes and Mia drop by Adventist Health Glendale twice a month to visit patients in Physical Medicine and Rehabilitation, as well as Behavioral Medicine and Recovery. Mercedes and Mia are specially trained and certified to “work” in a hospital setting.

Jan Aducci, who manages Physical Medicine and Rehabilitation and coordinates the pet therapy program, says “There is something about a dog’s unconditional love that brings comfort and even a feeling of security to our patients.”

She adds, “We are so thankful to Michele for reaching out to us and supporting this program — and to Mercedes and Mia for the happiness they bring to the hospital and to our patients.”
Among the highlights of The Guild’s annual Holiday Luncheon was the announcement of the 2019 Counting Our Blessings Awards to Jenik Akopian and Dr. Marguerite Marsh.

The festive ballroom at the Valley Hunt Club in Pasadena was aglow for the holidays as The Guild also celebrated the raising of approximately $150,000 during the past year to benefit the pediatric Play to Learn Center and the Cancer Center. The Cancer Center’s Ingeborg’s Place Apart/Positive Image Center provides free services to patients, including wigs, counseling and exercise classes.

Counting Our Blessings awards are given to Guild members “who have blessed us with their presence, their skills and talents, and their resources,” said Guild President Anita Aghajanian.

Jenik is a life member of The Guild and former administrator of the Autumn Hills Health Care Center. She is a tireless supporter of The Guild and is always there as a prime sponsor of the Foundation’s annual Gala.

Marguerite also is a life member and a devoted supporter of The Guild since joining in the 1980s. “Marguerite has a passion for giving to others,” Aghajanian told the audience. “She is a catalyst for exciting others to lend their skills and talents to causes such as performing arts and health care.”

The luncheon also recognized The Guild’s newest life members: Hermie Baghdassarian, Marilyn Brooks, Margo Bortcher, Neena Dorigo, Ninet Megardichian, Sharon Ouellette, Shushan Petrosyan, Ann Marie Smith, Carissa Totacla and Mercy Velazquez.
Marina Raines (center, in gold) and Dr. Gary Raines (far left), welcome guests and friends.

Grace Carvajal and Margaret Kaufman join Anita Aghajanian for a selfie!

From left, Heather Ghermezian, Rosario Ibanez and Laurie Leask.

Guild Board members celebrating the occasion: first row, from left: Dr. Traci Jones Martinez, Denise Cleveland, Melissa Varriaveto, Liza Boubari, President Anita Aghajanian, Grace Carvajal, Alice Petrossian, Georgiana Wu, Irene Bourdon. Second row, from left: Margaret Kaufman, Camille Levee, Gayle Craig, Marina Raines. Top row, from left: Pat Crouch, Margo Bottcher, Sandy Moreno, Kathy Lefkovits.
Extraordinary role models in the battle against cancer

LAST OCTOBER, The Guild devoted an evening to recognizing patients, health care professionals and community members who are extraordinary role models in the battle against cancer.

An appreciative audience joined in congratulating recipients of The Guild’s 2019 Courage Awards: Boris Bagdasarian, DO, hematologist and medical oncologist, Adventist Health Glendale; Allen Molina, RN, infusion coordinator, Center for Cancer Services, Adventist Health Glendale; Calvin Devnich, DDS, retired, and Mary Wang, cancer survivors; and Paula Devine, community leader.

Held every other year in October, the event also raised funds to support the Cancer Center’s Ingeborg’s Place Apart/Positive Image Center, which provides free services such as wigs, classes and counseling to anyone in the community with a diagnosis of cancer.

Attendees donated nearly $15,000 to enable the Cancer Center to host twice-monthly visits of the Beauty Bus, a traveling salon that offers free haircuts/hair styling/wig fitting, facials and manicures to current and former cancer patients.

COURAGE AWARD HONOREES

Dr. Bagdasarian, specialist in hematology and oncology, joined the medical staff in 1999. “Dr. B” has cared for thousands of patients and is praised by patients for advancing the hospital’s quality of cancer care, his positive approach and sense of hope, kindness and calm manner.

Allen Molina has been a nurse at Adventist Health Glendale for nearly 30 years. Patients say she has never lost her passion for helping others. One of her rewards as a nurse is when patients say that the care she provides “makes them feel at home.”

Dr. Devnich was treated for a rare form of breast cancer. His confidence in the Adventist Health Glendale doctors and a strong faith in God served as role models and helped pull him through.

Mary Wang is a pillar of support to other cancer survivors and a leader in promoting classes and events that bring people together and foster friendships.

Paula Devine has championed the fight against cancer for many years, supporting Adventist Health Glendale, Relay for Life and City of Hope. She has volunteered in Ingeborg’s Place Apart/Positive Image Center and was the first recipient of the Cancer Center’s Flame of Hope Recognition.

COURAGE AWARDS 2019

Courage Awards 2019 honorees (from left), Paula Devine, Dr. Calvin Devnich, Dr. Boris Bagdasarian, Mary Wang, and Allen Molina, RN.

Cancer patients invited to visit Beauty Bus

Beauty Bus, a traveling salon that offers free beauty and grooming services for patients with a diagnosis of cancer, will visit the Cancer Center after COVID-19 restrictions are lifted. The program is open to patients two days each month and serves women and men. Appointments must be made in advance by calling Nicole Kalout at (818) 409-8218 for dates and further information. Walk-ins cannot be accommodated. Guests may choose one of three services: haircut, hair/wig styling or beard grooming, facial or manicure. Free services provided by the Beauty Bus staff are made possible by tax-deductible donations to the Foundation and the Guild’s cancer fundraising committee.
THANK YOU, BLOOMINGDALE’S

Glendale, for hosting the Guild’s Holiday Fashion Show and Fundraiser, and for making a generous contribution to the Cancer Center’s Ingeborg’s Place Apart/Positive Image Center!

Presented last November just prior to Thanksgiving, the evening starred four of the 2019 Courage Awards honorees as models, along with a supporting cast that included a little girl who is not letting leukemia slow her down.

“Emma, our four-year-old warrior, stole the show,” said Guild President Anita Aghajanian.

Adult runway models were Courage Awards honorees Paula Devine, Calvin Devnich, DDS (retired), Allen Molina, RN, and Mary Wang. Additional models were Susanna Tamazyan, RN, Karine Arakelyan, and Aghajanian, who coordinated the event on behalf of the Guild.

“Everyone was touched by this entire event,” Aghajanian added. “Even people in the store who didn’t know us came by and asked how they could help.”

Models wore fashions from the store’s autumn collection, selected especially for them by Bloomingdale’s stylists. As each model was introduced, the large crowd of guests on both sides of the runway responded with cheers and enthusiastic applause.

Special appreciation to Courtney Saavedra, store general manager, and her stylists for their in-house organization and gracious hospitality.
Together as friends

Gracie, Margaret and Georgiana share the joy of giving

GRACIE CARVAJAL, Margaret Kaufman and Georgiana Wu have been Guild members for over 20 years — they don’t recall the exact number — but they do know that Gracie was the first of the three to volunteer at the hospital. That was 33 years ago.

Gracie then invited Margaret into the Guild about 28 years ago. Georgiana followed when Norma White, who has since passed away, invited her into the group.

Together, the trio shares a common bond: supporting the Foundation and mission of the hospital by giving significantly of their time, skills and resources.

For each one, there was a time in her life when “the kids were grown” and they were motivated to reach out and volunteer for an organization in the local community. Georgiana recalls thinking, “They say the Empty Nest Syndrome is terrible, so I was looking for something to occupy my time.”

For all three, that organization was the Foundation at Adventist Health Glendale.

They all used to volunteer in the hospital’s gift shop. Gracie taught Margaret about working in the shop, and then Georgiana came along and learned from both of them. “In those days I think we bought more than we sold,” Margaret jokes. “Not me!” Georgiana responds, “I loved selling lots of Beanie Babies and (holiday) ornaments.”

All the while, what Gracie, Margaret and Georgiana have liked best as Guild members is doing good for others, meeting new people and having fun.

“Life has to have a purpose,” Gracie says. “I’ve met so many people here, this hospital has been part of my life since I came to this country.”

“T his hospital has been my second home for the past 15 years,” Margaret adds. “My happiest days are doing something for others. Volunteering and giving to others keep me young!”

As for Georgiana, “My greatest joy is being part of the Guild where we all are ambassadors for the hospital.”

Another connection among the ladies is being born outside the U.S. — Gracie in Cuba, Margaret in Canada, and Georgiana in Vietnam.

Margaret especially likes to quote an article written by Dr. Annette Ermshar, Foundation Board past president, which she shares in part: “There’s a wealth of research that shows that altruism and generosity have immense benefits to the giver. In general, the act of giving promotes mental and physical health, promotes positive brain changes that are associated with happiness, reduces our stress levels and even helps us live longer.” Gracie and Georgiana are quick to agree.

Oftentimes, when the trio is attending the same event, and there’s a photographer handy, they’ll ask for a picture — of course, three of them together, as friends.
EACH FEBRUARY, the Guild sends a Valentine to the hospital’s pediatric Play to Learn Center — a donation with love from guests attending the Be Our Valentine luncheon that helps support summer camperships for children and other program needs.

This year’s event, entitled “The Magic of Love,” funded scholarships to enable children with developmental needs to experience camp for the first time.

“This annual luncheon is an opportunity for our Guild members and guests to help support a program that provides such valuable services to children and their families,” said Guild President Anita Aghajanian.

The event was chaired by Guild Board member Margo Bottcher, who wishes to thank everyone, including sponsors, vendors, Guild members and volunteers, who graciously gave of their time and support to make “The Magic of Love” a success.

Michele Boghossian was Presenting Sponsor. Table Sponsors were Adventist Health Glendale Business Development, Jenik Akopian, Hernan and Orfi Barros Foundation, Irene Bourdon, Grace Carvajal, Margaret Kaufman, Camille Levee and Alice Petrossian.

A special presentation, “Where is Love?” was read by Marina Raines, and hospital associate Gemma Bito-Onon performed special music.
The Rev. Andy Bales, CEO of the Union Rescue Mission in Los Angeles, and his wife Bonnie, a nurse in the hospital’s neuro-telemetry unit, are recipients of the Oak Society’s 2019 Spirit of Giving Award. This recognition is given annually by the Foundation to individuals or couples for their devotion to supporting the mission of the hospital.

Bonnie joined the nursing staff in 2008 and has contributed to the hospital through employee giving and the Oak Society’s endowment fund.

Andy became acquainted with the hospital in 2012 when he underwent quadruple bypass surgery that saved his life. It also introduced him to a level of compassionate care and “hospitality” that he never had experienced in healthcare.

Motivated by that experience to join the Oak Society, Andy would later be affected by additional health challenges, including an infection that resulted in the partial amputation of his right leg.

All the while, he and Bonnie faced each hurdle with faith and hope. They also gained a deep respect for the skills and compassion shown by the doctors, nurses and everyone associated with the hospital.

Oak Society presents Spirit of Giving Award

The Rev. Andy Bales, CEO of the Union Rescue Mission in Los Angeles, and his wife Bonnie, a nurse in the hospital’s neuro-telemetry unit, are recipients of the Oak Society’s 2019 Spirit of Giving Award. This recognition is given annually by the Foundation to individuals or couples for their devotion to supporting the mission of the hospital.

Foundation Board members honored for service

Antennaries and a retirement were on the evening’s agenda at the Foundation Board’s annual Service Awards in December.

Board members reaching service milestones were Sam Carvajal, Sr., 15 years; Pat Crouch, 20 years; and Sandy Schultz, 25 years.

Retiring from the Board is John Ehret, who served on the Board for 28 years. “You are an inspiration to us all,” said Schultz, who presented the award. “Your service will have a lasting influence at Adventist Health Glendale for years to come.”
Small gestures such as a “thank you” can be incredibly meaningful to a nurse, physician, technician, social worker, housekeeper — anyone on the hospital’s healthcare team. That’s the spirit behind the Foundation’s Care Hero program, a thoughtful way to recognize hospital associates for the exceptional care and/or services they provide.

Two recent Care Heroes are infusion nurses Allen Molina, RN, and Susanna Tamazyan, RN, described by a grateful Cancer Center patient as “angels in disguise” who showed exceptional care and compassion while performing their day-to-day tasks.

“Allen and Susanna tend to their patients very calmly, even in intense situations, assuring us that we are in good care,” the patient wrote on the Care Hero form. “We are very fortunate to have them as our nurses.”

The Foundation provides an opportunity for a tribute donation to be given in the Care Hero’s name. Donations in any amount are appreciated and directed toward patient care in the hospital. The amount of donations are kept confidential within the Foundation. Honorees are informed of their recognition and presented with a certificate by the Foundation, often in the presence of their colleagues.

To recognize your Care Hero:
- Go to adventisthealth.org/glendale/giving (look for the Care Hero button), or
- Call the Foundation at (818) 409-8055, or
- Stop by the Foundation office, located in the hospital’s East Tower on the main floor.

Charitable Gift Annuity: TAX BENEFIT + LIFETIME INCOME

Charitable gift annuity a useful estate planning tool

Are you aware that it’s possible to make a charitable gift to Adventist Health Glendale and, in return, you’re creating an income stream for life?

It’s called a charitable gift annuity — a donation of property, stocks, cash or another appreciated asset to a nonprofit organization such as the medical center. As a result, you will receive fixed payments for life, at rates substantially higher than a conventional savings account or CD — not to mention the ability to claim a charitable tax deduction.

Percentage rates of return increase with age at the time of the donation, so this option makes more sense for those who are seniors.

A charitable gift annuity can be a useful tool as part of someone’s estate planning, and it’s a way of doing good for an organization donors care about.

For example, if a woman in her 70s were to sell her property on the open market, she may need to pay a sizable capital gains tax.

However, if she donated the property to a nonprofit organization, and the nonprofit in turn sold the property, she would not be subject to a capital gains tax. Plus, she qualified for a tax write-off in the coming year, and the charitable gift annuity is paying her a significant lifetime benefit.

For those interested in considering a charitable gift to Adventist Health Glendale, the Foundation offers resources to assist in making an estate plan, including online calculators and how-to information.

For more information regarding a charitable gift annuity or other estate-planning goals, please contact the Foundation at (818) 409-8055.
Tribute gifts ‘In honor of’

Received January 1 to December 31, 2019

The Foundation is pleased to receive tribute gifts honoring a loved one to commemorate a special occasion; a devoted physician, nurse or caregiver in appreciation for exceptional care; or other individuals deserving of this unique honor. Gifts may be designated for a particular program or where there is greatest need within the medical center. Unless otherwise directed, gifts are published in The Difference magazine and, as appropriate, may be acknowledged in other ways.

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Alenoosh Abramian
Ms. Marion L. Watson

Jan Adduci
Ms. Marion L. Watson

AHGL Cancer Center Nurses
Dr. Sandra Doctor

AHGL Hospice Services
Mr. Hugo Meier

AHGL Medical Staff
Ms. Chomputip Prayong

AHGL Nursing Staff
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AHGL Physicians
Ms. Felicia Blackett

AHGL Stroke Center Staff

AHGL Therapy & Wellness Center
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Ms. Felicia Blackett

Dr. Zulfiqar Ahmed
Ms. Rae E. Dabe
Mrs. Angelica Gutierrez

Annabelle Ai Jie Hsu
Mr. Abraham Hsu

Patrick Francis Albrecht
Ms. Felicia Blackett

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Asylum Entertainment Group
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Ruby Babista and
AHGL Rehabilitation Unit
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Priscila Luces
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**UNKNOW TO MANY DONORS** and friends, the Foundation also serves as the hospital’s receiver of grants from government agencies and other sources, which are designed to improve the health and quality of life for thousands of people in the greater Glendale area.

“The Foundation is a key vehicle for attracting the resources that allow us to engage our community,” says Bruce Nelson, Administrative Director of Community Research and Mission Development. “We work closely with the Foundation to develop grant proposals that address local health needs — and the Foundation ensures that funds received are delivered for services into the community.”

**REDUCING OBESITY, DIABETES**

During the past three to four years, grants from various government sources — federal, state, county — have included programs directed at reducing childhood obesity, teaching families the benefits of exercise and healthy eating, helping patients control their diabetes, limiting smoking in public spaces, and working with other local agencies to coordinate health-related services for homeless people.

Especially significant is a recently completed, multi-year program conducted with physicians that helped some 3,000 high-risk patients to control their diabetes. “This program taught healthier habits to these patients, and our community is healthier as a result,” says Project Director Kerry Nelson, who coordinated the program, which attracted national attention due to its impressive outcomes.

Also integral to the Foundation’s role in “population health” is supporting the hospital’s participation in the Glendale Healthier Community Coalition, consisting of more than 50 organizational and individual community leaders. In addition to Adventist Health Glendale, the coalition includes representatives from other local hospitals and health organizations, city government, public education, business/media, non-profit agencies, clergy and other key stakeholders.

**HOMELESSNESS, MENTAL HEALTH**

Every three years, the coalition conducts a needs assessment to identify the most pressing public health issues affecting the hospital’s service area, including Glendale, Eagle Rock, Glassell Park and Highland Park.

At the coalition’s annual Community Health Summit held last November, the organization announced its priorities for the next three years. At the top of the list are homelessness/poverty and mental health/substance abuse.

“One of the priorities for the next three years is to address the needs of homeless and mentally ill people,” adds Bruce Nelson, who noted a change from obesity and diabetes, which were the coalition’s priorities three years ago.

“Homelessness and mental health are today’s significant challenges,” he continues, “and there’s real interest in addressing them. This was clearly the theme of the summit.”

A major advantage in addressing these priorities is the availability of 14 federally funded health clinics now open and able to provide care to people in the Glendale area. “These clinics resulted from the work we’ve already been doing,” Bruce adds. “They have improved access to care. This all contributes to greater longevity and better health for our community.”
THANK YOU, BLOOMINGDALE’S GLENDALE!

Astronaut bear brings down-to-earth comfort to patients

BLOOMINGDALE’S holiday Little Brown Bears, dressed for space travel and cute and cuddly as ever, were given to patients during the Christmas holidays as a gift of comfort and love.

The Foundation’s sixth annual Project Hug-a-Bear, with generous contributions from Bloomingdale’s Glendale and an anonymous donor, brought lots of smiles to adult patients of all ages.

“When patients are in the hospital during Christmas and cannot be home with their families and friends, we want them to feel loved,” says Foundation President Irene Bourdon. “Teddy bears have a way of bringing smiles and joy, and even a little healing power, to our patients.”

Special “bear hugs” to Courtney Saavedra, general manager of Bloomingdale’s Glendale, for her support of the project and coming to the hospital to visit patients and present the bears in person.

“It brings out the child in all of us,” she told ABC 7 Eyewitness News reporter Denise Dador, who covered the event. “I really enjoyed visiting with the patients.”

Dr. Steven Brass, the hospital’s chief medical officer, and his son Harris, 9, also visited patients to give bears. Dr. Brass said that “healing is not just about the body, it’s also about the mind and spirit.”

Thank you also to members of the Foundation Board, nurses, staff and guests, for making patients’ holidays a little brighter.

Dalia Pandazos hugs her new bear.

Dr. Steven Brass and son Harris are interviewed by ABC 7 Eyewitness News.

Hug-a-Bear presenters get together before setting out to visit patients’ rooms.
Light Up A Life marks an inspirational beginning to the holiday season at Adventist Health Glendale. Celebrating its sixth year last December, the event is an opportunity to remember those among us who are living and those who have passed on.

In her welcome, Alice Issai, president of Adventist Health Glendale, looked upward toward the stately tree in the West Tower lobby as “a symbol of hope, comfort, remembrance and celebration.”

The 2019 Christmas tree was dedicated in loving memory of Hacob and Mina Shirvanian, honored by their daughter Alice Petrossian, son Armen Shirvanian, and the Shirvanian and Petrossian families.

Guardian Angels of Life were dedicated in loving memory of Orfi T. Barros, honored by Dr. Gary and Marina Raines; and in loving memory of Paul Boghossian, honored by Michele Boghossian.

In addition, guests were invited to make tribute gifts “in memory of” or “in honor of” family members and loved ones, friends and colleagues.

The keynote speaker was Dr. Edmund Lew, Glendale family/primary care physician and medical director of Adventist Home Health and Hospice Services.

Light Up a Life is celebrated throughout America and dedicated to raising awareness and support for hospice services.

“Light Up a Life is a meaningful way to honor special people in our lives,” Foundation President Irene Bourdon says. “It is a beautiful way to pay tribute to loved ones, friends and colleagues during the holidays.”

Light Up a Life 2020 will be celebrated at the hospital on Thursday, Dec. 3. For information on how you may participate by making a tax-deductible tribute gift, please contact the Foundation at (818) 409-8055 or go online to: adventisthealth.org/glendale/giving

Among the guests are, from left, Dr. Edmund Lew, Michele Boghossian, Margaret Kaufman, Marina and Dr. Gary Raines.
Save the date
37th Annual Golf Classic
Monday, August 31, 2020
(Date subject to change)
Lakeside Golf Club • Toluca Lake
Details to be announced soon

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