

Fall / Winter 2017

# Your City, Your Hospital



CPMC Foundation  
Sutter Health



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On the cover: **Ted and Pamala Deikel**, philanthropic investors in CPMC's Deikel Family Newborn Intensive Care Unit, relax in San Francisco's Huntington Park.

# Your City's Smart Hospitals

## Letter from the President



Dear Friend,

The excitement continues to build as we draw closer to the day when CPMC will open two new hospitals in San Francisco, one in the city center at Van Ness and Geary, the other in the Mission Bernal neighborhood at Valencia and Cesar Chavez. Construction is moving ahead of pace with Mission Bernal about 85 percent complete and scheduled to open in mid-2018. The Van Ness Campus is close behind at nearly 65 percent complete and is slated to start caring for patients by early 2019.

When finished, these two extraordinary hospitals will be among the smartest, safest and greenest anywhere. To meet the growing needs of communities South of Market, the Mission Bernal Campus will have 120 private rooms and feature expanded labor and delivery services, as well as a larger emergency department. There will be 274 private rooms at the Van Ness Campus, which will be home to many of CPMC's most advanced services, including an expanded emergency department, intensive care, birthing services, pediatrics, interventional services such as electrophysiology and radiology, imaging and nuclear medicine, transplant services and many others.

**“Philanthropic investments are making a positive impact on the exceptional care patients receive at CPMC.”**

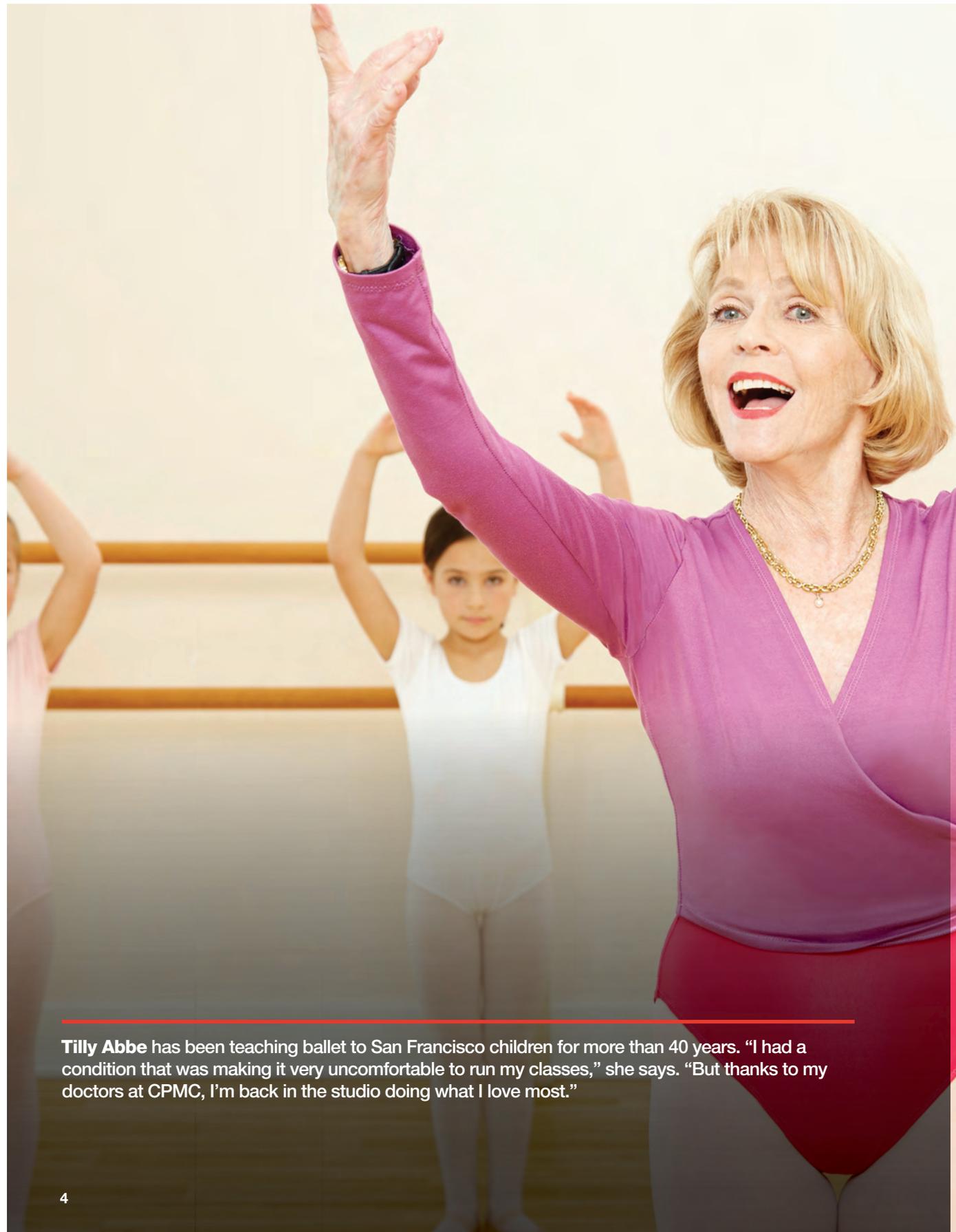
By the end of the decade, health care as we know it will be vastly different. There will be precision therapies based on your own genetic profile, ambitious scientific investigations will yield more lifesaving discoveries, and the expert, compassionate care you receive at the new and improved CPMC will be even better and faster. Philanthropy will play a vital role in this transformation and will help create remarkable new models of care, inspire intelligent research, elevate medical education and much more.

This edition of *Your City, Your Hospital* highlights how philanthropic investments are making a positive impact on the exceptional care patients receive at CPMC in areas like stroke, personalized case management for cancer patients, and care for premature babies, to name just a few. Thank you for your continued partnership in making our community healthier, each and every day.

Best regards,

A handwritten signature in black ink that reads "Karen".

**Karen Jeu**  
President, CPMC Foundation



**Tilly Abbe** has been teaching ballet to San Francisco children for more than 40 years. “I had a condition that was making it very uncomfortable to run my classes,” she says. “But thanks to my doctors at CPMC, I’m back in the studio doing what I love most.”

## Dancing with Confidence

“My license plate says ‘Miss Tilly,’ so it’s common for people on the street to wave at me before I’m close enough for them to recognize my face,” says Tilly Abbe. Synonymous with children’s ballet in San Francisco, Miss Tilly began introducing the city’s youngest ballerinas to the joy of classical dance more than four decades ago. “This is such a friendly city – I often run into one of my students years later and find we still have so much to talk about.”

Having trained and danced with the San Francisco Ballet, Miss Tilly knows a multitude of valuable lessons are learned in her studio’s magical environment. “We teach the children dance, but also how to work cooperatively with their fellow dancers, and how to listen and speak with confidence when it’s their turn,” she says. “I often instruct through games, combining technique with their imaginations and the beauty of classical music. They glory in being ‘real’ ballerinas because I engage them on their level.”

Miss Tilly’s profession is physically demanding, and last year it became apparent that a nagging, uncomfortable condition she had been dealing with for some time was progressing and needed correction. “I began to feel not quite right while I was teaching my classes,” she says. “I wear a leotard every day and it’s imperative that I feel confident when I’m working with my students.”

Her gynecologist at CPMC recommended minimally invasive surgery to correct the problem. Thanks to smaller incisions, less pain and a faster recovery, Miss Tilly says the choice to go forward with the procedure was easy. “Everything went splendidly. I was back in the studio teaching again just six weeks later. It’s made a tremendous difference in the quality of my everyday life.”

**Last year, more than 2,500 women came to CPMC for gynecologic surgical procedures. Many of these were performed using minimally invasive techniques with a highly advanced surgical robot, which was acquired with philanthropic funding.**

# Compassionate Cancer Care

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Tam Cheung Keung is an immigrant from Hong Kong and speaks limited English, so when he was diagnosed with liver cancer, he was understandably scared. “We didn’t know anyone else with this condition,” says Mr. Tam. “I was completely unsure how to get the help I needed.” He came to Sutter Health CPMC and was connected with Alexandra Block, R.N., BSN, B.A., who became the family’s primary contact for coordinating all of the care Mr. Tam would need to treat his cancer.

As a nurse navigator at CPMC’s Bryan Hemming Cancer Care Infusion Center, Alexandra and her colleagues help patients and their families by educating and supporting them while they prepare for surgery, radiation and chemotherapy. They also schedule appointments, connect families with financial and social support and help arrange translators. “Working here, I have seen how frightening and overwhelming it can be to receive a cancer diagnosis,” says Alexandra. “So anything we can do to reduce that stress helps the patient and family to focus their energy on getting better.”

Mr. Tam’s daughter Candy says the entire family understands what a big difference the navigation services have meant to them. “I remember meeting with the doctors to talk about my dad and find out if he could be saved or if this was it for him,” says Candy. “It was very emotional and Alexandra was there the whole time to support us. Ever since, she has been our main point of contact. We talk three or four times a week and no matter what the issue – no matter how small – she always responds.”

“The entire medical team here has taken great care of me,” says Mr. Tam. “The amount of care, compassion and love they give to their patients at CPMC is much more than what I’ve experienced in other hospitals.”

**Patient navigation is a crucial part of cancer care that can be expanded and improved at CPMC with philanthropic funding.**



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**Tam Cheung Keung**, with CPMC cancer nurse navigator **Alexandra Block**. Many of the services CPMC patients receive in guiding them through their cancer treatment plans are funded by philanthropy.



“There is a tremendously compassionate culture at CPMC and the level of care is exceptional,” says **Pamala Deikel**, seen here walking in her San Francisco neighborhood with husband **Ted**. “That’s why it’s our hospital.”

# Investing in Our Littlest Patients

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Ted and Pamala Deikel vividly remember the moment when they decided to become philanthropic investors in **CPMC’s Deikel Family Newborn Intensive Care Unit (NICU)**, which every year cares for more than 600 premature babies – many weighing as little as three pounds. “We were meeting with the staff to learn more about the unit and one of them handed me a NICU diaper that literally fit in the palm of my hand,” says Pamala with tears welling up in her eyes. “To realize that a baby can be that small and still grow up to be a happy, healthy child was a very emotional moment for me.”

“We knew right then and there that we wanted to make a big difference in that unit,” says Ted, who is a member of the Sutter Bay Hospitals Board. “The quality of care in that department is incredible – it’s the best you can get – so we feel really good about what our investment means to local families.”

“We’ve seen the tiniest of lives there,” says Pamala. “It’s absolutely amazing to see that you can save a child that small, and they do it every day, hundreds of times a year. It’s just profound.” “I encourage others to get involved and to find that area of the hospital that gives you this wonderful sense of satisfaction,” adds Ted.



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**Ted and Pamala Deikel** were stunned at the small size of a NICU baby’s diaper, which fits in the palm of your hand.



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**Steve Ginsberg** suffered a brain aneurysm two years ago, but feels fortunate that he was treated at CPMC's Comprehensive Stroke Care Center. Today he is back to his normal, everyday life and in gratitude, he has become a philanthropic partner of CPMC.

## A Stroke of Good Fortune

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Steve Ginsberg first experienced what turned out to be a stroke as a dip in the volume of his bass guitar while playing a gig with his band a couple of years ago. He continued playing for another 30 minutes, but he says, "I don't recommend this – I was incredibly lucky."

It turns out that Steve, who in addition to being a guitarist was the CIO at the Internet music company Pandora, had an aneurysm burst in his brain, but didn't know it. So he kept playing while trying to figure out why he felt weird. Had he blown out his hearing with the amplifier? Was it something even more serious?

As he was packing up his gear afterward, he was overcome by a massive headache and uncontrolled vomiting, which are classic signs of stroke. Steve ended up at CPMC's Comprehensive Stroke Care Center, where his wife Ingrid met him. "They were 10 steps ahead, already in motion when I arrived," says Ingrid. "They were explaining things to me even before I'd formulated the questions." "We both felt really comfortable right away," says Steve. "I'm used to working with very smart, talented people and it was obvious they knew what they were doing."

Although Steve's aneurysm had clotted on its own, his doctors performed a procedure to fill it with material that closes off the sac and reduces the risk of rupturing or re-bleeding. Since then, all of his follow-up exams have been clear and his doctors have no concerns for his future. But both Steve and Ingrid feel fortunate that he was treated at CPMC, where outcomes for stroke patients are among the best in the nation, "We want our story out there so everyone will know not to ignore a headache you can't explain," says Ingrid. "Better to take the risk of an unnecessary trip to the emergency department than the risk of an untreated stroke."

# High Tech, High Touch

CPMC's two new smart hospitals will integrate technologies to provide a more accurate, efficient and seamless experience for patients, practitioners and visitors.

“Our smart hospitals will be safer, quieter and more efficient, freeing up our caregivers to provide a better patient experience.”

– Warren Browner, M.D., MPH, CEO, Sutter Health CPMC



## Patients



### Rooms

Private for all patients, including space for a family member to spend the night



### Bedside

Tablet system where patients can see their daily schedule of care, view lab results, and order meals



### Security

Automated systems admit visitors, protect newborns and track patient whereabouts

## Practitioners



### Delivery

Pneumatic tubes send and track materials throughout the hospital swiftly and securely



### Transport

Having key departments located near each other, plus private elevator banks, provides maximum efficiency for patients and staff



### Communications

Integrated phone, text, patient workflow and document system for our medical teams

## Visitors



### Wireless

Internet available throughout



### Wayfinding

Visitors can scan their cell phones at wayfinding kiosks and the app will lead them to their destination



### Design

City views, rooftop gardens and colorful interiors provide a soothing hospital experience



Safety Coordinator **Avnit Kang** on the roof of Sutter Health CPMC's new hospital at Van Ness and Geary in San Francisco.

# Caring About Safety

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As a student at St. John's University in New York, Avnit Kang had no idea she would find herself just a few years later managing safety on a large hospital building project in San Francisco. But then her father and mother moved west and as part of their large and loving family, she followed them.

"When I enrolled in college in Sacramento, the classes I had already taken at St. John's lined up best for their major in Occupational Health and Safety, so I made the switch," recalls Avnit. Upon graduation she was hired by Southland Industries as a Safety Coordinator and was assigned to Sutter Health CPMC's new hospital project, starting at its Treasure Island fabrication facility before moving to the Van Ness Campus in the city.

"I arrived on the project five years ago when it was literally underground," says Avnit, one of seven safety officers assigned to this 1,000,000-square-foot building with 750 people on-site most days. "From the very beginning, safety was a priority. Our everyday goal is to maintain the standards, practices set forth by state and federal regulations in awareness, training and identifying and managing hazards for anyone who visits the site and all who work on it." Such commitment has resulted in accident and injury rates far below national averages.

"Our safety of culture extends beyond each person," she adds. "The entire site team is thought of as one, not as a collection of individual contractors. Employees are accountable for not only their own safety, but for those they work alongside as well.

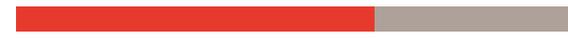
"I'm blown away by the full circle path of my life so far. Each day is an adventure and our team is prepared for any incident that could happen," Avnit continues. "I am amazed at how devoted everyone with whom we've worked on the new hospital has been. As we wrap up various briefings and discussions, there is a tangible sense of eagerness to get back to work. They say 'We have a hospital to build!'"

# New CPMC Hospitals



## Van Ness Campus

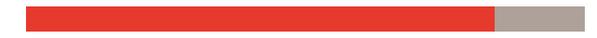
**65%** Complete



11 Floors 274 Beds

## Mission Bernal Campus

**85%** Complete



7 Floors 120 Beds

2017

2018

2019

- Exteriors
- Interiors
- Sitework
- Training
- Occupancy

- Exteriors
- Interiors
- Sitework
- Training
- Occupancy

● Mission Bernal Campus  
○ Van Ness Campus

# Ways to Give

Sutter Health's CPMC is a not-for-profit medical center. Your philanthropic partnership enables our physicians and researchers to do what they otherwise could not for our patients and their families:

**Innovate** new care models  
**Recruit** and retain experts  
**Inspire** intelligent research  
**Empower** patient navigation  
**Elevate** medical education  
**Enable** support services  
**Acquire** new technology

Your charitable investment options include:

Appreciated securities  
Bequests in a will or revocable living trust  
Cash gifts  
Charitable gift annuities  
Charitable lead trusts  
Charitable remainder annuity trusts  
Charitable remainder unitrusts  
Life insurance  
Real estate  
Retained life estates  
Retirement plan assets



## Calling All CPMC Families!

Were you and your parents or your children born at CPMC? We are creating a digital display in our two new hospitals to recognize CPMC Families – multiple generations born at any of our campuses.

If this is your family, or you know of other families, please email us at [cpmcfoundation@sutterhealth.org](mailto:cpmcfoundation@sutterhealth.org).



**Your City, Your Hospital** is a publication of CPMC Foundation, the philanthropic team of Sutter Health's CPMC.

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Photography: **Nick Otto, Marla Aufmuth**



## We care for the city that feels like a dear friend.

We perform nearly 40,000 mammograms a year at our Breast Health Center of Excellence. When you call this city home, you call CPMC your hospital.

[cpmc2020.org](http://cpmc2020.org)



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