

Wellspring



OUR NEW NORTH WING
NorthBay's Gift: Advanced Medicine for Our Community

Right Idea, Right Time



When the pioneers of NorthBay Healthcare saw a need more than 60 years ago, they united to raise funds and create the community's first hospital.

It's that same spirit of commitment, that same dedication to advanced medicine that produced our latest and greatest feat—the addition of

the North Wing at NorthBay Medical Center in Fairfield.

When we opened for patients Oct. 1, it culminated years of research, planning and construction. It was a commitment to grow and a willingness to invest \$200 million to ensure we will deliver compassionate care and advanced medicine, close to home.

Of course, we had help. We drew courage from our Boards of Directors who pushed for it. We earned the trust of Wall Street financiers. And we were blessed with the generosity of local philanthropists who believed in our solid track record of exceptional performance.

Some of our larger competitors may offer many similar services. But they do not offer them here, in Solano County. That's what makes us different, and what has always made us different—our commitment to this community.

We are extremely proud of the new wing, a three-story, 77,000-square-foot miracle of modern medicine. From eight state-of-the-art surgical suites, to the latest in diagnostic imaging, we have the life-saving technology our patients need—and have come to expect at NorthBay Healthcare.

Whether you're checking in for surgery, making a hasty trip to the emergency department or visiting a patient, we hope you'll welcome our new addition to the NorthBay family.

Perhaps you'll have a chance to dine in The Shaw Family Kitchen—a spacious new café on the first floor that offers both indoor and outdoor dining areas and a fresh, healthy menu. It's named after our most generous benefactors, Al and Patt Shaw, who made a \$5 million gift. They accepted the naming rights, not because they wanted acclaim, but because they hope to inspire others to support their local health care system.

We hope you'll be inspired, too.

B. Konard Jones

President and Chief Executive Officer

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HEALTHCARE**

Our collaboration with Mayo Clinic, through the Mayo Clinic Care Network, allows more patients to stay close to home for answers to complex medical questions.



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Member



Finding True North

Gleaming New Addition Delivers on Many Fronts



If **finding True North** is synonymous with finding life's purpose, then NorthBay Medical Center's newly opened North Wing is aptly named.

For a hospital, it delivers on all fronts:

- There are 22 sleekly designed patient rooms with high-tech features at every turn.
- Eight new surgical suites with the latest and greatest tools that technology can offer will allow NorthBay physicians to do everything from open heart and brain surgery to robot-guided gall bladder removal and more.
- Diagnostic Imaging on the first floor has brand-new fluoroscopy rooms and a nuclear medicine gamma camera, two spacious ultrasound rooms and more.
- The Shaw Family Kitchen will provide everything from special-diet patient meals to hearty and healthy menu choices for visitors and employees alike. Indoor and outdoor dining provide a welcome place for some respite.

These are just a few of the highlights of NorthBay Healthcare's \$200,000 million gift to the community.

"This is something we've worked exceptionally hard to create. It's the future of medicine in Solano County,

and our gift to the community, especially our patients who trust us with their lives,” said B. Konard Jones, president and CEO of NorthBay Healthcare.


The North Wing is composed of three floors and totals 77,000 square feet in space. It abuts the three-story portion of NorthBay Medical Center constructed in the 1990s, and in fact, has connecting hallways.



A host of NorthBay executives were on hand for the new wing’s groundbreaking in 2016.

It brings the total number of patient beds in the 59-year-old facility to 154 and the total number of surgery suites to 10, better to serve an ever-growing community.

“Our health system has been providing the latest in cardiac, vascular, neurological, orthopedic and trauma care for some time,” said NorthBay Healthcare Group President Aimee Brewer. “Now it has a state-of-the-art facility in which to deliver that advanced medicine.”

In this special issue of *Wellspring*, you’ll find stories about all the important components that make up the North Wing and meet some of the people who made it happen, and continue to deliver excellent medical care every day. It’s our way of sharing our commitment to Compassionate Care, Advanced Medicine, Close to Home. 

Beyond the North Wing...

Although the newly opened North Wing may seem like it’s the center of NorthBay Healthcare’s universe, it’s actually only one of a number of projects that have come to fruition in the past three years.

The North Wing was actually the final piece of a three-phase project at the NorthBay Medical Center campus in Fairfield. First came the Welcome Pavilion, a striking vision of modern glass and steel. It opened in November 2016, and serves as the entrance point for all visitors, with an information desk, patient regis-

tration and the Guild gift shop.

Less than a year later, an expanded Emergency Department opened with 10 additional patient beds and new trauma bays, including one devoted to cardiac resuscitation. It also added three high-acuity beds with patient lifts, and a dedicated CT Scanner.

If you’ve been watching the headlines in the past five years, you know that not all NorthBay’s improvements happened on the Fairfield campus. Here’s a snapshot of our growth around Northern Solano County:

1 Occupational Health’s New Home

In 2015, NorthBay Occupational Health and NorthBay Employee Health moved into the first floor suites of 2470 Hilborn Road. Upstairs became administrative offices for the health care organization, while the downstairs offered rooms for medical exams and therapy.

2 A Place for Wellness

The VacaValley Wellness Center opened on the NorthBay VacaValley Hospital campus in



1



2



2



Nursing staff from 2 North gather to celebrate the opening of their new unit in the North Wing.

the summer of 2016 to rave reviews. An innovative design separates the “back of house” medical activities from patients, so the result is more calm, peaceful appointments, and a more collaborative environment for clinicians. It is the new home of the NorthBay Cancer Center and also offers diagnostic imaging services.

3 Success in a Retail Setting

NorthBay Urgent Care opened its doors in the Nut Tree Plaza in Vacaville in January 2018, and has been busy ever since. It is Solano County’s first retail-based urgent care clinic and is a partnership between NorthBay Healthcare and Direct Urgent Care. Because the

facility had extra space available, Occupational Health elected to open a Vacaville location inside the facility in September. About the same time, orthopedic surgeons scored with a Saturday sports clinic, to coincide with football season. Now it’s back by popular demand.

4 One-Stop Shop for Orthopedics

Orthopedics, Rehabilitation and X-ray united under one roof on the Hilborn Road campus in Fairfield in March 2018, to offer patient-centric services. Work began on the \$5.9 million project two years earlier, when architects, engineers,

patients and department teams came together to create an efficient design to streamline care for patients.

5 Partnering to Help At-Risk Patients

An innovative health partnership between NorthBay Healthcare and OLE Health was celebrated with a grand opening of a second OLE Health clinic in Fairfield in November 2018. NorthBay provides 2,000 square feet of space in the NorthBay Health Plaza to host the community-based health center, which primarily helps disadvantaged families. ❄





Such Suite Success

All the Latest Technology to Deal with All Types of Surgeries

Rare is the time you'd want to be wheeled into a surgical suite, but if fate happens to bring you to one of the eight operating rooms in NorthBay Medical Center's new North Wing, know that they are all filled with the latest equipment, technology and talent found nowhere else in Solano County.

Four of the eight surgical suites in the North Wing are considered general purpose rooms, while three others are outfitted with the latest to handle trauma, neurological and cardiovascular cases. The eighth is a "hybrid" operating room.

Hybrid Rooms Combine Imaging with Surgeries

Hybrid operating rooms are unique because they combine all the equipment of a traditional operating room with highly advanced imaging equipment. They are typically larger rooms built with higher ceilings and lead-lined walls to accommodate this equipment, according to Jim Bollig, senior director of Perioperative Services.

The hybrid room's advanced technology is found in the Siemens Pheno, a robotic device that combines multiple imaging capabilities with an integrated

surgical table. The table can support all sizes of patients, from pediatric to bariatric, and can be adjusted or rotated in countless positions. That means surgeons can perform everything from peripheral vascular grafts to aortic valve replacements and upper gastrointestinal interventions.

Hybrid operating rooms are typically used for minimally invasive procedures—such as an angioplasty, which is a surgical repair or unblocking of a blood vessel, especially a coronary artery. But, if that surgical case needs to be quickly converted to open heart or vascular surgery, everything the surgical team needs is already in this room. "This is a huge benefit for the patient, because the patient won't have to be moved to another surgical suite in the middle of an evolving medical condition," Jim explained.

Minimally invasive surgeries are beneficial for patients because they reduce the risk of infection and bleeding and allow patients to recover and go home faster.

Other medical facilities in the area have hybrid rooms, Jim noted, but the only two other hospitals in Northern California to have the Siemens Pheno—the latest generation of imaging technology—are in the Bay Area, at UCSF and, as of October, at Stanford.

J. Peter Zopfi, D.O., at left, stands in the hybrid operating room, in front of the Siemens Pheno, equipment so advanced it is found in only two other hospitals in Northern California—UCSF and Stanford.

Complex Brain, Spine Cases Have High-tech Advantage

The neurosurgery suite is equipped with an O-arm/ Intra-operative CT—that provides real-time three-dimensional imaging and stealth computer-guided navigation—and a Zeiss Pantera operating microscope that allows NorthBay neurosurgeons to perform the most complex spinal and brain surgeries.

“Together with our multidisciplinary care teams, the neurosurgeons are celebrating the fact that we can now combine our national best practices with world-class equipment in this surgical suite,” said Edie Zusman, M.D., chief of Neurosurgery and medical director for the NorthBay Center for Neuroscience. “NorthBay Healthcare, located at the crossroads of Northern California, has been able to attract and retain the best and brightest neurosurgeons to care for our brain and spine patients. We’re so looking forward to caring for our patients in this beautiful, state-of-the-art environment.”

Trauma-focused Suite Ready in a Heartbeat

The trauma suite is slightly larger than other suites, and has a larger storage area, necessary to accommodate an array of surgical equipment and supplies.

“This trauma surgical suite provides the space necessary to handle all types of traumas, from thoracic, abdominal, orthopedic or the multiple reconstructive procedures that may be required in some cases,” noted J. Peter Zopfi, D.O., chief of staff, and trauma program medical director for NorthBay Healthcare. “It’s very exciting for our trauma surgeons to not only have this space, but to have all the surgical suites so close together. It makes it easier to have a subspecialist step in at a moment’s notice, or to have urgent consults, if necessary.”

Additionally, all eight suites are equipped with an integrated video system, allowing images from various sources, such as X-rays and other exams, to be viewed right next to the surgeon at the surgical field, so that he or she does not need to leave the sterile field to view an image. ❄



Edie Zusman, M.D., (top photo) tours the neurosurgical suite while it is still under construction. Mark Lee, surgical tech, (bottom photo) is among several Surgery staff members to practice work flow drills in the suites before the new wing opened for patients in October.

Did you know?

Ceiling-high Technology

Each surgical suite is equipped with the CLEANSUITE Operating Room System. All OR cleanroom technology—electrical, lighting, plumbing, med-gas, boom mounts, diffuser screens, filters, duct connections, fire protection, dimmable lights and a speaker system—is packed into the ceiling above the surgical bed. The system effectively directs airborne contaminants away from the patient and operating room personnel and provides optimal lighting during surgery.

The Robot Advantage

Surgeons Team with da Vinci for Best Outcomes

The pièce de résistance in Surgical Suite No. 7 arrived in November and promises to help NorthBay surgeons deliver the most advanced techniques for patients in the years to come.

It's the da Vinci Surgical System, which offers surgeons an advanced set of instruments to use in performing robotic-assisted, minimally invasive surgery, via a console that translates the hand movements in real time, but with a greater range of motion. The instrument size also makes it possible for the surgeon to operate through one or two small incisions. Da Vinci surgery has been associated with quicker recovery, less post-operative pain and shorter hospital stays, and it will be used primarily for colorectal, gynecologic and urologic cases, according to Herkanwal Khaira, M.D., urologist.

"Having the da Vinci surgical robot at NorthBay will give patients in Solano County access to the most

"Having the da Vinci surgical robot at NorthBay will give patients in Solano County access to the most advanced minimally invasive surgical treatments available without having to travel far from home."

—Dr. Khaira

advanced minimally invasive surgical treatments available without having to travel far from home," Dr. Khaira said. "I use the da Vinci robot in the surgical treatment of prostate

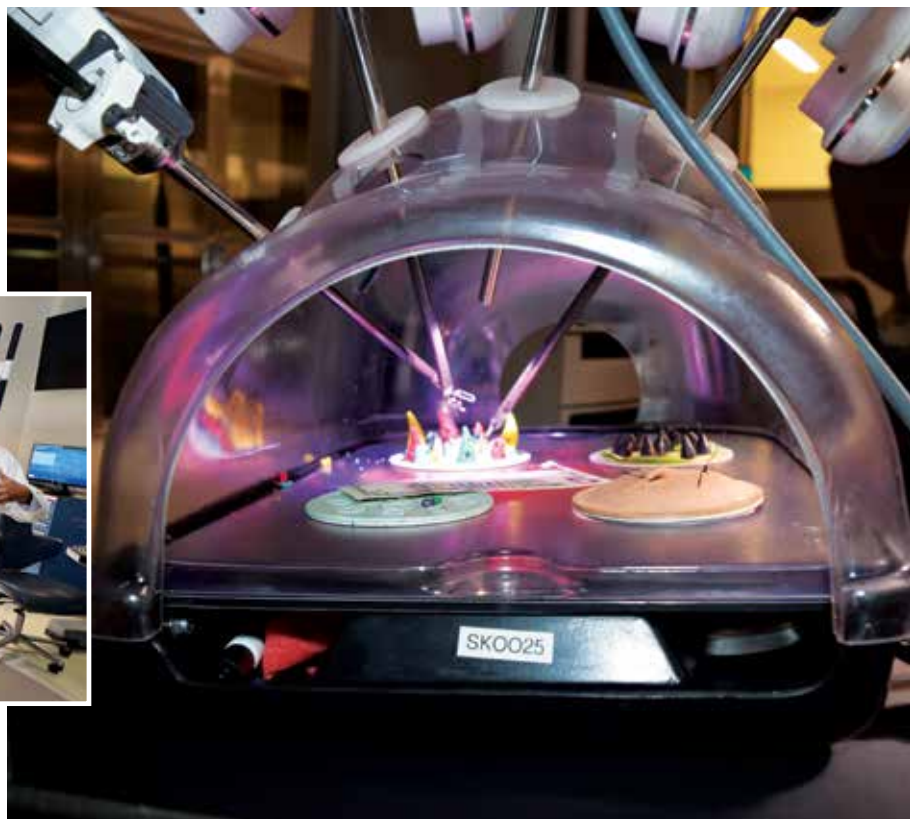
cancer, kidney cancer, as well as benign disease and reconstructive urologic surgeries. It offers surgeons the ability to perform complex cancer surgeries and delicate reconstructions through a minimally invasive approach."

The robotic laparoscopic platform has numerous advantages over traditional open and laparoscopic surgery, he added.

"It has three-dimensional digital vision, as well as laparoscopic instruments with advanced freedom and dexterity. We are fortunate to now have this technology available for the care of patients at NorthBay." ❄️



Herkanwal Khaira, M.D. says the da Vinci offers surgeons advanced dexterity on minimally invasive surgeries.





Former NorthBay Healthcare President and CEO Gary Passama and wife Judy (left) were among the first to take a tour of the North Wing, offered by Maureen Allain, R.N. (right) during an open house celebration.

Patient Rooms Have Posh Feel

They may look like they belong in a posh hotel, but patient rooms on the second floor in the North Wing are fully equipped to handle a patient's urgent needs at a moment's notice.

Dubbed "2 North," the wing features 22 patient rooms that run the perimeter of the building, all with floor-to-ceiling windows, and electronically operated shades.

Patients can decide whether they want the room completely dark, or allow a little light in through screens with just the push of a button.

All of the new single patient rooms include a private bathroom and a couch that makes into a sleeping area, so a family member can stay close and participate in the patient's healing process.

The GetWellNetwork puts technology literally into the patients hands, whether they want to surf the Internet, watch television, learn more about their health condition or read up on the staff caring for them.

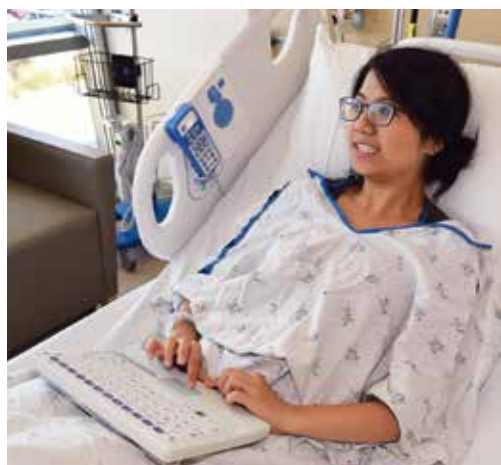
"We're like family now, and ready to welcome our patients into a comforting and warm environment."

—Elizabeth Scott-Paulson

Nursing stations are conveniently close and video monitor techs are available when a patient is considered a fall risk, or needs extra monitoring.

To staff the new wing, Elizabeth Scott-Paulson manager of 2 North, teamed up with Human Resources to go on a hiring spree. In the end, 50 new nurses, CNAs and techs have stepped forward to form the first 2 North team.

"It's wonderful to be able to create a team from scratch, but we needed to function from Day 1 as a team, and that doesn't happen overnight," said Elizabeth. "We brought everyone together over the summer for a number of team-building events and exercises, and had already formed a cohesive bond by the time we opened for patients on Oct. 1. We're like family now, and ready to welcome our patients into a comforting and warm environment." ❄️



During one of several drills held in advance of the wing's opening, Lily Fei serves as a patient "volunteer" and spends time testing out the GetWellNetwork.

Best Care, Coming and Going

photo credit: Photographs © 2019 Sasha Moravec



Patients recover in bright, spacious areas in the new post-anesthesia care unit.

PACU is the Place for Patient Transitions


Patients awaiting surgery or recovering from post-surgical anesthesia will spend some time in a post-anesthesia care unit, or PACU, under the watchful eyes of nurses whose main tasks are to manage airways and alleviate pain.

NorthBay Medical Center's North Wing has 16 beds in its brand-new PACU, located just steps away from the surgical suites on the third floor. Two of them are pediatric beds, but can be used by adults if necessary.

The unit was designed to be bright and spacious, taking advantage of ceiling-high windows and sunlight from large windows just outside the unit. Muted colors aim to create a calming environment, and each bed area is separated by either a hard wall or curtains to enhance privacy. Wall-mounted TVs help waiting patients pass the time.

Patients return to these beds after surgery, where nursing staff assures they safely awake from general or local anesthesia.

Patients return to these beds after surgery, where nursing staff assures they safely wake from general or local anesthesia. From here, they may be transferred to a room on the second floor, or discharged for home care.

The North Wing's new PACU also includes a negative pressure room, for patients who may have a communicable disease. Air in this specially sealed room is ventilated out of the building, after being processed through an advanced air filtration system. 

Ultra Clean Behind the Scenes

One department you'll never see on a hospital tour of NorthBay Medical Center is Central Sterile. That's because everything inside—all the tools used for surgeries and procedures—must be kept pristine and infection-free to ensure the safety of patients.

If you could enter those hallowed halls, located on the first floor of the new North Wing, what you would see is impressive, according to Darlene Capenhurst, manager of Central Services.

The department that previously functioned with no windows or outside light now has doubled in size to 3,900 square feet, and yes, it has windows.

"We're not in a cave anymore," said Darlene with a smile.

It also has a number of new, state-of-the-art pieces of equipment, including a case cart sterilizer, which can treat three carts at one time; low-temperature and steam sterilizers and ergonomic sinks, which can rise or, well, sink down to better suit the user.

Super-sterile Solution

More than 600 trays from NorthBay Medical Center's surgical suites are processed by Central Sterile staff each month. Staff use high-tech equipment to assure that surgical tools are returned to the suites in immaculate condition by:

- Using ultrasonic equipment to shake debris from items before going into the washer-disinfectors;
- Running washer-disinfectors through several cycles;
- Using steam sterilizers that reach 270 degrees;
- And using specialized low temperature sterilizers for equipment that would melt at higher temperatures, such as fiber optic light cords and scopes.

Did you know?



There are "stacks"—racks that hold instruments that have been combined for specific surgical procedures, packaged and ready to go at a moment's notice.

There is both a "clean" and "dirty" elevator, which directly link the first floor with the third floor. On the surgical floor, it opens into a narrow, clean "core" room that is connected to all eight surgery

suites—providing sterile equipment needed in surgeries.

The clean equipment goes up in the clean elevator, and comes down in the dirty elevator after it has been used.

"It's everything we needed and then some," noted Darlene. "As we get busier and busier with new, complex surgeries, Central Sterile will have no problem keeping up." ❄️



Central Sterile Manager Darlene Capenhurst (left) watches as Tech Lead Sandra Sanchez pushes carts through a new sterilizer, and (top) examines racks that will hold sterilized surgical equipment.

An Investment in Imaging

The Latest Diagnostics, from Scanners to Nuclear Medicine

The North Wing at NorthBay

Medical Center features advanced imaging services with the most up-to-date equipment.

The inpatient Diagnostic Imaging Department on the first floor of the new wing is equipped with a state-of-the-art 256 CT Slice Scanner; two ultrasound machines; two radiology/fluoroscopy rooms; and a nuclear medicine gamma camera.

The imaging services that can be provided in the wing have long been available at NorthBay, but upgrades of equipment means the imaging will be even more detailed and can be provided in a manner that is most comfortable for patients, explained Jerry Wilcox, director of Diagnostic Imaging.

And some were put to use, even before the first patients were checked into the wing in October.

“The ultrasound equipment, for example, is all brand new but we got it a year early and because it is not anchored in one place, we have been able to use it right away,” Jerry said. Ultrasound imaging is used in a number of medical settings, from looking at babies inside the womb to viewing arteries and veins and internal organs such as the liver and kidneys.

The biggest difference for staff at the hospital is the sheer size of the new imaging department. It is more than double the space.

Still other equipment in the wing is brand new, including the two new Radiology/Fluoroscopy rooms which provide a larger space for fluoroscopic procedures. Fluoroscopy is a type of medical imaging that shows continuous X-ray images on a monitor that when put together look like a movie. It is used in a wide variety of examinations and procedures, from viewing the gastrointestinal tract to guiding lumbar punctures.

The nuclear medicine gamma camera is used during procedures in which very small amounts of radioactive materials are used to examine organ function and structure inside of a patient.

Other equipment, such as the Philips 256 Slice CT Scanner, was moved into the new wing from the former imaging department space. MRI services at the hospital were not relocated but are available elsewhere on the campus. And a remodel of the Emergency Department last year included new CT scanning and X-ray equipment there as well.

Outpatient imaging services are provided elsewhere by Solano Diagnostics Imaging.

The biggest difference for staff at the hospital is the sheer size. It has more than double the space which means more space for procedures and also more comfortable waiting areas and patient recovery space.

James Bronk, M.D., chair of the Imaging Department, explains the department's state-of-the-art features during an open house tour.





photo credit: Fred Greaves

Radiologic Technologist Melanie Adams positions the Diagnostic Imaging Department's new fluoroscopic imaging equipment (above), which displays continuous X-rays on a monitor. Jerry Wilcox (center) explains the features of the nuclear medicine gamma camera (below).

"There is a patient holding area, so when they come down for a procedure we can keep them in the department afterward and check their vitals and so forth outside of the X-ray or CT scan rooms. It's just a more comfortable setting for the patient," Jerry said.

And another change has Jerry and staff smiling: windows. "After nearly 40 years of working in imaging, this is the first department I've had with windows," he quipped. "They are in the hallways as you walk between the rooms but it provides a much brighter experience." ❄️

"After nearly 40 years of working in imaging, this is the first department I've had with windows."

—Jerry Wilcox



photo credit: Fred Greaves

Art as Healing

New, freshly painted walls of the North Wing provided an empty canvas for NorthBay Healthcare leaders to fill with vibrant, unique art selections, and touched off a decision to upgrade art throughout the hospital.

“We know that art has healing qualities,” explained NorthBay Healthcare Group President Aimee Brewer. “So we teamed up with ACS (Art Consulting Services) to make decisions on a number of art pieces designed to delight, inspire and soothe our patients, visitors and staff.”

The result is 84 paintings, photographs, sculptures and other pieces of art that are highlighted throughout the main public corridors, elevator lobbies, back hallways that lead to patient rooms, consult rooms and waiting rooms and in The Shaw Family Kitchen. In addition, a number of new selections replaced older pieces that had been on the walls for more than a decade or two.



Aimee Brewer, left, and Kira Stewart selected artwork that would be cheerful and bright, to incorporate local scenery and showcase the work of Northern California artists.

Look for a photo gallery of artwork at www.northbay/wellspring

“Most people would agree the hospital is a place that can often be stressful and feel cold to patients and visitors,” explained Aimee. “There is much research that indicates art can have a positive impact on healing and can reduce stress and anxiety. We wanted to take this opportunity to curate a wonderful collection of art pieces of all different styles and mediums to connect with patients,

families and our team of dedicated employees to make NorthBay a warm and welcoming environment.”

Kira Stewart, owner and principal of ACS, said art as a healing element of care was clearly a focus in the selection process.

“We definitely wanted the artwork to have a healing feeling, incorporate nature and focus on local scenery like the rolling hills, oak trees and landscapes that could be recognizable for the local community,” she said. “And we certainly wanted it to be cheerful, bright and optimistic.”

The art selections vary in size, shape and style, and come from a number of Northern California artists.

“We feel art transcends and touches people in different ways and our collection has a large variety from local landscape photography to glass pieces to a one-of-a-kind acrylic tree going into The Shaw Family Kitchen,” Aimee said. “The goal is to help our patients and visitors feel connected with the beauty of the outside world even though they’re inside a hospital.”



All at Your Fingertips

Our Donors Share Their Inspiration

Just steps away from the Welcome Pavillion at NorthBay Medical Center is a brand-new visual and interactive tribute to NorthBay Healthcare's most loyal supporters: the donors who have, through the decades, shared the vision and determination to build and sustain a healthcare system that would provide top-flight healthcare for our friends, neighbors and family members here in Solano County.

"We've had donor recognition boards in the past but they were removed during the various renovations, so this was a great opportunity for us to have them consolidated all into one place, and updated in a very high-tech and user-friendly way," noted Brett Johnson, president of NorthBay Healthcare Foundation.

The foundation's Donor Board uses touchscreen technology to introduce viewers to the foundation's mission and those who have shared it. Viewers can hear donor stories, learn how and where their donations have supported the organization over the years, and see a current "Honor Roll" of supporters, ranging from those who have donated \$100 to thousands and even millions of dollars.

"The donor board delightfully invites visitors to meet many

"This was a great opportunity for us to have the donors all into one place, and updated in a very high-tech and user-friendly way."

— Brett Johnson



Foundation Board members Heidi Y. Campini (top left), and Wendy Jackson are introduced to the Donor Board's interactive features by Ryan Pasco, major gift manager for the Foundation, during an open house event.

generous and highly dedicated community members who are committed to the genuine goal of supporting excellent state-of-the-art health care here, locally, for us all," observed Foundation Board Member Heidi Y. Campini. "Giving is a unique opportunity to personally participate in a world-class medical facility that touches countless lives."

Some of the video tributes include Dream of a Lifetime recipient stories, for those who had an end-of-life wish fulfilled through this NorthBay Healthcare Foundation program that is supported by donations from the public.

Other stories focus on some of the Foundation's largest donors, giving them an opportunity to say in their own words why they chose to support NorthBay and how they wanted their contributions to be used.

Viewers can also tap on pages that illustrate some of the Foundation's largest fundraising efforts, such as the NorthBay Wine, Brew & Food Jubilee, and the Golf Classic.

The board was unveiled during an exclusive event on Sept. 9, when guests learned of Al and Patt Shaw's \$5 million donation. ❧

Shaw Family Kitchen

More than a Name, it's a Gathering Place



Not one for the spotlight, local philanthropists Al and Patt Shaw prefer to support their favorite causes without fanfare. But that changed when the Green Valley couple realized they had the means to make a significant impact on NorthBay Healthcare's future and to serve as an inspiration to others in the process.

The Shaws have donated \$5 million to NorthBay Healthcare Foundation, the largest such donation made in NorthBay Healthcare's 60-year history. They agreed to talk about the decision, only wishing that by making this generous gift it would send a message to others.

"We hope to be a role model by doing this," Al said. "We know not everyone can make this kind of donation, but every single dollar is important. We all live here, and in many ways we all draw upon the

services NorthBay provides. We as a community need to support NorthBay, because NorthBay supports us, our families, friends and our local community, and it provides excellent health care service."

Al has always shied away from the spotlight. But, when looking back over his highly successful career as a homebuilder and land developer, his wife, Patt, will share what he is reluctant to: As an only child who lost his mother to cancer at age 9, and as a young man raised by his grandparents, Al managed to find success through hard work, many good business decisions, some luck and a few well-timed business connections.

Much of that success occurred while the U.S. Air Force veteran served as president and chairman of the board for the Hofmann Company. Through the years,

NorthBay's mission to provide compassionate care, close to home, resonates with Al and Patt Shaw, who are pleased their generous donation will support so many others in this community they've come to call their own.

Al and his partner built more than 50,000 homes around Northern California, from Fairfield and Suisun, to Rocklin and Sausalito. "He didn't want to build monuments; he wanted to build housing for real people," Patt explained.

Al didn't come to his career because of family ties, but through a humble background. His father was a superintendent at a mine in remote Utah. When his mother became ill with cancer, help was far away. "Medical care was impossible, doctors couldn't get there in the winter," he recalled. After she passed, his father sent the young boy to live with his grandparents, on a path away from work in the mines. The experience colored his view about health care and the importance of making it available for those who need it most, he says.

In 1972, when he married Patt, an East Bay native, University of California at Berkeley graduate

"We as a community need to support NorthBay, because NorthBay supports us, our families, friends and our local community, and it provides excellent health care service."

—Al Shaw

and avid cook, they embarked on a mission to support the care of veterans, animals and desperately ill children. As their family grew and blended, they found the kitchen always was the center of where all memorable meals were prepared and important decisions were made, Patt noted.

The Shaws moved to Solano County's Green Valley in the mid-1990s, ostensibly to assume a quieter life, but before long they found a welcoming "family" at NorthBay Healthcare and opportunities to become involved. Friends encouraged Al to join the NorthBay Healthcare Foundation Board of Directors and he did so in 2009 because "it was an opportunity to provide local support and to help our new community in a positive way."

Before long, the couple found NorthBay's mission of "compassionate care, advanced medicine,

close to home" resonated with their personal mission to support those who needed health care the most. To support NorthBay Hospice & Bereavement, they became Presenting Sponsors for the Solano Wine & Food Jubilee, something they've done for more than 10 years. They've consistently offered items for Open That Bottle Night's Live Auction, and have contributed to the Dream of a Lifetime program, an adult wish program for the terminally ill.

Always striving to keep their involvement low-key, they were entirely overwhelmed when presented with the Spirit of Philanthropy award—NorthBay Healthcare Foundation's highest recognition for philanthropic support—in 2017.



Al Shaw addresses the crowd that gathered to hear of the family's significant donation.

The Shaws also found compassionate care to be more than words in a mission statement at NorthBay, Al said, as both he and Patt have availed themselves of NorthBay's medical and surgical services on occasion. "NorthBay's doctors are so approachable, so concerned and compassionate. NorthBay is fortunate to have such qualified, caring staff. You have a wonderful organization here and your motto of being close to home really strikes a chord with us."

When the Shaws decided to make a \$5 million gift, it was an easy decision to direct it to NorthBay Healthcare, they agreed. "We've always wanted to keep our financial contributions close to home, so we can see what our money is doing for others and how they are being cared for," Patt said.

The Shaws were offered an opportunity to have a portion of NorthBay Medical Center's new North Wing named after them, in recognition of their generous donation. The decision was made to put their name on the kitchen, where food is prepared and served. "Through the years, our kitchen was always an important gathering place," said Patt. Now named The Shaw Family Kitchen, this gathering place also represents nourishment and comfort, the key to good health.

"We are pleased to share our gift with all who enter," Patt said. ❄️



The Shaw family includes (left to right) David Shaw, Connie Martinez, Juanita Figueroa, Kathy Shaw, Steve Shaw, Patt and Al Shaw.

What's Cooking for Visitors, Staff?

With the opening of the new **North Wing** at NorthBay Medical Center comes The Shaw Family Kitchen, which opened for use Oct. 1.

The new nutrition services area includes a 6,000-square foot kitchen and dining area with 60 indoor seats and a patio with 30 outdoor seats.

And with the new cooking and dining facility, comes some changes in the menu options.

Inside the spacious kitchen, cooks can prepare food on a grill, char-broiler and griddle. Food can either be cooked to order, or selected from a “grab and go” section. Hot soups and such can be dished up from a steam table and sandwiches and other chilled items are available from a cold table.

The grill makes a big difference for visitors and staff, said Kathleen Shafer, director of Nutrition Services. “It provides another option and we, of course, kept our deli sandwich bar, also, where they can choose their ingredients and we build the sandwich for them,” she said.

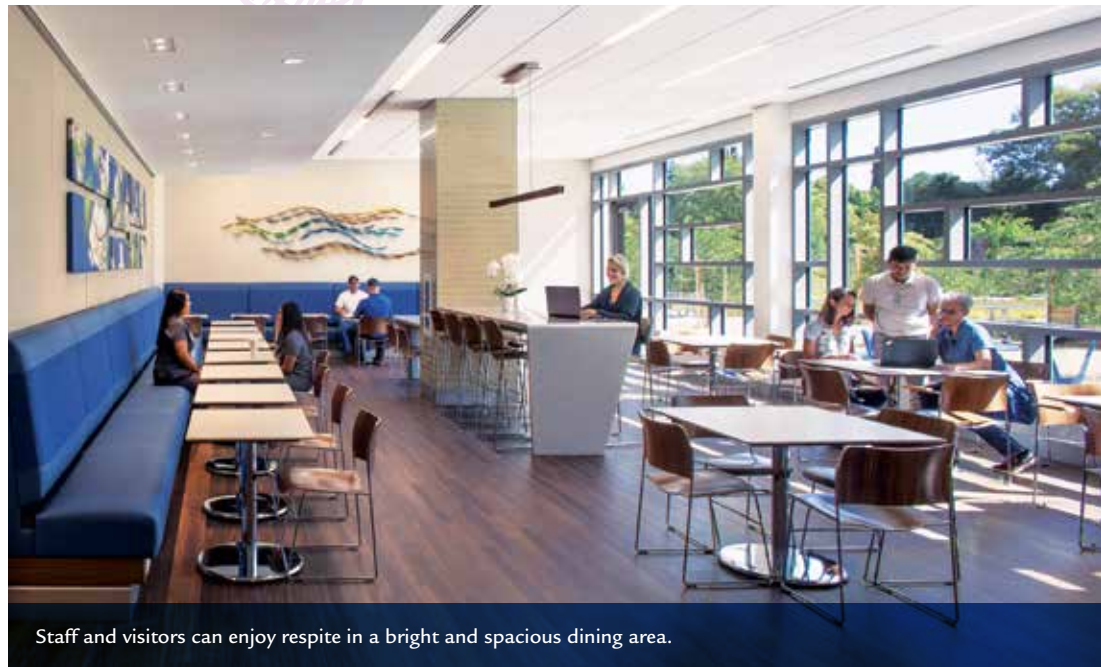
Windows cover one entire wall of the dining area, opening up the room to natural light and a view to outside seating.

The refrigerators and freezers offer more cold storage than was available before and tilting kettles make it easier on staff to stir up soups, for example.

New menu options are also coming soon for patients, each designed to provide more fresh choices and healthy options, said Kathleen.

“Nutrition is a very important part of healing. With surgical wounds, skin wounds and just feeding your body, good nutrition can help everybody get better...”

—Kathleen Shafer



Staff and visitors can enjoy respite in a bright and spacious dining area.

photo credit: Photographs © 2019 Sasha Moravec

and her staff spent months going over each item. “So there will be no high fructose corn syrup in the items we serve and we will use more fresh herbs and spices and make sure that it’s simply more delicious.”

Some examples of new menu options that are being developed are: baked oatmeal with berries for breakfast, tacos and burritos, stir fry and chicken soup. There will also be nice vegetarian selections, she said.

For Kathleen, the changes are an important addition to the care of patients at the hospitals.

“Nutrition is a very important part of healing. With surgical wounds, skin wounds and just feeding your body, good nutrition can help everybody get better and get out and get home. And if the food tastes good, the patient is more likely to eat.”

The new menu is also a teaching menu, she said. “We want to include things they will think about adding to their diet when they go home.”

All the upgrades came with plenty of new equipment and staff spent weeks training in advance of October’s opening.

“Focus was on safety and sanitation, the use of new equipment in the kitchen, and how to properly clean food using a state-of-the-art chemical system for the safety and sanitation of food,” explained Miguel Reyna, manager, production and retail nutrition. ❄

Building *more than* Character

NorthBay's Biggest Accomplishment Exceeds Expectations

In 17 years at NorthBay Healthcare, Assistant Vice President Real Estate & Facilities Development Joelyn Gropp has led the design of eight new buildings and scores of remodels and tenant improvements. But, without a doubt, the \$200 million North Wing takes the crown.

It was easily the largest project, both physically and financially. The North Wing, in fact, was the final piece of a three-phase modernization that included a new Welcome Pavilion and a larger, improved Emergency Department at NorthBay Medical Center in Fairfield.

It became NorthBay Healthcare's most technologically advanced project, too. Not only did it require acquisition of the state-of-the-art equipment for surgical suites, Central Sterile and Diagnostic Imaging, but it also puts technology right in the hands of the patients with the GetWellNetwork. It's a computer-based app with a monitor

at the bedside that will eventually be installed in every patient room at NorthBay Medical Center and NorthBay VacaValley Hospital.

The modern aesthetics of the building was designed by architects at Ratcliff and built by DPR Construction to reflect the advanced medicine within its walls.

"They created a soothing and healing environment," explained Joelyn, "due in part to the extensive use of windows and artwork. Floor to ceiling windows enhance hallways and patient rooms, allowing natural light in and views out to the landscaping. Special attention was paid to acoustics to provide a quiet and calming environment."

A neutral palette of finish materials was selected to highlight diverse and colorful artwork by Northern California artists throughout the facility. Pickett Design and Art

Consulting Services helped create the interior look and feel, said Joelyn.

One of the biggest challenges for every project is managing change, said Joelyn. During the past three years, she's had to navigate everything from

personnel and code changes to new architects, technology and cost. And speaking of cost, she's proud to note that the project came in \$8 million under budget, even with the decision to

bring on a \$2 million da Vinci robot.

Joining her team to help were project development managers Eric VanPelt and Annemarie Golz.

"Eric established a culture of controlling cost and limiting change orders at the start," said Joelyn. "And Annemarie did an excellent job managing the fit-out of the building and getting people moved in, assisted by Frederica Gordon, a master in anything move-related and whose magic touch made the landscaping sparkle."

The best part, says Joelyn, is bringing an enduring, sophisticated new hospital building to the community.

"It is a challenge to bring together people as diverse as architectural designers, nuts-and-bolts builders, physicians, politicians, and financiers. But when they focus on a common goal, great things can happen," said Joelyn. "As a result, the North Wing brings NorthBay into the 21st century. We have taken a huge step in realizing our future by replacing an aging facility with a modern, safe, state-of-the-art healthcare ecosystem." ❧

"As a result, the North Wing brings NorthBay into the 21st century."

—Joelyn Gropp



The North Wing's construction management team includes (left to right) Frederica Gordon, Joelyn Gropp and Annemarie Golz. Not pictured is Eric Van Pelt.

Welcome New Docs

NorthBay Healthcare has seen the addition of several new physicians in recent months including specialists in diabetes and cardiology as well as family medicine and otolaryngology (ear, nose and throat).

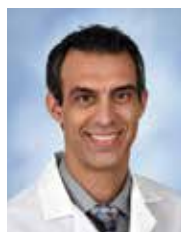
Here is a look at some of the doctors:



Sumera Ahmed, M.D.

NorthBay Healthcare Diabetes & Endocrinology Center recently welcomed diabetologists Sumera Ahmed, M.D. to its team of caregivers.

Dr. Ahmed is on the faculty at Touro University and earned her medical degree from Kilpauk Medical College, Chennai, India. She was fellowship-trained in diabetes at East Carolina University, Brody School of Medicine in Greenville, N.C.



Saba Lahsaei, M.D.

NorthBay Heart and Vascular recently welcomed Saba Lahsaei, M.D., an interventional cardiologist, to the team.

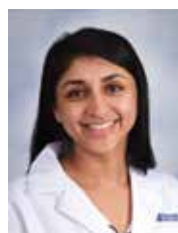
Dr. Lahsaei earned his medical degree from Shiraz University Medical Sciences in Shiraz, Iran and was fellowship-trained in vascular/endovascular interventions, structural heart disease and interventions at Tufts University School of Medicine, St. Elizabeth's Medical Center in Boston. He also completed fellowship training in cardiovascular disease at California Pacific Medical Center, San Francisco. He specializes in treating cardiovascular issues through catheter-based procedures.



Kalie Li, D.O.

Obstetrician/gynecologist Kalie Li, D.O. recently joined the Center for Women's Health.

Dr. Li earned her medical degree at Des Moines University in Des Moines, Iowa and holds a bachelor's degree of science in dietetics from Iowa State University. She completed her residency in obstetrics and gynecology at Albany Medical Center and most recently worked as an OB/GYN in Napa.



Shaulnie Mohan, M.D.

As an otolaryngologist, Shaulnie Mohan, M.D., specializes in treating conditions of the ear, nose and throat.

Dr. Mohan is a board-certified otolaryngologist and earned her medical degree from Boston University School of Medicine and most recently practiced in Stockton. She is now part of an ear, nose and throat program in the Gateway Medical Plaza next to NorthBay Medical Center.



Nguyen Khoi Nguyen, M.D.

Family medicine physician Nguyen Khoi Nguyen, M.D. recently joined the Center for Primary Care in Fairfield.

Dr. Nguyen earned her medical degree from St. George's University, School of Medicine, Grenada, West Indies and holds a bachelor's degree in biochemistry from the University of California, Davis. She completed her residency at Texas Tech University Health Sciences Center in El Paso.



Jay Shubbrook, D.O.

Jay Shubbrook, D.O., is a diabetologist and recently joined the NorthBay Healthcare Center for Diabetes & Endocrinology.

Dr. Shubbrook also serves on the faculty at Touro University. He earned his doctorate of Osteopathic Medicine at the University of Oklahoma College of Osteopathic Medicine. He completed his diabetes fellowship at OU-COM/Appalachia Regional Diabetes Institute.

**Mark Villalon, M.D.**

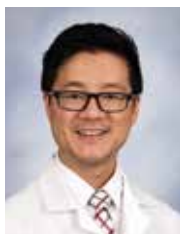
NorthBay Heart and Vascular recently welcomed interventional cardiologist Mark Villalon, M.D., to its stellar team of cardiologists.

Dr. Villalon specializes in the management of complex coronary artery disease and heart valve disease, in addition to general cardiology. He earned his medical degree from Drexel University College of Medicine in Philadelphia and completed his internship, residency and cardiovascular fellowship at Boston University Medical Center, before his subspecialty training in interventional cardiology at UCSF Medical Center.

**Murray Woolf, M.D.**

Otolaryngologist Murray Woolf, M.D., has joined the new ear, nose and throat program in the Gateway Medical Plaza.

Dr. Woolf is no stranger to NorthBay. In private practice for more than three decades, he has served for many years as a board member on the NorthBay Healthcare Group Board. He earned his medical degree from the University of California School of Medicine, San Diego.

**Kevin Xunan, D.O.**

Family medicine physician Kevin Xunan, D.O., has joined the Center for Primary Care, Vacaville.

Dr. Xunan earned his medical degree from Touro University, College of Osteopathic Medicine and also his master's degree in public health from Touro.

Prior to joining NorthBay, Dr. Xunan worked at Broward General Medical Center in Fort Lauderdale, Florida and Now Urgent Care Center, South Florida.



The NorthBay Way Wall tells the healthcare system's story on panels that stretch down the main corridor at NorthBay Medical Center.

'NorthBay Way Wall' Shines Light on History, Commitment

Installed just weeks before the opening of the North Wing, a new art project featured prominently in NorthBay Medical Center's main corridor showcases the history, milestones and medical advancements of NorthBay Healthcare.

Called "The NorthBay Way Wall," it is composed of nine panels, hundreds of photographs and "Our Story," of a hospital system borne from the community's need for medical care.

A number of the organization's founders—including several local mayors, city managers, councilmembers and philanthropists—make up a veritable Who's Who of Solano County.

Opening as Intercommunity Memorial Hospital in 1959, the 32-bed facility on Pennsylvania Avenue and B. Gale Wilson Boulevard now offers 154 beds, a 24-hour emergency department, and complex surgical procedures. It became NorthBay Medical Center in 1987, and branched out to grow an entire health care system around it. Today, NorthBay VacaValley Hospital, the NorthBay Surgery Center at VacaValley, the VacaValley Wellness Center, NorthBay Urgent Care and numerous medical office buildings in Fairfield and Vacaville are also part of the NorthBay family and are featured on the wall. 🌐

Chief Medical Officer Seth Kaufman, M.D., and NorthBay Healthcare Group President Aimee Brewer pose by the organization's mission statement: Compassionate Care, Advanced Medicine, Close to Home.



A Season of Awards

Accolades from Across the Nation Pour in for Local Healthcare System



NorthBay Earns Magnet Status — Again!

With scores of NorthBay Healthcare employees across campuses and medical offices in Vacaville and Fairfield listening in, an August conference call from the Commission on Magnet of the American Nurses Credentialing Center revealed much-anticipated good news: NorthBay Healthcare has again earned its status as a “Magnet” organization.

It’s the second time since 2014 that the organization has earned the highest level of recognition that a healthcare system can receive for quality nursing care.

“I’m so proud of our nursing team members for their ongoing commitment to nursing excellence, as well as the entire organization for participation and commitment

in achieving this wonderful honor,” said Vice President and Chief Nursing Officer Traci Duncan.

Only 6.6 percent of hospitals in the United States have earned Magnet status.



Designated Baby-Friendly Once More!

NorthBay Medical Center again earned designation as a Baby-Friendly hospital.

News of the re-designation came in September in a letter from Baby-Friendly USA, an international breastfeeding education and support program sponsored by the World Health Organization and the United Nations Children’s Fund.

“Be proud and celebrate...the NorthBay team provides our smallest patients with the healthiest start in life,” said Katie Lydon, director of Women and Children’s Services.

In announcing the re-designation, Baby-Friendly USA officials noted that NorthBay has implemented all of the 10 steps to successful breastfeeding and has met the requirement of purchasing breast milk substitutes.

NorthBay is the only hospital in Solano County that is designated as Baby-Friendly.



Teams celebrate on hearing the news that NorthBay earns redesignation as a Baby-Friendly (above) and Magnet organization.

Gold Achievement in Cardiac Care

NorthBay Medical Center received the American College of Cardiology’s NCDR Chest Pain–MI Registry Gold Performance Achievement Award for 2019. It is one of only 30 hospitals nationwide to receive the honor.

This marks the sixth year in a row for the Fairfield hospital to be honored with this award. It recognizes NorthBay’s commitment and success in implementing a higher standard of care for heart attack patients and signifies that the hospital has reached an aggressive goal of treating these patients to standard levels of care as outlined by the American College of Cardiology/American Heart Association clinical guidelines and recommendations.

In addition, NorthBay was recognized by the American Heart Association (AHA) and the American Medical Association (AMA) as a leader in getting patient blood pressure rates under control, earning a 2019 Target: BP Gold award for achieving blood pressure control rates of 70 percent or more in their adult patient population with high blood pressure.

NorthBay Stroke Program Earns Gold Plus Award

For the fourth year in a row, NorthBay Medical Center earned the American Heart Association/American Stroke Association’s Get With The Guidelines Stroke Gold Plus Quality Achievement Award and also qualified for recognition on the Target: Stroke Elite Honor Roll.

The award recognizes the hospital’s commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

“Caring for our patients is our No. 1 priority,” said Beth Gladney, NorthBay Stroke Program manager.

NorthBay Medical Center also received the association’s Target: StrokeSM Elite award which honors quality measures developed to reduce the time between the patient’s arrival at the hospital and treatment with a clot-busting drug.



Three New DAISYs Bloom

Three NorthBay Healthcare nurses are the proud recipients of the coveted DAISY award, presented to honor their outstanding patient outreach.

Tiffany Song, Nora Maligaya and Christine Aye all received their awards at separate presentations in front of their nursing colleagues this year.

Tiffany, a nurse in NorthBay Medical Center's ICU, was singled out by the son of a patient who admired her calming care as his mother was showing signs of delirium. "Tiffany spoke to her as if she were awake and alert, explaining everything she was doing, even if it was just straightening a sheet."



Nora Maligaya (holding certificate) shares her surprise moment with team leaders.

Nora, a nurse in the VacaValley ICU, was nominated by a grandson who extolled the care she provided his grandfather. "She speaks in a manner that makes her patients feel calm."

Christine works in the VacaValley ICU and was thanked by the mother of a patient who wrote, "She is a very relatable human being, not just a nurse with a task list checking things off."



Christine Aye



Tiffany Song

NorthBay joined the DAISY Foundation in December 2015 and has presented a total of 13 DAISY awards. The awardee's names can be seen on a new display board posted in NorthBay Medical Center, outside the old cafeteria. ☒



Have you had an outstanding experience with a NorthBay nurse?

Forms to nominate can be found at NorthBay.org/DAISY.

New Moniker Adds NorthBay, Brew to the Mix

It started out as just a wine and cheese tasting event at a local church 33 years ago, but NorthBay Healthcare Foundation's most popular fundraising event has evolved into so much more through the years. So, Jubilee organizers say now is the time to call it what it is: A NorthBay event with even more.

The Solano Wine & Food Jubilee is now the NorthBay Wine, Brew & Food Jubilee, adding brew to its name in a nod to the growing number of area breweries who pour at the event. And, with the name change comes an opportunity to refresh the logo.

Despite the change, the location of the event stays the same for 2020. The 33rd annual NorthBay Wine, Brew & Food Jubilee will be held on May 16 at the Harbison Event Center at the Nut Tree in Vacaville and will

retain the same "wine country casual" ambiance.

"Over the past few years, we've seen the number of breweries that have signed up to pour at the Jubilee almost match the number of wineries there, and that's

a reflection of people's increasing interest in tasting craft beers," noted Craig Bryan, Jubilee committee chair. "We wanted our event name to more accurately reflect what people can expect from the Jubilee."

The new logo was designed by Dan Fowler, senior designer for NorthBay's Business Development department, and it incorporates NorthBay's logo in with images representing

food, beer and wine.

Look for more details about the event at www.NorthBay.org/wine-brew-food-jubilee. ☒



Community Health Education Classes

Healthier Living • A six-week class offered several times during the year, taught in conjunction with Solano Public Health and the Area Agency on Aging. Classes are free but space is limited. Call (707) 646-5469.

Caregivers' Support Group • For anyone involved in caring for a loved one with Alzheimer's disease or a dementia-related illness. Meets second Wednesday of the month, 7 to 9 p.m., at 1020 Nut Tree Road, Vacaville. Cost: Free. Call (707) 624-7971 or (707) 624-7970.

Grief Support Group • This support group provides a place to talk, receive information about the grief process and support from others grieving the loss of a loved one. RSVP requested, but not required. Meets noon to 1 p.m. first and third Thursdays, 4520 Business Center Drive, Fairfield. (707) 646-3517.

Adult Grief Support Class, Journey Through Grief • Course meets weekly for 10 weeks. Limited to 12 people per group. Participants follow a step-by-step approach using a book and journal. 4520 Business Center Drive, Suite 110, Fairfield. Cost: Free. For a schedule and to register, call (707) 646-3517.

Veterans Men's Support Group • A grief support group for men with current and previous military experience. Meets on the first and third Thursday from 10 to 11 a.m. at 4520 Business Center Drive, Suite 110, Fairfield. Cost: Free. Call (707) 646-3517.

Pulmonary Education Series • Course meets the first two Tuesdays of the month from 12 to 1:30 p.m. at NorthBay Medical Center, Cardiopulmonary Rehab. Dept. Cost: Free. Call (707) 646-5072.

Heart Failure Class • Class meets first two Wednesdays of the month from 12 to 1:30 p.m. at NorthBay Medical Center, Cardiac Rehabilitation Dept. Cost: Free. Call (707) 646-5072.

Diabetes Support Group • Meets monthly at 1010 Nut Tree Road, Suite 290, in Vacaville. Call (707) 624-8248 to confirm.

New Leaf Peer Support Group • A safe place for those affected by domestic violence meets Wednesdays at 5:30 p.m. Call (707) 820-7288 for location.

New Beginnings Support Group • For stroke survivors, caregivers and family members. Meets third Tuesday of the month, from 10 to 11:30 a.m. at VacaValley Health Plaza, 1010 Nut Tree Road, Suite 240. Cost: Free. Call (707) 646-4034.

Maternal/Child Health Classes

All prenatal and maternal child health classes are free if you are delivering at NorthBay Medical Center. Sign up at NorthBay.org or call (707) 646-4162.

Labor of Love

A two-week prepared childbirth class for moms and dads or coaches.

Labor of Love—Saturday Class

A prepared childbirth class for moms and dads or coaches. One Saturday a month.

Newborn Care/Car Seat Class

Expectant parents are instructed on daily care, nutrition, safety and development for the first few months of life. Parents are also taught how to choose and properly use infant and child car seat restraints. One-session course.

Maternity Orientation and Tour

A tour of NorthBay Medical Center's maternity unit with information about hospital registration, birth certificates and other pertinent information.

Breastfeeding the Baby-Friendly Way

Babies are born to breastfeed. Learn normal newborn behavior and what to expect from a lactation expert. Support persons are encouraged and welcomed.



For a complete schedule of classes and events, visit NorthBay.org/calendar.