

Momentum

MemorialCare Saddleback Medical Center Foundation

Lloyd and Charlotte Takahashi p. 4



Healthcare Crisis Brings Out Best of Compassionate Culture

To truly understand the strength of an organization and the caliber of its people, one must see how it operates under great duress. In the past few months, the executive team, physicians, nurses and support staff have demonstrated how special MemorialCare Saddleback Medical Center is and how fortunate our community is to have access to this level of care during a crisis.



Administrative, medical and support staff stepped up in remarkable ways during this healthcare pandemic, collaborating to ensure the utmost safety and demonstrating incredible resilience and dedication.

To prepare for COVID-19 patients, Saddleback set up color-coded areas to distinguish treatment areas, with a separate area for non-infectious patients.

Engineering transformed additional patient rooms to negative pressure rooms, ensuring that air from one room would not circulate into another.

A new Safety Monitor role was created, so that a single person each shift can supervise staff as they dress in personal protective equipment (PPE), and monitor each step of removing the PPE properly.

We have countless examples of staff caring for each other as much as they cared for patients, like the patient care assistant who began taking trash *outside* of a patient's room so housekeeping doesn't have to enter the room, or the nurses who reunited a dying husband with his wife for his final moments.



"At Saddleback, it's not about 'me'; it's about 'we.' It warms my heart that they are thinking of each other," said Brandi Cassingham, Chief Nursing Officer for Saddleback Medical Center.

As we are now renewing services by offering elective surgeries and preventative services, we assure the community that it is safe to come to Saddleback Medical Center, and we are here for you.

Our patients should know that we place safety above all else, always.

The compassionate culture that has become the hallmark of Saddleback

Medical Center, as well as the strength of our leaders and staff, will continue to carry us through these difficult times.

"At Saddleback, it's not about 'me'; it's about 'we.'"
Brandi Cassingham
Chief Nursing Officer

+ SUMMER 2020

Hang Up the Gown and Tuxedo, For Now

In order to prioritize the health and safety of our donors, physicians and community members, and in accordance with guidelines regarding large gatherings, the decision was made to cancel our gala this year.

While we share your disappointment of this news, we look forward to bringing you a very special gala on Friday, May 14, 2021, at Montage Laguna Beach.

Many events were halted due to the coronavirus pandemic, but heart conditions and strokes haven't stopped.

The Cath Lab project, which the gala was benefiting, will still be moving forward so that we can continue to serve our patients and meet the growing demand for innovative, life-saving cardiovascular procedures.

If you're interested in supporting this important campaign, call (949) 452-3724.



Care Never Stops, Even During COVID-19 Crisis

It was 4 a.m. on March 27. Vicki Bernard of Laguna Woods was wide awake. She had a fever and chills. She hadn't slept for three days and hadn't eaten.

One week prior, she'd had knee-replacement surgery, but could she have COVID-19? She told her husband she was going to call 911.

When they arrived, she told the EMTs to take her to Saddleback Medical Center, where she says the "care is phenomenal."

Being hospitalized at the beginning of the COVID-19 pandemic in Orange County, Vicki noticed that the environment was intense. At that time, news and information from the CDC seemed to be changing daily.

"I was placed in a rule-out-and-wait area with 40 isolation rooms," she said. "Every person that came into my room was completely dressed in PPE, with face shields and masks. I could see the smiles in their eyes, though. They were amazing."

She noticed that it was an elaborate process for every doctor or nurse to dress and remove the personal protective equipment (PPE) each time they entered and exited her room.

"I have the utmost praise for the staff. They worked day and night," Vicki said. Whenever she needed something, someone was there, she added. "They are there solely to make sure you're okay."

She was tested for COVID-19 and was told it would take six to eight days to receive results.

At night, she would see ambulances pulling up to the emergency room from her window. By morning she said her isolation area was full.

During her stay, her husband of 50 years could not see her due to visitor restrictions required by the hospital.

Doctors discovered that Vicki had an infection, which was causing her fever, and she was given a heavy dose of antibiotics.

During that time, the CDC guidelines had changed, and Vicki wasn't required to be hospitalized while she waited for the COVID-19 test results. So after three days, she was discharged. A couple of days later, she received a call that her test was negative.

Today she is so thankful for Saddleback. After being treated over several years, including cancer, she says, "Every time there is an issue, I always go to Saddleback — I have the best care."



Vicki Bernard

"Every time there is an issue, I always go to Saddleback. I have the best care."
Vicki Bernard, age 68, Laguna Woods

Meet Our New Senior Plus Advisor: Ready to Answer Medicare Questions

After 20 years serving seniors at Saddleback Medical Center, our wonderful Senior Plus Advisor, Roberta Potts, has retired. Roberta's clients trusted her for advice on Medicare plans each year during open enrollment, and she answered questions about supplemental plans and medical bills.

Fortunately, we have already on staff a new Senior Plus Advisor, Crystal Clark.

"I am so very delighted to be in this new role and especially excited to meet all of our Senior Plus members," said Crystal. "As a Medicare advisor with unbiased resources, I'm here to assist and

answer any of your Medicare or medical billing questions."

Crystal is a licensed insurance specialist with more than 20 years of experience in the industry.

"For those new to Medicare, my hope is to help make your transition to a Medicare plan a smooth one," said Crystal.

"Additionally, our complimentary service is available to all seniors in the community seeking guidance in choosing a Medicare plan that's best for each one's individual needs."

Senior Plus services are provided through a generous endowment by



Crystal Clark

former Laguna Woods residents Bill and Louise Meiklejohn.

"I hope to hear from you soon," said Crystal.

You can schedule a phone appointment with Crystal by calling (949) 452-3791.



TOP: The bilirubin screening units test newborns for jaundice on the skin, without using the traditional blood draw. **RIGHT:** Beauty In Grace Founding Circle; membership gifts from the women's giving circle funded the purchase of this equipment.



Women's Giving Circle Funds New Equipment for Babies, Moms

Babies born at The Women's Hospital at Saddleback Medical Center no longer have to be pricked with a needle to be tested for jaundice thanks to the generous members of Beauty In Grace, our women's giving circle.

With the membership gifts from this past year, funds were used to purchase four noninvasive bilirubin screening units that test for jaundice transcutaneously (on the skin) in newborns. Using light instead of a needle, the device accurately measures serum bilirubin levels.

The devices eliminate the cost and time associated with blood draws and laboratory services. There is less risk of infection, less trauma, and no pain while allowing a faster time to discharge or a decision toward treatment for the baby.

The funds raised this year were also used to purchase a portable cardiac monitor/defibrillator, needed when mothers have cardiac issues during deliveries.

Each year, Beauty In Grace pools its \$1,000 membership gifts to make a significant donation to benefit women's health services at Saddleback Medical Center.

This year, the group raised \$75,000 for this special equipment for our Labor, Delivery, Recovery, Postpartum at The Women's Hospital.

A luncheon to thank our Beauty In Grace members was held in February at the Montage Laguna Beach. (Visit our Facebook page to see the photos.)

In four years, Beauty In Grace has contributed more than \$275,000 to directly benefit women's services at Saddleback Medical Center.

Cathy Han, M.D.
Chair,
Saddleback
Medical Center
Foundation
Board of
Directors



Cautious, But Optimistic

In 1859, Charles Dickens started *A Tale of Two Cities* with, "It was the best of times, it was the worst of times." I think of his words when I reflect on the array of emotions I have felt this spring.

When I first heard warnings in March from doctors in Italy about their shortage of ventilators and ICU beds, I mentally prepared for the worst-case scenario. I waited for the COVID-19 surge to hit California.

At the same time, I was proud of MemorialCare leadership, who made sure that Saddleback had enough physicians and nurses on staff, as well as personal protective equipment, tests, ICU beds, and ventilators.

I now feel relief that the numbers of patients with COVID-19 in Orange County have been far fewer than in other areas of the country. I am grateful to our community who have been so generous in supporting our health care workers. I am grateful for everyone who has stayed at home, maintained social distance, and worn a mask.

I truly believe that the effects from Coronavirus have been less severe than expected at Saddleback due to the collective efforts of the hospital and our local community. I am aware that there is still uncertainty and anxiety as we reopen, but I am confident that we can and will get through this together.

Catherine Han, M.D.

Couple Prioritizes Service Above All Else

If you hear the strumming of a ukulele when you walk into our hospital, it's coming from Lloyd Takahashi.

A Saddleback Medical Center volunteer since 2001, Lloyd enjoys making people's day a little brighter from behind the front desk.

He has volunteered in numerous positions at the hospital, from escort and messenger to treasurer, and vice president and president of the Volunteers' Group during the early 2000s. He was also involved in the formation of the Fundraising and Student Volunteers Scholarship Programs.

"The more I volunteer my time and give of myself, the happier I am," said Lloyd.

Lloyd and his wife, Charlotte, also have given generously to benefit Saddleback Medical Center Foundation. They are grateful for an abundant life, considering their humble beginnings dating back to World War II.

In fact, Lloyd spent early years of his childhood in a less-than-ideal setting — a Japanese internment camp. The FBI knocked on their door on Dec. 8, 1941,

the day after the attack on Pearl Harbor, to take his father away; the family soon entered an internment camp. Charlotte was actually born in an internment camp in Arkansas; she was a baby when they were released.

As fate would have it, they both ended up in Fresno, where the couple met at church. Charlotte was just 14 and Lloyd was 17. They graduated from Fresno State; then Lloyd earned his master's degree in chemistry at University of

Arizona. Charlotte became a teacher, and they lived in the San Fernando Valley area for eight years. They relocated to Irvine, where Lloyd worked for Allergan for 25 years, and Charlotte taught for Saddleback Valley Unified

School District.

Since retiring, Charlotte has kept her schedule full serving on several boards for teachers' organizations and education-focused groups. Along the way, they've met many who shared their charitable spirit, including Gary Damsker, a longtime Saddleback Medical Center philanthropist.

"We've had a lot of inspiration from friends who donate," said Charlotte.

"As volunteers and donors, we have the opportunity to improve the lives of others."
Lloyd Takahashi



Lloyd and Charlotte Takahashi

The Takahashis also give annually in honor of their parents, who received care at our hospital. Recently they pledged a substantial gift that will leave a legacy at our hospital for years to come.

While they enjoy playing tennis, hiking, and fine wine, giving back provides the greatest satisfaction.

"If you have time or money sitting idly, neither has any value," said Lloyd. "We have the opportunity through volunteering and donating to improve the lives of others. It makes us happy to know we're making other lives better."

Private Room Dedicated In Honor of Special Donors

Back in February, we held a dedication of a private patient room on the 2nd floor in honor of special donors Bebe Shaddock Smith, a longtime Foundation board member and volunteer, and Russell Smith, a volunteer. Their generous contributions over many years have helped Saddleback Medical Center remain at the leading edge of medical advancements and ready to serve our community.

Russell Smith and Bebe Shaddock Smith in front of the private patient room dedicated in their honor on the second floor



Saddleback Memorial Foundation, dba MemorialCare Saddleback Medical Center Foundation, is a 501 (c)(3) organization. We partner with you to raise philanthropic support for MemorialCare Saddleback Medical Center, a community-based, nonprofit hospital. Tax ID #33-0011887

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