

2017 YEAR-END REPORT



# Patient and Family Centered Care



## Members of the 2017 Patient and Family Centered Care Steering Team

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## From the Director of Patient and Family Centered Care (PFCC)



2017 was a productive year for Patient and Family Centered Care (PFCC) at Valley Health System! By reading the pages that follow, I think you will agree with me. Together, we embarked on our High Reliability Organization (HRO) Journey, started dreaming about (and planning for) The *NEW* Valley Hospital and laid the groundwork for a new Patient/Family Safety Ambassador Role. We were involved in so many projects, it was hard to narrow down just a few to highlight. This report will review many of the ways we are partnering with our patients and families to reach our goal of Zero Harm/100%Reliability.

Since the most important aspect of this year's work has been our HRO Journey, I'd like to use a new communication tool called SBAR (Situation, Background, Assessment, Recommendation).

**Situation:** National statistics show that patients experience harm from hospital admissions at a higher rate than bags are misplaced by airline handlers.

**Background:** Valley Health System strives to provide the best, safest, compassionate care possible. We continue to improve and enhance the patient and family experience and have set the bar to be the best in class.

**Assessment:** An outside consulting firm conducted an analysis of our patient harms. Patient and family advisors were part of this assessment.

**Recommendation:** While better than the national average in many regards, we remained below our goal of Zero Harm/100% Reliability. Therefore, our organization is undergoing training and a cultural shift to enhance the patient and family experience as it relates to quality and safety. In short, we are on the journey of becoming an HRO and are partnering with our patients and families to reach this goal.

I continue to be inspired by your commitment to us, our patients, families, staff and one another. I am confident that 2018 will find you involved in meaningful work that is fulfilling, exciting and makes a difference in our patient and family experience!

Together - we can be the best in class!

A handwritten signature in black ink that reads "Pamela S. Bell".

Pamela S. Bell, Director, PFCC

**ZERO** | **100%**  
**HARM** | **RELIABILITY**

# Valley Home Care PFAC - Keeping You Safe with Improved Medication Communication

The Home Care PFAC agreed to focus on Medication Administration and Reconciliation in conjunction with our HRO Safety initiatives. Medication reconciliation is a key safety issue on a national level as 42 billion dollars are spent on medication errors annually. Valley Home Care is on the journey to become an HRO. We looked at our HHCAHPS scores and realized we needed to work on two areas related to medication administration. They are:

- Talk about medicine taking      2016 score = 92.7
- Ask to see all meds taking      2016 score = 82.6

The PFAC was part of the approval process to assist in standardization of medication reconciliation. The following were approved:

- Buttons – voted on for nurses to wear.
  - ◊ “Let’s talk about medication” button.
- A medication card was reviewed and customized based on PFAC input.
  - ◊ Medication cards and a medication list is now sent to all patients after they are admitted to Home Care.
- Several home visits were made by PFAC committee members to observe the medication reconciliation process. A checklist developed by PFAC members was used during the visits. The findings were shared with the Nursing Leadership Team and also shared in our Joint Commission survey.
- Monthly medication audits were completed by directors and managers. Staff was also randomly interviewed after home visits to assure medication reconciliation was done. The results of this audit showed significant improvement in the process from 96 percent compliance in December to 100% compliance the following March.
- Medication education was provided to the nurses and rehab staff by a PFAC member who is a former pharmacist and college professor. The focus of education was on “every patient/every visit” and to include patients and families.

As a result of these initiatives and the effort of the nursing managers and teams, the HHCAHPS scores increased in 2017.

- Talk about medicine taking went from 92.7 to 95.2.
- Ask to see all meds taking went from 82.6 to 89.0 .

This project also lent itself to a system-wide initiative by utilizing medication wallet cards in the hospital discharge patient packets.



*Mary Kirchmeier, Director,  
Valley Home Care  
Administration*

## VMG Advisors - Partnering to Keep You Safe and Healthy

As we all know, Valley is moving towards becoming a High Reliability Organization. To that end we recruited and oriented 11 advisors to key VMG offices this year!

Our Riverdale Primary and Urgent Care Center (PUCC) supports that effort. We recently held a 2018 planning meeting with our Patient Advisor. Although she is a patient in our office, we gave her a “behind the scenes” tour similar to walking the deck. We asked her if she had any safety concerns. Her main concern was for our staff. She felt anyone could walk into our office. She said we don’t know all these patients or their histories when they are initially presenting to the space. She felt we should have a lock on the door between the waiting area and the clinical area. After conversations with the team, we were happy to report that a lock/buzzer system was already in the works for the door to the clinical area and has since been installed.



*Kathleen Cole, Regional Practice Manager, VP Primary Care Admin*

Another safety concern was shared, this one regarding patients. She noticed a piece of equipment had a rough edge and brought this to our attention. We are in the process of permanently rectifying the situation with new equipment. This is a great example of involving an advisor in the Walk the Deck practice, which is a HRO practice to ensure the environment of care is a safe one.



*Bev Johnson, President of the Institute for Patient and Family Centered Care, conducts a site visit at the VMG Waldwick P.U.C.C.*

## Cardiac Surgery PFAC - Keeping You Safe with a TAVR Escort Advisor

The Cardiac Surgery PFAC has been focusing on completing patient education materials and developing and implementing our patient escort role. Both projects aim to improve the patient experience and focus particularly on patient safety.

**Patient Education Materials:** An important tenet of safety is to decrease variations in care. While the clinical information is evidence-based, readability and meaningful use was analyzed and modified by our PFAC advisors. These materials, which are secured in binder format, are given to our patients for their review at home, to our home care nurses that visit these patients after discharge, and to the receiving facilities that accept our patients post discharge – all in an effort to optimize care and decrease variation in care.

**Patient Escort Role:** Our newly-piloted patient escort program has augmented patient safety in several ways. A number of patients verbalized that they are able to keep their critical pre-treatment screening appointments only because they would be accompanied by someone throughout the day. These patients are often quite ill and frail, and delaying treatment to this particular group of patients can be life-threatening. This program allows for patients to be dropped off for their appointment and met by a patient escort who stays with them for the duration.

The patient escorts receive training to identify potential and/or actual safety concerns (for example, hand washing, wristband identification and potential situations that could lead to falls). They complete a report after each escort trip identifying any issues, and have been given a mechanism to notify office personnel if immediate attention is needed. They are also trained to identify and report on patient convenience issues such as long wait times, etc. Patients and their family members also advocate for themselves by completing a survey asking about many of these same safety and convenience issues.



*Mary Collins, APN, Director, Cardiac Surgery/Cardiac Heart and Vascular Institute*



## Advisor Participation in Zero Harm: Falls Task Force (FTF)

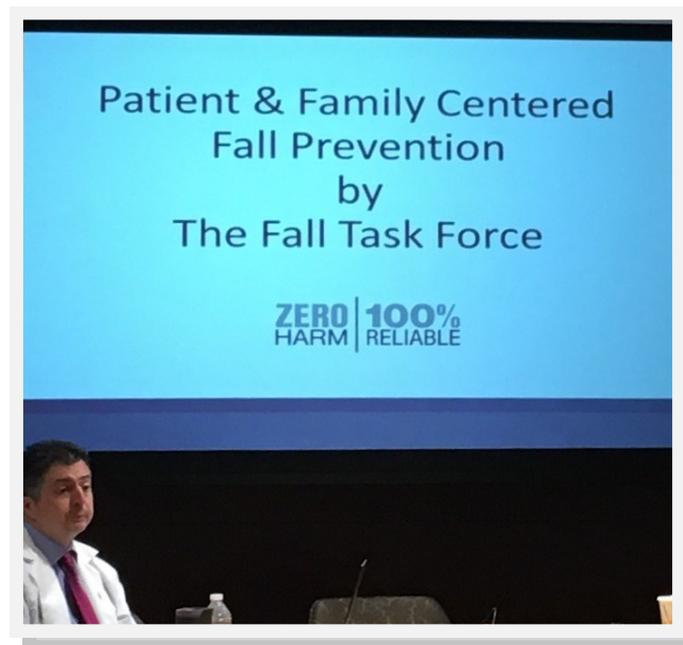
Looking back on 2017, the Falls Task Force (FTF) has done a great deal of work addressing safety concerns throughout the hospital. The large interdisciplinary team is a “think tank” of ideas to try and remove risk for patients, families and the staff. Through sharing safety stories and encouraging a non-punitive review of fall events, we have learned a great deal about the “holes in our Swiss cheese.” This is the metaphor of the journey to high reliability. Transparency is the key to solving system issues; trust in the team is our key to success.

We have the good fortune of having an advisor, who in his previous life was a quality control engineer. He is able to share his personal knowledge of systems and process improvement and, of course, the view as the “patient in the bed.” We are able to brainstorm and trouble shoot systems and together find a working solution.

One of our biggest accomplishments, “The Valley Hospital Patient and Family Centered Fall Prevention Program” was created within the FTF in collaboration with our PFAC team. We vetted the entire program with their input to improve and ensure that it made sense to all levels. This holistic approach to care is what makes the FTF a great place to collaborate with the PFAC team. The entire team is grateful to having such an invaluable resource to assist in our HRO journey.



*David Rivera, R.N., Director,  
Cardiac Services, Heart and  
Vascular Institute*



## Advisor Participation in Communicating a Safe Stay and Discharge with New Communication Folders

New Communication Folders were implemented at The Valley Hospital in July 2017. The Patient and Family Experience Inpatient Council collaborated with Patient Family advisors, Susan Gralla and Allan Harriman, to assure the design of the folder was reflective of the needs of Valley patients and families. Both helped with creating an interactive communication tool, designing the external folder, as well as the internal divisional tabs, which organize the content for the patient.

Next the folder was presented to the Patient and Family Advisory Council. More feedback was incorporated from this team improving the tool for our patients. The Patient and Family Experience Inpatient Council then had to develop a standardized process for distributing the folder. Susan and Allan were able to provide feedback on the best process for distributing these folders at the bedside - helping the team hear the perspective of when this folder would be best received by a patient. Due to their input, the team chose to have the folders delivered when the patient was settled in their inpatient setting.

Education to all inpatient services occurred next with Susan and Allan facilitating the teaching of frontline staff in The Valley Conference Center. Their participation in this education helped frontline staff see the patient and families care about these tools and place value in the education the folders bring forward within them. The Patient and Family Experience Advisors input made the difference in the design, delivery and education of this communication device with positive outcomes for our Valley patients and families.



*Nancy Barrett-Fajardo, R.N.,  
Director, Med/Surg Services  
Admin*



# Partnering Together to Keep You Safe Throughout the Care Continuum

In an effort to improve the care our patients receive across the care continuum, a team was assembled to redesign the Case Management and Social Work Department. The overall goal of this redesign was to develop processes to ensure that a patient's hospitalization did not end at the time of discharge, but rather continued into the community to ensure a safe transition of care. As part of this redesign, roles were transformed to focus not only on a patient's discharge plan, but on the transition of their care. New roles were developed to ensure appropriate resources were available for patients with complex medical and social situations and processes were built to ensure interface with physician resources, community partners and Population Health team members.

To be successful, it was imperative for our patients and families to understand the role of this department and how the services it offered would benefit them. In order to facilitate their understanding, it was decided to change the name of the Case Management and Social Work Department to one that truly described the new mission. For this endeavor, we reached out to the Patient and Family Advisory Council (PFAC).

At the PFAC meeting, the redesign was presented emphasizing the expanded focus of following patients outside the hospital. Following the presentation the council was presented with several suggested names for the new department. Two names resonated with the council: Care Coordination Department and Care Transitions Department. The team decided that because the focus of this department was safe transitions across the continuum, Care Transitions was a better fit. Conversely, they felt the Care Coordination described the work performed inside the hospital only.

Using the expertise of our Patient and Family Ambassadors, The Valley Hospital introduced the Care Transitions Department on February 5, 2018.



*Charles Vannoy, DNP, R.N.,  
MBA, NEA-BC, Assistant Vice  
President, Women's and  
Children's Services and  
Emergency Services*



# Summary of 2017 Activities



Additional activities during the year included:

- \* Participation in the new Shared Governance Video and the Acute Care of the Elderly (ACE) Unit Video Script.
- \* Developed and implemented a new Welcome Video for all inpatients engaging them in safety.
- \* Developed a Welcome handout for Critical Care families.
- \* Participated in the marketing aspect of the new Meds to Beds Program for inpatients.
- \* Reviewed several brochures/flyers including: Restraints Information for Families, Hospitalists, Total Joint Replacement Class Tools, including Classroom Presentations, all of which received the PFAC Seal of Approval.



Received a state award for Best Practices of our Welcome Policy by *Commerce Magazine*



Faculty member of Institute for Patient and Family Centered Care, Michigan Health System Conference.

- \* Development of new Survey Monkey for Kireker Child Development Center.
- \* Participation in Falls Prevention Program in Valley Home Care.
- \* Ongoing support for Infusion/Radiation Therapy patients and families with the *Cancer Creates* newsletter.
- \* Faculty member of Institute for Patient and Family Centered Care, Michigan Health System Conference.
- \* NICU Fundraising.
- \* Consumer Health Ambassadors rounded on 4,500 patients and family members, fulfilling 505 requests for health-related information and education.

**4,516:** Total Advisor hours contributed to Valley Health System in 2017, an 8.5 percent increase over the previous year!

# Measures of Success Dashboard



REPORTING PERIOD 2017

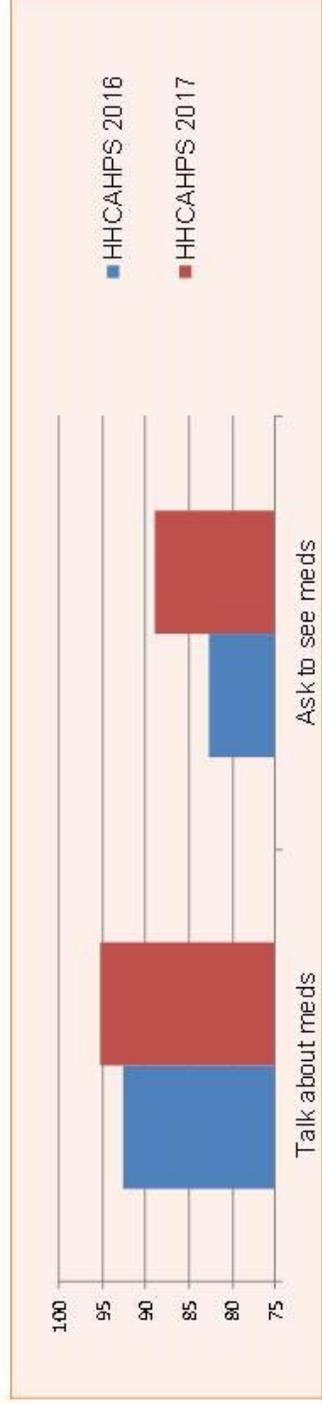
## PFCC Goals

## Major Accomplishments this Period

- Educate key VMG staff on PFCC and recruit, train and orient 10 advisors to VMG offices.
- Education provided to key leaders by IPFCC Leaders, including site visit and round tables with physicians. Oriented 11 advisors to VMG offices.
- Improve communication for guest tray availability.
- Increased number of guest trays ordered by 500 compared to 2016.
- Identify and promote key areas of patient safety for engaging patients and families as part of our HRO Journey
- 4 key areas identified and included in new patient welcome video. They are: handwashing, medication reconciliation, ID wristband and falls.

## Areas of Influence

	2016	2017
HCAHPS	%tile ranking	%tile ranking
Inpatient Communication about Meds	58.8	59.2
Inpatient tell you what new medicine was for	73.0	74.4



## A Sneak Peek of the Top Three Areas of Influence in 2018

- Many of our advisors are involved in lengthy meetings and conversations with our architects for the design of The *NEW* Valley Hospital. Advisors will be involved in the 3-P Process (Production, Preparation and Process) to develop meaningful spaces for patients, families and staff in the design of the new hospital!
- Developing rapport with your physician is a key patient/family satisfier. Hospitalists provide many hours of care to inpatients on the hospital campus. These are care providers that patients have never met in many circumstances. In 2018, we will be developing and implementing a new program for our hospitalists to simulate patient/family encounters. Our goals are to teach communication skills that help care providers establish rapport, trust and an open exchange of information during the patient/family encounter.
- The new Patient Family Safety Ambassador Program trains advisors on the four key areas of patient safety we are actively engaging our patients and families in as part of our HRO culture. With this program, advisors round on patients and families, using a survey tool that we created to capture the patient and family experience of safety around these four key areas: Hand Washing, Medication Identification, Wristband Identification and Falls Prevention.

### In the Words of Our Advisors

“To be an advisor allows me the opportunity to speak for the patients and families at The Valley Hospital that may not have an opportunity to express their desires or concerns as seen through the eyes of a non-medical person. Valley's senior personnel listening and responding makes it all meaningful!” *Ines Bunza, Advisor*

“I like being an advisor as it feels good to give back to an organization that has been so important in the life of my family.” *Jeri Sayer, Advisor*

“I’m a cancer survivor and being with the folks in the Infusion area – allows me to pay it forward. It’s partnership!” *Patricia Colbert, Advisor*

“I’ve been retired from Valley for three years, returning as an advisor has given me a renewed purpose in life.” *Michael Rizzo, Advisor*

“It is so reassuring, comforting and inspiring knowing that previous patients and or family members can be heard via a Valley committee, truly making a difference in the everyday decisions at Valley and thus positively affecting the patient and family experience.” *Kathleen Sayles, R.N., Advisor*

“Serving in an advisory capacity I feel my thoughts, opinions and advice are welcomed, valued and respected.” *Bill Fanaras, Advisor*

“Being an advisor means that I am in a position to provide input to others that might improve patient care and the overall patient experience.” *Harold Kirschenbaum, Advisor*

# Last Year's Annual Meeting



## 2017 Patient and Family Advisors

As in years past, I am inspired by the work of so many. Look at what we have accomplished together! Thank you for your commitment to Valley and helping us work towards Zero Harm/100% Reliability. Here's to an even better 2018!

**Kara Adams**

NICU Parent Buddy, Projects, Special Events

**Bethany Agrati**

NICU Fundraising/Special Events, Parent Classes

**Mary Allen**

NICU Parent Class, Fundraising, Projects

**Claudia Allocco**

Surgical PFAC

**Pamela Alson**

Luckow PFAC

**Gloria Avitabile**

Luckow PFAC

**Tom Bengaff**

Valley Home Care PFAC

**Alan Branch**

Ambassador Cardiac Pulmonary

**Wendy Bruffy**

NICU Advisor, Parent Buddy

**Ines Bunza**

Inpatient Quality and Patient Safety Council

**Sharon Burde**

NICU Parent Buddy/Visiting Parents

**Aaron Cavallario**

NICU Fundraising/Special Events, Parent Classes

**Lori Cavallario**

NICU Fundraising/Special Events, Parent Classes

**Ernest Cerone**

VMG Advisor - Midland Park

**Mary Clark, M.D.**

Hospital PFAC, Surgical PFAC

**John Clarke**

NICU PFAC

**Valerie Colangelo**

Hospital PFAC, Consultant

**Patricia Colbert**

Breast Center PFAC

**Kay Collins**

Ambassador Total Joint Replacement Center

**Henry Comiskey**

VMG Advisor - Waldwick

**Mary Cronan**

VMG Advisor - Midland Park

**Veronica Dalcero**

Luckow PFAC

**Nicholas De Marco**

Other Projects

**Lorie Den Boer**

Surgical PFAC

**Keith Dietel**

Mended Heart Volunteer

**John DiSalvo**

Ambassador Information Systems

**Joan Donoghue**

Professional Recognition & Development Council

**Patrice Duker**

NICU PFAC

**Craig Ewing**

Ambassador Cardiac Pulmonary

**Basil Fanaras**

Mended Heart Volunteer, Cardiac PFAC

**Harold Ferguson**

Hospital PFAC, Luckow PFAC

**Angela Flanagan**

Ambassador Total Joint Replacement Center

**Thomas Freeswick**

Hospital PFAC, Valley Home Care PFAC

**Loredana Gabriele**

NICU PFAC

**Robert Gilmartin**

Inpatient Family Experience Council

**Peggy Golish**

Ambassador Consumer Health

**Barbara Gorga**

Valley Home Care PFAC

**Susan Gralla**

Inpatient Patient and Family Experience Council

**Thalya Hayes**

Kireker Center for Child Development PFAC

## 2017 Patient and Family Advisors continued

### **Elaine Heimberger**

Hospital PFAC

### **Rolf Henel**

Population Health Advisor

### **Marie Hickok**

Women and Children's Services Quality and Patient Safety Council

### **Stella Howie**

Ambassador Information Systems

### **Catherine Ilardi**

Breast Center PFAC

### **Marcia Kaiser**

Valley Writes

### **Sidney Katz**

Ambassador Total Joint Replacement Center

### **Ted King**

Surgical PFAC

### **Harold Kirschenbaum**

Valley Home Care PFAC, PI Council

### **Neil Klein**

VMG Advisor - Dumont

### **Roger Knauss**

Interactive Patient Care Steering Team

### **Lorraine Kroll**

VMG Advisor - Wayne

### **Mary Lacroce**

Ambassador Consumer Health

### **Kimberly LaRose**

NICU - Peds

### **Michelle Laskowski**

Valley Home Care PFAC

### **Michael Laudенback**

NICU Advisor, Parent Buddy

### **JoAnn Leonard**

Cardiac PFAC

### **Erica Leshinsky**

NICU Parent Buddy, Visiting Parents

### **Carla Lindenmuder**

NICU Co-Chair Foundation Project Committee

### **Cristina Lisa**

CHF Ambassador, Cardiac PFAC

### **Anna Locke**

NICU Parent Buddy, Parent Class

### **Cherilyn Magda**

Kireker Center for Child Development PFAC

### **Barbara Maniscalco**

Security Committee, Luckow PFAC

### **Tina Marcopoulos**

Ambassador Information Systems

### **Roberta May**

Ambassador Consumer Health

### **Robert McDonough**

Ambassador Information Systems

### **Joanne Menz**

Cardiac PFAC

### **Diana Mikula**

NICU Parent Buddy, Foundation

### **Karen Mitchell**

Luckow PFAC

### **Kristine Morieko**

NICU Parent Buddy

### **Linda Morrisette**

Ambassador Total Joint Replacement Center

### **Austin Murphy**

Ambassador Cardiac Pulmonary

### **Jean Neri**

Hospital PFAC

### **Carole Norman**

Ambassador Total Joint Replacement Center

### **Barbara Noto**

Breast Center PFAC

### **Lisa Parker-Fleigel**

NICU Fundraising, Projects

### **Jaclyn Passanante**

NICU Parent Buddy

### **William Patterson**

Security Committee

### **Gary Paton**

Hospital PFAC

### **Betty Paton**

Outpatient Patient and Family Experience Council

### **Nancy Pianfetti**

Integrative Healing Council

### **Cheryl Poggi**

NICU Foundation Projects

### **Lisa Polidoro**

NICU Fundraising/Special Events

### **Susana Poller**

VMG Advisor - Paramus

### **Michelle Ptaszynski**

NICU PFAC, Parent Buddy

### **Phyllis Quinn**

Cardiac PFAC

## 2017 Patient and Family Advisors continued

**Patti Raffaele**

Kireker Center for Child Development  
PFAC

**Margaret Ray**

Ambassador Information Systems

**Isabel Reddy**

Luckow PFAC

**Paul Redfield**

Emergency Department, Patient and  
Family Experience Council

**Diane Reed**

NICU Foundation Project Committee

**Helen Reiner**

VMG Advisor - Rochelle Park

**Monika Richardson**

NICU Fundraising/Special Events

**Michael Rizzo**

Hospital PFAC, Advisory LGBTQ Steering

**Katherine Roelke**

Ambassador Information Systems,  
Surgical PFAC

**Jules Royak**

Surgical PFAC

**Rich Rubino**

Kireker Center for Child Development  
PFAC

**Kay Ruvolo**

NICU PFAC

**Wanda Santaella**

VMG Advisor - Teaneck

**Jeri Sayer**

Kireker Center for Child Development  
PFAC

**Kathleen Sayles, R.N.**

Hospital PFAC

**Meri Schachter, M.D.**

Valley Home Care PFAC

**Maria Schiavo**

Ambassador Consumer Health, Surgical  
PFAC, Surgical Patient/Family  
Experience Council

**Carole Schimpf**

VMG Advisor - Riverdale

**Michael Schultz**

Surgical PFAC

**Marty Schwam**

Mended Heart Volunteer

**Meredith Seeney**

Kireker Center for Child Development  
PFAC

**Lauren Seltenrich**

NICU Parent Buddy

**Nicole Serhat**

NICU PFAC

**Edward Shevlin**

Cardiac PFAC, Mended Heart/Hospitality  
Committee

**Debra Simeone**

VMG Advisor - Waldwick

**Joyce Sinclair**

Hospital PFAC

**Sherrill Spaak**

Breast Center PFAC

**Catherine Stanczuk**

Breast Center PFAC

**Allison Stein-Jackter**

NICU Foundation Project Committee,  
Parent Buddy

**Diane Stelling**

Ambassador Information Systems

**Joyce Suggs**

Luckow PFAC

**Shannon Sullivan**

Kireker Center for Child Development  
PFAC

**George Tashji**

Geriatric Center for Excellence Committee

**Rene Marie Testa-Adams**

Acute Stroke Team

**Raj Thandani**

Valley Home Care PFAC

**Annamae Tolomeo**

Valley Home Care PFAC

**Liz Twiggs**

NICU PFAC

**Robert A. VerNooy, Sr.**

Hospital PFAC

**Dawn Ward-Lau**

NICU Co-Chair Antepartum Connect

**Jerome Weiner**

VMG Advisor - Fair Lawn

**John Weis**

Cardiac PFAC

# 2017 Patient and Family Advisors continued

**Libby Wexler**

Ambassador Cardiac Surgery, Cardiac PFAC

**Andrea Whalen**

Breast Center PFAC

**Joan Whittaker**

Breast Center PFAC

**Eric Wickstrom**

NICU PFAC

**Tangela Williams-Hill**

NICU PFAC

**Jacqueline Wilson**

Ambassador, Total Joint Replacement Center

**Jane Woodward**

Hospital PFAC

**Susan Wright**

Hospital PFAC

**Rachel Youngren**

Kireker Center for Child Development PFAC

*In Memorium*

Allan Harriman

Benjamin Sims

Jane Hoder

Janet Weis

THE VALLEY HOSPITAL

*is Proud to Partner with*

OUR PATIENTS AND THEIR FAMILIES  
TO PROVIDE EXCEPTIONAL CARE,  
TODAY AND EVERY DAY.



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