

STORIES OF TRIUMPH AND PROGRESS FROM CASA COLINA

keystone

2021



House of Hope

At Casa Colina, patients discover a place of compassionate care that lets them imagine a brighter tomorrow.



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FROM THE CHAIRMAN

Casa Colina Hospital and Centers for Healthcare has always been a place of extraordinary hope. For the thousands we serve each year, we are often the last stop on the road to recovery, providing a continuum of rehabilitation services unmatched in our region. For others needing specialized medical-surgical care, we're the first step toward a healthier life. For all our patients and families, our services offer the hope for increased independence, functionality, and vitality. That's why it is critical that we live up to our reputation—to provide the exceptional care for which we are known, locally and nationally.

For more than 80 years, Casa Colina has honored our commitment—we will never give up on improving the quality of life for our patients. From our humble origins as a treatment center for children with polio, to our advances into acute rehabilitation, transitional care, physician clinics, and medical-surgical services, we have always been in tune with the pulse of our community. The result is our continuum of care—a multidisciplinary, physician-led model tailored to the individual, not the bottom line.

The pandemic has presented unique challenges to a significant income source: fundraising events. The dollars raised at these annual events support critical services at Casa Colina, like our Free and Subsidized Care Fund, Outdoor Adventures program, and Children's Services Center.

While we had to cancel certain events, we adapted others for social distance. We pursued innovative approaches, raising funds online to help us protect patients from Covid-19. We relied on the kindness of our donors, the understanding of our patients, and the diligence of our amazing clinicians, doctors, and support staff. And we never compromised our ability to provide exceptional care.

We owe so much of our success to that staff, who, despite an ongoing pandemic, remain steadfast in their commitment to providing the best possible care. Our employees know that hope and health go hand in hand—when you have one, usually the other isn't far behind.

At Casa Colina, if you just look around, you can always find hope—and with it, the promise of a brighter future. On behalf of our Board of Directors, thank you for your support.

WISHING HEALTH AND HAPPINESS TO ALL.

Edward "Randy" Blackman
Chairman, Board of Directors



FROM THE CEO

For most, 2020 was a year of unparalleled challenge, with many lives permanently changed. Yet it also offered invaluable lessons in empathy. The pandemic altered how we think about our collective health, and through a shared struggle reminded us of our connection. For months, we lived apart, but together in its shadow.

Even now, with vaccines circulating worldwide and a light at the end of the proverbial tunnel, the uncertainty of pandemic life has a way of reminding us what we once took for granted.

Those who struggle with a disabling injury or illness understand uncertainty well. Every day brings new anxieties: Can I afford treatment? Will I even be able to get it? How will that affect my quality of life?

Casa Colina Hospital and Centers for Healthcare is a beacon for these individuals. Whether treating little-known conditions like Ehlers-Danlos Syndrome, rare cases like spinal meningioma, or novel diseases like Covid-19, our physicians, nurses, and therapists have the expertise and specialized equipment to answer the call. When patients like David Lozano (p. 4), Lara Ludwinski (p. 6), and Gary Willis (p. 8) are struggling through the darkness, Casa Colina provides a light at the end of the tunnel.

Like many providers, our institution faced major disruptions during Covid-19. We made difficult decisions, temporarily restricting visitors and modifying service delivery. As we adjusted to pandemic living, we expanded treatment space to care for more patients while maintaining social distance. Each day of this ever-changing ordeal, we kept a calm, singular focus: How do we continue to safely treat the individuals who rely on our services?

The answer: "adapt." We invested an added \$2.6 million in pandemic-related expenses, including PPE, building modifications, and enhanced sanitation. We implemented mandatory employee testing. We took the situation seriously from day one. Because of this, we never stopped providing the services that give our patients the light of hope.

An institution is only as good as the people who power it. This has never been truer than at Casa Colina. Our employees acted with selflessness, integrity, and empathy to keep our patients safe during a trying time. They deserve credit for our success as we exit the other side.

I hope as you read these patient stories, you are reminded of what's best in all of us. Live each day with the newly gained revelation that, in times of joy or in times of struggle, we are truly all in this together.

PLEASE STAY SAFE AND BE WELL.

Felice L. Loverso, PhD
President and CEO

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 Dr. David Lozano discharges from Casa Colina Hospital on July 2, 2020, after a nearly fatal three-month battle with Covid-19

house *of* hope

HOPE CAN BE A POWERFUL REMEDY.

For the thousands of patients we see each year, the doctors, nurses, and therapists of Casa Colina Hospital and Centers for Healthcare are the faces of hope across long, arduous recovery journeys. Like all clinicians, our staff live by a solemn promise: provide compassionate care that helps patients stay hopeful for a brighter tomorrow, no matter the diagnosis. In fact, as you will read in the following patient stories, sometimes as caregivers we must also brave the unknown, helping patients with novel or little-known conditions map out a road to recovery.

For many patients, the period following injury or illness can be cloudy and uncertain. Like a beacon, Casa Colina guides them toward their recovery. We are more than just the “house on a little hill”—we are a symbol that, with hard work, excellent care, and hope, the lives they loved before their injury or illness are still within reach.

It is our mission to help get them there.

CARE FOR THE CAREGIVERS

Husband and wife David Lozano, MD and Olga Lozano, RN are used to giving rather than receiving care. Both take immense pride in being healthcare workers. Both understand the risk. Still, it was a surprise when Dr. Lozano, a local family medicine doctor, and Olga,

a home health nurse, were hospitalized simultaneously with Covid-19 in April 2020.

The night before Dr. Lozano was admitted to the hospital, his oxygen levels fluctuated wildly. The couple were confident they could weather the illness with their



Left to Right: Dr. Elbert Chang, Olga Lozano, RN, and Dr. David Lozano reunite at Casa Colina on February 3, 2021

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Since Covid-19 impacts the body in so many ways, these patients often need a full spectrum of acute medical and therapeutic services, and we are one of the few facilities to offer that locally.

Dr. Elbert Chang

combined decades of medical experience. However, the next day, when Dr. Lozano turned blue during a coughing fit, they knew it was time to seek emergency care. To make matters worse, Olga too had begun to show Covid-19 symptoms.

With acute respiratory distress, Dr. Lozano was admitted quickly. With little time to lose, the ER doctor suggested immediate intubation, guessing Dr. Lozano would need it for a week at most.

It's the last thing Dr. Lozano remembers before waking up—two months later—connected to an ICU ventilator and a sprawling network of medical machinery that had kept him alive. He had no idea Olga had also been in the ICU for two nerve-racking weeks, watching doctors struggle to help her husband as she also waged a difficult fight with this perplexing new disease.

“I remember feeling, at least I'm going to be close to him and will know what's going on,” says Olga. “It was very surreal and traumatizing. I remember seeing him, but he was just gone.”

After her discharge, Olga continued to recover at home as her husband's condition deteriorated. None of the therapeutics helped him. During his stay, Dr. Lozano experienced a list of dangerous setbacks, including pulmonary embolism, a lung abscess, deep vein thrombosis, respiratory insufficiency, kidney failure, and liver failure—all potentially lethal on their own. At one point, his heart stopped for 12 minutes, requiring resuscitation. With each passing day, Olga prepared herself for the worst.

But suddenly, in June, he turned a corner.

“One day he just began responding to treatment,” she says. “With the help of the doctors and everyone there, he came back.”

The disease had taken an immense toll on Dr. Lozano's body. He could barely shift his torso in bed and was incapable of self-care. Olga knew her husband needed rehabilitation. She knew of Casa Colina's well-regarded services through her nursing clientele. She worked quickly to get him admitted.

Fresh off a ventilator, Dr. Lozano arrived at our Medical-Surgical Wing, where critical care and pulmonology doctors monitored him carefully until he was strong enough to start therapy. Wary of his condition, but eager for him to begin work in our Acute Rehabilitation Wing, Olga worried. Elbert Chang, MD, Medical Director of the Medical-Surgical Wing, assured her that her husband was getting stronger by the day and was in good hands.

“With an ambitious, comprehensive, and medically supervised approach to rehabilitation, Casa Colina is the perfect facility to help patients like Dr. Lozano,” says Dr. Chang, who oversaw his care.



Dr. Lozano received three daily hours of therapy, a minimum of five days a week while at Casa Colina Hospital

While there is a steep learning curve with any novel disease, Casa Colina is accustomed to treating new, rare, or complex conditions, as it has done repeatedly over its 85-year history, including with polio patients, Wounded Warriors with traumatic brain injuries, and now recovering Covid-19 patients.

“Since Covid-19 impacts the body in so many ways, these patients often need a full spectrum of acute medical and therapeutic services, and we are one of the few facilities to offer that locally,” says Dr. Chang.

In Dr. Lozano's case, that impact was profound. Before beginning his rehabilitation, he expended all of his strength just to stand for 30 seconds. With an aggressive, physician-led regimen of physical, occupational, speech, and respiratory therapies, he was soon feeding and bathing himself and walking short distances.

After 14 days, Dr. Lozano was discharged, receiving a warm sendoff from the dozens of Casa Colina doctors, therapists, and support staff involved in his care. He continues to make progress at our Outpatient Center, gaining core strength, conditioning, and more. And he has begun seeing patients at his beloved family practice—via telehealth for now.

For Dr. Lozano, the experience made him rethink his approach to care in his own practice.

“When you're close to dying, maybe you have a tendency to see things with more perspective—not just clinical, but from a healing perspective,” he says. “Your soul is very important, how you feel. Sometimes, as doctors, we get preoccupied with finding the diagnosis, and we forget to talk with the patients. So, I'm going to try to be more human.”

It's a powerful lesson, whether healing or being healed.

HELPING PATIENTS FEEL HEARD

Ever since she was a girl, Lara Ludwinski sensed something off with her body. Her ability to bend joints into weird positions was a novelty in high school. But with the injuries that come with age—a rolled ankle here, a hyperextended shoulder there—she realized her body was not really recovering. Pain persisted. Ligaments felt stretched. For years, she struggled to articulate what she was feeling to family, friends, and doctors.

What Lara later discovered is that she has a little-known connective tissue disorder called Hypermobile Ehlers-Danlos Syndrome (EDS). The most common symptom? Joints moving easily out of place. About 50% of those with EDS experience no other symptoms and simply consider themselves “double jointed.” But not Lara.

“I felt like a puppet,” she says. “It’s like you’re in a body, but nothing is held together. I thought this was normal—always thinking about how to take a step so your hip doesn’t pop out.”

For many like Lara, EDS presents with debilitating symptoms. These can include pain, fatigue, nausea, gastrointestinal issues, and cognitive problems. Those with EDS often experience anxiety and depression, receiving multiple referrals to mental health services after repeat diagnostic testing is inconclusive. Left undiagnosed, EDS can cause significant dysfunction.

“It was just pain and discomfort,” says the 31-year-old former veterinary technician, who burned out on the

job as her health worsened. “You’re always tense, never able to relax.”

Throughout her 20s, Lara found her relationships, self-esteem, and productivity adversely impacted by the yet-to-be-diagnosed condition.

“You feel like a burden,” she says. “You have to keep constantly explaining to people why you can’t do things.”

Eventually, her symptoms became unmanageable.

For an outdoors enthusiast like Lara, the increased risk of injury from EDS is a genuine concern. The spirited Santa Monica native always felt a kinship with nature, whether surfing the Pacific Coast, skateboarding the Venice Beach boardwalk, or hiking the Santa Monica Mountains. Over time, though, the uncertainties of her condition prompted her to stop some activities.

“I would go into the ocean and get scared, thinking, I don’t know if I can handle this,” she says. As her strength and mobility declined, doctors couldn’t explain why. After exhaustive internet research, Lara and her mother found a condition called Ehlers-Danlos. Lara related immediately.

The lack of specialized EDS care in Southern California quickly led her to John Fagan, MD, a Casa Colina physician with more than a decade of experience treating EDS. For Dr. Fagan, helping those with EDS has been a personal mission: His daughter has struggled mightily with the condition, giving him firsthand knowledge of the adverse impact it can have on quality of life. Over time, as Dr. Fagan encountered more and more EDS cases in his family practice, he recognized the need for a local program.

With a range of medical specialists, renowned therapy teams, medical-surgical services, and radiology all located on its 20-acre Pomona campus, Casa Colina checked all the boxes needed to create a multidisciplinary program. He diagnosed Lara in September 2019. She began treatment shortly after.

“These patients have multiple specialty needs, the most important being physical therapy,” says Dr. Fagan. In addition to offering therapists with orthopedic specialty certifications who understand how to treat EDS patients, Casa Colina is home to medical experts who treat EDS co-morbidities, including physicians specializing in pain management, neurology, gastroenterology, and cardiology.

Lara receives weekly physical therapy at Casa Colina’s Outpatient Center, and it’s helping her physically and mentally. Working with therapist Rachel Yaghoubian,

Physical therapist Rachel Yaghoubian works with Lara on strength training

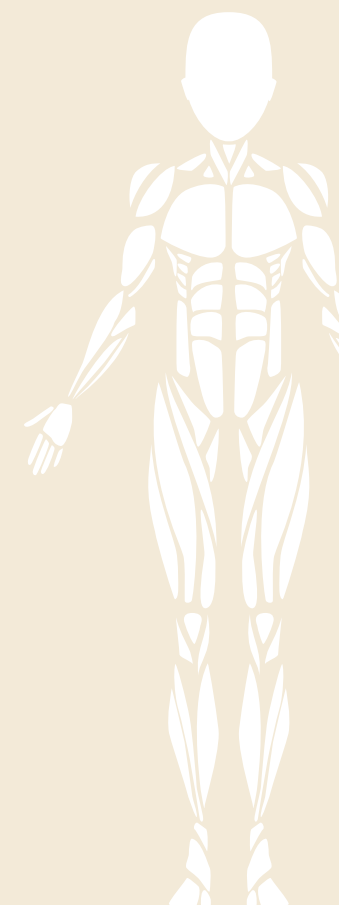


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The bond you form with that patient is irrevocable, because you listened to them. They need an advocate on their side.”

Dr. John Fagan



Left to Right: Dr. John Fagan, Lara Ludwinski, and Rachel Yaghoubian, PT, DPT, OCS, CSCS



Lara has managed to improve strength and stability in both her core and extremities. Recognizing the need to tailor a specialized plan to this unique condition, Yaghoubian employs massage techniques, isometric holds, and kinesiology tape to help Lara control pain flare-ups and re-align her body.

It’s been so helpful, in fact, that Lara is willing to come from Santa Monica twice weekly—nearly 50 miles each way—with the help of a family member to drive her. The treatment is keeping Lara active in her dog-walking and pet care business, which maintains her connection to animals and nature. On a typical day, Lara enjoys tending her vegetable and flower gardens, caring for her own pets, and performing therapy exercises with the goal of returning to the more strenuous activities that really fuel her.

For many with EDS, simply getting a diagnosis changes their whole outlook.

“It’s unbelievable. You give them this information and they just start crying,” says Dr. Fagan, who works to raise EDS awareness and literacy through presentations to physicians. “What I tell other doctors is that the bond you form with that patient is irrevocable, because you listened to them. They need an advocate on their side.”

In addition to continuing therapy, Lara would like to get involved with a newly formed peer support group for individuals with EDS at Casa Colina. She has a message for those who are still suffering alone.

“Don’t give up,” she says. “If something’s wrong, and you’re not comfortable with the care you’re given, keep digging. You know your own body.”

THE EXTRA MILE

“
The people
at Casa
Colina—
everyone I
encounter
there really
cares. I
see it from
the people
I check
in with,
through all
the people
I work
with in
treatment.”

Gary Willis



Twyla Evano, PT, DPT, NCS works with Gary Willis on assisted walking using a standing frame

When Gary Willis reflects on the care he has received at Casa Colina, the 51-year-old Riverside resident considers his time as a father of three children, aged high school to post-college.

“As a parent, you know the school teachers who are there because they love kids, and then the teachers who are there just to make a check,” he says. “God bless them all, but there’s a difference.”

He’s right. Gary’s experience in both inpatient and outpatient services at Casa Colina has taught him the difference between typical healthcare workers who do their jobs well, versus those who go truly above and beyond. Casa Colina physicians, therapists, and nurses are truly invested in patient care, collaborating daily to review and adjust treatment plans that keep individuals like Gary on the path toward the best possible outcome.

“The people at Casa Colina—everyone I encounter there really cares,” says Gary. “I see it from the people I check in with, through all the people I work with in treatment.”

In May 2018, Gary was experiencing worsening lower-extremity numbness that eventually required him to use a wheelchair. He was diagnosed with multiple meningioma on his thoracic spine, a condition that affects just 10,000 Americans per year. While not common, spinal tumors are treated by an established procedure known as a surgical resection, which removes tumor tissue from around or within the spinal column. His family knew it was a high-risk procedure due to the spine’s sensitive nature. That August, Gary agreed to undergo the surgery at an area hospital.

Though surgeons managed to remove the growths, Gary nearly died during the procedure due to complications and bleeding. During his subsequent hospital stay, Gary developed both respiratory and renal failure, putting him in intensive care for three months. And, he remained paraplegic, unable to move from the waist down.

It would be a difficult road back to regaining strength and functional independence—not to mention his confidence and enjoyment of life.

By early 2019, Gary was medically stable enough to enter a local inpatient rehabilitation facility. His gains there were minimal. His family soon realized he would need a more rigorous and specialized therapy approach to improve core strength and practice essentials like wheelchair transfers and other activities of daily living. After research and recommendations, he and his family found Casa Colina and inquired about inpatient rehabilitation.

He arrived at Casa Colina Hospital in April 2019, staying for nearly two months. With an 85-year history

of treating all manners of disabling injury and illness, including rare diagnoses like Gary’s, Casa Colina proved to be a good fit. With the help of our expert clinicians and state-of-the-art inpatient technology and equipment, Gary started on a new path to more meaningful rehabilitation. With three daily hours of multidisciplinary therapies, a minimum of five days per week, Gary and his family began to see the accelerated effect of intensive therapy.

Gary credits not only the inpatient therapy teams but his physician, Dr. Yong Lee, and the rest of the hospital staff.

“He and the nurses were great,” he says. “It was a tough time for me and my family. I’m so thankful for everyone in inpatient.”

Despite feeling isolated due to his medical situation, Gary enjoyed a special camaraderie with his caregivers and among fellow inpatients recovering from spinal cord and other injuries. “When I first got there I was a little timid because I didn’t really know what was going on. But over time, it’s really a place where you can let your hair down and be yourself.”

Now that he’s moved on to outpatient care at Casa Colina, Gary relishes the weekly challenges of his physical therapy sessions, which have helped him improve mobility using his wheelchair. The therapy is also giving Gary the confidence he needs to better reintegrate into family life and reclaim his career as a certified public accountant.

“I approach it by trying to give my best every time I’m in there,” says Gary, who now enjoys doing accounting work part-time from home. “I try to be as aggressive as I can and do as much as I can.”

Exercises like the RTI Bike provide functional electrical stimulation to help him improve muscle coordination, strength, and endurance. His therapists also work with him on back and leg stretching that decreases discomfort and improves flexibility. In particular, Gary’s main physical therapist, Twyla Evano, pushes him to give 100% and reminds him that the gains he makes now will pay off later in the form of increased independence—and get him closer to his ultimate goal: to walk again. Gary is currently working hard on assisted standing and walking with equipment like the standing frame and the Rifton TRAM.

“Because Gary views his time here as a blessing, he works incredibly hard during his therapy sessions, and that keeps me on my toes to push him to improve,” says Evano. “Gary is motivated to be the best provider for his family that he can be. Gary and I work as a team to maximize his ability to be the best he can physically, for himself and for his family.” ■

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The RTI Bike
helps Gary
to improve
muscle
coordination,
strength, and
endurance



COMMUNITY PRESERVATION

Casa Colina's latest collaboration aims to prevent lower-limb amputation in underserved areas.

At Casa Colina Hospital and Centers for Healthcare, we are committed to improving the quality of life for our community, which includes Eastern Los Angeles County, a region disproportionately impacted by non-communicable diseases like diabetes.

For many, the term “diabetes” brings to mind blood sugar complications. However, the medical condition that lands most diabetics in the hospital is actually a dangerous lower-extremity ailment known as the diabetic foot ulcer.

Root of the Problem

Roughly two-thirds of people with diabetes will at some point develop peripheral neuropathy, or loss of sensation in their feet. More than 90% will be unaware they have it. Often, this condition renders them unable to feel pain or discomfort. The result?

“Those with advanced diabetes can end up literally wearing a hole in their foot,” says David G. Armstrong, DPM, MD, PhD, founder and co-director of the University of Southern California’s Southwestern Academic Limb Salvage Alliance (SALSA) and Professor of Surgery at USC’s Keck School of Medicine.

Every 1.2 seconds, someone develops a diabetic foot wound. More than half of these become infected, requiring hospitalization. And nearly

20% of these hospitalizations end with catastrophic results: amputation of the foot or lower leg. In fact, there is now an amputation somewhere in the world every 20 seconds.

All told, diabetes contributes to an outsized 80% of the 120,000 non-traumatic amputations performed annually in the United States. An alarming 50% of those who lose a limb to diabetes will have their other limb amputated within two years. The five-year mortality rate for these individuals is 68%, second only to that of lung cancer.

How does this escalate so quickly? Without access to quality care or culturally accessible health information, many patients with diabetic foot wounds wait until it’s too late for non-traumatic care. These patients end up in emergency departments, where they are often triaged without expert consultation, increasing their chances of an unnecessary amputation. As with most health disparities, the problem is more prevalent in underserved communities, including Eastern Los Angeles County.

So, when several Casa Colina physicians brought this distressing problem to the attention of our leadership team, we contacted Dr. Armstrong to gauge interest in developing a Limb Preservation Program at Casa Colina. It was a partnership that made sense,

with Dr. Armstrong’s niche medical expertise and Casa Colina’s broad continuum of medical-surgical and rehabilitative services.

The goal: a collaborative care model that brings providers together to drastically reduce lower-limb amputations caused by diabetes and vascular diseases.

World-renowned Leadership

A highly decorated podiatric surgeon, Dr. Armstrong is regarded in his field as a leading expert on the diabetic foot. He founded the International Diabetic Foot Conference (“DF-Con”), the largest annual international symposium on the subject. He has produced more than 510 peer-reviewed research papers in dozens of scholarly medical journals, as well as over 90 book chapters, and he is co-editor of the American Diabetes Association’s *Clinical Care of the Diabetic Foot*.

If that weren’t enough, Dr. Armstrong’s bona fides



Dr. David Armstrong will serve as Medical Director of Casa Colina's new Limb Preservation Program

go deeper. He launched successful limb preservation programs at the University of Arizona and, now, USC. Both programs have centered on Dr. Armstrong’s trademark “Toe and Flow” method, which uses a dual-pronged, team approach that pairs podiatric and vascular surgeons at the initial point of care and relies on an ongoing cast of clinical specialists to determine the best course of care for each diabetic foot they see. The result is a specialized, multidisciplinary treatment option previously unavailable to those in the low-income regions these programs serve.

Expected to launch in 2021, the Casa Colina Limb Preservation Program will borrow heavily from Dr. Armstrong’s previous successes. The program will include a team of surgical experts, local medical providers, an on-site

podiatric surgical fellow, wound care specialists, and other community stakeholders, all with a collective mission to increase access to timely, quality healthcare that will stop amputations before they happen. Critical pieces of his past programs—including state-of-the-art surgical services, comprehensive wound care, and world-class physical therapy—are all available right here on Casa Colina’s 20-acre Pomona campus, making us an ideal fit for both initial treatment and follow-up care. This means those who require ongoing care won’t get lost in the shuffle.

“Casa Colina has all of this built in,” he says in reference to our broad continuum of medical-surgical, rehabilitative, and support services. “It’s a facility that’s absolutely, positively made for the team approach that we have taken at SALSA.”

It Takes a Team

Let’s say a patient presents at a partnering clinic or screening site with a foot wound. If appropriate, the Casa Colina Limb Preservation Program can then be alerted, quickly delivering the patient into the care of a podiatric surgeon, vascular surgeon, or—if needed—both. Once the emergency (infection) is addressed, usually via podiatric surgery or vascular bypass surgery, care is handed off to Casa Colina’s Wound Care Clinic, headed by infectious disease specialist Kerry Gott, MD. The goal is now to prevent reinfection—a common problem for diabetic foot wounds.

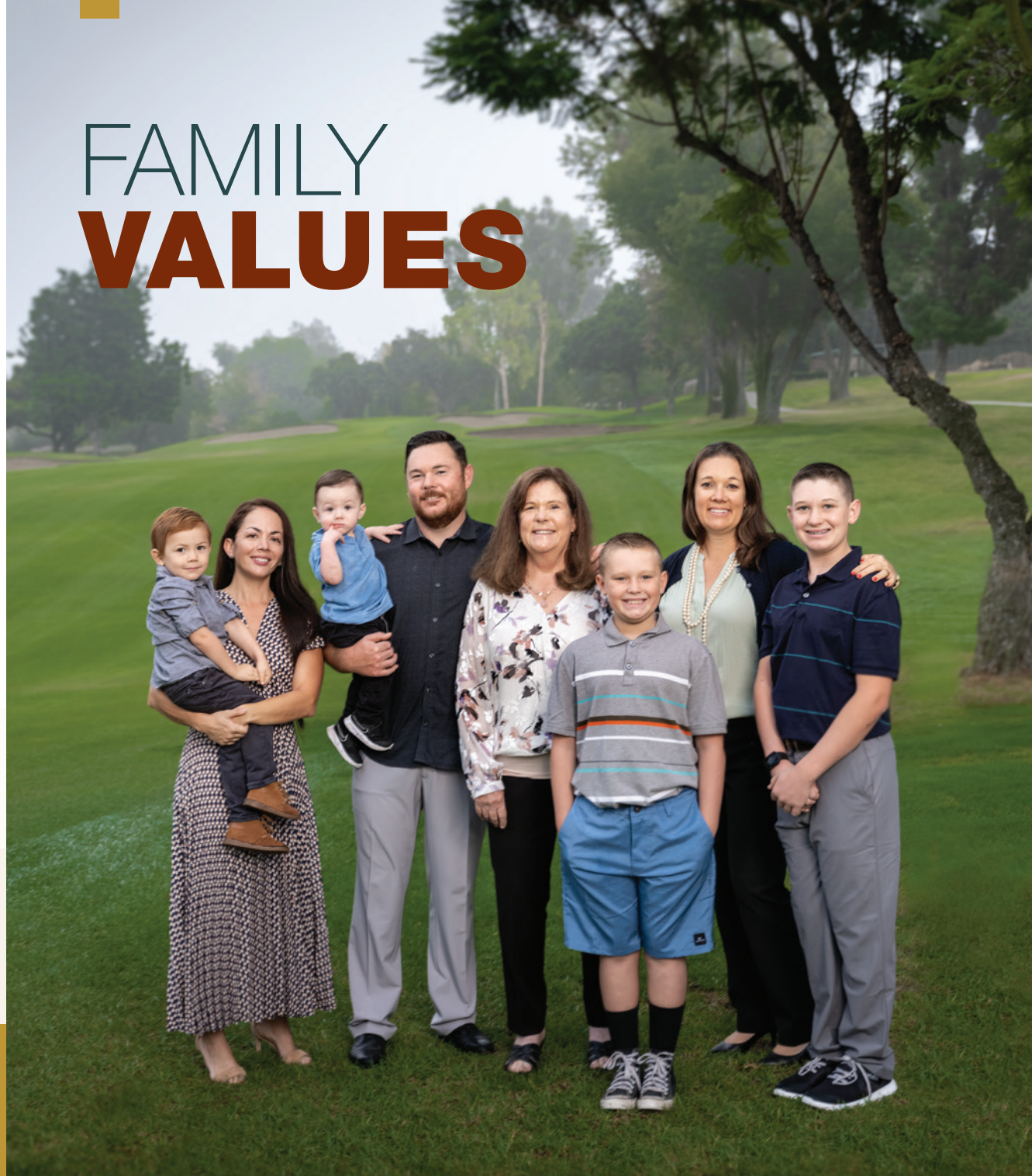
According to Dr. Armstrong, it helps to think of this condition as we would cancer, with increasing probabilities for new wounds over time that the aftercare model takes into account. With that in mind, once the initial wound

is healed, the program’s aptly named Remission Clinic serves as the home base for follow-up care, be it monthly clinic visits or biannual check-ups.

Simply caring for patients is not enough—we seek to empower them through education. That’s why the program will include a health literacy component designed to increase awareness about diabetic foot care among both at-risk patients and community physicians.

“Under Dr. Armstrong’s leadership, we are developing a program that transcends individual specialties and instead focuses longer-term on the disease pattern,” says Felice L. Loverso, PhD, President and CEO of Casa Colina. “The goal is not just to reduce the number of lower-limb amputations in the community, but to prevent the continuation and prevalence of diseases that result in these adverse health outcomes.” ■

FAMILY VALUES



 The Haaker Family (left to right): Bryce, Toni, Landon, Jake, Cindy, John, Robin, and Lance at the Casa Colina Golf Classic Bill Haaker Memorial on October 19, 2020

For the Haaker Family, generosity is genetic.

Siblings Robin and Jake Haaker come from a humble heritage of giving. Their grandparents, John and Esther, were respective members of the Freemasons and Assistance League, establishing early on a family imperative: help your community.

That carried into the business John founded in 1972, the highly successful La Verne-based Haaker Equipment Company. Since the 1980s, the multi-generational, family-owned seller of commercial equipment has supported Casa

Colina Hospital and Centers for Healthcare as its charity of choice.

The Haakers have been part of our history ever since.

Jake sees a kinship between the two organizations. With its innovative approach to medical and rehabilitative care, he says, “Casa Colina is not a typical hospital. They look outside the box and are really focused on the continuum of life—how do we get patients to the next goal?”

For her part, Robin values Casa Colina’s hard-working, “whatever it takes” attitude

toward improving independence and quality of life for its patients. Her relationship to Casa Colina is especially heartfelt. Born with a mild form of cerebral palsy, her son, Lance, needed help learning to perform certain activities of daily living. He received rehabilitation at the Casa Colina Children’s Services Center. Years later, he’s thriving.

“Obviously, when you have a child born with a disability, you don’t want them to feel disabled,” says Robin. “We let him know he can do anything he wants: ride mountain bikes, horses, snowboard—we’ll figure out a way.” She believes Casa Colina’s commitment to “ability over disability” makes it a truly special place.

The Role Model

It was their father’s passion for helping others—and for Casa Colina—that truly inspired Jake and Robin, says their mother and fellow Casa Colina supporter Cindy Haaker. For Cindy, her husband’s legacy lives on through their two children.

Before his untimely passing in 2010, John “Bill” Haaker left an outsized imprint on Casa Colina, with not just one, but two plaques dedicated to him on the vast 20-acre Pomona campus. Bill brought a hard-working, business-minded presence to the Casa Colina Board of Directors, where he served in various capacities for several years, helping our leadership team to guide Casa Colina through the rebuilding of its hospital and cementing his place in the institution’s history.

Bill and Cindy’s initial relationship to Casa Colina—and the resulting Haaker Family connection—stretches back decades. What began for Bill as a volunteer position on the Casa Colina Golf Classic planning committee evolved into a years-long stint as chair of the beloved fundraising event, which supports Casa Colina’s Outdoor Adventures (ODA) program. Since 1985, ODA has enabled thousands with disabilities to experience outdoor recreation and adaptive land and water sports, helping them build confidence and live without boundaries.

“What Billy liked more than anything was the fight—the fight that was in these participants who really wanted to live life and be the best they could be,” says Cindy. Inspired by the indomitable spirit of the program’s participants, Bill felt a strong connection between the ODA family and his

own. Over the years, Bill helped to lead fishing expeditions, horseback rides, and more. Through the program, he and Cindy taught their children the rewards of volunteerism.

Bill’s connection to the Golf Classic made sense, says Jake, because it combined two of his passions: the great outdoors and a great day of golf. After his passing, in tribute to Bill’s devotion, the committee decided to rename the tournament: the Casa Colina Golf Classic Bill Haaker Memorial.

Jake recalls how much his dad enjoyed sharing what he loved and watching others benefit from it.

“Our dad instilled in us a humbleness and appreciation for life, as well as the importance of giving back,” says Jake, who, along with Robin, now co-chairs the golf tournament. Meanwhile the family business, with Robin serving as president and Jake as vice president of operations, boasts a proud culture of support for Casa Colina, with employees contributing gifts regularly.

Cindy knows how happy Bill would be to see Robin and Jake follow in his footsteps—and how proud she is.

“They’ve always been there to help each other, and that’s more than any parent could ever want,” she says. “When your parents are gone, you only have each other. They now have families. They’ve taken over the business. In both respects, they’re in the best hands they could be in. I wish Billy had gotten to enjoy this, because it really is such a treat.”

The Gift of Giving

Robin and Jake see their father’s legacy now as their own. They appreciate the challenge—it helps keep their dad’s memory alive. It’s also a constant reminder to be grateful.

“He used to tell us, any one of us could be put in a more difficult spot, at any time of any day,” she says. “Be thankful you have it good and pay it forward.” Like him, says Robin, she is teaching her own kids—a new generation of Haakers—the importance of charitable action.

Jake says they are “100% in” on supporting Outdoor Adventures and its participants, relishing the return to activities as safety permits due to Covid-19.

“Everything the program does is so inspiring,” says Cindy. “It’s something that, as a family, we feel really good about giving to.” ■



IN MEMORIAM

It is with great sadness that we mourn the passing of Donald Huber, MD, longtime friend of Casa Colina Hospital and Centers for Healthcare. Dr. Huber was a respected member of the local medical community since the late 1970s and a member of Casa Colina’s medical staff since 2002.

Dr. Huber was a founding partner of Garey Orthopedic Medical Group in 1985, a local practice providing diagnosis and treatment of musculoskeletal injury and disease. He was essential in forging the strong relationship between Garey Orthopedics and Casa Colina, helping to establish a decades-long partnership that culminated with the practice’s move onto our Pomona campus in 2020.

Those who knew Dr. Huber will remember him for his vision, wit, winning smile, charm, and love for life. We extend our deepest sympathy to his family.

GIFTS AT WORK

At Casa Colina Hospital and Centers for Healthcare, we know that sustaining a healthy community means reaching its most vulnerable members. Supported by generous donors like you, our Free and Subsidized Care Fund helps us offer specialized services and other vital community benefits to those who need but lack the coverage to afford them. Last fiscal year, your support for this fund enabled the Casa Colina Foundation to provide nearly \$7.9 million* in total quantifiable community benefits.

And it's not just free care. When you give to the Casa Colina Foundation, you support clinician education, medical research, health education, and so much more. We hope you will consider a gift to your community by giving to Casa Colina.

**Includes Casa Colina Hospital and Centers for Healthcare and affiliates*

Read the entire FY2020 Casa Colina Community Benefits Report by visiting casacolina.org/Community-Benefits-Report.

WHEN YOU DONATED TO THE CASA COLINA FOUNDATION FOR FISCAL YEAR 2020, YOU HELPED TO PROVIDE:

\$2.2 million

in free and subsidized care, charity care, and financial assistance to support the vitality of our patients



1,235

community members with subsidized rehabilitation services to keep them more active, including programs focusing on pain reduction, sports injury, and more



\$3.1 million

in support of clinical education to prepare the next generation of healthcare workers

760

infants, children, and teens with disabilities the specialized services and family support they need to lead happier, more productive lives



3,763

area residents with health education sessions focused on topics such as disability prevention, disease treatment, and family support for children with disabilities

\$243,000

to support confidence-building outdoor recreation for 161 participants with disabilities



FOCUS ON FUNDRAISING

Like all nonprofit organizations, Casa Colina has faced a challenging fundraising landscape due to Covid-19. That's why we're exploring new avenues to raise critical support for patients requiring financial assistance, many of whom need our help now more than ever. Visit www.casacolina.org/give to learn about our upcoming virtual events or our new planned giving services. You can also join our latest peer-to-peer campaign and start raising money to support Casa Colina today!

Other ways to show your support include:

- » Direct donations
- » Naming opportunities
- » Event sponsorship
- » Memorial donations
- » Commemorative brick or tile
- » In-kind gifts
- » Volunteering

For more information on how you can support Casa Colina, contact Director of Fund Development Mary Koenig at foundation@casacolina.org or 909/596-7733, ext. 2260. You can also visit casacolina.org/give to see a list of upcoming fundraising events.

rewarding research



With the generous support of granting organizations, the Casa Colina Research Institute (CCRI) conducts scientific and medical research to develop new interventions for disabling conditions that benefit patients at Casa Colina and beyond. In 2020, CCRI was awarded funding for the following projects:

Norris Foundation—DOC Research Greenlighted

Each year, severe brain injury leads to lifelong disability in a substantial number of Americans. In addition, the lifetime economic cost of these injuries has been estimated at around \$76.5 billion (2010). Few treatments currently exist for patients who fail to recover from severe brain injury and ultimately develop a disorder of consciousness (DOC) such as coma or vegetative state. In collaboration with UCLA, Casa Colina has received a \$350,000 grant from the Little Blue Dot Foundation and a \$25,000 grant from the Kenneth T. and Eileen L. Norris Foundation to research therapeutic interventions for DOCs, a new area of study for the Casa Colina Research Institute. Led by CCRI's Dr. Caroline Schnakers and UCLA's Dr. Martin Monti, the project aims to improve the assessment and care of persons with DOCs as well as to identify novel therapeutic interventions. Dr. Schnakers was lead author on three publications about DOCs in 2020, as well as co-author on several others.

Ability Central—Helping Patients with Post-stroke Aphasia

Transcranial direct current stimulation (tDCS) is a non-invasive procedure that uses weak electrical currents applied to the head in order to enhance brain activity. Since 2018, CCRI has been studying the efficacy of tDCS as a treatment for speech and language impairments in individuals who experienced a stroke. This promising research will continue thanks to a \$100,000 continuation grant from Ability Central. Casa Colina is home to a nationally renowned, comprehensive program for stroke rehabilitation, making this research a priority in improving outcomes for our patients.

NIH—Exploring Motor Learning Post-stroke

The University of Southern California and CCRI have received a new, \$275,000 grant from the National Institutes of Health (NIH) to explore the effectiveness of “speed training” in improving the recovery of movement in individuals with mild to moderate arm impairment due to stroke. Speed training is a neuro-rehabilitation technique that stimulates motor learning through the repetition of fast arm movements in a skill-learning task. Such training may be used to more rapidly advance motor control recovery in those who have experienced loss of functionality following a stroke.

NIH—Continuing with CalTech

Following the award of a five-year, \$225,000 continuation grant from the National Institutes of Health (NIH), and in continued collaboration with the California Institute of Technology, CCRI will further pursue research exploring the capability of those with full-body paralysis to practice touchless control of computer signals using a specialized brain-computer interface. Employing neural prosthetics implanted in the posterior parietal cortex (PPC) of patients with quadriplegia, FDA-approved clinical trials conducted at CCRI have already demonstrated the potential of neural implants to assist individuals with paralysis due to spinal cord injury. With fellow researchers, CCRI Director of Research Dr. Emily Rosario co-authored a deeper look into the behavior of PPC neurons, which was published in the journal *Science Advances* in October 2020.

AWARDS SEASON

Here at Casa Colina Hospital and Centers for Healthcare, we are committed to providing a safe, high-quality patient experience for all who enter our doors. Whether it's an inpatient stay with us for a hip or knee replacement, spinal surgery, or rehabilitation after an injury or illness, our goal is always to provide you with excellent care, every time. It's a commitment that earns us high praise. Below are Casa Colina's most recent awards and recognitions.



Five-Star Overall Hospital Quality

Casa Colina Hospital was among 8.9% of hospitals nationwide to receive Five Stars from Centers for Medicare & Medicaid Services (CMS) for Overall Hospital Quality in 2020—out of more than 4,500 Medicare-certified hospitals rated. The rating considers seven categories, including mortality, safety of care, readmission, patient experience, effectiveness and timeliness of care, and efficient use of imaging.

100 Best Hospitals for Spine Surgery

Casa Colina Hospital is among the top 100 hospitals nationwide recognized for superior clinical outcomes in back and neck surgeries and spinal fusion, based on CMS data from 2017 through 2019 that analyzed patient outcomes for 34 conditions or procedures.



Five-Star Recipient for Spinal Fusion Surgery

Casa Colina Hospital has received a Five-Star Recipient Award for Spinal Fusion Surgery, demonstrating our outcomes were significantly better than expected in this category.



Five-Star Recipient for Back Surgery

Casa Colina Hospital has received a Five-Star Recipient Award for Back Surgery, demonstrating our outcomes were significantly better than expected in this category.



Five-Star Recipient for Total Hip Replacement

Casa Colina Hospital has received a Five-Star Recipient Award for Total Hip Replacement, demonstrating our outcomes were significantly better than expected in this category.



Five-Star Recipient for Total Knee Replacement

Casa Colina Hospital has received its third Five-Star Recipient Award for Total Knee Replacement, demonstrating our outcomes were significantly better than expected in this category.



Joint Replacement Excellence Award

Casa Colina also received the Joint Replacement Excellence distinction earlier this year, placing us in the Top 10% in the nation for Joint Replacement two years in a row.



Pulmonary Care Excellence Award

Casa Colina Hospital earned the Pulmonary Care Excellence Award, which recognizes superior outcomes in treating chronic obstructive pulmonary disease (COPD) and pneumonia. This award places Casa Colina in the Top 10% in the nation for Overall Pulmonary Services two years in a row.



Five-Star Recipient for Treatment of Pneumonia

Casa Colina Hospital has received its third Five-Star Recipient Award for Treatment of Pneumonia, indicating our clinical outcomes are significantly better than expected in this category.



Outstanding Patient Experience Award

Casa Colina Hospital received the Outstanding Patient Experience Award, which puts us among the Top 5% of hospitals nationwide for patient experience, taking into account cleanliness, noise levels, physician and nurse communication, and whether they would recommend us to friends or family.



Patient Safety Excellence Award

Casa Colina Hospital received the Patient Safety Excellence Award in 2019, which recognizes hospital excellence in safeguarding patients from serious, potentially preventable complications during their hospital stay.



As always, we are humbled to be recognized for the hard work of our amazing employees and doctors, and we remain as dedicated as ever to upholding the highest standards across our continuum of care.

Growth & Progress

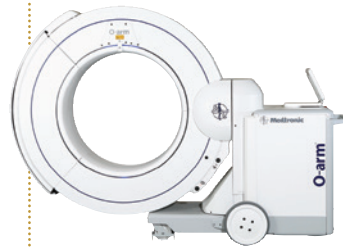
1 OUTPATIENT RENOVATIONS CONTINUE

Ongoing renovations in the Dr. S. Jerome & Judith D. Tamkin Outpatient Center have resulted in improved and increased treatment areas for a variety of programs and services. Casa Colina has successfully converted its Tamkin Education Rooms—which previously served as employee and community meeting space—into

additional treatment areas for therapy, allowing us to accommodate a greater number of patients while maintaining social distance during the Covid-19 pandemic. Conversion of the space will also facilitate the next phase of construction in our Outpatient Center, allowing us to continue to treat outpatients as we upgrade our Neurological and Orthopedic Therapy gyms in 2021.

Just across the hall, Hand Therapy and Lymphedema

services have both moved into dedicated areas, with increased square footage for treatment and a private patient consultation area. The Outpatient Center is now home to dedicated space for Neuropsychology services as well as a new Activities of Daily Living Suite, where occupational therapists can work with patients on home and community activities like cooking, laundry, and vehicle operation in our driving simulator.



2 COMPREHENSIVE SPINE PROGRAM UNDERWAY

For decades, Casa Colina Hospital and Centers for Healthcare has been at the forefront of treating back and spine-related conditions. Recently, all aspects of these services were developed into a one-stop program for these patients. Launched in January 2021, our comprehensive Spine Program takes a conservative, minimally invasive approach to treating back, neck, and other spine-related pain.

The program is a collaboration of multidisciplinary spine experts, including physiatrists, licensed physical therapists, pain management specialists, radiologists, and the area's top neurosurgeons available through the Inland Neurosurgery Institute. Nearly all program components are conveniently located on Casa Colina's 20-acre Pomona campus. Using state-of-the-art equipment and technology, our Spine Program clinicians work together to diagnose and treat injury and disease of the spine and back, all to achieve the best possible outcomes and get patients back to the things they love.



3 APPLE VALLEY REC AREA OPENS

Casa Colina at Apple Valley has added an exciting new outdoor recreation area that includes putting greens, horse shoes, ring toss, corn hole, a BBQ, a soothing water feature, and a large area to stage live music and dancing. Three large garden trellises offer covering for tables and benches, with misters to cool off during the summer and heaters for the winter, all surrounded by a beautiful stucco wall and arches.

Looking ahead to a post-pandemic future when residents can more fully enjoy these amenities, the new recreation area will help to encourage social interaction at this residential care facility for individuals with traumatic or acquired brain injuries. Along with its High Desert sister facility in Lucerne Valley, Casa Colina at Apple Valley offers respite, intermediate, and long-term care for clients with a broad range of functional abilities, helping residents develop skills of daily living, establish healthy routines, and enjoy productive, rewarding lives.



4 INI EXPANSION

The Inland Neurosurgery Institute (INI) is expanding its practice on Casa Colina's Pomona campus with 3,066 square feet of new treatment and office space to allow for the recruitment of at least one additional surgeon. Home to some of Southern California's most renowned neurosurgeons, INI provides leadership and support to Casa Colina's comprehensive new Spine Program as well as to a range of other neurological services on campus.

5 NEW TRANSITIONAL HOUSING

Renovations are complete for a new residence that will house four individuals undergoing neurological recovery at our Transitional Living Center. The residence offers an increased level of semi-independent living for appropriate TLC residents to better prepare them for reintegration into home and community life. The fully furnished two-bedroom home features ADA-compliant ramps, widened doorways,

and accessible bedrooms and restrooms, as well as a new kitchen, large landscaped yard

with raised gardening beds, and convenient direct access to the Casa Colina campus.



6 PHYSICIAN CLINICS UPDATE

Updates to Casa Colina's Physician Specialty Clinics are now complete, including the addition of two new exam rooms. The patient waiting

area has been expanded to create increased social distancing—and features an aesthetic upgrade to create a more welcoming ambiance. Renovations also include updates to existing exam rooms and their equipment,

a new dedicated area for taking patient vitals, and an updated ADA-compliant restroom. Casa Colina's Physician Clinics are currently home to 28 doctors representing multiple specialties.

7 TLC DAY TREATMENT MOVES

To increase treatment areas and also allow for better social distancing, the Casa Colina Transitional Living Center's Day Treatment program relocated to the space formerly occupied by our Adult Day Healthcare services, which will no longer be offered. While Casa Colina regrets the loss of its beloved community-based adult services program, we are excited to expand our Day Treatment services for patients who are living at home but still require treatment to recover from brain injuries, spinal cord injuries, and other neurological trauma. A critical piece of our transitional rehabilitation services, the Day Treatment program offers a safe environment that simulates home and community, where clients work to hone daily living skills and become more independent. Future additions to the new space will include a dedicated therapy gym, activities of daily living area, and more.

FUNDING THE FUTURE

When you give to the Casa Colina Foundation, you give the light of hope to those in need of specialized medical and rehabilitative care. For patients and their families, the period following a disabling injury or illness can be one of uncertainty. Your donations help to illuminate a path forward for these patients toward a brighter tomorrow.

Our sincere thanks to the generous individuals, like-minded foundations, and local businesses who gave to Casa Colina Hospital and Centers for Healthcare in 2020. With your help, we provided \$2.2 million in free and subsidized patient care, expanding access to our life-changing services for individuals and families who otherwise could not afford them. Whether in the form of event sponsorships, employee contributions, or direct donations, the gifts you give go directly toward improving patient outcomes and have a lasting impact on the vitality of the community we call home.

Casa Colina also thanks our dedicated volunteer corps, a diversity of individuals from high school students and clinicians-in-training to local retirees and more. In 2020, despite the restrictions caused by the Covid-19 pandemic, 72 total volunteers logged 8,132 hours in support of our programs and services—of course performing all philanthropic efforts in a socially distanced capacity.

As always, your donation to Casa Colina comes with our promise: We will maximize every dollar we receive to generate the greatest possible impact for our patients.



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\$100,000+

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We strive to keep accurate records. If you are aware of an error or omission, please contact the Casa Colina Foundation at 909/596-7733, ext. 2237.



THANK YOU, DEAR FRIEND

Casa Colina Hospital and Centers for Healthcare extends our sincere gratitude to a longtime friend, the talented and incomparable Bonnie Hunt. For over a decade, her outsized stage presence, reflective humor, and natural grace have kept audiences emotionally engaged (and often laughing hysterically) at our annual Tribute to Courage Gala.

As master of ceremonies for our largest annual fundraiser, Bonnie has offered comfort and kindness to featured honorees and their families, and she has been a stalwart supporter of Casa Colina clinicians and caregivers. Armed with heartfelt stories from her Chicago upbringing and a deep empathy from her nursing background, she always finds a way to draw our focus toward what's important and to inspire support for our patients and families.

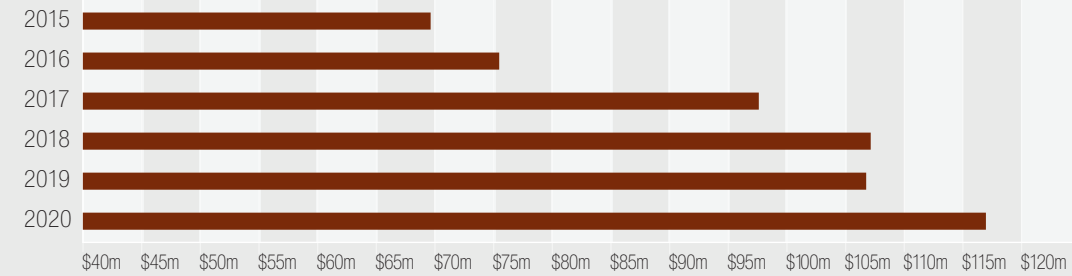
When she's not volunteering to help those in need, Ms. Hunt is an accomplished writer, director, producer, and an Emmy®, Golden Globe®, and SAG® Award-nominated actor who has earned critical acclaim in film, television, and theater.

Bonnie, you have left an indelible mark on this beloved Casa Colina event and have warmed our hearts with your courtesy, compassion, and charm. Thank you.



CASA COLINA'S OPERATIONAL PERFORMANCE

NET REVENUE FROM OPERATIONS *Excluding Foundation*



BALANCE SHEETS *Consolidated/Unaudited*

March 31, 2020 and 2019

ASSETS	2020	2019
Current assets	\$41,096,000	\$36,011,000
Investments	81,982,000	82,177,000
Assets limited as to use	15,609,000	15,551,000
Property and equipment, net	103,714,000	103,884,000
Other assets	1,371,000	1,148,000
Total Assets	\$243,772,000	\$238,771,000
LIABILITIES AND NET ASSETS		
Current liabilities	\$26,080,000	\$22,067,000
Long-term debt and other liabilities	50,658,000	52,121,000
Net assets with and without donor restrictions	167,034,000	164,583,000
Total Liabilities and Net Assets	\$243,772,000	\$238,771,000

OPERATING ENTITIES* FINANCIAL PERFORMANCE *Unaudited*

Fiscal year ending March 31

REVENUES	2020	2019
Net patient services revenues	\$111,643,000	\$100,788,000
Other operating revenue	2,715,000	3,033,000
Transfers from Foundation for uncompensated care and community benefits	2,471,000	2,980,000
Total Revenues	\$116,829,000	\$106,801,000
OPERATING EXPENSES		
Salaries and benefits	\$67,323,000	\$64,578,000
Other expenses	29,791,000	26,836,000
Total Operating Expenses	\$97,114,000	\$91,414,000
Net Income from Operations Prior to Depreciation, Interest, and Amortization	\$19,715,000	\$15,387,000

*Excludes Foundation

SPECIALIZED CARE, CLOSE TO HOME



Casa Colina opened its doors in 1938 in Chino, California, as an inpatient treatment center for children rehabilitating from polio. Since then, its staff, with the support of the Casa Colina Board of Directors, has continually expanded services to meet the growing needs of the community and beyond.

Casa Colina offers the following medical and rehabilitation services:

- Acute care hospital with 68 rehabilitation beds, six intensive care unit beds, 25 private medical beds, three operating rooms, and a gastroenterology procedure room; accredited by the Joint Commission
- Transitional Living Center with 46 residential rehabilitation beds, day treatment program, and home and community services; accredited by the Commission on Accreditation of Rehabilitation Facilities
- Long-term residential facilities in Apple Valley and Lucerne Valley with 90 shared beds for people with brain injuries; 12 beds in Claremont for adults with developmental delay; licensed by the Department of Social Services
- Outpatient rehabilitation centers in Pomona and Azusa
- Physician clinics with nearly 30 medical specialties

- Hyperbaric medicine
- Diagnostic imaging
- Audiology
- Children's outpatient services
- Research institute
- Laboratory
- Support groups
- Wellness and fitness programs
- Community and professional education programs
- Outdoor Adventures recreational therapy program

Also on the Pomona campus:

- Casa Colina Ambulatory Surgery Center
- Medical office building with Garey Orthopedics, Mountain View Urgent Care, Pomona Dialysis and Vascular Center, San Antonio Pharmacy
- Inland Neurosurgery Institute

To learn more about Casa Colina's continuum of care, visit casacolina.org.

OUR MISSION

OPTIMIZE MEDICAL RECOVERY AND REHABILITATION OUTCOMES FOR ALL PATIENTS IN A SAFE ENVIRONMENT THAT RESPECTS THEIR DIGNITY, DIVERSITY, AND INDIVIDUALITY.

OUR VISION

LEADING AND DEFINING EXCELLENCE IN SPECIALIZED MEDICAL AND REHABILITATIVE CARE.

OUR VALUES

APPLY CLINICAL EXCELLENCE, EDUCATION, AND RESEARCH TO ENHANCE QUALITY OF LIFE IN THE COMMUNITIES WE SERVE, WITH A COMMITMENT TO COMPASSION, COLLABORATION, AND INTEGRITY.



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Pomona, CA 91769-6001



**CASA COLINA HOSPITAL AND
CENTERS FOR HEALTHCARE**

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Children’s Services – Ext. 4200
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Patient Accounting – Ext. 5558
Foundation – Ext. 2232
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Laboratory – Ext. 3150
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Physician Clinics – Ext. 3800
Research Institute – Ext. 2221
Transitional
Living Center – Ext. 4100

CASA COLINA AZUSA CENTER

910 East Alostia Avenue
Azusa, CA 91702-2709
626/334-8735

CASA COLINA AT APPLE VALLEY

22200 Highway 18
Apple Valley, CA 92307-3948
760/247-7711

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11981 Midway Avenue
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Learn how to support Casa Colina's
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909/596-7733, ext. 2260 or visiting
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