

Fact Sheet



A Snapshot of the Queen

Queen of the Valley Medical Center is a Catholic nonprofit, full-service diagnostic and therapeutic health care facility committed to providing for the needs of the Napa community—including our most vulnerable residents. The hospital's scope of services includes cancer, cardiac, emergency/trauma, imaging, maternity and infant care, neurosciences, orthopaedics and a wellness center.

Continuing a legacy of compassionate service

Queen of the Valley Medical Center is committed to extending its role in the community far beyond the traditional medical model. Since 1958, we've partnered with schools, community groups and national organizations to extend our care beyond our walls and meet the changing needs of all who make their home in Napa, including our most vulnerable neighbors.

Through programs in health education, dental services for low-income families, maternity and family-centered education, and much more.

Queen of the Valley Medical Center reinvested nearly \$13 million into our community to care for the poor, vulnerable, low income, uninsured and underinsured in Fiscal Year 2017.

Leading Edge Technology-Close to Home

Since opening our doors, we have become the largest, most comprehensive health care facility in the region. Our reputation for excellence, on a par with well-known university hospitals, consistently attracts high caliber physicians, nurses and other health care professionals.

Backed by state-of-the-art facilities and leading edge technology, our outstanding medical team ensures Napa Valley residents receive the best care possible close to home.

At a Glance (Fiscal Year 2017):

Opened	1958
Physicians	300
Volunteers	170
Employees	1,050
Beds	208
Average Daily Census of Patients	88
Number of Patients Admitted Per Year	6,570
Total Patient Days	32,012
Average Length of Stay (days)	4.8
Babies Born Per Year	643
Emergency Visits Per Year	30,286
Net Revenue (Jul 1, 2016 - June 30, 2017)	\$276,683,000
Community Benefit (Jul 1, 2015 - June 30, 2016)	\$12,714,000



AWARDS:

- **Women's Choice Award:** Named one of America's Best Hospitals for Obstetrics in 2016, and Orthopedics in 2017.
- **US News & World Report:** Recognized as a High Performer for Knee Replacement Surgery in 2017.
- **American College of Surgeons:** Verified as a Level III Trauma Center in 2016.
- **PRC Excellence in Healthcare Awards:** The Outpatient Surgery & Procedures Center received a 5 Star Award, Ranking in the Top 10% for Overall Quality of Care in 2017.
- **Foster G. McGaw Prize for Excellence in Community Service:** Recognized as a finalist for providing services that improve the lives of our most vulnerable community members, such as integrated behavioral health programs, the children's mobile dental clinic and community-based case management, advocacy, resources and education in 2015.
- **American College of Radiology:** The Cancer Program's radiology oncology service received a three-year accreditation for providing the highest level of quality and patient safety, and was one of only 32 facilities in California to receive this distinction.
- **Blue Cross/Blue Shield:** Named as a Blue Distinction Center for spine surgery, knee and hip replacements in 2016.
- **Commission on Cancer of the American College of Surgeons:** Earned a three-year accreditation with commendation for meeting and exceeding standards that are hallmark of an excellent cancer program.
- **Joint Commission:** Recognized as a 2013 Top Performer on Key Quality Measures. Named in their 2014 annual report for attaining and sustaining excellence in accountability measure performance for heart attack, heart failure, pneumonia, and surgical care.

SPECIALTIES:

- Level III Trauma Center
- Heart Center
- Minimally-Invasive Robotic Surgery for Gynecology, Urology & General Surgery
- Minimally-Invasive Lumpectomy & Mastectomy
- Acute Rehab Program
- Outpatient Surgery & Procedure Center
- Profili Imaging Center
- Comprehensive Occupational Health Services
- Maternity and Well Baby Nursery
- Peggy Herman Neurosurgical Services affiliated with UCSF

WHAT DRIVES US

Our mission, vision and values work together to shape our decisions and guide our actions. They form the heart of our health care ministry.

- Our **Mission** is to extend the healing ministry of Jesus in the tradition of the Sisters of St. Joseph of Orange by continually improving the health and quality of life of people in the communities we serve.
- Our **Vision** is to bring people together to provide compassionate care, promote health improvement and create healthy communities.
- We are **transforming** to embrace an illness and wellness model and realize a greater balance between hospitals and community-based care. The intent is to become a network of care, addressing the well and the sick.
- Our four core **Values** serve as the guiding principles for all we do, shaping our interactions with those whom we are privileged to serve.
 - **DIGNITY** - We respect each person as an inherently valuable member of the human community and as a unique expression of life.
 - **SERVICE** - We bring people together who recognize that every interaction is a unique opportunity to serve one another, the community, and society.
 - **EXCELLENCE** - We foster personal and professional development, accountability, innovation, teamwork, and commitment to quality.
 - **JUSTICE** - We advocate for systems and structures that are attuned to the needs of the vulnerable and disadvantaged and that promote a sense of community among all persons.