

# Delano Regional Medical Center

## Community Benefits

### Report

2012



***“Working together  
for a healthier  
community”***



## ***Identifying and Serving the Health Needs of Our Community***

As a nonprofit organization we take seriously our responsibility of being a trusted resource in our community for emergency and medical care.

Delano Regional Medical Center's (DRMC) 2012 Community Benefits Report will illustrate how we have increased our focus by offering more programs and services than in previous years, allowing us to give back to the communities that support us. Among these are community benefit programs that include charity care, free and low-cost services, education and training, and partnerships with community organizations. Through these efforts we are striving to ensure that all individuals have a chance to get the health care they need for themselves and their families.

Over the past twelve months, DRMC participated in a Community Health Needs Assessment to analyze the entire county of Kern as well as a focus on the communities we serve: Delano, McFarland, Wasco and Shafter. The report was mandated by the 2010 Affordable Care Act and DRMC was

one of five Kern County hospitals coordinating the assessment. The report's findings largely confirm what we understand to be some of the more significant issues within our communities. It will serve as a guide for DRMC as we continue to meet the health needs of people and partner with many other community providers and organizations to improve the health of individuals.

Our responsibility to health and well being doesn't end with this report. We are firmly dedicated to guiding our communities to a healthier lifestyle and are taking great strides to demonstrate our commitment to that belief.

***Barham Ghaffari  
President***



## Mission

To provide a safe haven of healing and wellness that serves each individual in the spirit of kindness, dignity and excellence.

## Vision

- ◆ Provide comprehensive services
- ◆ Achieve high quality outcomes
- ◆ Assure superior customer service
- ◆ Influence the health status of our communities
- ◆ Maintain positive collaborative relationships with the community and healthcare providers

## Values

- ◆ Always put the customer first
- ◆ Promote human dignity
- ◆ Encourage individual growth
- ◆ Pursue teamwork enthusiastically
- ◆ Manage resources responsibly
- ◆ Act with integrity

**Care  
of our  
patients  
in 2012**

**Pediatric Visits  
729**

**Births  
875**

**Surgeries  
3853**

**Admissions  
2563**

**Emergency  
Department  
Visits  
24,431**

**Rural Health  
Clinics Visits  
32,659**

# Taking Care of Diverse Communities

DRMC is located two hours north of Los Angeles in the heart of the San Joaquin Valley. The area is primarily agricultural and rural with thirty percent of the population migrant farm workers. The average per capita income is \$10,957 and just under 35% of the population are at or below the poverty level. This is a culturally diverse area with 38.4% of the residents being foreign born and 67.9% of the families primarily Spanish speaking.

## ***Ethnic Snapshot:***

Hispanic	71.7%
White	8.0%
Asian/Pacific Islander	15.9%
Black	2.2%
American Indian	4.0%
Other	2.0%

## ***Economic Conditions:***

According to the U.S. census data 34.4% of our population falls at or below the national poverty level. The average for Kern County is 20.6%, State of California at 13.7%. The unemployment rate reached 32.0% while the state average was 10.4%

## ***Education attainment:***

The 2012 Academic Performance Index for Delano's three high schools are:  
Delano High School -765, Cesar Chavez High School 840 and Robert F. Kennedy High School is 779.

Despite the API scores, 47.8% of families continue to have an educational attainment level below high school graduation and a reading level lower than Kern County and State averages.

## ***Cultural Environment***

- More than 30% of families are migrant farm workers. This percentage has increased in the last year.
- Percentage of Delano families who are primarily Spanish speaking is 67.9%. Kern County is 41% and California 43%.

## ***Key demographic findings for the area served by DRMC include:***

- High proportion of younger adults. Delano median age is 28.5 years; California is 45.6 years.
- High percentage of poverty
- Low per capita and household income levels. Delano median household income is \$38,326; California is \$58,931
- High percentage of Hispanic/Latino persons
- High percentage of population that speak a language other than English at home

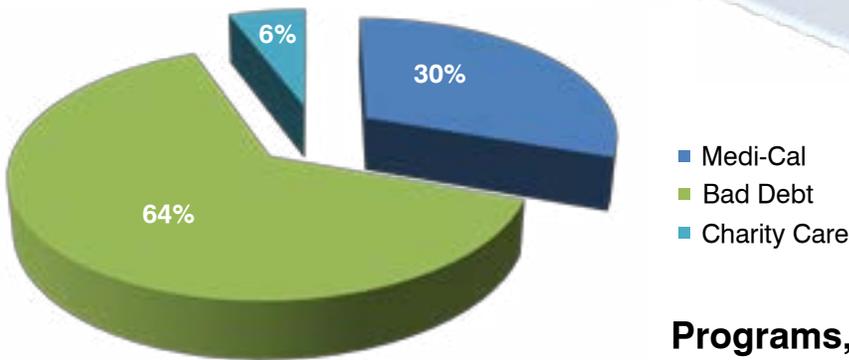
# Community Benefit in Dollars and Cents

Unpaid Cost of	Patient Care
Medi-Cal:	\$4,529,633
Charity Care:	\$ 858,000
Bad Debt:	\$9,513,000
<b>TOTAL</b>	<b>\$14,900,653</b>

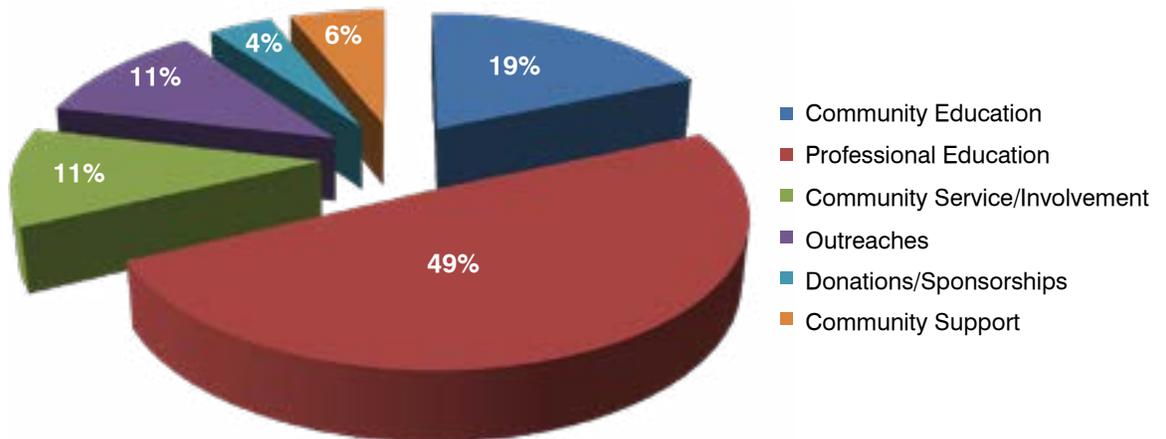
In 2012, the total amount of community benefits was \$16,003,479.08

Programs,	Outreaches and Services
\$ 204,659.65	Community Education
543,591.32	Professional Education
119,496.00	Community Service and Involvement
125,050.21	Outreaches
44,167.50	Donations & Sponsorships
65,881.40	Community Support
<b>\$1,102,846.08</b>	<b>TOTAL</b>

Unpaid Costs of Patient Care



Programs, Outreaches and Services



*What does  
community  
benefit look  
like?*

Programs for the health and well-being of people in our area comes in all shapes and sizes. It ranges from financial assistance, free screenings, supporting school athletic programs, to providing nutritional meals to seniors and more. Here is a sample of what it looked like for DRMC in 2012.

### **Assistance with patient care costs:**

- ◆ **Charity Care...**

Uninsured and under insured patients who are within the limits of the current federal poverty levels that apply to the individual or family and who do not meet criteria for other programs, are eligible for charity care assistance. DRMC relies on Federal Poverty Income Guidelines to offer assistance on a sliding scale for those without the ability to pay. In 2012, DRMC devoted \$858,000 for this program.

- ◆ **Indigent Programs...**

Indigent healthcare programs provided by the hospital consist of unreimbursed cost of Medi-Cal as well as other federal, state or local programs for the poor. The cost of these programs for 2012 was \$4,529,633.

- ◆ **Bad Debt ...**

For a variety of reasons, including, but not limited to, income level and lack of adequate insurance coverage, DRMC may write off patient charges it deems to be uncollectible. In 2012 the cost of this uncompensated care, exclusive of amounts included in charity care was \$9,513,000.



*Making sure  
every patient  
receives the care  
they need.*

## Community Outreaches:

Hospitals today are more than just buildings where community residents seek care for illness and injury. Hospitals are vibrant participants in the community, with outreach programs that bring health and wellness resources to the community.



**New mommy education and support** is provided in a variety of ways to ensure knowledge and skills are obtained in order to take care of themselves and their new baby. These include: breast-feeding and other practices to promote good health for mother and baby; childbirth classes for expectant mothers and more. The classes provide education about childbirth and education in parenting.

**Community Health Fair:** More than 1500 guests received free screenings, assessments and educational information at 36 health fair booths at DRMC's Community Health Fair. Many children (and their parents) saw the inside of a hospital helicopter, sat in an ambulance and police vehicle as well as climbed atop a fire truck. Children learned about taking care of yourself when you don't feel well by visiting the Delano Women's Medical Clinic's *Teddy Bear Clinic*.



*Targeting Seniors, at-risk population and children, free vaccinations are a positive preventative measure against sickness.*

**Immunization Clinics:** To ensure all residents have the opportunity to have a flu shot, DRMC hosted immunization clinics throughout the city at no charge. The hospital also works closely with the school districts in their immunization programs for the students and provides the supplies needed to administer vaccinations.

**Senior Support:** Senior needs can often be overlooked in a demographic where the average age is 28. A high percentage of our senior population falls in the lower income ranges, have limited access to recreation, nutritional meals, and healthcare. Through free screenings and services such as osteoporosis, glucose and cholesterol plus various therapy services, Seniors can monitor their health. In 2012, DRMC provided free immunizations for seniors and contributed \$28,000.00 to assure many have nutritional meals each day.



## **Community Support and Involvement:**

Collaboration with other organizations is vital in reaching all people in our communities. By supporting and becoming involved with these organizations, DRMC expands its reach.

**Relay for Life:** In 2012, hospital employees received an award from the American Cancer Society for the most money raised during Delano's Relay for Life event. The hospital team total was over \$16,000.



**Health Fairs and Community Events:** DRMC participates in a variety of health fairs and community events. You will find DRMC at events such as Paramount Citrus Employee Health Fairs, Wasco Rose Festival, Delano Street Fairs, Lights On After School Event, hospital tours for local schools, various community cultural celebrations and more.

**Health and wellness** is sometimes defined as "giving." Through DRMC's Holiday Outreach program families are "adopted" and hospital employees make sure "their" family has a joyful Christmas. In 2012, DRMC partnered with K-Mart Stores and paid for presents that had been put on lay-away by 26 families for Christmas.



*Increasing participation in the community enhances our ability to help more people.*

**Support Groups:** DRMC offers free meeting space to a large number of community and civic organizations including Kern Health Systems, City of Delano, Delano Chamber of Commerce, Alcoholics Anonymous, Zumba Fitness Training and many more.

## ***Addressing top priority health needs:***

DRMC has increased its focus on the top priority health needs revealed in the recent Community Health Needs Assessment. These two successful initiatives are an example of the efforts being made.

### ***Diabetes:***

In 2012 Delano Regional Medical Center and Kern Family Health partnered to open the Delano Diabetic Clinic, a pilot program created due to the higher-than-average occurrence of diabetes in our area. Since this disease is widespread in our communities and has serious health consequences, DRMC regards this program as an investment in community health.



The clinic receives calls and emails from patients, family members, peers and organizations requesting information about the program. Specific questions about food and medications are answered and we provide a variety of other important information. Many of the clinic's patients are low-reimbursement payors.

The Clinic offers one-on-one diabetes education, self management of the disease, counseling as well as specialized sessions in weight management, cholesterol and proper nutrition.

### ***Good Nutrition, a Weapon Against Obesity:***

In an area where many are at or below the poverty rate and the median income is low, the ability to eat nutritiously is hindered.

DRMC takes a "hands on" approach in encouraging individuals and families to eat healthy through the Delano Community Garden. In 2012, the Garden was expanded and now provides more than 75 plots of land and access to water, free of charge, for local families to grow their own food and share with their neighbors.

In conjunction with the Diabetic program, monthly nutritional classes are offered to the community. These two programs increase access to healthy foods, encourage people to be active and provide nutritional education.



*Delano Regional Medical Center and our clinics are vital contributors to the health and economic well-being of our communities. It is the job of our hospital and physicians, along with partner agencies, to collaborate in order to ensure the communities we serve take consistent steps toward a healthier future. The best way to achieve this goal is through education and prevention. In 2013, we will work to help individuals, their families and our communities change unhealthy lifestyles and move toward the best health possible.*

*Whether it's about patient care, advanced technology or community benefits, our story is the same. DRMC is one of the area's leading healthcare facilities because we care. We care about the health and well-being of our families and neighbors. As the needs of our communities continue to evolve, it is certain that DRMC will grow and change in response to new opportunities to excel and serve.*



**Working toward a healthier future**



**DELANO  
REGIONAL**  
MEDICAL CENTER

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