

## Mission Statement

Madera Community Hospital is a not-for-profit community health resource, dedicated to actively promoting and maintaining the health and well-being of residents throughout the Central Valley. We are committed to identifying and serving our community's needs with compassion, concern, care and safety for the individual.

In support of our primary mission, Madera Community Hospital will:

- Be sensitive to the diverse physical, spiritual and psycho-social needs of those we serve, including the alleviation of pain and suffering, and integrally involving the family in care and delivery.
- Periodically assess the health status and needs of our community, determine which health services we can appropriately establish and maintain, and act as a catalyst to ensure that priority health needs are met.
- Work collaboratively with physicians, other health care providers, and community leaders to develop, offer and continuously evolve a comprehensive and integrated continuum of health services.
- Stimulate high levels of support and participation in educational and outreach initiatives offered to patients, staff and community members in an effort to promote both high levels of individual achievement and community health and well being.
- Prudently manage and utilize our financial resources, while ensuring the provision of high quality, effectively delivered health services.

## Vision Statement

Madera Community Hospital will distinguish itself as a leader in identifying and meeting our community's health needs by working in partnership with physicians and others to offer and manage an integrated array of health services upon which a majority of individuals and employers in our community will rely.

We will:

- Initiate collaborative relationships and strategic alliances that advance our mission
- Meet or exceed our customer's expectations through quantifiable clinical and service quality and coordinated care delivery
- Actively involve employers and community leaders in our success
- Be flexible to change as our community needs evolve
- Engage a community that recognizes MCH as a vital community health resource
- Align hospital and physician interests to better serve our community
- Strategically invest in services and technologies, such as information technologies and non-acute care services
- Selectively expand our Central Valley presence to serve the growing needs of area residents and healthcare purchasers:
  - Madera
  - Chowchilla
  - Kerman
  - N.W. Fresno



### Community Benefits

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### Social Accountability Report

Fiscal Year Ending June 30, 2012

A summary of unsponsored care and programs provided for the benefit of our community. Unsponsored care includes the cost of care for persons who are poor, costs associated with caring for beneficiaries of Medicare, Medicaid and other government programs. Additional expense includes health professions education, clinic services, health promotion and disease prevention programs and donation of services to non-profit community organizations.

Prepared in Compliance with  
California's Community Benefit Law SB697  
[www.maderahospital.org](http://www.maderahospital.org)  
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# Madera Community Hospital

## Community Benefits

### Summary

07.01.2011 – 06.30.2012

Community Benefit Programs	694,157
Community Health Improvement Svcs.	296,000
Health Professions Education	97,128
Financial & In-Kind Contributions	37,887
Community Building Activities	233,820
Community Benefit Operations	24,796
Continuing & Homecare Services	4,433
Traditional Charity Care	2,031,996
Government Sponsored Health Care Unpaid Cost of Medi-Cal	10,355,195
Means-Tested Programs	658,543
Unpaid Cost of Medicare	9,799,919
Total Community Benefit	23,539,810

In addition to serving residents living at or below the poverty level, and having limited transportation resources, the current economic situation has created a greater number of unemployed residents without health insurance coverage.

## Community Health Care Needs Grow

Madera Community Hospital has stepped up to meet ever increasing needs through the Family Health Services Clinic, Children's Visitor Center, Nursing Paradigm Program, Diabetes education, chronic illness support groups and screening programs offered throughout the year. A new opportunity to meet healthcare needs in the Chowchilla community was realized when Madera Community Hospital took over management of the Chowchilla Clinic in 2007. Madera Community Hospital assumed full operation of the Chowchilla Clinic in 2008. Chowchilla Medical Center is staffed with a full-time Nurse Practitioner or Physician Assistant. Podiatry, Internal Medicine, Ophthalmology, and OB/GYN doctors are available by appointment. Walk-in patients are seen in order of arrival for primary healthcare services.

## Prenatal Education and Care

Providing healthcare and education to promote healthier babies, is achieved through the Baby Steps Program, Sweet Success, Childbirth/Parenting Classes, Stork Tours and the Perinatal Grief Program.

## Diabetes Education

A Diabetes Support Group meets monthly at MCH at no cost to participants. The Sweet Success Program for Gestational Diabetes served over 100 clients this year.

## Community Needs Assessment Process

MCH looks to many resources to identify, and prioritize services to care for the community at large and the underserved population. Diverse resources are utilized to guide implementation of services to meet the needs of the community today and in the future.

## Community Needs Assessment 2012

Community Benefits Managers from six hospitals – Adventist Health – Central Valley Network, Community Medical Centers, Children's Hospital Central California, Kaiser Permanente, Madera Community Hospital, and Saint Agnes Medical Center joined together over the past several years to guide a shared needs assessment project to completion. The funding for the project was provided by the six hospitals and the assessment is shared among the participating hospitals.

## Assessment to Action

The Community Needs Assessment of 2012 is a valuable tool that is being utilized by MCH Medical Staff, Board of Trustees, and Administrative Leaders to assess current services and assist in short and long term planning to be able to continue to provide healthcare services in the most efficient and cost effective manner.