



COMMUNITY

2013 benefit report



ENLOE
MEDICAL CENTER

CARING

for our community

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November 2013

Dear friends,

This year marked the 100th anniversary of Enloe Medical Center, a milestone we embraced and celebrated with our employees, affiliated physicians, volunteers and community. As we honored our past and celebrated the advancement and contributions made throughout our initial one hundred years, we were also inspired to look ahead at the possibilities for the future.

As a non-profit hospital, Enloe Medical Center has a responsibility to our community that goes beyond providing medical care for our residents. We have a responsibility for being a solid contributing member of our community: providing health education and outreach for residents, and partnering with other organizations to enhance the social and economic environment of the region we serve.

We do not take these responsibilities lightly.

We are pleased to share our latest Community Benefit Report. This document highlights just some of the contributions Enloe Medical Center - together with our affiliated physicians, employees, staff, volunteers and community partners - made in fiscal year 2013.

We thank you for entrusting the health care of you and your family to us, and look forward to continuing to support the community we love through the next hundred years.

Respectfully,



Mike Wiltermood
President/Chief Executive Officer



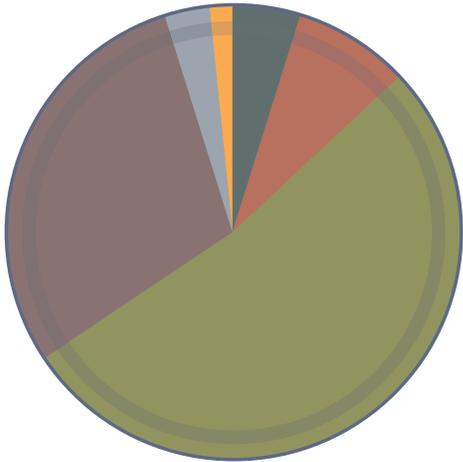
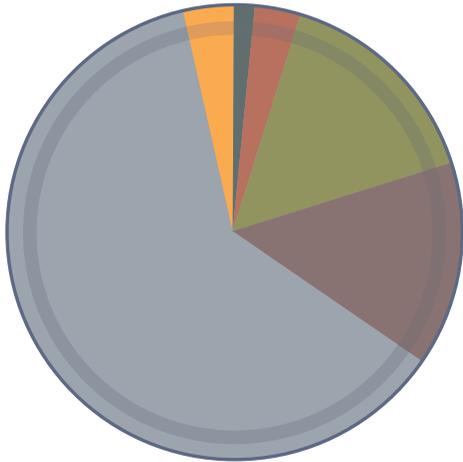
Myron Machula
Chief Financial Officer



Persons Served

Community Benefit with Medicare Shortfall

<i>Traditional Charity Care</i>	6,196	\$4,942,342
<i>Bad Debt</i>	13,722	\$8,405,786
<i>Medicare</i>	65,098	\$53,901,722
<i>Medi-Cal/CMSP</i>	61,165	\$30,378,671
<i>Subsidized Health Services</i>	15,299	\$1,573,514
<i>Community Education & Service</i>	261,524	\$3,330,909



COMMUNITY

benefit summary

Fiscal Year 2013 | July 1, 2012 through June 30, 2013

Without Medicare Shortfall	Persons Served	Expense	Offsetting Revenue	Net Community Benefit	% of Expense	% of Net Revenue
<i>Traditional Charity Care</i>	6,196	\$4,942,342	0	\$4,942,342	1.2%	1.3%
<i>Bad Debt</i>	13,722	\$8,405,786	0	\$8,405,786	2.0%	2.0%
<i>Unpaid Costs of Medi-Cal</i>	61,165	\$82,271,960	\$51,893,289	\$30,378,671	7.2%	7.7%
<i>Community Education & Service</i>	261,524	\$3,371,182	\$40,273	\$3,330,909		
<i>Subsidized Health Services</i>	15,299	\$2,647,339	\$1,073,826	\$1,573,514		
Total	357,906	\$101,638,609	\$53,007,388	\$48,631,222		

With Medicare Shortfall	Persons Served	Expense	Offsetting Revenue	Net Community Benefit	% of Expense	% of Net Revenue
<i>Traditional Charity Care</i>	6,196	\$4,942,342	0	\$4,942,342	1.2%	1.3%
<i>Bad Debt</i>	13,722	\$8,405,786	0	\$8,405,786	2.0%	2.0%
<i>Medicare</i>	65,098	\$197,489,141	\$143,587,419	\$53,901,722	12.7%	13.7%
<i>Medi-Cal/CMSP</i>	61,165	\$82,271,960	\$51,893,289	\$30,378,671	7.2%	7.7%
<i>Community Education & Service</i>	261,524	\$3,371,182	\$40,273	\$3,330,909		
<i>Subsidized Health Services</i>	15,299	\$2,647,339	\$1,073,826	\$1,573,514		
Total	423,004	\$299,127,750	\$196,594,807	\$102,532,944		

	Charity	Bad Debt	Medicare	Medi-Cal/CMSP	Subsidized Health Services
<i>Persons Served (Count of Names)</i>	2,524	8,775	16,711	20,324	7,013
<i>Persons Served (Count of Encounters)</i>	6,196	13,722	65,098	61,165	15,299

TEACHING *safety*



Butte County EMS Outreach & Education

CPR & First Aid training for students

The Enloe Education Center and Butte County EMS teamed up in April to provide a CPR, First Aid and Automatic External Defibrillator training to more than 200 Chico High School students. Students received the five-day American Heart Association's "Heartsaver First Aid CPR AED – Classroom" course as part of their required health class, which included how to assess a victim who might need first aid, how to control bleeding, practice splinting one another, and the proper administration of medication for people with a serious allergy.

Think First trauma prevention program

Representatives from Butte County EMS provided a six-week trauma prevention program for students at Ponderosa Elementary School in Paradise. Think First focuses on teaching kids ways they can stay safe and prevent injury, including bicycle safety tips and the importance of wearing a helmet when riding a bicycle, scooter or skateboard.

EMS Out in the Community

Ambulance crews provided free standby service at several events:

- Almond Bowl Run
- Alzheimer's Walk
- Chico Criterion Bike Race
- Chico High School Football
- Chico Kidney Biathlon
- Durham High School Football
- Every 15 Minutes
- Fire Prevention
- Maxwell High School Rodeo
- Nursing Society Run/Walk
- Public Safety Day
- PV High School Football
- Relay for Life
- River Float
- Run for Food
- Safety Expo
- Stonyford Rodeo
- Suicide Prevention Walk



Continuing Medical Education

Enloe's Education Center organizes and hosts a number of programs each year for health care professionals. Last year, 180 health care providers participated in 17 continuing medical education programs. Topics ranged from "Advances in Surgery for Lung Cancer" to "Fetal Heart Monitoring" to "Management of Cerebral Aneurysm."

In addition, nearly 1,700 health care professionals participated in case review and discussion programs, including:

- Behavioral Health
- Cardiovascular Angiography Rounds
- Cleft Palate Panel
- Neuro-Radiology Conference
- Neuro Rounds in the NTSICU
- STEMI Symposium
- Tumor Board & Tumor Board Head and Neck
- Tumor Rounds & Case Review

Internships & Clinical Rotation

Enloe Medical Center welcomes students into internship programs where they work alongside medical professionals, gaining a valuable real-world experience. Internships were offered last year for local high school ROP students, as well as students from CSU, Chico and Butte College. Programs included:

- Cardiac & Pulmonary Rehab
- Diabetes Services
- Exercise Physiology
- Occupational Therapy
- Pharmacy
- Physical Therapy
- Registered Nursing
- Speech Therapy
- And more

Rural Northern California Clinical Simulation Center

The "Rural SimCenter," located on Enloe's Cohasset Campus, is a community collaboration with CSU, Chico's School of Nursing and other area hospitals, and is one of only three SIM Centers in the state of California fully accredited by the Society for Simulation in Healthcare.

An average of 180 students receive hands-on training each month in the SimCenter, learning important skills and health care protocols using computer-controlled mannequins. In addition to providing a unique setting where students can practice their new skills, the SimCenter provides a clinical setting for continuing education of hospital staff, including physicians, nurses, pharmacists and others.

Educating & Encouraging Future Health Care Professionals

As part of their internship experience, students are encouraged to participate in community health education and other outreach programs. Pictured below, Butte College students provided spirometry (lung capacity) testing at Enloe Medical Center's *Inspiring Healthy Lives* event at the Enloe Outpatient Center. Thirty-three spirometry screenings were performed at the event. Other screenings offered included modified step test, flexibility test, body fat/BMI, strength test, pulse oximetry and blood glucose testing.

Programs like *Inspiring Healthy Lives* offer members of our community a chance to meet with health care professionals, participate in free health screenings and learn ways to take charge of their own health.



TEACHING
medicine

PROMOTING *health & wellness*



Support Groups

Facing a new medical diagnosis can be scary and overwhelming; living with a chronic illness or disability can be challenging. Support groups provide an opportunity for individuals who share a common experience to come together, know they are not alone and offer each other guidance and support. In fiscal year 2013, more than 1,000 individuals participated in support groups and other coordinated educational program meetings offered in Enloe facilities.

Prenatal, Childbirth and Parenting Education

Enloe's Mother & Baby Education Center provided childbirth and parenting classes for 3,869 individuals in fiscal year 2013. Classes were offered for parents (first-time and refresher courses), siblings and grandparents, teaching important skills to help ensure the families' success with their new baby.

In June, 118 new and expectant parents attended the Enloe Baby Faire, a community health education program focused on prenatal and maternity health care. Pediatrician Natalie Vogel, MD, shared her experience as a parent and physician during the keynote presentation, then participants were invited to explore a variety of community and Enloe resources, as well as participate in small breakout groups featuring information ranging from building a birth plan to the importance of going the full 40 weeks of pregnancy to parenting balance and partnership.

Community Health Education

Throughout the year, Enloe Medical Center invited the public to participate in a number of free public health events, lectures and presentations. Topics varied from general preventive health to diabetes, heart health to stroke awareness, and more. Programs ranged from intimate events with opportunities for participants to talk one-on-one with health professionals (*Pillars for Prevention*, a monthly health and wellness program), to larger functions bringing together specialty physicians who could share the latest knowledge and treatment options, offering free health screenings, community resources and inspirational patient testimonials (*Diabetes Awareness, Inspiring Healthy Lives, Faces of Stroke*).



Cancer Screenings, Education and Support

The Enloe Regional Cancer Center, an affiliate of the UCSF Helen Diller Family Comprehensive Cancer Center, is dedicated to providing a comprehensive healing program, not only for our patients, but also for their family members, caregivers and the community at large, through education, support groups and partnerships promoting free breast health screenings.

Enloe helped promote North State Radiology's 2012 *Operation Mammogram* which provided 200 free mammograms and more than 100 free clinical breast exams for local women.

Nearly 200 people – patients, family members and caregivers – joined us for two Cancer Wellness Day events. Each program featured a guest speaker from our UCSF affiliate, in addition to education, cooking demonstrations and other activities to help cancer survivors and their loved ones.



Our annual Breast Cancer Awareness Luncheon celebrates breast cancer patients and survivors with an elegant and educational program. One hundred and twenty women joined us for the luncheon in October, National Breast Cancer Awareness Month.

Other cancer-focused programs throughout the year included:

- *Look Good Feel Better*, offered in partnership with the American Cancer Society
- *Healthy Steps*, a free therapeutic exercise program
- *Healing Art Programs*
- *Tough Enough to Wear Pink*

Health Screenings

An integral part of Enloe's community health and wellness outreach is free and discounted health screenings that provide an opportunity for participants to learn more about their personal health status. Examples include:

- Blood Glucose Testing
- Blood Pressure
- Body Fat/BMI
- Flexibility Test
- Lipid Panel
- Modified Step Test
- Pulse Oximetry
- Spirometry
- Strength Test

Support Groups

- A.W.A.K.E. (*sleep apnea*)
- Bariatric Buddies
- Better Breathers
- Healthy Hearts
- Insulin Pump
- Man-to-Man, Prostate Cancer
- MS & Newly Diagnosed
- Telling Our Stories Writing Workshop
- VIVA! Support Program (*for kids living with a loved one with cancer*)
- Women's Cancer Support

COMMUNITY *collaboration*



Supported Programs

- Ability First
- Youth Sports Camp
- Boys & Girls Club
- Camp McCumber
- Chico Chamber of Commerce
- Chico Community Ballet
- Chico Rotary Club
- Gateway Science Museum
- Girls on the Run of Butte County
- Glasses for Kids
- Growing Healthy Children Walk & Run
- National Student Speech Language & Hearing Association
- Omega Nu
- Relay for Life
- Run for Food
- Shalom Free Clinic
- Wings of Eagles
- Work Training Center

Partnering to Extend Our Reach

Free Public Flu Clinics

Getting vaccinated is one way to help prevent the flu. Enloe Medical Center provided more than 4,300 free flu vaccines in fiscal year 2013. At the start of the flu season in the fall, more than 1,300 community members participated in our drive-through clinic at Calvary Chapel and hundreds more came to the walk-in clinic held at Manzanita Place. A third flu clinic was held at Hollywood Video in January 2013.

CARD Senior Expo

Chico Area Recreation & Park District (CARD) hosts an annual Senior Expo, bringing together a variety of community resources. Representatives from Enloe Medical Center participated in the 2012 program.

Growing Healthy Children Walk & Run

Addressing the growing issue of childhood obesity is an ongoing challenge. One way Enloe Medical Center is meeting the challenge is by partnering with others in the community to inspire healthy nutrition and increased activity among our youngest community residents. The Growing Healthy Children Walk & Run brings together children of all ages, along with their parents, for a 5K walk/run through Bidwell Park. We were pleased to once again sponsor this important community event.

Drop the Drugs - National Prescription Drug Take-Back Day

Representatives from Enloe Medical Center participate in the Butte County Meth Strike Force & Coalition for Drug Abuse Prevention. As part of this program, we hosted a drive-through station in April for the National Prescription Drug Take-Back Day. More than 320 pounds of



unwanted prescription drugs were collected and properly disposed of by the Butte County Sheriff's Office and Drug Enforcement Agency. Studies show that a majority of abused prescription drugs are obtained from family and friends, usually from a home medicine cabinet. Offering families a safe way to dispose of unwanted medications is one step toward addressing the issue of drug abuse in Butte County.

Specialty Youth Summer Camps

Programs like Camp McCumber, a summer camp program for children with type 1 diabetes, and Ability First Youth Sports Camp, providing sports and recreation opportunities for youth with physical disabilities, cater to children who face unique medical challenges. We were proud to support these programs by providing much-needed medical supplies.

Relay for Life

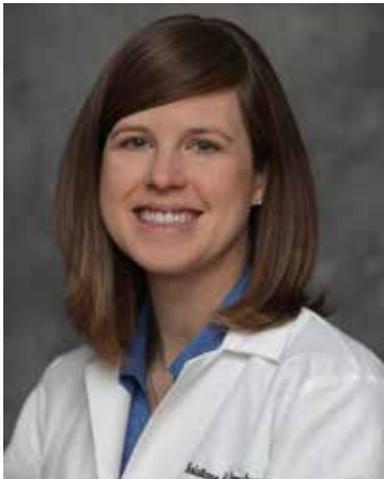
Enloe Medical Center was a sponsor of the 2013 Chico Relay for Life. A team of employees and volunteers braved above-normal temperatures to take a stand against cancer in the annual 24-hour vigil.

Computers for Classrooms and Project S.A.V.E.

Enloe Medical Center recognizes the need to be good stewards of our resources, recycling electronic and medical devices when possible. More than 500 electronic devices were donated to Computers for Classrooms, a volunteer computer refurbishing and recycling program supplying computers to Chico Unified schools. The donation included 59 PCs and monitors, 312 hard drives and 19 printers. Project S.A.V.E. received items ranging from IV poles and blanket warmers, to office furniture to help outfit clinics worldwide.



ENGAGING *physicians*



Kristiane and Darron Ransbarger are husband and wife physicians who joined the Enloe Medical Center medical staff in fiscal year 2013. Darron was born in Oroville and moved to Chico at age 7, while Kristiane is new to our community, originally from eastern Washington.

Kristiane Ransbarger, MD, is a pediatric ophthalmologist, a rare “primary specialty” in the United States. There are many general ophthalmologists who also see pediatric patients, but very few who have completed a formal fellowship in pediatric ophthalmology. Dr. Ransbarger is fluent in Spanish and enjoys piano, running (including marathons), and home renovation.



Darron Ransbarger, MD, is an otolaryngologist (ENT). He graduated from Pleasant Valley High School in 1998 before going to UC, Davis for his undergraduate studies, then on to Loma Linda University where he earned his medical degree and completed his residency. Dr. Ransbarger is the oldest of four children and has two siblings who still live in Chico. He speaks conversational and medical Spanish, and enjoys the outdoors and playing guitar.

Physician Recruitment

Access to primary and specialty care physicians continues to be a challenge for Chico area residents. With roughly one primary care physician per 1,500 residents, bringing new doctors to the area is a high priority for us.

While California law prohibits hospitals from employing physicians, Enloe Medical Center has helped to recruit a number of new physicians to the area and we are committed to continuing to actively recruit doctors and other health care providers to meet the health care needs of our community.

In fiscal year 2013, Enloe dedicated \$473,700 to physician recruitment efforts. As a result, we welcomed 15 new physicians to Chico in ten different medical specialties. In all, 23 providers joined our medical staff.

Bringing new doctors to the area not only improves local access to specialized care, it also supports our local economy. Many of these doctors start their own practices, bringing new jobs and economic growth to the region.

Physicians Who Joined Our Medical Staff

Dentistry

David Reed, DDS

Emergency Medicine

Paul Chillar, MD

James Moore, MD

Armin Perham, MD

Family Practice

Bryan Furst, MD

Gastroenterology

John DeBanto, MD

Hematology & Oncology

Prathima Prodduturi, MD

Robert Randolph, MD

Hospitalist Medicine

Jennifer Chun, MD

Suresh Pasya, MD

Hyperbaric Medicine

Robert Porzio, DO

Oral/Maxillofacial Surgery

Kenneth Wong, DDS

Otolaryngology (ENT)

Darron Ransbarger, MD

Pathology

Heidi Jess, MD

Pediatric Ophthalmology

Kristiane Ransbarger, MD

Pediatrics

Morgan Jenkins, MD

Lourdes Valdez, MD

Prompt Care

Jeffrey Swenson, MD

Psychiatry

Asad Amir, MD

Scott Nichols, MD

Radiology

Pam Warren, MD

Trauma Surgery

Jon Bowersox, MD

John Lam, MD

PATIENTS

by the numbers

162

Heart Surgeries

404

Trauma Activations

500

Rehabilitation Inpatients

581

FlightCare Transports

681

Behavioral Health Inpatients

1,382

Deliveries

12,225

Patients Seen for Diabetes

12,339

Same Day Surgeries

45,699

Emergency Room Visits

226,930

Total Number of Patients Served

INVESTING *in the future*

Meeting Growing Health Care Needs

To meet the growing health care needs of the community we serve, Enloe Medical Center reinvested \$30.2 million in facilities and equipment for the fiscal year ending June 30, 2013. Below are examples of some of the capital investments made throughout the year.

Description	Type	Amount
<i>Information Technology Infrastructure and Systems</i>	Information Technology	\$1,409,900
<i>Patient Care Medical Equipment</i>	Medical Equipment	\$291,600
<i>GI Scopes & Processors</i>	Medical Equipment	\$298,500
<i>Type II Ambulance Van (2 units)</i>	Ambulance	\$307,200
<i>Traffic Manager/Edge Gateway/Telecom PBX Voice</i>	Communication System	\$839,500
<i>Century Project - Magnolia Patient Tower</i>	Building Project	\$14,362,300
<i>Century Project - Emergency Department</i>	Building Project	\$3,689,200

Magnolia Patient Tower Project

In November 2012, Enloe Medical Center opened the Magnolia Patient Tower, part of the Enloe Century Project that began in 2007. The Magnolia Tower doubled the size of the existing medical center, adding 191,000 square feet and 144 new private patient rooms. The significant investment required for the building of the Magnolia Tower and other components of the Enloe Century Project demonstrate our deep commitment to reinvesting in our community and ensuring its growing health care needs are met for years to come.

Description	Amount
<i>Building & Land Improvements</i>	\$156,068,862
<i>Equipment</i>	\$19,004,752
Total Magnolia Tower Project Costs	\$175,073,614



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OUR MISSION

*to improve the quality of your life
through patient-centered care.*



ENLOE
MEDICAL CENTER

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