COMMUNITY
MEDICAL CENTERS

Dec. 24, 2014

Mike Nelson
Accounting and Reporting Systems Section
400 R Street, Room 250
Sacramento, CA 95811-6213
(916) 326-3836

Dear Mr. Nelson:

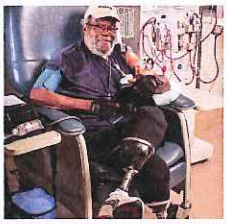
Attached please find an electronic file of Community Medical Centers' 2013/2014 Community Benefits Plan, and Community's Charity Care and Discount Payment Policy.

If you have any questions or need clarification on any of the materials provided please feel free to contact me at (559) 324-4770 or via email at jtaylor@communitymedical.org

Sincerely,

John G. Taylor
Director, Public Affairs

Attachments



# Community Benefits Report 2013-14

COMMUNITY
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# COMMUNITY MEDICAL CENTERS
## COMMUNITY BENEFITS REPORT
### Fiscal Year 2013/2014

## Overview

Community Medical Centers (Community), the largest provider of healthcare services in the Central San Joaquin Valley, is pleased to submit the following report for our three acute-care hospitals – Clovis Community Medical Center, Community Regional Medical Center and Fresno Heart & Surgical Hospital – while also including information about ancillary clinical services.

This report follows guidelines in Senate Bill 697, which became law in 1994. It includes a look at many Community programs and services that benefit the Central San Joaquin Valley, which are vital to the well-being of Valley residents and not provided by anyone else in the region. The fiscal numbers associated with those benefits are actual costs for which Community was not compensated.

Community was established more than 100 years ago. It is a locally owned, not-for-profit, public-benefit corporation. Its chief executive officer is Tim A. Joslin. The chairman of Community's 15-member Board of Trustees is Florence Dunn.

Community had annual operating expenses (2013/14) of approximately $1.2 billion. Net uncompensated community benefits for that fiscal year were over $186 million, compared with approximately $152 million in fiscal year 2012/13.

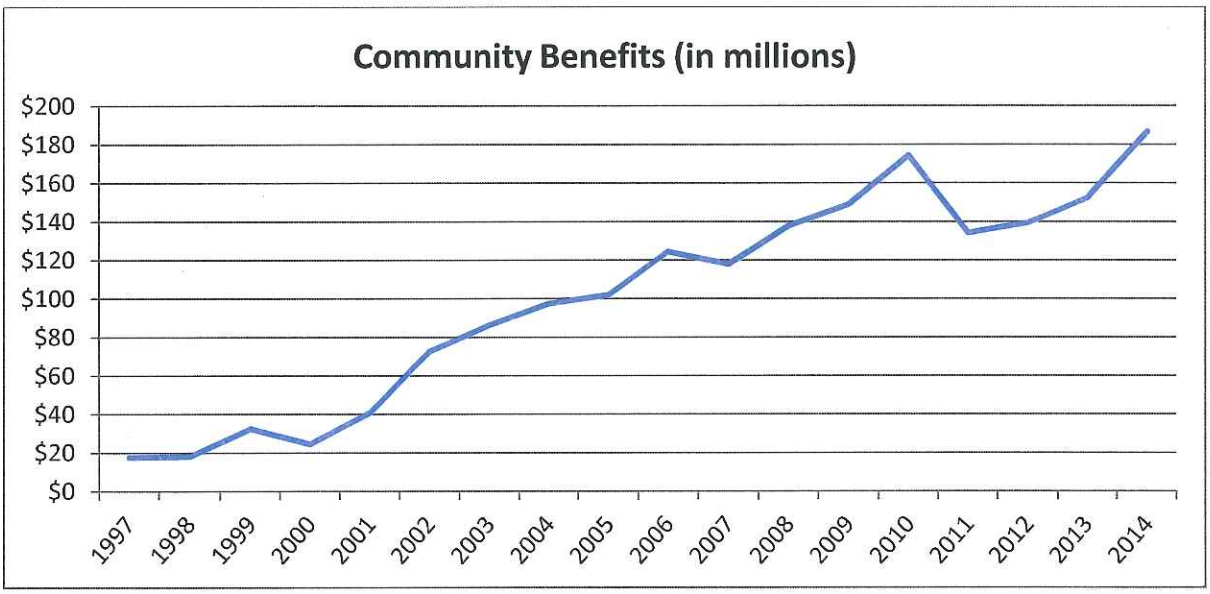
Community and other California hospitals serving large numbers of Medi-Cal patients have been reimbursed from a temporary "provider fee" that pulls in supplemental federal funds. For Community, the provider-fee reimbursement was $11 million in fiscal year 2013/14 and $68 million in fiscal year 2012/2013. That fee was not designed by lawmakers as a long-term source of reimbursement for hospitals and is expected to end in December 2016.

Community has historically spent more on uncompensated community benefits than all other Fresno-area hospitals combined. And, some years, nearly double the combined total of all other area hospitals.

Community is headquartered in Fresno, providing the San Joaquin Valley with acute care, outpatient centers, clinics, home care, community education, physician groups and a physician residency program in conjunction with the University of California, San Francisco (UCSF).

With more than 7,000 employees, 1,300 affiliated physicians and 900 volunteers, Community has a 15,000-square-mile primary service area. That includes Fresno, Madera, Kings, Tulare and Mariposa counties. The area is as large as Rhode Island, Connecticut and New Jersey combined. Community also

operates the only combined burn and Level 1 trauma units between Los Angeles and Sacramento, providing critical care and other specialty services to patients from well outside the primary service region. Those units are located at Community Regional Medical Center (Community Regional), which also operates one of the busiest hospital emergency departments in the nation.




In October 1996, Community entered a 30-year contract with Fresno County to assume responsibility for caring for the indigent, inmates and many of the county's so-called working poor. Community also assumed management of the former county hospital, which Community renamed University Medical Center (UMC). Community pledged to build new burn and Level 1 trauma centers, replacing services at UMC.

A new trauma and critical care building on the 58-acre Community Regional campus began opening in stages in 2004. UMC's inpatient acute-care services were successfully relocated to Community Regional in April 2007, and UMC ceased serving as an acute care hospital. In fiscal year 2008/09, Community relocated nearly all remaining inpatient services from the UMC campus on Cedar Avenue.

In March 2010, the Deran Koligian Ambulatory Care Center moved to a new 79,534-square-foot facility just north of Community Regional. The building features 104 exam rooms, an X-ray room and three lab drawing stations. The clinics include dental, eye, women and children services, internal medicine, family and adult practice, HIV/AIDS care and oral maxillofacial surgery. Some clinical services remain on the Cedar campus, most of which has been returned to Fresno County.

Community is governed by a volunteer Board of Trustees comprised of local civic leaders and physicians. The trustees provide vision and policy direction. This process includes an annual review of the prior fiscal year and a community-needs evaluation to prioritize operational issues and provide direction.

The corporate board is also actively involved in approving fiscal appropriations for community benefits programs, outreach services and education, as well as traditional charity care and unpaid costs of public programs for the medically underserved. Corporate board members, physicians and Community's leadership team have helped identify and fund community benefits programs.

As part of the Affordable Care Act, Community partnered with the Hospital Council of Northern and Central California and a dozen other Valley hospitals to publish a community needs assessment in 2013. Additionally, each of our three hospitals developed implementation plans to address some of the key needs identified in the report. Both the report and the implementation plans were presented to and approved by our Board of Trustees in June 2013.

## Mission

Community's stated mission is:

***"To improve the health status of the community. To promote medical education."***

## Safety Net

When Community contracted with Fresno County to provide for certain healthcare needs, Community committed to serve as the county's safety-net provider. When reviewing Community's economic commitment to charity care, it can be shown that Community continues to provide medical services for these individuals and families, regardless of payer source.

In February 2010 and again in December 2010, Fresno County expanded the eligibility ranges for those seeking to enroll in the Medically Indigent Services Program (MISP), partly in response to legal action. As a result, Community experienced significant increases in the numbers of MISP patients coming for treatment and additional costs for providing care, without any additional recompense from the county.

In August 2014, largely as a result of changes from the Affordable Care Act, the Fresno County Board of Supervisors voted to terminate its Community contract, effective Dec. 1, 2014.

Community received $55,270,000 in disproportionate share hospital supplemental (DSH) funding, an increase of more about $200,000 over the prior year. Last fiscal year, Community also received the so-called "provider fee," a short-term federal program providing supplemental reimbursement to hospitals like Community that service sizable numbers of needy patients. These funding sources make up for some, but not all, of Community's shortfall for care of needy patients.

Unreimbursed costs for services provided by Community to the medically underserved and as a benefit to the community for FY 2013/14 ending Aug. 31, 2014, are as follows:

| | |
|---|---|
| Clinical care not fully compensated - Medi-Cal, county indigent (MISP) | $107,998,000 |
| Medical education costs | 70,446,000 |
| Charity care per Community policy | 7,403,000 |
| Services Community can't bill for such as interpreters, perinatal education | 748,000 |
| **Total unreimbursed costs** | $186,595,000 |

***Definitions:***

- ***Clinical care not fully compensated*** *represents the costs in excess of reimbursement for treating patients covered by the state's Medi-Cal and MISP programs.*
- ***Medical education*** *includes the cost of training health professionals net of government reimbursement.*
- ***Charity care*** *covers services provided to persons who meet certain criteria and cannot afford to pay. Costs of charity are the estimated costs of services provided to such patients.*
- ***Other services*** *includes the cost of educating the community through seminars and classes.*

**(Please see the submitted charity care policy.)**

# Community's Partnerships and Programs

## Medical Education

Community maintains the region's largest medical staff made up of private and academic physicians. It is closely affiliated with Santé Community Physicians, Central California's largest independent physicians' organization. Physicians are involved in decision-making at every level, including as members of our governing Board of Trustees.

Community promotes medical education through its collaboration with the University of California at San Francisco medical education program in Fresno, and the Central California Faculty Medical Group (CCFMG).

There was a total of 207 active research studies conducted at Community campuses, involving Community patients and/or patient data.

Studies included:

| Department | Study Name | Investigators |
|---|---|---|
| Family & Community Medicine | Cryptococcal Meningitis in Central California Hispanics | Roger Mortimer, MD |
| Internal Medicine | The Insulin Resistance Intervention after Stroke Trial | Tanya Warwick, MD |
| Orthopedic Surgery | The Effectiveness of Angiography and Embolization in the Early Treatment of Trauma Patients with Associated Pelvic Ring Injuries | Eric Lindvall, DO/MA |
| Family & Community Medicine | Teaching Physical Examination and Medical Spanish Simultaneously | Adrianna Padilla, MD |
| Family & Community Medicine | Utility of a Diabetes Themed Fotonovela to Encourage Glycemic Control: A Culturally Appropriate Tool for Education in Latinos | Roger Mortimer, MD |
| Family & Community Medicine | Differential Survival in Meningitis Caused by Coccidioides Immitis | Roger Mortimer, MD |
| Family & Community Medicine | Identification of At-Risk Children at Selma Community Health Center | Susan Hughes, MS |

| Department | Study Name | Investigators |
|---|---|---|
| Family & Community Medicine | Variation in Self-Reported Pain in HIV-infected Patients by Risk Factors and Interaction with Hepatitis C | Roger Mortimer, MD |
| Emergency Medicine | Selective Radiography in Patients with Acute Shoulder Injury | Gregory Hendey, MD |
| Gastroenterology | Clinical Features and Complications of Acute and Chronic Liver Disease/Cirrhosis Patients Followed at the Major Teaching Hospitals in Central California | Muhammad Sheikh, MD |
| Family & Community Medicine | Impact of Model Fresno | Adrianna Padilla, MD |
| Emergency Medicine | Ultrasound and the Assessment of Shortness of Breath: Distinguishing Pulmonary Edema from COPD | Carolyn Chooljian, MD |
| OB/GYN | Does a Resident Dashboard Contribute to Administrative Task Compliance? | Pamela Emeney, MD |
| OB/GYN | A Comparative Study of the Subcomponent Evaluating Factors Differences between International Medical Graduates (IMG) and United States Medical Graduates (UMG) during the OBGYN Residency Interview | Pamela Emeney, MD |
| Surgery | Epigenetic Analysis of BRCA1 and BRCA2 in Hispanic Breast Cancer Patients from the Central Valley | Christina Maser, MD |
| Family & Community Medicine | California Statewide Area Health Education Center (AHEC) Program | John H. Blossom, MD |
| Family & Community Medicine | Fresno Free Medical Clinic Clients' Perceptions and Experiences of the Syringe Exchange at the Community Health and Safety Collaborative | Roger Mortimer, MD |
| Internal Medicine | Identifying Effective Strategies to Disclose Prognosis in Patients with Acute Lung Injury-Physician-Family Communication in Patients with Acute Lung Injury | Michael Peterson, MD |
| Family & Community Medicine | Harm Reduction Model for Treatment of Male to Female Transsexuals Below the Poverty Level | Jennifer Burnett, MD |
| Family & Community Medicine | Driving and Dementia: Natural History | Alexander Sherriffs, MD |
| Emergency Medicine | Selective Radiography in Anterior Shoulder Dislocation: Prospective Validation Rule of Decision Rules Derived in Fresno and Quebec | Gregory Hendey, MD |

| Department | Study Name | Investigators |
|---|---|---|
| Family & Community Medicine | Effectiveness of Cross-Cultural Training as Measured by the Diversity Mission Evaluation Questionnaire (DMEQ) | Betty Jarman, PhD. |
| Internal Medicine | Prospective, Randomized, Study of Sleep Stages in ICU Patients | Karl Van Gundy, MD |
| Surgery | OfF-Duty Hour Violations and Shift Work…Changing the Educational Paradigm | Christina Maser, MD |
| Internal Medicine | Protocol TDE-PH-304 "An Open-Label Extension Trial of UT-15C SR in subjects with Pulmonary Arterial Hypertension" | Vijay Balasubramanian, MD |
| Surgery | Laparoscopic Appendectomy, An "Outpatient" Procedure: An Analysis of Hospital Length of Stay and Cost in the Treatment of Acute Appendicitis | Lawrence Sue, MD |
| OB/GYN | The Incidence of Congenital Abnormalities in a Single Perinatology Practice in the Central Valley | Brian Morgan, MD |
| Internal Medicine | Phase II Trial of Methotrexate in Myasthenia Gravis | Jeffrey Rosenfeld, MD |
| Emergency Medicine | State of Helicopter EMS (HEMS) within the National Park Service: A survey | Danielle Campagne, MD |
| OB/GYN | Randomized Controlled Trial of Two Methods of Diagnosing Preterm Labor | Brian Morgan, MD |
| Surgery | Urine Output in the Evaluation of NOM Blunt Splenic Trauma | John Bilello, MD |
| Pediatrics | Center for Breastfeeding Medicine: Five Years' Experience | Aimee Abu-Shamsieh, MD |
| Pediatrics | Innovative Program for Outpatient Newborn Follow-Up and its Impact on Breastfeeding Outcomes | Aimee Abu-Shamsieh, MD |
| Internal Medicine | Diagnosing Coccidioidomycosis in Patients with a Solitary Lung Nodule: Antigen Testing of BAL, Serum and Urine | Michael Peterson, MD |
| Emergency Medicine | Is Irrigation of Cutaneous Abscesses Necessary? | Brian Chinnock, MD |
| Internal Medicine | Prostate Cancer and Pesticides | Paul K. Mills, PhD, MPH |
| Surgery | Preventing Pneumonia in Mechanically Ventilated Trauma Patients: Does Continuous Aspiration of Subglottic Secretions (CASS) Make a Difference? | Krista Kaups M.D. |

| Department | Study Name | Investigators |
|---|---|---|
| Gastroenterology | Evaluation of Clinical and Histpathological Characteristics and Outcomes of Common Gastrointestinal Diseases Among Various Ethnic Groups in the Central California Valley | Muhammad Sheikh, MD |
| Surgery | Melatonin use in Night Float Surgery Residents: Can Sleep Hygiene be Improved? | Christina Maser, MD |
| Family & Community Medicine | Hmong, HIV/AIDS and Their Physicians | Susan Hughes, MS |
| Family & Community Medicine | Nutrition and Physical Activity: Evaluating Knowledge in 6th Grade Students | Susan Hughes, MS |
| Orthopedic Surgery | Effect of Timing of ORIF Intervention on Incidence of heterotopic Ossification in Distal Humerus Fractures | Eric Lindvall, DO/MA |
| Surgery | Validating the Cribari Matrix: Results of an ACS-Verified Level-1 Trauma Center | James Davis, MD |
| Emergency Medicine | Prospective Validation of the NEXUS Head CT Guideline | Greg Hendey, M.D. |
| Internal Medicine | RIN PH-403 A Post-marketing Observational Study to Assess Respiratory Tract Adverse Events in Pulmonary Arterial Hypertension Patients treated with Tyvaso (Treprostinil) Inhalation Solution | Vijay Balasubramanian, MD |
| Surgery | Nonoperative Management of Blunt Splenic Injuries | Amy Kwok, MD |
| Orthopedic Surgery | Improved Technique for Single Anterior Incision of Distal Biceps Tendon Repair | Cary Tanner, MD |
| Pediatrics | Understanding the use of medical interpreters to meet communication needs for families at the Children's Health Center | Serena Yang, MD |
| Pharmacy | Knowledge, Awareness and Demand of Medication Management Among Patients in the Central Valley | Nancy Nkansah, PharmD |
| OB/GYN | Sleep, Fatigue and Labor Induction | Brian Morgan, MD |
| Internal Medicine | Pulmonary Hypertension in Central California - A Single Center's Experience (PHASE Study) | Vijay Balasubramanian, MD |
| Surgery | Stimulant Drug Effects on Resuscitation and Outcomes in Patients with Traumatic Injury | Krista Kaups M.D. |
| Emergency Medicine | Toxic Registry: National Medical Toxicology Case Registry | Rays Vohra, M.D. |

| Department | Study Name | Investigators |
|---|---|---|
| Family & Community Medicine | Pilot Study: Evaluating the Use of St. Louis University's Mental Status (SLUMS) Test in Clinical Practice | Alexander Sheriffs, MD |
| Pediatrics | Quantification of Oral-Motor Function in Infants | Aimee Abu-Shemaiah, MD |
| Internal Medicine | Lung Nodule Clinic Impact | Michael Peterson, MD |
| Family & Community Medicine | Comparison of INR Values and Bleeding and Coagulation-Related Complications in Patients with Deep Vein Thrombosis | Robert Tevendale, M.D. |
| Emergency Medicine | Pre-hospital Mid-thigh Trauma and Traction Splint Use: A Retrospective Review of the Trauma Registry | Danielle Campagne, MD |
| Emergency Medicine | Development of A Decision Instrument for Selective Chest CT in Blunt Trauma | Greg Hendey, M.D. |
| Gastroenterology | Inflammatory Bowel Disease Registry | Jagrati Mathur, MD |
| Cardiology | Decision Making for Emergent Cardiac Catheterization in Patients with Out-of-Hospital Cardiac Arrest: An Opinion Based Survey from Cardiologists | John Ambrose, MD |
| Internal Medicine | Ethnic / Racial Variations of Intracerebral Hemorrhage (Erich Study) | Tanya Warwick, MD |
| Family & Community Medicine | Knowledge, attitude and awareness of cervical cancer, human HPV and HPV vaccine among underserved women in Fresno County | Ye Min, MD |
| Orthopedic Surgery | Incidence of Bilateral Hip Fractures in the Elderly | Eric Lindvall, DO/MA |
| Orthopedic Surgery | Lateral Angulation of Metacarpal Fractures: How Much is Acceptable? | Cary Tanner, MD |
| Emergency Medicine | Is Hyperkalemia a Significant Cause of Symptomatic Bradycardia in the Pre-hospital Setting? | Ross Hooker, MD |
| Emergency Medicine | Do Patients Believe a Pap Smear is Performed when Undergoing Pelvic Examination in the Emergency Department? | Rawnica Ruegner, MD |
| Emergency Medicine | Impact of Half Dome Permits on Search and Rescue Calls in Yosemite National Park | Susanne Spano, MD |
| Internal Medicine | Diabetes Medication Management Clinic | Soe Naing, MD |

| Department | Study Name | Investigators |
|---|---|---|
| Orthopedic Surgery | Does Broad-Spectrum Antibiotic Administration Prior to Debridement and Deep Tissue Sampling in a Patient with Infected Hardware Affect the Rate of Organism Isolation and Sensitivities on Final Culture? | Eric Lindvall, DO/MA |
| Internal Medicine | The Impact of Medical Education Borrowing on post-Residency Career Selection at UCSF Fresno | Dominic Dizon, MD |
| Internal Medicine | Attitudes, Beliefs and Concerns of Medical Students and Physicians-in-Training in the Use of Prescription Pain Medications | Steven Stoltz, M.D. |
| Internal Medicine | Lung Volume Abnormalities Predict Better Outcomes than Spirometry in Patients with Asthma | Jose Joseph, MD |
| OB/GYN | Non-Obstetric Emergencies on Labor and Delivery: A Case Series | Pamela Emeney, MD |
| Gastroenterology | Nonalcoholic Fatty Liver Disease (NAFLD) Adult Database 2 | Muhammad Sheikh, MD |
| Gastroenterology | The Farnesoid X Receptor Ligand Obeticholic Acid in NASH Treatment (FLINT) Trial | Muhammad Sheikh, MD |
| Surgery | Investigating Biomarkers in Angioinvasive Follicular Variant of papillary Thyroid Cancer Associated with an Aggressive Tumor Type | Christina Maser, MD |
| Internal Medicine | TDE-PH-310 A Phase III, International, Multi-Center, Randomized, Double-Blind, Placebo-Controlled, Clinical Worsening Study of UT-15C in Subjects with Pulmonary Arterial Hypertension Receiving Background Oral Monotherapy | Vijay Balasubramanian, MD |
| Internal Medicine | A Randomized Double-Blinded Controlled Trial of an Oral Nutritional Supplement Containing AN 777 in Older Hospitalized Patients | Steven Stoltz, M.D. |
| Emergency Medicine | Adjusting Our Lens | Kenny Banh, MD |
| Emergency Medicine | Does the Use of the Rapid Ultrasound in Shock (RUSH) Protocol Increase Diagnostic Accuracy in the Evaluation of the Patient with Undifferentiated Non-Traumatic Hypotension? | Rimon Bengiamin, MD |
| Emergency Medicine | AIR Sonographic Utilization in Respiratory Failure (AIR SURF) for Confirming Endotracheal Tube Placement during Emergency Intubation on Skylife | Janak Acharya, MD |
| Internal Medicine | The Utility of Inferior Vena Cava (IVC) Filters in Management of Venous Thrombo-embolism: A Retrospective Study | Vijay Balasubramanian, MD |

| Department | Study Name | Investigators |
|---|---|---|
| Gastroenterology | Supplementation of Vitamin D3 (Cholecalciferol) in Patients with inflammatory Bowel Diseases and Hypovitaminosis D: A Prospective Randomized Controlled Trial | David Limsui, MD |
| Internal Medicine | TDE-PH-311 - An Open-Label Extension Study of UT-15C in Subjects with Pulmonary Arterial Hypertension: A Long-Term Follow-Up to Protocol TDE-PH-310 | Vijay Balasubramanian, MD |
| Pediatrics | Connecting Newborns to Medical Homes: A Survey for Providers | Aimee Abu-Shamsieh, MD |
| Internal Medicine | IK-7001 "A Phase 2, Placebo-Controlled Double-Blind, Randomized Clinical Study to Determine Safety, Tolerability and Efficacy of Pulsed, Inhaled Nitric Oxide (INO) versus Placebo as Add-On Therapy in Symptomatic Subjects with Pulmonary Arterial Hypertension (PAH)" | Vijay Balasubramanian, MD |
| Family & Community Medicine | Use of Proton-pump Inhibitors (PPI) for Stress Ulcer Prophylaxis in Hospitalized Patients | Roger Mortimer, MD |
| Pediatrics | Understanding the Use of Phone Interpreters at Children's Health Center: Parent and Health Care Provider Focus Groups | Serena Yang, MD |
| Internal Medicine | Phenotyping/Epigenetic Studies of PAH-Associated Treg Impairment in Asthma: The Stanford Study | Michael Peterson, MD |
| Orthopedic Surgery | Intramedullary Nail versus Sliding Hip Screw Inter-Trochanteric Evaluation (INSITE): A Multi-Center Randomized Controlled Trial of Intramedullary Nails versus Sliding Hip Screws in the Management of Intertrochanteric Fractures of the Hip | Deniz Baysal, MD |
| Pediatrics | Determining Eating Habits and Health Decisions of Elementary School Children Through Cafeteria Observation | Serena Yang, MD |
| Surgery | A Wheelchair User is Not a Pedestrian | Krista L. Kaups, MD |
| Surgery | Shooting Down Common Ballistics Myths | James Davis, MD |
| Gastroenterology | Quality Improvement in Inflammatory Bowel Disease Health Maintenance | David Limsui, MD |
| Internal Medicine | Multicenter, Randomized, Active-Controlled Efficacy and Safety Study Comparing Extended Duration Betrixaban with Standard of Care Enoxaparin for the Prevention of Venous Thromboembolism in Acute Medically Ill Patients | Eyad Almasri, MD |
| Orthopedic Surgery | Patient-specific Techniques Versus Conventional Guides for Mechanical Axis Alignment | Pommi Gill, MD |

| Department | Study Name | Investigators |
|---|---|---|
| Internal Medicine | Doppler Derived Pressure Gradients and Liver Ultrasound Echogenicity as a Tool to Predict the Likelihood of Chronic Liver Disease | Bakht Roshan, MD |
| Surgery | What is the Impact of Improving Access to Care in Disadvantaged Patients with Primary Hyperparathroidism? | Christina Maser, MD |
| Orthopedic Surgery | Ethnic Disparities in Utilization Rates and Complication Rates in Hip & Knee Arthroplasty Surgery | Timothy Brox, MD |
| Family & Community Medicine | Neonatal Transfer from Selma Hospital to a Higher Level of Care | Ivan A. Gomez, MS, MD |
| Internal Medicine | Thyroid Cancer at the Community Medical Centers: Clinical and Pathological Characteristics Over the Past 10 Years | Soe Naing, MD |
| Internal Medicine | Comparison of the Outcomes Between Two Periods of the Aggressive and Less Aggressive Glycemic Control Among Critically-Ill Diabetic Patients | Soe Naing, MD |
| OB/GYN | Birth Outcomes among Hmong women in Fresno, California: a Descriptive and Qualitative study | Brian Morgan, MD |
| Emergency Medicine | A Pediatric Emergency Length-Based Tape - Its Effect on Dosage Accuracy and Time to Medication Delivery in the Pre-Hospital Setting | Danielle Campagne, MD |
| Gastroenterology | GENFIT Study: A Study to Evaluate the Efficacy and Safety of GFT505 once daily on Steatohepatitis in Patients with Non-Alcoholic Steatohepatitis (NASH). A Multi-Center, Randomized, Double Blind, Placebo-Controlled study, with an adaptive design to allow for initial GFT505 80mg dosing versus placebo, followed by a second phase including GFT505 120mg dose, after review of 6-month safety analysis of the 80mg data on at least 50% of patients | Muhammad Sheikh, MD |
| Orthopedic Surgery | Utilization of Technologic Advances (iPads) in the Informed Consent Process | Timothy Brox, MD |
| Gastroenterology | A Multicenter, Randomized, Open-Label, Active-Controlled Trial to Evaluate the Safety and Efficacy of Rifaximin 550 MG With and Without Lactulose In Subjects With A History of Recurrent Overt Hepatic Encephalopathy | Muhammad Sheikh, MD |
| Internal Medicine | Review of Central Venous Catheterization Complication Rates in UCSF Fresno Residency Programs | Eyad Almasri, MD |
| Emergency Medicine | Use of Pre-hospital Hypertonic Saline for Exercise Associated Hyponatremic Encephalopathy in Grand Canyon National Park | Conal Roche, MD |
| Emergency Medicine | A Six-Year Experience with Pre-hospital Needle Thoracostomy | Lori Weichenthal, M.D. |

| Department | Study Name | Investigators |
|---|---|---|
| Internal Medicine | Lung volumes in Asthma (LuVA Study): The Utility of Lung Volume Measurements and Comparison to Spirometry in Evaluating Patients with Asthma | Jose Joseph, MD |
| Surgery | Evaluating the Use of OSCE vs. Standard Evaluations in a Trauma Education Course in Sierra Leone | Krista Kaups M.D. |
| Family & Community Medicine | Fresno HEARTs (Health Education and Awareness Resource Teams) | Susan Hughes, MS |
| Orthopedic Surgery | Utilization of AOA-CORD Operative Performance Tool (Global Rating Scale) | Timothy Brox, MD |
| Emergency Medicine | Retrospective Case Review of Gastric Lavage Procedures Reported to a Statewide Poison Control System | Rais Vohra, M.D. |
| Gastroenterology | A Phase 3, Open Label, Multicenter Study to Assess the Safety and Tolerability of Budesonide Foam in Subjects with Active Ulcerative Proctitis or Proctosigmoiditis | David Limsui, MD |
| Psychiatry | Communication and Knowledge of Parental Trauma and its Correlation to a Sense of Coherence in Hmong College Students | Karen Kraus, MD |
| Internal Medicine | Muscular Dystrophy Association U.S. Neuromuscular Disease Registry Protocol | Jeffrey Rosenfeld, MD |
| Internal Medicine | The Upper Motor Neuron Disease (UMND) Pilot Registry | Jeffrey Rosenfeld, MD |
| Internal Medicine | PIPF-012 An Open-Label Extension Study of the Long-Term Safety of Pirfenidone in Patients with Idiopathic Pulmonary Fibrosis (IPF) | Tim Evans, MD |
| Gastroenterology | Assessment of Comprehensive Cytokines Profile in Patients with Decompensated Cirrhosis with Various Complications | Muhammad Sheikh, MD |
| Emergency Medicine | SAPS - Sedation for Agitated Patients Study: A Prospective Observational Study of Ketamine as a Sedating Agent in the Acutely Agitated Emergency Department Patient | Patil Armenian, MD |
| Cardiology | Incidence of Takotsubo Cardiomyopathy in Patients Presenting with Seizures | John Ambrose, MD |
| Family & Community Medicine | Residents' Knowledge and Practices about Stress Ulcer Prophylaxis: National Survey | Ivan A. Gomez, MS, MD |
| Emergency Medicine | How Well Do New Interns Feel Medical School has Prepared Them for the Emergency Medicine Milestones? Does Self-Evaluation Change After Completing an Interdepartmental Clinical Skills Orientation (Intern Bootcamp)? | Stacy Sawtelle, MD |
| OB/GYN | Clinical Evaluation of the AmniSure ROM Test | Brian Morgan, MD |

| Department | Study Name | Investigators |
|---|---|---|
| Family & Community Medicine | Risks for PTSD in Search and Rescue Personnel | Roger Mortimer, MD |
| Surgery | Mechanism of Injury in Intimate Partner Violence | James Davis, MD |
| Surgery | Western Trauma Association (WTA) Multi-Institutional Study: Radiographic Assessment of Liver Injury Following Emergent Operative Intervention | Krista Kaups M.D. |
| Surgery | Western Trauma Association (WTA): Multi-Institutional Study: Significance of Contrast Blush on CT Scan for Splenic Injuries | Krista Kaups M.D. |
| Internal Medicine | A Multicenter, Double-Blind, Randomized, Rlacebo-Controlled, Phase 3 Study to Assess the Efficacy and Safety of Oral BPS-314d-MR Added-on to Treprostinil, Inhaled (Tyvaso) in Subjects with Pulmonary Arterial Hypertension | Vijay Balasubramanian, MD |
| Neurosurgery | Humanitarian Use Device: Use of Neuroform Microdelivery Stent System/Neuroform EZ Stent Systems | Robert Ryan, MD |
| Neurosurgery | Humanitarian Use Device: Use of Wingspan Stent System with Gateway PTA Balloon Catheter | Robert Ryan, MD |
| Neurosurgery | Humanitarian Use Device: CODMAN ENTERPRISE Vascular Reconstruction Device and Delivery System | Robert Ryan, MD |
| Family & Community Medicine | Sex Education Knowledge after the Safer Choices Program at Selma High School | Susan Hughes, MS |
| Internal Medicine | Comparison of Serologic Testing by Enzyme Immunoassay with Immunodiffusion and Complement Fixation for Coccidioidomycosis | Anandit Mu, DO |
| Gastroenterology | RNLC2131: A Randomized, Double-Blind, Placebo Controlled, Dose-Ranging, Multicenter Study to Assess the Efficacy and Safety of Rifaximin Soluble Solid Dispersion (SSD) Tablets for the Prevention of Complications in Subjects with Early Decompensated Liver Cirrhosis | Muhammad Sheikh, MD |
| Internal Medicine | Predictors of Exacerbations in Patients with Severe Obstructive Lung Disease in a University based Chronic Lung Disease Program | Vipul Jain, MD |
| Internal Medicine | Pulmonary Hypertension in Acute Respiratory Distress Syndrome (ARDS) | Vijay Balasubramanian, MD |
| Surgery | Missed Ureteral Injuries in the Trauma Population | Krista Kaups M.D. |

| Department | Study Name | Investigators |
|---|---|---|
| Surgery | Timing of Decompressive Craniectomy in Trauma Patients Using a Therapy Intensity Level Scale | Amy Kwok, MD |
| Internal Medicine | A Retrospective Study of the Incidence and Presentation of Methamphetamine-Induced Cardiomyopathy in the Central San Joaquin Valley | John Ambrose, MD |
| Psychiatry | Psychiatric Disorder Comorbidity in Methamphetamine Users | Hoyle Leigh, MD |
| Psychiatry | Prevalence of Child Sexual Abuse in Patients Seen by the Consultation-Liaison Service and Correlation to Ethnicity and Adult Psychiatric Illness | Hoyle Leigh, MD |
| Orthopedic Surgery | Review of Human Bite Infections at CRMC | Kent Yamaguchi, MD |
| Internal Medicine | A Randomized, Open-label, Phase 3 Trial of A+AVD Versus ABVD as Frontline Therapy in Patients With Advanced Classical Hodgkin Lymphoma | Haifaa Abdulhaq, MD |
| Emergency Medicine | APAP - Acetaminophen Study | Rais Vohra, M.D. |
| Family & Community Medicine | Prevalence of Sleep-related Breathing Problems in the ACC Family Health Clinic | Susan Hughes, MS |
| Family & Community Medicine | Does the Use of Amantadine Result in Better Pain Control? | Susan Hughes, MS |
| Orthopedic Surgery | The Ability of the Thoracolumbar Injury Classification System (TLICS) to Predict Surgical vs. Nonsurgical Management for Thoracolumbar Burst Fractures: A Retrospective Review | Siddharth Joglekar, MD |
| Orthopedic Surgery | Selective Screw Placement in Forearm Compression Plating | Eric Lindvall, DO/MA |
| Orthopedic Surgery | Short-Term Outcomes of Modular, Neck Sparing, Low Profile Femoral Prosthesis | Pommi Gill, MD |
| Family & Community Medicine | Does Getting a Medroxyprogeterone Shot 24-72 Hours Postpartum Affect Breast Feeding? | Ivan A. Gomez, MS, MD |
| Surgery | 4-Factor Prothrombin Complex Concentrate (FEIBA) for Correction of Coagulopathy of Trauma | Jennifer Curtis-Hubbard, MD |
| Internal Medicine | A Randomized, Double-Blind, Placebo-Controlled, Multi-Center Study to Evaluate the Safety and Efficacy of Eculizumab in Subjects with Refractory Generalized Myasthenia Gravis (gMG) | Jeffrey Rosenfeld, MD |

| Department | Study Name | Investigators |
|---|---|---|
| Family & Community Medicine | Retained Bicycle Safety Knowledge in Children after Participation in a Bicycle Safety Course | Susan Hughes, MS |
| Family & Community Medicine | Implementation of a Standardized Approach to Family Meetings in the Intensive Care Unit to Improve Resident Experience and Family Satisfaction | Ivy Darden, MD |
| Family & Community Medicine | Self-reported Reasons Why HIV/AIDS Patients Miss Appointments in a Metropolitan Specialty Clinic | Ivan Gomez, MD |
| OB/GYN | Differences Between Resident Selection Preferences Between Residents and Faculty Using the Five Factor Model | Pamela Emeney, MD |
| OB/GYN | Severe Maternal Mortality (SMM): A Validation Study | Brian Morgan, MD |
| Internal Medicine | A Multi-center, Open-label, Single-arm, Phase 3b Study of Macitentan in Patients with Pulmonary Arterial Hypertension to Psychometrically Validate the PAH-SYMPACT Instrument | Vijay Balasubramanian, MD |
| OB/GYN | Validation of the Professional Assessment Tool | Pamela Emeney, MD |
| Internal Medicine | COPD Outcomes with Pulmonary Rehabilitation and Exercise Maintenance Program (COPE) | Vipul Jain, MD |
| Emergency Medicine | Development of an Inter-professional Patient Safety Curriculum in Emergency Medicine | Stacy Sawtelle, MD |
| Internal Medicine | A Cluster Randomized Controlled Trial of an Enhanced Treatment Algorithm for the Management of Crohn's Disease - Randomized Evaluation of an Algorithm for Crohn's Treatment (REACT2)-Study 2 | David Limsui, MD |
| Internal Medicine | Diagnostic Yield of Cardiopulmonary Exercise Testing in the Evaluation of Dyspnea: A Single-center Experience | Jose Joseph, MD |
| Internal Medicine | Prevalence of Antiretroviral Drug Resistance in Antiretroviral Treatment-Naïve HIV patients in San Joaquin Valley | Jade Ramos-Poblete, MD |
| Surgery | Aortic Injury and Blood Pressure Control: A Mystery Solved? | Ricard Townsend, MD |
| Internal Medicine | Study of Physician Perspectives and Practice Patterns in Evaluation and Treatment of Asthma | Vipul Jain, MD |
| Internal Medicine | PIPF-031 A Treatment Protocol to Allow Patients in the US with Idiopathic Pulmonary Fibrosis Access to Pirfenidone | Tim Evans, MD |
| Internal Medicine | The Demographics, Clinical and Radiological Manifestation and outcomes of Acute Coccidioidomycosis Infection Evaluated at CRMC as an In-Patient from January 2000 to December 2013 | Jose Joseph, MD |

| Department | Study Name | Investigators |
|---|---|---|
| Emergency Medicine | Base Hospital Use and Online Medical Control for Grand Canyon National Park (GRCA) and Sequoia Kings Canyon National Park (SEKI): A Retrospective Study | Megann Young, MD |
| Emergency Medicine | Emergency Medical Services and Remote Medical Control in Two National Parks from 2011-2013: Sequoia Kings Canyon National Park (SEKI) and Grand Canyon National Park (GRCA) | Megann Young, MD |
| Family & Community Medicine | Innovative Faculty Development Using Objective Structured Teaching Exercises (OSTE) | Ivan A. Gomez, MS, MD |
| Emergency Medicine | Pre-hospital Needle Thoracostomy: Does Changing the Length of the Needle and the Location of the Procedure Change Patient Outcome | Lori Weichenthal, MD |
| Internal Medicine | COSMIC-HF A Double-Blind, Randomized, Placebo Controlled, Multicenter, Dose Escalation Study to Select and Evaluate an Oral Modified Release Formulation of Omecamtiv Mecarbil in Subjects with Heart Failure and Left Ventricular Systolic Dysfunction | Shradha Rathi, MD |
| Emergency Medicine | A Review of Missed Esophageal Intubations and Intubation Success Rates in Fresno, Madera, Tulare, and Kings County from 2003 to 2013 | Geoff Stroh, M,D. |
| Orthopedic Surgery | Auto-Sterilization of Contaminated, Devascularized Bone Fragments via a Subcutaneous Bone Pouch | Eric Lindvall, DO/MA |
| Surgery | Routine Ventilator Changes Can be Predicated from Bedside Measurements of Functional Residual Capacity in Trauma Patients | Ricard Townsend, MD |
| Surgery | When Is Treatment for Coagulopathy Indicated in Patients Undergoing Neurosurgical Procedures for Traumatic Brain Injury? | Jennifer Curtis-Hubbard, MD |
| Internal Medicine | Epidemiologic Study of Hodgkin's and Non-Hodgkin's Lymphoma in the California Central Valley | Haifaa Abdulhaq, MD |
| Emergency Medicine | Validation of Examination Items for Flipped Classroom Study | James Comes, MD |
| Emergency Medicine | Prospective Randomized Crossover Evaluation of a "Flipped Classroom" Model for Emergency Medicine Trainees | James Comes, MD |
| Emergency Medicine | Seizures and Other Complications Following Acute Exposures to Citalopram and Escitalopram Reported to a Statewide Poison Control System | Mike Darracq, MD, MPH |
| Emergency Medicine | Seizures and Other Complications Following Acute Exposures to Bromethalin Reported to a Statewide Poison Control System | Mike Darracq, MD, MPH |
| Family & Community Medicine | Family Medicine Resident Awareness of Unintended Pregnancy Epidemiology and United States Abortion-related Policy | Susan Hughes, MS |

| Department | Study Name | Investigators |
|---|---|---|
| Surgery | Post-extubation Stridor in Trauma ICU Patients: An Identifiable and Preventable Cause of Prolonged ICU Stay? | John Bilello, MD |
| Internal Medicine | The Factors Associated with Non-Attendance and Partial Attendance in a Community Diabetes Care Center | Soe Naing, MD |
| Surgery | Financial Cost to the Individual Trauma Patient | Ricard Townsend, MD |
| Emergency Medicine | Bromethalin Rodenticide Ingestions Reported to California Poison Control System | Rais Vohra, M.D. |
| Emergency Medicine | Copper-containing Substance Exposures Reported to California Poison Control System | Rais Vohra, M.D. |
| Emergency Medicine | Yellow Oleander Diet Aid Exposures Reported to California Poison Control System | Rais Vohra, M.D. |
| Emergency Medicine | Phenibut Exposures Reported to California Poison Control System | Rais Vohra, M.D. |
| Family & Community Medicine | Obesity and Contraception | Roger Mortimer, MD |
| Internal Medicine | Inpatient "Opioid Overdose" A Retrospective Study on the Common Characteristics of Patients Who Inadvertently Developed Respiratory Depression After Treatment with Inpatient Opioids and Required Naloxone Treatment | Steven Stoltz, M.D. |
| Internal Medicine | Management of Bleeding Complications in the Era of New Anticoagulation A Retrospective Study | Haifaa Abdulhaq, MD |
| Internal Medicine | Identification of Disease Subtypes in Motor Neuron Disease | Jeffrey Rosenfeld, MD |
| Emergency Medicine | Evaluation of a Flipped-classroom Model for Teaching Tachyarrhythmias to Emergency Medicine Medical Students | Kenny Bahn, MD |
| Internal Medicine | Prevalence of Methamphetamine Use and Associated Mortality in Patients with Coccidioidomycosis Receiving Care at Community Medical Centers between 2012-2014 | Anandit Mu, DO |
| OB/GYN | Echocardiographic Measurement of Maternal Left Ventricular Strain Correlates with Maternal and Fetal Outcome | Brian Morgan, MD |
| Surgery | Is Splenic Embolization a Safe Alternative? Incidence of Splenectomy Post Splenic Embolization in Trauma Patients | Amy Kwok, MD |
| Emergency Medicine | Using Geographic Information Systems (GIS) to Examine Injury Mechanisms and Outcomes in a Regional Trauma System | Patil Armenian, MD |
| Internal Medicine | Effect of Thyroid Hormone Dose and Types on the Outcome of the Patients with Myxedema Coma | Soe Naing, MD |

| Department | Study Name | Investigators |
|---|---|---|
| Emergency Medicine | A Prospective Analysis of Intraosseous Blood Gas Samples versus Venous Blood Gas Samples in Critically Ill Patients | Mike Darracq, MD, MPH |
| Internal Medicine | An Educational Intervention to Improve Resident Skill and Confidence in Performing a Comprehensive Musculoskeletal Physical Examination | Manisha Sharma, MD |

**Residency Information**

UCSF Fresno currently has more than 250 residents studying in nine specialties and more than 50 fellows studying in 11 sub-specialties. There are approximately 250 third- and fourth-year medical students on a rotational basis.

UCSF Fresno has 14 fellowships: cardiology, gastroenterology, infectious diseases, minimally invasive surgery, psychosomatic medicine, pulmonary critical care, surgical critical care, wilderness medicine, hospice and palliative care, acute care surgery, ultrasound medicine, maternal child health, emergency medicine education and sleep medicine.

UCSF Fresno has eight medical residency programs: emergency medicine, family practice, general surgery, internal medicine, obstetrics/gynecology, orthopedics, pediatrics and psychiatry, and one dental program, oral-maxillofacial surgery.

UCSF Fresno received a Health Resources and Services Administration (HRSA) grant in the amount of $1.92 million to expand the pediatric residency by two residents per year for five years, beginning in 2011.

About 35% of graduating residents in 2013 indicated they planned to practice medicine in the Valley.

Below are some of the activities undertaken by UCSF medical residents and staff as well as some awards they've received:

| UCSF Fresno | Service / Programs | Partner | Participants & Awardees |
|---|---|---|---|
| Emergency Medicine | | | |
| Emergency Medicine | CART program mentoring (high school) and<br><br>Two Cities Marathon medical direction/medical services. | Center for Academic Research and Technology (high school) | Lori Weichenthal, MD |
| | Shoe and clothing drive for Yosemite Middle School students around the holiday season. | Yosemite Middle School | Rawnie Ruegner, MD |
| | Mentoring students and involved with the Doctors Academy and Reaching Out to Aspiring Doctors (ROAD) conference. | Latino Center, UC Merced | Andres Anaya, MD |

| UCSF Fresno | Service / Programs | Partner | Participants & Awardees |
|---|---|---|---|
| | Monthly contributor to Terry's House; runs Chess Club at Dry Creek Elementary and Runs the Central Valley Scholastic Chess Association. | Terry's House, Dry Creek Elementary, Central Valley Scholastic Chess Association | Brian Chinnock, MD |
| | ROAD for the San Joaquin Valley. ROAD is a pre-medical conference for Fresno State, UC Merced and Fresno Pacific University students. | UC Merced, Fresno State, Fresno Pacific University | Andres Anaya, MD, Kenny Banh, MD, Bryan Blake, MD, Jeremy Salsberg, MD, Stacy Sawtelle, MD |
| | Plays clarinet in the Clovis Community Band which does concerts for veterans. | | Carolyn Chooljian, MD |
| | Pioneer Technical High School of Madera for half-day health education sessions for about 120 students. | Pioneer Technical High School | Various EM Residents |
| | Sexual education presentation at Roosevelt High School. | Roosevelt High School | Jove Graham, MD |
| | Mentored a high school student for the summer through Doctors Academy. | Latino Center | Brian Chinnock, MD, Hagop Afarian, MD and Danielle Campagne, MD |
| | Board Member for the Marjaree Mason Center. | Marjaree Mason Center | Danielle Campagne, MD |
| | Big Brothers/Big Sisters mentor program for at risk kids. | Big Brothers, Big Sisters | Bryan Blake, MD |
| | STD prevention and drug prevention lecture to students at Madera High School. | Madera High School | Jenny Conti, MD and Alicia Kurtz, MD |
| | Rais Vohra, MD is co-directing the UCSF Mini Med School through the Academic Senate; Summer Biomedical Internship mentoring through the UCSF Dean's Office; Mentoring/Lecturing for the Fresno State Premedical Club; UCSF Fresno Global Health Curriculum (monthly education for the health care community on international health); Helping with a number of internet and social media based education projects including Nepal Emergency Medicine Organization, Haiti Medical Aid Project, and GETUP Project. | Fresno State, Nepal EM Organization, Haiti Medical Aid Project and GETUP Project | Rais Vohra, MD |

| UCSF Fresno | Service / Programs | Partner | Participants & Awardees |
|---|---|---|---|
| | Rene Ramirez, MD Fresno Mayor's Gang Prevention Initiative, guest panelist. Mentor, UCSF Fresno Latino Center to Health Careers Opportunity Program; California State University, Fresno; Marjaree Mason Board of Directors. Guest speaker, Health Careers Opportunity Program (HCOP), California State University, Fresno Invited Motivational Speaker for Doctors Academy Students, UCSF Fresno; Guest Lecturer: Aspiring Health Leaders Conference. Health Careers Opportunity Program (HCOP), California State University, Fresno; Guest Speaker: Health Professionals Roundtable. Doctors Academy, Caruthers High School. | Fresno State, Latino Center, Caruthers High School, Marjaree Mason Center, City of Fresno | Rene Ramirez, MD |
| | Rene Ramirez, MD, received a Certificate of Appreciation from the Fresno Police Department for his "Vital Role in Reducing Violence in our City." | Fresno PD | Rene Ramirez, MD |
| | Family & Community Medicine | | |
| Family & Community Medicine | HIV 101. Presentation to Fresno County Office of Education (FCOE) | FCOE | Ivan Gomez, MD |
| | Teen pregnancy: What are the risks and other topics. Presentation to Fresno County Office of Education. | FCOE | Anjani Kolahi, MD |
| | Sports physicals and Team Physician, Washington Union High School August. | Washington Union High School | Juan Carlos Ruvalcaba, MD |
| | PGY3 Advocacy & Leadership and PGY1 Community Medicine rotations: Each resident is required to commit 50 hours to a community project or volunteer activity outside of assigned activities included in the FM Curriculum to be completed in three years. A 500-word narrative is required which includes the title, goal, where and when the activity is performed, and a summary of outcome measures that result from the project (samples are available on request). | Various community projects | Family & Community Medicine residents |

| UCSF Fresno | Service / Programs | Partner | Participants & Awardees |
|---|---|---|---|
| | Made presentation on sleep and stress management to several high school classes, provided pre- and post-survey, and answered questions about college and medical school. | Central High School, Fresno | Randell Rueda |
| | Presented to incoming freshmen during summer curriculum. Talked about paths to medical school, advice for succeeding in high school and college, descriptions of various health care professions, and a fun exercise interpreting chest X-rays. Conducted pre- and post-quiz to assess their learning. | Doctors Academy Caruthers High School | Michael Carchia<br>Christina Kwock |
| | Worked with student health center to develop pregnancy options brochure and website information. | California State University, Fresno Student Health Center | Julia Shalen<br>Micki Baron |
| | Distribute personal medical cards for chronic conditions, HCM, and routine screening. Address barriers to eye care. | Healthy Fresno (community health event), Clinica Sierra Vista | Arezu Haghighi<br>Susannah Empson |
| | Created health education materials for chronic diseases. Plans to visit patient homes with health educator. | West Fresno Family Resource Center and patient home visits. | Sunny Lai |
| | Created PowerPoint to address funding needs to support placement of abused elderly people. | Fresno Adult Protective Services | Isela Pardo |
| | Created educational hypertensive pamphlet to distribute to patients at Clinica Sierra Vista and Community Regional. | Migrant farm workers | Ali Saadi<br>Elieth Martinez |
| | Created work flow and educational materials for blood pressure. | Fresno State Student Health Center | Maya Zwerdling |
| | A 2-part lecture series educating the students about heart health and risk for cardiovascular disease. | Doctors Academy | Nicole Croom<br>Sarah Gomez |

| UCSF Fresno | Service / Programs | Partner | Participants & Awardees |
|---|---|---|---|
| | Surgery, Trauma Care | | |
| Surgery, Trauma Care | **QI and Patient Safety Projects**<br><br>1. The residents, along with a faculty member recently started an Outpatient Quality Improvement Project with the goal of improving patient education, communication, follow-up, health maintenance, and documentation for patients seen in the clinic.<br>2. The residents attend monthly Trauma Resuscitation Multidisciplinary Improvement Conference.<br>3. The residents are involved in a multidisciplinary approach to combat multi-drug resistant bacteria in the burn unit. This is a joint project with residents, faculty, nursing staff, pharmacy, and infectious disease department. | CRMC, UCSF Fresno faculty and house staff | Various faculty and house staff |
| Surgery | Injury Prevention Activities<br>a. Keep Your Kids Safe Online Workshop<br>i. Internet safety and risks workshop offered to CRMC employees and the community-discussed online predators, cyberbullying & sexting.<br>b. Concussion Awareness-Collaboration with SLP services<br>i. NPR-Valley Edition-discuss long-term effects of head injury-what is being done in the valley.<br>ii. Concussion awareness video posted to YouTube and CRMC's Forum.<br>iii. HealthQuest Lecture on Concussion-public education series in partnership with Clovis Community Hospital, ABC 30, and Clear Channel Communications. | CRMC, NPR, UCSF Fresno faculty and house staff | |

| UCSF Fresno | Service / Programs | Partner | Participants & Awardees |
|---|---|---|---|
| Surgery | Injury Prevention Activities cont'd.<br>c. Safe Kids<br>i. National Car Seat check-up in collaboration with California Highway Patrol.<br>ii. 3 Child Safety Seat Check-Ups.<br>d. Lisa Project<br>i. A multi-sensory exhibit experience allowing the visitor to hear, see and experience the reality of the world of child abuse.<br>e. Participation in CeaseFire-Gang violence prevention<br>i. Fresno CeaseFire is a strategy to reduce violence and recidivism in our community by bringing together the community, social services, and the justice system. | CRMC, NPR, UCSF Fresno faculty and house staff | |
| Surgery | Education<br>a. Southwest Trauma & Acute Care Webinar<br>i. Hosted a two day webinar featuring national and international experts in trauma and acute care surgery.<br>b. Annual Trauma Symposium<br><br>i. A one-day education seminar on trauma related topics was held in May 2014. Approximately 200 people attended. Attendees included physicians, nurses, paramedics, fire fighters and EMS agency from all over the valley.<br>c. Advanced Trauma Care for Nurses<br>i. Two Advanced Trauma Care for Nurses courses. These courses combine didactic training with hands-on skills training to teach nurses how to care for trauma patients. They are taught in conjunction with the Advanced Trauma Life Support Course for physicians. | | |

| UCSF Fresno | Service / Programs | Partner | Participants & Awardees |
|---|---|---|---|
| Surgery | Education cont'd.<br>d. Hosted Trauma Care After Resuscitation (TCAR) for the California Central Valley.<br>i. TCAR is a two-day courses focused on the care of the trauma patient. We hosted the course twice during the year and with more than 100 nurses attending.<br>e. Hosted Leadership Fresno healthcare day. This included a tour of the hospital and presentation on what it means to be a Level 1 trauma center. | | |
| Community Programs | | | |
| Drs. Academy and Jr. Doctor's Academy programs that target students either educationally or economically disadvantaged, and who express an interest in pursuing a health degree program are eligible. | Provide an opportunity for disadvantage students to pursue a health career through three different valley high schools. | Sunnyside High School, Caruthers High School, Selma High School, Terronez Middle School, Sequoia Middle School, Kings Canyon Middle School, UCSF Fresno. CRMC, VA, Kaiser | |
| UCSF Fresno Summer Biomedical Internship Program (SBI). | Provides students between their junior and senior year of high school interested in pursuing a medical career to partner with a UCSF Fresno faculty member on a research project for the summer. | UCSF Fresno Faculty members provide the mentoring opportunity at a variety of sites including Community Regional Medical Center, East Medical Plaza and the Koligian Ambulatory Care Center. | This program has been in force since 1988 and is always sought after every year. This year 42 qualified applicants applied for 15 internships. |

| UCSF Fresno | Service / Programs | Partner | Participants & Awardees |
|---|---|---|---|
| Project Nino | Medical Mission Trip to Mexico. Provide medical treatment to disadvantaged populations | | Ivan Gomez, MD - Family Medicine. Arrangements made through Fresno Rotary Club |
| Latino Center and HCOP | The Health Careers Opportunity Program is a partnership between the University of California, San Francisco Fresno Latino Center for Medical Education and Research and California State University Fresno (Fresno State) to provide support to disadvantaged Fresno State students committed to becoming competitive applicants to health professional schools. | Fresno State, UCSF Fresno Latino Center | |
| | Awards | | |
| Kaiser Award for Excellence in Teaching | Provides an annual award to one UCSF Fresno faculty member that provides teaching to medical students, residents and/or fellows above and beyond expectations. | | 2014 recipient, Avak Howsepian, MD - Psychiatry |
| Academy of Educators Excellence in Teaching Awards. | The Excellence in Teaching Awards are peer-nominated and intended to highlight outstanding front-line teachers of medical students and residents at all UCSF teaching sites who might otherwise go unrecognized. These teachers should demonstrate dedication to the education of students/residents, and teach in a manner that creates an encouraging and intellectually stimulating environment that promotes critical thinking and learning. | | Recipients are Steve Stoltz, MD - IM; Maries Joseph, MD - Peds |
| CRMC House staff Awards | Residents vote for members of the house staff, faculty and non-physician staff who exemplify standards of teaching excellence deserving of recognition House Staff Awards | | Nabil Baig, MD – IM; Joshua Kroll, MD – IM; Soe Naing, MD – IM; Gerard Willey (Surgery, PA) |

| UCSF Fresno | Service / Programs | Partner | Participants & Awardees |
|---|---|---|---|
| ICARE award from the Veteran's Administration | Presented to the resident who exemplifies the abilities to communicate proficiently, to use data effectively when making decisions and to lead treatment teams that foster a culture of safety | | Bhavik Khatri, MD - IM |
| Leon S. Peters Foundation Resident Award | Selected by their peers, one resident is selected through the Resident Council who has demonstrated an outstanding job in patient and family care, research project success, has volunteered in the community to provide medical assistance where needed, and is a well-rounded physician concerned about his/her patients, research and community. | | Jeff Riddell, MD - EM |
| UCSF Fresno Community Service Award | Established by Dr. Dominic Dizon, recognizes the resident who best personifies the UCSF Fresno value of outstanding service to the community. | | Jaime Antuna, MD - EM |
| Borba House Staff Awards | Awarded to one resident and one fellow based on outstanding research project. | | Samier Alhadi, MD – Resident and Tushar Acharya, MD - Fellow |
| UCSF Fresno Faculty Research Award | An annual award for faculty research participation. | | Michael Peterson, MD - IM |
| Haile T. Debas Academy of Medical Educators, UCSF | The Academy was among the first cross-departmental programs in the country designated to broadly support and advance the teaching mission. | | UCSF, UCSF Fresno. UCSF Fresno's most recent inductees are Lori Weichenthal, MD - EM; Jolie Limon, MD - Peds; Paul Francis, MD - Peds |
| Fresno-Madera Medical Society Annual Lifetime Achievement Award | Recognizes recipient for long-term service to the community | | Recipient is Alex Sherriffs, MD - Family Medicine |

| UCSF Fresno | Service / Programs | Partner | Participants & Awardees |
|---|---|---|---|
| California Academy of Family Physicians | First Annual Preceptor Award | | Alex Sherriffs, MD - Family Medicine |
| Association of Family Medicine Residency Directors | Silver Level Program Director Recognition Award | | Ivan Gomez, MD - Family Medicine |
| UCSF Fresno Certificate of Teaching Excellence, LIFE Student Program | Teaching award to faculty for excellence in instruction to UCSF medical students in the LIFE program. | | Martha Garcia, MD and Hugh Yang, DO both awarded. |
| Haile Debas Academy of Medical Educators Education Day Award | Cooke Award for Scholarship of Teaching and Learning UCSF | | Ivan Gomez, MD; Alex Sherriffs, MD; Susan Hughes, MD; and Rebeca Lopez, MPH |
| Grants | | | |
| OSHPD Teach, Care and Live grant funding. | Targeted support to the Marjaree Mason Center. Residents train in providing community health education and preventive care to victims of domestic violence. | Marjaree Mason Center | Family and Community Medicine, UCSF Fresno and the Marjaree Mason Center, Fresno |
| Primary Care Residency Expansion Grant | Year 3 of the Primary Care Residency Expansion Program Grant to increase residency training in primary care. | Children's Hospital Central California | Jolie Limon, MD<br>Charnjeet Brar, MD<br>Paul Francis, MD<br>Lindsey Demetrial, DO<br>Soniya Mehr, MD<br>Pediatrics |

## Culturally Appropriate Care

Community serves a culturally and linguistically diverse community in which more than 60 languages are spoken. A patient's ability to understand and to be understood is one of the most important patient rights.

Interpreter services are provided at Community facilities 24 hours a day, seven days a week. Community relies on certified in-house interpreters, interpreters from the Health Care Interpreter Network (HCIN), American Sign Language (ASL) services and the Language Line, which has 3,000 interpreters and 170 available languages.

Employees called "Language Ambassadors" volunteer to help patients and families with non-medical-related questions in their native language. Bilingual employees wear a special employee badge to indicate to patients and visitors which additional language they speak and can assist with interpreting. Languages spoken by these employees include Spanish, Hindi, Hmong, Punjabi, Farsi, Vietnamese and Tagalog.

In 2009, Community Regional took another important step to enhance the quality of patient services by joining HCIN, which began as a cooperative of California hospitals and healthcare providers that share trained healthcare interpreters through an automated video/telephonic call center system.

HCIN is now a national program, with Community supplying interpreter services and receiving assistance from healthcare providers around the country.

Videoconferencing devices and telephones throughout each hospital connect, often within a minute, to an interpreter on the HCIN system, either at Community Regional or one of the other participating network hospitals. Cordless interpreting phones are available and video units are available 24/7 for all languages.

Monthly rounding by interpreter services staff is done to ensure that staff members understand the policies and procedures related to requesting an interpreter. A Community Regional intranet site was developed which provides information about when an interpreter is required and how to access one. Community's policies and procedures on interpreting were updated to improve readability and comprehension. Also, a presentation on interpreter services is included as part of new employee orientation.

Ten new video units were purchased to provide HCIN interpreting services at the Koligian Ambulatory Care Center bedside and two new video units were added for use on the hospital floor.

Community Regional currently has five full-time Spanish interpreters, two per-diem Spanish interpreters, one per-diem Hmong interpreter and one full-time Hindi/Punjabi interpreter. Clovis Community has two on-site, Spanish-language interpreters and also uses HCIN.

Interpreting services also offer in-house translation services and translation of documents in Spanish and English. Community is not reimbursed for providing language-access services.

For Fiscal Year 2014

- 50,178 calls conducted through HCIN (includes sessions conducted by other hospitals for Community patients and sessions conducted by our interpreters for other hospitals)
- 8,260 calls to the Language Line (all languages)
- 945 Spanish in-person sessions done by in-house interpreters
- 31 Hmong in-person sessions done by in-house interpreters
- 251 in-person sessions done by Deaf and Hard of Hearing Service Center

Total: 9,665 phone/In-person sessions

Also: 52 translations done in-house

Total cost to Community: $452,344

## Community Connections

Community continues to seek creative solutions and partnerships that offer health benefits for the Valley's unique and growing needs. Community has increasingly focused on patients who have barriers in managing their healthcare and a result, repeatedly use the emergency department for their care.

In September 2009, Community Regional established the Community Connections program. Community Connections' focus was patients who frequented the emergency department for various reasons. These patients often faced difficulty in managing their needs due to issues including lack of primary care, no insurance, alcohol/substance abuse, mental health issues, homelessness, minimal resources, and minimal support.

In 2012 Community Connections received a Humana Foundation grant which provided additional staffing. A dedicated nurse practitioner, a social worker with a master's degree and an outreach specialist were hired to create a Diabetes Medical Home, operating out of the Deran Koligian Ambulatory Care Center. The clinic opened in March 2012 providing a comprehensive, team-based, multidisciplinary approach for patients with diabetes and psychosocial concerns. The clinic served as a model for medical homes for congestive heart failure and chronic lung disease which opened in 2012 and 2013, respectively. The programs offer the following:

- Comprehensive assessment, support, and linkage to internal and external services
- Intensive outpatient case management for high-risk patients
- Screenings for depression and referrals to appropriate services, as needed
- Linkages to community and social services. This includes but is not limited to medical services, housing, substance/alcohol abuse treatment, mental health treatment, linkage to medical insurance and linkage to financial assistance programs.
- Assistance and support navigating services
- Home and community visits to assess patient needs and to provide support
- Attending appointments with patients to provide support
- Multi-disciplinary home visits for high-risk patients.
- Health promotion and disease self-management education, and
- Clinical interventions.

Community's electronic health records assist the social workers in tracking patients' progress through the entire care continuum. Social workers and outreach specialists closely monitor patients' records to assess for progress and additional areas of need. Additionally, social workers and outreach specialists go into the community to track the health needs of homeless patients, focusing on the patients' primary care needs and other immediate needs in efforts to avoid medically unnecessary emergency department visits and to help the patients improve their quality of life.

Other recent accomplishments:

- Implemented a Spanish-language chronic disease support group at the ambulatory care center in 2013.
- Implemented an English-language chronic disease support group at the ambulatory care center in 2012.
- Collaborating with Fresno Housing Authorities on the "100 000 Homes" campaign with the goal of housing the most vulnerable homeless population in Fresno.

- Collaborating with Fresno Housing Authorities and other local agencies/organizations on the "25 Cities" campaign with the goal of housing the most vulnerable homeless population in Fresno.
- Continued to partner with local universities as a field training site for master's of social work and bachelor's of social work interns from California State University and bachelor's of social work interns from Fresno Pacific University.
- Entrant in the 2014 Monroe E. Trout Premier Cares Award.

## Medical Respite Center

Community, in partnership with other providers, opened the Fresno Medical Respite Center in July 2011. The center currently provides eight beds for men at the Fresno Rescue Mission in downtown Fresno.

"This provides a bridge of care for those who no longer need acute medical attention as hospital inpatients," said Stephen R. Walter, Community's corporate chief financial officer.

The center model has been successfully implemented elsewhere in California. Its goals include providing intermediate care in a more homelike atmosphere. The Hospital Council of Northern and Central California facilitated the creation of the respite center.

This program has helped save money and also freed up hospital beds. Homeless people tend to stay in hospitals 4.5 days longer than patients who have other options for recuperative care.

In addition to Community, which has provided funding and other support, partners include: Clinica Sierra Vista, which evaluates clients before admission and provides follow-up; the Hospital Council; the Marjaree Mason Center; St. Agnes Medical Center; and Kaiser Permanente, which provided an initial planning grant for the program. The program also works collaboratively with Fresno Mayor Ashley Swearengin's Fresno First Steps Home project.

Patient care is coordinated through Clinica Sierra Vista, which also helps identify housing options through the Fresno-Madera Continuum of Care.

Community's inpatient Case Management Department works closely with the Medical Respite/Clinica staff to identify potential candidates for the program, and with Clinica to determine admission eligibility.

## Chaplaincy

Last fiscal year, Chaplaincy Services provided Community's patients, free of charge:

- 600 rosaries to Catholic patients which were donated by the group Our Lady Rosary Makers from St. Mary's Catholic Church in Visalia.
- 300 Bibles, 500 New Testaments with large front, 25 pocket- size New Testaments, and 300 Spanish-English New Testaments.
- 400 copies of Our Daily Bread which were donated by RBC Ministries.
- 300 Catholic devotional booklets called Our Living Faith (in Spanish and also English), paid for by the Fresno Roman Catholic Diocese.
- 200 Guidepost Magazines and 400 additional devotional booklets with titles such as Let's Pray, A Prayer for Every Need, El Poder de la Confianza, The Call of Wisdom, Overcoming Anxiety and Fear. These booklets were donated by the Guidepost Foundation.

- 12 copies of the Qu'ran along with several sheets of Muslim prayers, donated by the Islamic Center and the Masjid of Fresno.
- 5 copies of the Book of Mormon.

Hospital chaplain, the Rev. Grimaldo Enriquez, helped two critically ill patients get married while hospitalized. Three chaplains officiated at funeral ceremonies for three deceased patients at the request of their families.

Chaplain Enriquez provided grief support to two hospital departments where a staff member had died. He provided orientation on how to organize a memorial service and then officiated at the services.

Chaplain Lynn Baker served on the Hospital's Green Team and helped achieve environmental benefits such as a recycling program for paper and pens and advocating use of non-polluting, electric air blowers on hospital grounds. She helped coordinate the Urban Garden in the Community Regional dining area.

Chaplain Enriquez serves on the hospital's Ethics Committee and in that capacity assisted the Hospital Council in securing representatives from various religions to serve on a panel discussing end-of-life, decision-making.

The Community Regional Chaplain Services continues as a training site for seminary students from the Fresno Pacific Biblical Seminary and the Clinical Pastoral Education Program of Central California (CPE). We worked with three seminary students and three students from the Clinical Pastoral Education Program. Chaplain Enriquez continues to serve on the CPE board. He and a former CPE student, Dave Di Palma, were interviewed by the Fresno Bee to highlight the care provided to Di Palma when he had a stroke. They also were interviewed on Channel 24 highlighting the CPE program.

Chaplain Enriquez also was a guest speaker on Channel 49 discussing faith in the workplace.

## Asthma Education/Chronic Lung Disease Program

Community Regional Medical Center's (CRMC) Asthma Education and Management Program is a Joint Commission certified outpatient service. The program is dedicated in assisting patients of all ages, as well as their families, in managing and gaining control of their asthma symptoms. The goal is to decrease the number of emergency department visits and hospital admissions by educating our patients on how to control their asthma symptoms which will improve their quality of life.

The program partnered with First Five of Fresno County to operate an Early Childhood Asthma Program (ECAP). This program improves early detection of asthma in children from ages 0-5. We provide education, specialized testing and environmental home assessments. Families receive asthma and allergy friendly products to reduce asthma triggers within their homes. By educating parents in managing their children's asthma, the program reduces the incidence of missed school days for children and missed work days for parents. We provide community outreach by attending health fairs in Fresno County. We also have worked with Head Start to educate teachers and parents on managing and controlling asthma.

The Asthma Education and Management Program will continue to collaborate with the Central Valley Chronic Disease Partnership of Fresno and Madera Counties. Some of their members include the American Lung Association of California, UCSF-Fresno, the Fresno County Department of Health, the San Joaquin Valley Air Pollution Control District, Anthem Blue Cross, HealthNet and other private business owners.

CRMC's asthma educators assist medical residents by guiding them towards the National Institute of Health guidelines for the diagnosis and management of asthma. We also hold a biannual "Train the Trainer" asthma education course to assist respiratory care practitioners who would like to pursue advanced credentialing.

## Pulmonary Rehabilitation

Community's Pulmonary Rehabilitation Program, maintaining its Disease Specific Certification with The Joint Commission, continues to serve people with moderate to severe chronic pulmonary disease.

The pulmonary rehab program provides patients with education about managing their pulmonary disease along with physical training and exercise to improve their functional impairment and maximize their quality of life. The pulmonary rehab education is provided by respiratory care practitioners; a social worker and a dietitian. The education portion of the program is provided free of charge. After completing the initial program, all patients are eligible to participate in the exercise wellness program, regardless of ability to pay. Last year, both programs had a total of 1,838 patient visits.

The pulmonary rehab program continues to hold monthly support group meetings, providing ongoing patient education, follow-up, and support for patients, their families, and caregivers. Attendance is typically 25 to 30 people. Meetings held this year:

**Huffers and Puffers 2013-2014 Luncheon/Support Group Calendar**

| Date | Speaker | Topic |
|---|---|---|
| Sept. 11, 2013 | Perry Mamigonian-<br>Pulmonary Hypertension Association-<br>Patient Advocate | Living with pulmonary hypertension |
| Oct. 16, 2013 | Debbie Adams-Stubbs, RRT @ CRMC | Sleep Apnea |
| Nov. 13, 2013 | Diane Angel – CSL Behring Patient Representative | Alpha-1 – COPD awareness |
| Dec. 2013 | Entertainment<br>"Three to Serve" | Christmas Party |
| Jan. 15, 2014 | Chuck Topjian, Humorist | Laughter Is the Best Medicine |
| Feb. 19, 2014 | Pam Manseau, RN @ CRMC -<br>Cardiology | Heart Lung & Anatomy |
| March 19, 2014 | John Powell (patient advocate – former lung transplant recipient) | Lung Transplant:<br>How to prepare for the transplant and coping with the challenges |
| April 16, 2014 | Claire Dias, RD @ CRMC – Nutrition Services | Diet and Lung Disease |
| May 21, 2014 | Josue Garcia- Representative for SmartVEST | Understanding the VEST for secretion removal |

A monthly newsletter is mailed to more than 300 people, recapping presentations at the support group meeting and providing educational material.

Additionally, Community Regional and UCSF-Fresno operate the Valley's only pulmonary hypertension program. A support group meets every other month, providing education and support for patients and their

families. Attendance is typically 30 – 55 people. The Fresno group conducted its annual "Pulmonary Hypertension Awareness" Walk on Oct. 23, 2013, which drew 177 participants and raised $3,400.

## Diabetes

The Community Diabetes Care Center (CDCC) serves clients from Fresno and five nearby counties at two locations: the Sierra Community Health Center and the Cedar campus.

The CDCC cares for a high percentage of patients who would not be able to receive diabetes education in the community. Our payer mix includes 32% Medi-Cal, 32% Medi-Cal managed care and 9% Medicare. The center is the only American Diabetes Association (ADA) recognized education program in Fresno County.

The CDCC operates the Valley's only high-risk diabetes in pregnancy program in the Valley and is the only Sweet Success Affiliate in Fresno County with registered nurses, registered dieticians and certified diabetes educators. Many of the center's clients are pregnant women who have restricted Medi-Cal with limited visits. The staff educates women and their families on healthy eating habits for life and controlling diabetes during pregnancy. Last year the CDCC provided diabetes management education and services to 6,444 patients.

The staff includes six certified diabetes educators, three medical office assistants and one medical assistant. The center also works with the Diabetes Medical Home, which is part of the care coordination program at Community's Deran Koligian Ambulatory Care Center.

The center:

- Participates in the training for the California Diabetes and Pregnancy Program Sweet Success program on a monthly basis.
- Participated in Community Health and Wellness Fair in October 2014.
- Delivered a diabetes presentation at the 2014 Annual Central Valley Indian Health Diabetes Conference.
- Participated in medical resident teaching.
- Presented the Diabetes Mellitus Standards of Care to UCSF Fresno Medical Education students, family health and internal medicine interns, residents and faculty.
- Provided education to Care Coordination staff, including two registered nurses and two medical assistants.

## Dialysis

Volunteers from the Clovis Community Dialysis Center, Fresno Outpatient Dialysis Center and other organizations helped coordinate the eighth annual Kidney Early Evaluation Program (KEEP) on May 3, 2014 at the Consulate General of Mexico office in Fresno.

Twenty-nine volunteers performed the screenings. Ten volunteers were Community employees: three who had masters of social work degrees, three registered dietitians, one certified clinical hemodialysis technician, and three registered nurses. Volunteers also included nephrologists Dr. Yangming Cao from Fresno Nephrology Medical Group who sees patients at Clovis Community Dialysis Center; Fresno

Outpatient Dialysis Center; Clovis Community Medical Center, and Community Regional Medical Center. Community coordinated the event with the National Kidney Foundation program director.

The Facts about Chronic Kidney Disease (CKD):

- 26 million American adults have CKD and 73 million are at increased risk
- Early detection can help prevent the progression of kidney disease to kidney failure
- Heart disease is the major cause of death for all people with CKD
- Glomerular filtration rate (GFR) is the best estimate of kidney function
- Hypertension causes CKD and CKD causes hypertension
- Persistent proteinuria (protein in the urine) means CKD is present
- Three simple tests can detect CKD: blood pressure, urine albumin and serum creatinine

Results of KEEP Healthy Program:

- 67 people attended the program
- Knowledge improvement after the program on risk factors of kidney disease: 18% to 77%
- Knowledge improvement on what they could do to keep their kidneys healthy: 24% to 83%
- 86% plan to make an appointment to see their doctor
- 94% plan to make healthier food choices
- 94% plan to exercise more
- 89% plan to lose weight

**Summary of Health Questionnaire**

| Participants | Yes | No | Don't Know |
|---|---|---|---|
| Diabetes | 30% | 58% | 12% |
| Hypertension | 32% | 15% | 18% |
| Kidney problems or disease | 6% | 58% | 36% |
| High cholesterol | 29% | 41% | 30% |
| Protein in urine | 4% | 57% | 38% |
| Been on dialysis | 1% | 98% | |
| Have a doctor | 50% | 50% | |
| Insurance coverage | 42% | 58% | |
| Satisfied with the program | 80% very satisfied | 19% satisfied | |

## Stroke

Outreach is focused on prevention and rapid recognition of stroke. In the United States, a stroke occurs every 47 seconds; it is the 4th leading cause of death and the No. 1 cause of adult disability. Yet most people cannot identify the signs and symptoms of stroke.

Community awareness is promoted with the national stroke acronym of FAST, to help people to remember that "Time is Brain" and that stroke is a medical emergency. FAST stands for:

- F=Face -- Ask the person to smile. If one side of the face appears crooked or drooping, the person may be having a stroke.
- A=Arms -- Ask the person to lift both arms -- if he has difficulty with one arm, this might be a sign that a stroke is occurring.
- S=Speech -- Ask the person to speak. If words are slurred or they are unable to speak, they might be having a stroke.
- T=T is for time -- If any of the above symptoms are present, call 911 immediately to ensure a person reaches the hospital FAST.

Fresno outreach included:

### American Heart Association Heart Walk

The American Heart Association/American Stroke Association's Heart and Stroke Walk is an annual event that seeks to raise funds towards life-saving research and education efforts nationwide. Attendees at the Heart/Stroke Walk in Clovis received FAST magnets and stroke prevention information. Representatives from Community Regional's Neuroscience Department were available to answer questions regarding stroke prevention and treatment.

### Fresno Chinese New Year Parade

The annual Chinese New Year Parade in downtown Fresno drew an estimated 4,000 people. Representatives from the Community Regional Stroke Program provided information about stroke warning signs and prevention measures.

### Paramount Farming Picnic & Wellness Event

The Paramount Farming Health & Wellness event focused on education and health screening of farm employees and family members. The Community Regional Stroke Program and Cardiology Department, along with other healthcare organizations, teamed up to provide blood pressure screenings and educational information regarding high blood pressure, stroke prevention and cardiac health. More than 3,000 Paramount Farming employees and their families were in attendance during the two-day event.

### Table Mountain Rancheria Health & Benefits Fair

The Health & Benefits Fair for Table Mountain Rancheria employees focused on stroke education. The Community Regional Stroke Program shared information about stroke, including warning signs, prevention and when to call 911 with more than 250 people. Blood pressure screenings were also performed. Information was provided about high blood pressure and its association with an increased risk for stroke.

## Special Services

Activities and outreach of the Community Special Services program included:

- Serving as co-chair and member of Community Action Council. The council was created to provide effective and community-centered services to those in Fresno County at-risk, infected and/or directly affected by HIV/AIDS through coordinated service delivery.
- Serving as a partner/liaison with Fresno County Housing Authorities Shelter Plus Care Program, funded by the Stewart B. McKinney Homeless Assistance Act. The program provides tenant-based

rental assistance to disabled, homeless individuals/families based on serious mental disorder, chronic alcohol and drug problems and/or AIDS or related diseases.

- Participating as member of the California Planning group which works with the U.S. Centers for Disease Control and Prevention (CDC), the California Department of Public Health and the Office of AIDS to develop a comprehensive HIV/AIDS surveillance, prevention and care plan for California.
- Participating for the fifth year as a site for California Medical Monitoring Project, conducted by the CDC to collect information on needs/services involving HIV patients.
- Collaborating with other area hospitals to link patients to care.
- Completed HIV, STD education in local middle/high schools and college classes.
- Working with Clinica Sierra Vista regarding volunteer testing and counseling for high-risk teens and adults.
- Providing social work and nursing support at Fresno State's Student Health Center.
- Collaborating with housing programs such as 25 Cities and Oasis. 25 cities is a national initiative to end veteran and chronic homelessness by 2015 co-sponsored by the U.S. Department of Veteran Affairs, the U.S. Department of Housing and Urban Development and the U.S. Interagency Council on Homelessness. Oasis is a local initiative to end chronic homeless and keep high-risk people in medical care.
- Participating in the 3rd annual AIDs Walk, Pride Parade and World AIDS Day Events
- Providing a social worker and certified enrollment worker to make home visits to assist eligible patients in enrolling in the Affordable Care Act health plans.

## Trauma

Trauma program staff members are actively involved with trauma system planning on local, regional and statewide levels. Examples of activities by Community Regional's trauma staff:

1. Injury Prevention Activities
    a. Keep Your Kids Safe Online Workshop
        i. Internet safety and risks workshop offered to Community Regional employees and the community -- Discussed online predators, cyber-bullying and sexting.
    b. Concussion Awareness -- Collaboration with Speech and Language Pathologist services
        i. NPR-Valley Edition -- Discuss long-term effects of head injury and what is being done in the Valley.
        ii. Concussion awareness video posted to YouTube and Community Regional's intranet Forum.
        iii. HealthQuest Lecture on Concussion -- Public education series in partnership with Clovis Community Hospital, ABC 30, and Clear Channel Communications.
    c. Safe Kids
        i. National Car Seat check-up in collaboration with California Highway Patrol.
        ii. 3 Child Safety Seat Check-Ups.
    d. Lisa Project
        i. A multi-sensory exhibit experience allowing the visitor to hear, see and experience the reality of the world of child abuse.
    e. Participation in CeaseFire -- Gang violence prevention

i. Fresno CeaseFire is a strategy to reduce violence and recidivism in our community by bringing together the community, social services, and the justice system.

2. Education
    a. Southwest Trauma & Acute Care Webinar
        i. Hosted a two-day webinar featuring national and international experts in trauma and acute care surgery.
    b. Annual Trauma Symposium
        i. A one-day education seminar on trauma related topics was held in May 2014. Approximately 200 people attended. Attendees included physicians, nurses, paramedics, fire fighters and emergency medical services (EMS) agencies from the Valley.
    c. Advanced Trauma Care for Nurses
        i. We held two Advanced Trauma Care for Nurses courses. These courses combine didactic training with hands-on skills training to teach nurses how to care for trauma patients. They are taught in conjunction with the Advanced Trauma Life Support Course for physicians.
    d. Hosted Trauma Care After Resuscitation (TCAR) for the California Central Valley.
        i. TCAR is a two-day course focused on the care of the trauma patient. We hosted the course twice during the year with more than 100 nurses attending.
    e. Hosted Leadership Fresno healthcare day. This included a tour of the hospital and presentation on what it means to be a Level 1 trauma center.

3. Research
    a. Trauma surgeons worked on several research projects. Clinical research is used to determine our practice guidelines to better care for our patients. Many of these were either published in national journals or presented at national conferences. They included:
        i. Gonser-Hafertepen LN, Davis JW, Bilello JF, Ballow SW, Sue LP, Cagle KM, Venugopal C, Hafertepen SC, Kaups KL. 2014. "Isolated free fluid on abdominal computed tomography in blunt trauma: watch and wait or operate?" J Am Coll Surg. 219(4):599-605.
        ii. Dinan KA, Davis JW, Wolfe MM, Sue LP, Cagle KM. 2014. "An acute-care surgery fellowship benefits a general surgery residency." J Trauma Acute Care Surg. 77(2):209-12.

## Sexual Assault Forensics

Community Regional's Emergency Department operates the Sexual Assault Forensic Examiners (SAFE) program, whose services include collection, preservation and security of evidence that is obtained from adult and pediatric victims and suspects. Program services also include immediate counseling services in conjunction with Resource Counseling Services, courtroom testimony, and on-site post-coital contraception and antibiotics for the prevention of sexually transmitted diseases.

Community Regional's SAFE program works with the Children's Health Center located on the hospital's campus to provide comprehensive follow-up evaluations for children who are victims of sexual abuse. We

are an active participant in the Sexual Assault Response Team (SART) monthly general meetings. The program also provides education to law enforcement, local colleges, patient advocates, UCSF residents, medical staff, nurses and social services.

The program sees about 15 to 20 patients per month. Thirteen California-certified SAFE nurses provide 24/7 coverage, along with Medical Director, Dr. James Andrews, for victims of sexual assault who come to Community Regional, Clovis Community and the Veterans Administration hospital.

## Table Mountain Rancheria Trauma Center and Leon S. Peters Burn Center

The contract with Fresno County requires Community to maintain burn and Level 1 trauma services and an acute care facility in downtown Fresno. Community Regional operates the Table Mountain Rancheria Trauma Center and Leon S. Peters Burn Center, the only combined burn and Level 1 trauma center between Los Angeles and Sacramento.

With a service area of 15,000 square miles, the burn center covers the largest service area of all burn centers in California. It provides a total spectrum of care for both children and adults who have suffered severe burns, including acute wound care, hyperbaric oxygen therapy, rehabilitation, outpatient services, plastic and reconstructive surgery and comprehensive social services, including survivor support.

Last fiscal year, 2,804 people were admitted to Community Regional for treatment of traumatic injuries, and 689 people were treated for burn injuries.

## Mothers' Resource Center

The Mothers' Resource Center (MRC) at Community Regional continues to offer breastfeeding education and support to new parents. The center operates as a one-of-a-kind service and receives referrals from many outlying areas.

The MRC last year experienced increased usage in several of its group areas, included outpatient consults, the MRC store products line, the Center for Breastfeeding Medicine consults, 3M (Mommies Making Milk) Club and class attendance, inpatient consults and the Antepartum High Risk consults.

Our Lactation Team has worked diligently to encourage exclusive breastfeeding. Specialists are available for in-patients visits on our Mother-Baby Unit seven days a week, 9 a.m.-3 p.m., with an evening shift, 8-11 p.m

Community Regional has registered with Baby Friendly USA, an agency overseen by UNICEF/WHO that developed guidelines and criteria to enable hospitals worldwide to provide evidence-based maternity care. This specialized care emphasizes optimal infant feeding. Last fiscal year Community Regional completed the first of the four phases and entered the 2nd developmental phase. Skin-to-skin contact continues to be an important part of mother-baby care. The magical hour following birth is a special time for a mother and baby, beginning in Labor and Delivery and continuing on to the Mother/Baby Unit. Community Regional is committed to keeping moms and babies together.

Education and teaching continued on the Antepartum High Risk Unit (APHR). As these patients await the arrival of their babies they are taught about the importance of breast milk and early breast pumping should their baby arrive early and be admitted to the neonatal intensive care unit (NICU). Our percentage of APHR mothers providing breast milk to their babies in the NICU nears 100% on a monthly basis. The MRC also

worked with the Non-stress Testing Department to provide pre-natal breastfeeding education for outpatients.

The MRC also receives calls and requests for help for our patients following discharge from the hospital. These calls are answered within a day of being received, and an out-patient appointment is scheduled within 24 hours of contact. Telephone consultation is available during the day and on the weekends.

During a breastfeeding consultation, a specialized plan of care is established with follow-up visits as needed. The Edinburgh Postnatal Depression Scale screening tool is offered during the consultation which can help a mother recognize an area of need. In addition to the private out-patient consults; the MRC provided three educational classes: Breastfeeding ABC's, Breastfeeding and Going Back to Work, and Breastfeeding in Special Circumstances.

The 3M Club (Mommies Making Milk) meets weekly to encourage and support mothers with babies in the NICU. Additionally, the Mamas' Café Club offers a general support for any breastfeeding mom and also meets weekly. These groups create an atmosphere of camaraderie for new moms. The MRC has a breast-pump rental station which also includes rental of breast milk intake scales and a store with a variety of breastfeeding products for purchase including breast pumps, breast pump replacement parts and specialty feeding items.

The MRC works in conjunction with the Center for Breastfeeding Medicine (CBM). The CBM is a physician-staffed service to diagnose, treat and manage complicated breastfeeding problems. It seeks to give best practice breastfeeding medicine by qualified and highly respected physicians. The CBM receives referrals from throughout California.

CRMC is a Milk Depot working with the Mother's Milk Bank in San Jose. Mothers go through a brief screening and once approved become milk donors providing CRMC preemies with much needed nutrition. Many of our tiniest patients are receiving either their mother's own milk or banked donor milk. Please see following table on our services.

| WOMEN AND CHILDREN'S SERVICES | DESCRIPTION OF BENEFIT/ACTIVITY | NEED ADDRESSED & BENEFITED GROUP | GOAL ACCOMPLISHED | COMMUNITY PARTNERS |
|---|---|---|---|---|
| * 3M CLUB (Mommies Making Milk) | Breastfeeding education. Support mothers of NICU babies | Breastfeeding support group for mothers of NICU babies. Approximately 300 mother/baby dyads | Increased kangaroo care.<br>Increased milk supply<br>Increased successful latch before discharge. | Medela, Inc.<br>WIC<br>Mother's Milk Bank |
| *MAMAS' CAFÉ CLUB | Breastfeeding support group | Breastfeeding support group for any breastfeeding mom | Increased longevity of breastfeeding<br>Increased use of mother's own milk/donor milk | |
| *BREASTFEEDING ABC'S | Breastfeeding class | Class for first-time parents or those who have never breastfed before | Understanding of milk supply & basic breastfeeding education | Fansler Foundation |
| *BREASTFEEDING AND GOING BACK TO WORK | Interactive breastfeeding class | Class for moms going back to work | Less stress associated with returning to work | Fansler Foundation |
| *BREASTFEEDING IN SPECIAL CIRCUMSTANCES | Individualized breastfeeding class | Class for parents with special needs or concerns | Support during stressful situations | Fansler Foundation |
| **INPATIENT LACTATION EDUCATION** | Bedside breastfeeding education & hands- on assistance on the Mother/Baby Unit | Low breastfeeding rates; breastfeeding moms and babies; CRMC-13,230 | Increased breastfeeding rates.<br>Increased skin-to-skin contact.<br>Increased patient satisfaction | Babies First<br>First Five<br>Medela, Inc.<br>WIC<br>Fansler Foundation |
| | Bedside breastfeeding education specific to high risk pregnant mothers | Antepartum High Risk (APHR); 206 mothers | Increased number of NICU babies receiving mothers' own milk | |

| WOMEN AND CHILDREN'S SERVICES | DESCRIPTION OF BENEFIT/ACTIVITY | NEED ADDRESSED & BENEFITED GROUP | GOAL ACCOMPLISHED | COMMUNITY PARTNERS |
|---|---|---|---|---|
| **OUTPATIENT LACTATION EDUCATION** | Breastfeeding assistance and education | Follow-up breastfeeding help to encourage new mothers;<br>554 consults | Increased breastfeeding rates;<br>554 consults | Babies First<br>First Five<br>Medela, Inc.<br>Parenting Concepts |
| | Breastfeeding education with Non-Stress Testing (NST) Department | Pregnant mothers | Helped new expectant mothers to make an informed choice for infant feeding before delivery, therefore increased breastfeeding rates | Fansler Foundation<br>WIC |
| **MOTHERS' RESOURCE CENTER STORE** | Revenue for lactation services.<br>Availability of breastfeeding products to community | Availability of breastfeeding products to mothers and babies | Increased sales and products available | Medela, Inc.<br>Zenoff<br>WIC<br>Bravado<br>Freemie/DAO<br>Fairhaven (Milkies)<br>Pumpin' Pal |
| **CENTER FOR BREASTFEEDING MEDICINE (Physician Staffed)** | Diagnose, treat and manage complicated breastfeeding problems | Mother-infant pairs who have medical issues;<br>103 mother/baby dyads | Resolved breastfeeding problems | Babies First<br>UCSF |
| **MILK DEPOT** | Provide higher amounts of human breast milk for CRMC NICU babies | NICU babies and new parents | Increased number of NICU babies receiving breast milk only | Medela<br>Mother's Milk Bank |

## Organ Donation

Community Regional is one of the top performing hospitals in the country in providing for organ donation. Community has participated in the organ donor program for more than two decades.

Nationwide, more than 123,000 people are awaiting organ transplants, including 1,500 in the Central Valley.

The California Transplant Donor Network last year consulted with Community Regional regarding more than 280 patients, of whom almost 70 were found to be eligible donors. When all life-saving measures have been exhausted, it is then that the clinical team can shift their focus to the possibility of saving other lives, as well as caring for the surviving family members.

Community Regional has one of California's largest and busiest emergency departments and is home to the region's only comprehensive burn and Level 1 trauma centers. And every year patients at its Leon S. Peters Burn Center are helped by life-saving skin grafts from more than 150 donors.

Since 2009, more than 590 organs as well as tissues have been transplanted from Community Regional donors, helping to save the lives of nearly 1,500 Valley patients awaiting transplants.

The most frequently donated organs include kidneys, liver, heart, lungs, pancreas and small intestine. Tissues that may be donated include corneas/eyes, heart valves, skin, bone, tendons, cartilage and veins.

Clovis Community and Fresno Heart & Surgical also have been tissue donors.

"You can't have a donor program unless your staff really cares for the donor families. Whether it's social services, the chaplaincy or medical staff, all the family's needs are met throughout the process," said Jaclyn Manzanedo, donation services liaison to Community Regional for the California Transplant Donor Network, which includes 175 hospitals and 41 counties in California and Nevada. "Excellent family care is hard-wired into Community Regional's culture."

## Workforce and Education

Among other activities:

- Serving a linguistically and ethnically diverse region, Community is committed to hiring and retaining a talented and diverse workforce, as well as providing staff opportunities for professional development. Our workforce of about 7,700 includes 29.8% who identify themselves as Hispanic, 21.4% Asian-American and 4.4% African-American. Last year, we hired more than 1,400 employees.
- We offered educational reimbursement of up to $2,500 per year for books and tuition for full-time and part-time employees, spending an estimated total of more than $749,000.
- We provided discounted tuition for healthcare-related degree programs at the University of Phoenix, with a total student savings estimated at more than $249,032, with more than 100 employees enrolled and 26 successfully completing degree programs.

- We reimbursed employees an estimated $19,225 for achieving initial professional certifications.
- 150 leaders attended professional development workshops.
- Community is a member of the Partnership for Health Professions Education of the UCSF Fresno Latino Center for Medical Education and Research, which advances development of health professionals at the junior high, high school and college levels.
- Community provided clinical experience for 1,062 student nurses.

Community Regional's post-graduate year one (PGY1) pharmacy residency program continues to help address the shortage of pharmacists in the Central Valley. A total of 29 residents have successfully completed the residency program, and Community has employed 15 of the 29 for a residency employment rate of 52%. In addition, we are further enhancing the academic teaching model to promote evidence-based pharmacotherapy to our patients. We have continued accreditation until 2016 by the American Society of Health System Pharmacists (ASHP), the national accrediting organization for pharmacy residency programs.

Community Regional's pharmacy residency program allows residents to learn and expand their clinical knowledge base by working with the most experienced people in a multi-disciplinary healthcare system. Our pharmacists also serve as preceptors to help develop the residents' skills and knowledge base, mentor them with various projects that benefit patient care, and give positive exposure for Community's reputation nationally. This is accomplished by showcasing Community Regional at pharmacy residency showcases, research poster sessions, and presentations.

Our program encourages residents to participate in research projects that directly impact patient care, provides cost savings for Community, and/or work on performance improvements within pharmacy services. Each resident is required to present these findings at a national conference poster presentation each December, as a final summation of the project at a regional conference towards the end of the residency year, and as a "plan, do, study, act" project for pharmacy services. The current research project titles are:

- "Identifying common characteristics in patients with coccidioidomycosis nonresponsive to traditional antifungal therapy."
- "To evaluate the appropriateness of use, safety and cost effectiveness of filgrastim and pegfilgrastim for non-myeloid chemotherapy related neutropenia in adult patients at Community Regional Medical Center."
- "Evaluation of the efficacy and safety of tranexamic acid as part of a massive transfusion protocol in patients presenting with acute traumatic hemorrhage at a Level 1 Trauma Center."

To help with patient satisfaction, we continue the initiative called the "Med Check" Program. Pharmacy residents provide education to hospitalized patients about side effects on selected medications in the hospital. This initiative is beneficial to both pharmacy residents and patients, as pharmacy residents gain experience in counseling patients, and patients have a better understanding of the side effects of their medications. Over the past fiscal year, we completed more than 780 Med Checks with patients.

We also give back to the profession of pharmacy by having our residents and clinical pharmacists precept and mentor students from various colleges we have affiliations with, which include the University of California, San Francisco (UCSF) and Thomas J. Long, University of Pacific. We also provide an opportunity for the residents to give lectures, in conjunction with the UCSF School of Pharmacy, which affords continuing education credits for pharmacists. The topics presented in February and March 2014 included:

- "Emerging Drugs of Abuse – Bath Salts, Salvia, Spice and More"
- "'Weighing In' on Antimicrobial Dosing in Obese Adult Patients"
- "Methadone therapy for the management of chronic pain vs. substance abuse: How do you differentiate?"

Pharmacy residents also participate in the multi-disciplinary model at Community Regional, by rounding with the physician teams for patient care and providing drug information. For more information about our program, please visit: http://www.communitymedical.org/medical-professionals/residencies-fellowships/pharmacy

Some of our clinical pharmacists/preceptors were honored last year with one of our pharmacists being selected for a teaching award by the UCSF Fresno Pharmacy Education Program by the class of 2014.

**Apple for Excellence in Teaching Awards:**

- Linda Kimura, PharmD, BCPS of Community

The Apple for Excellence in Teaching Award is a school-sponsored teaching award and represents excellence in precepting for Advanced Pharmacy Practice Experience.

Several of our pharmacists also participate in Pharmacy Outreach programs and sessions with local high school students as part of the Doctors Academy (DA). The DA is a program for, among others, students at Caruthers, Selma and Sunnyside high schools who are interested in health professional careers.

Community's pharmacists are committed to patient care and providing our patients with the most up-to-date information regarding their medication therapy. Many pharmacists have taken the initiative to gain Board Certification in Pharmacotherapy, designated by BCPS, which stands for "Board Certified Pharmacotherapy Specialist." Our commitment to patient care is what encourages pharmacists to expand professionally to gain this optional certification. Community currently has more than 21 pharmacists that have BCPS certification.

Community Regional has a Patient Centered Integrated Practice (PCIP) Pharmacist model. The PCIP Pharmacist participates as a member of the interdisciplinary team, proactively assisting with evidence-based medication selection, quality improvement and the development of therapeutic plans. The PCIP Pharmacists have operational and clinical responsibilities to help them achieve high quality, patient-centered care. This model allows pharmacists to be deployed to hospital floors where they are responsible for medication consults per protocol, help answer drug information questions for healthcare practitioners, help expedite medications to patients and allow pharmacists to speak to patients regarding their medications.

Community's pharmacists also have co-authored chapters in published books. Mallory Cruz, Linda Kimura, and Giovanni Lares assisted Dr. Tanya Warwick in co-authoring sections of "A Patient's Guide to Pulmonary Embolism: Answer the Questions That Matter."

Community's pharmacists continue to present topics and their research at national and international conferences. Among them:

- Harlan Husted presented a two-part webinar series called "Fundamentals of Fluid, Electrolytes and Acid-Base Disorders on behalf of A.S.P.E.N. (The American Society for Parenteral and Enteral Nutrition)". The webinar was focused on educating clinicians (physicians, nurses, pharmacists and registered dieticians) with a fundamental overview of the management of electrolyte disturbances along with interactive case examples. Husted presented on Disorders of Sodium Balance on May 7, 2014, and moderated the second part of the webinar series on May 21, 2014, which had more than 300 participants in an international web-based forum. It was the most highly attended webinar program offered by ASPEN in 2014.
- Linda Kimura participated in an abstract titled "Comparison of international normalized ratio values to bleeding and coagulation-related complications in patients on warfarin" that was presented at the Central California Research Symposium on April 24, 2014 in Fresno.
- A research poster was presented at the Society of Critical Care Medicine (SCCM) Annual Congress conference in San Francisco on Jan. 9 - 13, 2014. SCCM is the only organization that represents all professional components of the critical care team and has approximately 16,000 members representing more than 100 countries. SCCM promotes excellence in patient care, education, research and advocacy. Melissa Reger presented the research on behalf of primary investigator Stephen Rettig, and co-investigator Staci Anderson on "Appropriate Empiric Antibiotic Therapy for Ventilator Associated Pneumonia in Trauma Intensive Care Unit Patients."

## Volunteer Services

At Community Regional, 596 working adults, juniors, chaplains and students provided 63,197 hours of service as volunteers. This equates to 30.62 full-time employees for the year 2013-2014.

The areas in which the adults, juniors and chaplains worked and the services they provided included:

- Unit-based volunteers (Short Stay, Endoscopy, Admitting, Burn Center, Case Management, Emergency Department, ICU Step Down, NICU).
- Shuttle service for visitors and staff on-campus.
- Taking patients after discharge from their rooms to their vehicles.
- Assisting departments with filing, answering phones and special projects.
- Delivering flowers to patient rooms from the front desk.
- Delivering patient mail.
- Picking up and delivering to the laboratory and returning reports.
- Helping the guest ambassadors at the front desk.
- Sitting at information desks to help answer questions for family members.

Community Regional Volunteer Services also partners with many local schools and programs, enabling students to receive practical experience in their areas of interest and study. Examples include:

- Fresno County Office of Education -- ROP (regional occupational program) students from Roosevelt and Washington Union high schools
- Fresno City College -- radiology tech, respiratory tech and surgical tech students

- California State University Fresno -- dietary and nutrition, speech therapy, physical therapy, and social work students
- San Joaquin Valley College – respiratory therapy, medical assistant, and surgical tech students
- Loma Linda University – nuclear medicine
- Heald College – Pharmacy tech, health information and medical assistant students

## Other Examples of Community's Service

## Clovis Community Medical Center

Clovis Community Medical Center has grown in scope and reputation since its establishment in 1965. Clovis Community is committed to the community's health and well-being, through quality care and medical services as well as education and outreach. We are pleased to partner with several local high schools and colleges whose mentorship programs allow students the opportunity to learn in a real-life setting. In addition, providing continuing education on campus to our licensed clinical staff and physicians is a top priority. Thanks to the opening of the H. Marcus Radin Conference Center on campus in 2012, we now provide health education on a broader scale for various groups including staff, physicians and the public.

### Student Education & Mentoring Programs

**Medical Imaging & Marjorie E. Radin Breast Care Center**

The Radin Breast Care Center has an ongoing partnership with the Fresno City College Radiologic Technology Program (ROP). Clovis Community provides a dedicated student coordinator who manages the students' clinical rotation schedules and their training including an evaluation of progress.

**Women's & Infants' Services**

The Women's & Infants' Services department actively works with nursing students from National University, Fresno City College and Fresno State University to provide clinical experiences for nursing students. Nursing students spend time in the Neonatal Intensive Care Unit (NICU), Labor & Delivery and Postpartum areas learning all aspects of obstetrical and neonatal care. The department also routinely provides senior focus leadership opportunities within the Women's & Infants' department for those students who think Maternal/Child nursing would be an area in which they would like to work. Our physicians and nurses are committed to fostering a positive learning environment for students knowing they are our future, and ultimately a benefit to the community at large.

**Volunteer Department**

Clovis Community's volunteer department partners with many local schools and programs allowing students to receive practical experience in their areas of interest and study. This year's students will experience a variety of job skills that will better prepare them for their future in the healthcare industry. In most situations, they will be working in pairs and placed in select departments for a one-month rotation before moving on to the next assigned area. Our goal is that each student will have the opportunity to experience at least six diverse areas within the hospital.

Some of the schools we partner with include:

- Fresno County Office of Education - ROP students from Clovis North
- Fresno City College – radiology tech and pharmacy tech students
- California State University, Fresno – dietary and nutrition students
- Hands on Central California – a Valley agency for the leadership of volunteer programs networking with other local agencies
- Southern San Joaquin Valley Area Council – member and host
- Northern California Directors of Volunteer Services – member
- Loma Linda University
- San Joaquin Valley College – surgical tech students
- Institute of Technology partnership for "Junior Chef" students

**Volunteer Guild**

Other types of volunteers include hospital Guild members, chaplains, adult and junior/student volunteers, unemployed people and professionals. As a result of volunteer service, Clovis Community has hired many volunteers into the workforce. Volunteering provides hospital staff with an opportunity to see how an individual performs and can often lead to employment. The Clovis Guild has donated more than $1 million to the hospital and recently built the new water feature in front of the hospital as well as donating $250,000 to the newborn nursery.

Guild volunteers served 8,541 hours. For this period a total of 31,242 hours of service were donated by volunteers.

The Guild also provides tray favors for the patients on all major holidays. Guild members have donated handmade items to Dialysis and Family Birth patients. These include afghans, baby blankets and hats. Many members have also participated in "Operation Gratitude," providing hats for our troops.

**Physical Therapy/Rehabilitation**

The Physical Therapy and Rehabilitation Services department works with students from a variety of schools by offering them exposure to the practice of physical therapy in an inpatient and outpatient setting. This includes undergraduate students who need Physical Therapy (PT) volunteer hours in inpatient (IP) and outpatient (OP) settings in order to apply to a physical therapy school. We offer students exposure to various settings by having them "shadow" a physical therapist for the time that they are volunteering. This allows them to see the profession in action, learn about the role of physical therapy, and ask questions based on what they see. Many of these individuals eventually become full-time employees in the department.

We also partner with colleges by offering their current PT or speech-language pathology (SLP) students the opportunity to perform their clinical rotations with one of our licensed professionals. This is usually a 4-12 week commitment where the student works with the licensed therapist. We offer them real experience in patient management including education on treatment techniques, documentation standards, resource utilization, regulations/compliance and reimbursement.

Lastly our department has participated in the regional occupation program (ROP), a partnership with Clovis Unified. High school seniors are given the opportunity to come to our outpatient physical therapy gym as part of their educational experience, for exposure to the profession to assist in potential career path decisions/college education planning.

Also, the staff of the Outpatient Physical Therapy department collects small toiletry items to donate to Terry's House. This benefits the family members who stay at Terry's House while their loved one is at Community Regional.

## Educational Events

### Central California Women's Conference

In the fall of 2013, Clovis Community/Marjorie E. Radin Breast Care Center sponsored the annual Central California Women's Conference held at the Fresno Convention Center, which drew more than 3,000 Valley women. The conference focuses on personal and professional development for women.

The Radin Breast Care Center hosted a booth in the Marketplace where educational information about breast health was offered.

Printed educational materials were provided to participants that covered programs and services offered at the Radin Breast Care Center, specific information about breast density, BRCA1 and BRCA2 gene information along with other resources for women about annual mammograms and overall breast health.

### Susan G. Komen Race for the Cure

Clovis Community/Marjorie E. Radin Breast Care center participated in the annual Susan G. Komen Breast Cancer Foundation's Race for the Cure held each year at CSU Fresno. The focus of the educational booth at the October 2013 Race for the Cure was to provide educational information and the importance of annual screening mammograms.

### Tough Enough to Wear Pink/Clovis Rodeo

The Radin Breast Care Center was a sponsor of the Tough Enough to Wear Pink event held as part of the Annual Clovis Rodeo, which sets aside one day of the weekend to raise awareness and financial support for breast cancer. The Radin Breast Care Center was also the recipient of a generous donation which was generated by ticket sales.

### Community Education

The Marjorie E. Radin Breast Care Center provided education about overall breast health and stressed the importance of routine exams and mammograms. The center also provided information and resources available for uninsured or underinsured in our community at the following events:

- Making Strides Walk
- Poverello House health fair
- The Discovery Shop bake sale
- Softball tournament at Buchanan High School in Clovis

**Lymphedema Clinic**

Annually, the Lymphedema Clinic at Clovis Community applies for grant funding from the Central Valley Affiliate of Susan G. Komen. As grant recipients, representatives from the lymphedema clinic have participated in the following activities:

- Provided the public with education and information about lymphedema at the Susan G. Komen Central Valley Race at Fresno State University.
- News conference to educate the public on our organization and how the grant funds are used to assist clients in obtaining necessary care.
- Televised roundtable interview and discussion about our services and how grant funds are used to benefit those in need in order to promote Komen fund-raising efforts.
- Grant writing seminar and networking with other grantees to improve awareness of all services supported by Komen Grant funding.
- Educational "commercial" for Komen Central Valley on lymphedema with a focus on our clinic and the services we provide.

**Monthly Clinical Education Seminars & Clinical Support Groups**

Clovis Community offered on-site monthly educational seminars throughout the year to the general public on various topics such as weight-loss/bariatric surgery, weight-loss related procedures and diabetes education. Information was provided by physician speakers and educational materials were distributed to seminar attendees.

In addition, the center offers a monthly support group hosted by clinical staff to provide ongoing education and support for weight-loss. Our Breast Cancer Support group also meets monthly and offers teaching and support for breast cancer patients and their families. This group is hosted by a nurse and a clinical social worker. This support group also is offered to Spanish-speaking groups on a monthly basis.

**Memberships/Sponsorships**

- Alzheimer's Association
- Central California Women's Conference
- Clovis Annual Mayor's Breakfast
- Clovis Chamber of Commerce
- Clovis Rodeo Association/Tough Enough to Wear Pink
- Clovis Unified School District Athletic programs
- Fresno Area Taiwanese Association
- Hinds Hospice Angel Babies Walk
- March of Dimes
- Susan G. Komen Race

**Physician & Clinical Staff Continuing Medical Education (CME)**

Clovis Community offered Continuing Medical Education (CME) to physicians and other licensed clinical professionals on campus. The opportunities for continuing medical education included:

| | |
|---|---|
| October 2013 | Dr. Michael Synn<br>• The State of ART: Recent Progress in Advanced Reproductive Technology |
| January 2014 | Dr. Jay Kaplan<br>• Practicing Excellence: How to Give Great Care and Feel Good at the End of the Day |
| March 2014 | Dr. Aijaz Ahmed<br>Dr. Subhas Banerjee<br>Dr. Ram Chuttani<br>Dr. Roberto Gugig<br>Dr. Andrew F. Ippoliti<br>Dr. Bhavesh Shaw<br>Dr. Shyam Thakkar<br>• Frontiers in Gastroenterology & Hepatology/GI Symposium |
| April 2014 | Dr. Rohit Sundrani<br>• Evidence-Based Care of the Acute Coronary Syndrome (ACS) Patient |
| May 2014 | Dr. Amy Evans<br>• Breastfeeding and Maternal Medications and Breastfeeding Basics for the Pediatrician |
| July 2014 | Dr. Allan A. Hunter<br>Dr. Michelle V. Carle<br>• Diabetic Retinopathy |
| August 2014 | Dr. Sasan Sazgar<br>• Cognitive Errors, Missed Diagnosis: A Rational Approach to Predictably Irrational Thinking |

## Public Health Education

### HealthQuest

In April 2014, Clovis Community in partnership with ABC Channel 30 and Clear Channel Communications launched a new public health awareness and education program. This is a series of free community forums designed to help the public make informed and healthy life decisions.

| | |
|---|---|
| April 2014 | Dr. Stewart Mason<br>• Women's Reproductive Health Tips from 25 – 45 and Beyond |
| May 2014 | Dr. Dineshi Liyanage<br>• The Natural Progression and End-of-Life Issues in Alzheimer's Dementia |
| June 2014 | Dr. Rohit Sundrani<br>• Women and Heart Disease |

August 2014 Brenna Hughes, M.A., CCC-SLP
- Concussions: Returning to Life After an Impact

## Fresno Heart & Surgical Hospital

In mid-2006, Community became the sole owner of what is now the Fresno Heart & Surgical Hospital, a non-profit facility focusing on cardiac, bariatric, minimally invasive and general surgery.

Education programs and outreach efforts provided by Fresno Heart & Surgical last fiscal year included: February– Richard Heath & Associates, Heath Benefit Exchange program-- Regional Covered California event

- March – California Hospital Association workshop
- April – Hospital Council of Northern & Central California Readmission Summit
- July - Hospital Council of Northern & Central California Readmission Summit
- August - Hospital Council of Northern & Central California Readmission Summit
- August – Fresno County Department of Public Health meeting
- September– Central California Women's Conference
- September– American Heart Association Heart Walk
- October - Hospital Council of Northern & Central California Ebola Preparedness Meeting
- November – California Department Public Health Roundtable

**Bariatric Support Groups:**

- Exercise and nutrition every Monday
- General Support group the first Tuesday of every month
- Back-on-track support group the second Saturday of every month
- Psych support group the second Wednesday of every month
- Back-on-track support group the third Wednesday of every month
- Psych support group the fourth Tuesday of every month
- Psych support group the fourth Wednesday of every month

**Cardiac Support Groups:**

Mended Hearts is a community-based non-profit organization that strives to improve the quality of life of heart patients and their families through ongoing peer-to-peer support:

- Mended Hearts monthly meetings –third Thursday of the month
- Regional Chapter – Quarterly meeting

**Student Education/Mentoring Programs:**

Each semester a business student from the Fresno State University Craig School of Business spends at least eight hours during the semester shadowing the Fresno Heart & Surgical Hospital chief executive officer. Students attend administrative team meetings in which they learn about business strategy and hospital operations.

Fresno Heart & Surgical's pharmacy serves as a clinical training site for University of Pacific (UOP) and University of California San Francisco (UCSF) pharmacy students. These fourth-year pharmacy students are precepted by pharmacists during their six-week clinical rotation.

Fresno Heart & Surgical made a $25,000 donation to American Society of Metabolic and Bariatric Surgery (ASMBS) in December 2013 to advance the practice, technique and quality measures of bariatric and metabolic surgery throughout the state.

## California Cancer Center

**Skin Cancer Screenings Held June 7, 2014 and Sept. 6, 2014 at the California Cancer Center**

The goals were to:

- Educate the Fresno community about the risk of skin cancer, types of skin cancer, appearance of skin cancer, populations affected, prevention methods, and treatment options.
- Identify those who participated in the screening and had abnormal appearing areas and refer them for follow-up care.
- Reduce late-stage cancers in the participants and help prevent skin cancer through education.
- Encourage participants to share with their friends and families the information provided and thereby reach a much larger segment of the community.

The results:

- Eighty-seven people were screened by six physicians and three nurse practitioners.
- Almost a third of the participants were referred for follow-up.

**Lung Nodule Education at the Central California Women's Conference**

The goals were to:

- Educate a high-risk population about lung cancer risks, prevention, resources for care, and treatments.
- Expand the information to their families and friends through written educational material.
- Reduce the number of late-stage diagnoses by increasing awareness of symptoms, use of prevention methods and options for diagnosis and treatment.

The results:

- Established a booth at the Fresno Women's Conference which was manned by a nurse who spoke to interested attendees about the prevention, early diagnosis and treatment for lung cancer.
- Provided written information on prevention, early diagnosis and treatment for the attendees and their friends and families.

**American Cancer Society's (ACS) Relay for Life held May 3, 2014**

The goals were to:

- Support the ACS's programs that assist patients.
- Assist in educating attendees using written material and one-on-one contact.
- Support and celebrate survivorship.
- Raise funds for ACS through sponsorship and activities at the event.

The California Cancer Center was a sponsor of the event.

**Leukemia and Lymphoma Society's (LLS) *Light the Night Event* at Chukchansi Park**

The goals were to:

- Support the LLS's program that is leading the fight to find a cure for Leukemia and Lymphoma.
- Support and celebrate survivorship.
- Raise funds for LLS through sponsorship and activities at the event.

The California Cancer Center was a sponsor of the event.

**Support Groups**

**Man-to-Man Prostate Cancer Support Group, meeting third Wednesday of each month**

The group focuses on education about prostate cancer, treatment options, side effects, coping, support and survivorship. The group invites the spouses and significant others to attend the educational hour with the men. They divide into separate groups for the second hour. The group invites speakers from the medical professions and others with expertise in areas of interest to patients. A licensed clinical social worker is available at these meetings.

**Coping With Cancer Support Group, meeting every Wednesday**

This support group is open to all patients and loved ones. Members of the group share experiences and ways to cope with all aspects of cancer whether emotional and/or physical. A licensed clinical social worker is available at these meetings.

**Family and Friends Cancer Support Group, meeting first Wednesday of each month**

This group is open to family members and friends of cancer patients who need a place to express their emotions and talk about their experiences. A licensed clinical social worker is available at these meetings.

**Look Good Feel Better**

The Look Good Feel Better program is a free, nationwide support group, sponsored by the American Cancer Society. The group helps cancer patients improve their appearance and self-image by teaching them beauty techniques to manage their appearances after chemotherapy and radiation treatments. Wigs and make-up

kits are provided for free. A licensed esthetician facilitates the group and provides one-on-one attention. Preregister at www.lookgoodfeelbetter.org or 559-451-0163 to ensure color match on kit.

The California Cancer Center continues to maintain a patient library with books and resources for patients, families and the community.

## Stewardship

Donor-investors gave $6.7 million in gifts, pledges and in-kind services to Community in fiscal year 2014.

The largest gift was a $1.5 million pledge from Jim and Debbie Christian to Terry's House. This pledge is the first to begin a Terry's House endowment. Terry's House had numerous donations last year to support operations, but this was the first gift to create an endowment that would help the operating budget in perpetuity.

Terry's House increased the amount of money it raised last fiscal year over the prior year by $500,000. Donor-investors gave a total of $1.8 million last fiscal year to Terry's House. This was led by the gift from Jim and Debbie Christian, one of 2,315 gifts that helped Terry's House. Gifts were used to start an endowment, upgrade facilities and pay for families to stay in the facility. Terry's House is funded completely by philanthropic gifts and needs the help of donor-investors in the community to provide for the families who stay there.

One of those major donor-investors was The Leon S. Peters Foundation, which continued to support the "Leon S. Peters Family Host Program." This program was created to assist families who cannot afford to pay for their stay at Terry's House.

Terry's House was made possible by a lead gift from Tom Richards, CEO of the Penstar Group, to honor his brother Terry Richards, who experienced a serious trauma at age 5 when he was severely injured in a car accident. For months, his mother traveled 80 miles a day to see her son while he was recovering. Richards wanted to help Community build Terry's House so families wouldn't have to travel as far to be with their loved ones who are at Community Regional.

Last fiscal year, Terry's House served 1,040 new families. About 16% of families who stayed at Terry's House last year returned as guests for additional stays during their family member's course of treatment at Community Regional. Since opening in January 2011, Terry's House has served 2,872 new families. Overall, approximately 22% of families served return for additional stays at Terry's House. These guests have traveled from 42 states, 22 foreign countries and 3 U.S. territories.

Patients whose family members stayed at Terry's House in FY14 were being treated at the neonatal intensive care unit (18%), trauma and burn units (51%), neurosciences unit (10%) and cardiac unit (5%).

Community received support from many generous donor-investors this year including an anonymous pledge of $1 million for women's and children's services at Clovis Community. The CMI Radiology Group made a new pledge of $360,000 to push their lifetime giving total to more than $1 million – becoming part of the Leon S. Peters Society.

An anonymous grateful patient invested $250,000, and the William Randolph Hearst Foundation gave $150,000 to support neurosciences. Wells Fargo gave $100,000 for education advancement of Community employees.

Clovis Community benefited from Five 4 Five donor-investors who continued to raise money last fiscal year by making payments on their pledges and recruiting new participants. Nine new pledges were added, raising an additional $225,000 for Clovis Community. These pledges are paid $5,000 each year for five years, providing $45,000 for Clovis Community annually for the next five years.

## Health and Other Advocacy

Community's leadership team continues to provide campus tours, participate in forums and provide issues briefings involving local, state and federal elected and appointed officials. Last fiscal year that included participating in a two-day health and policy briefing for legislative staff through the California Legislative Staff Education Institute.

Members of Community's leadership team regularly travel to Sacramento and Washington, D.C., to advocate for the Valley's health needs. That advocacy includes membership and leadership positions in the California Hospital Association (CHA) and the Private Essential Access Community Hospitals Inc. (PEACH).

Community is a member of the Maddy Institute at California State University, Fresno, which fosters civic engagement, leadership training and policy analysis in the Valley. Community also serves on the governing boards of Fresno First Steps Home, a nonprofit seeking to provide housing to the homeless, and the Fresno Economic Development Corporation, and on the government affairs council of the Greater Fresno Area Chamber of Commerce.

Community continues its multi-year partnership with the Hospital Council of Northern and Central California, area hospitals, emergency services and county staff to address the growing public-health crisis brought on by cutbacks in Fresno County's behavioral health services, including the so-called "5150" patients. The coalition and its members held multiple individual and community meetings and also made presentations to the Fresno County Board of Supervisors. The board, acknowledging that mistakes were made in reduction of behavioral services, promised in January 2011 to fast-track the reopening of a crisis intervention center. Subsequently, the county contracted with a private vendor and, in May 2012, the Exodus Recovery Crisis Center opened on the campus of the former University Medical Center.

As part of this hospital collaboration, Community helped publish a second edition of a federally mandated community needs report in 2013; the initial edition was published in 2011. The reports assessed various health problems throughout the region drawing on data research as well as focus groups. The findings enabled our three hospitals to develop implementation plans to address some key community needs. Both the report and the implementation plans, required every three years by the Affordable Care Act, were distributed to and reviewed by Community's governing Board of Trustees. The board approved the plans in June 2013. Community is already working with the Hospital Council towards a third edition.

Together with the Hospital Council, Community serves on a healthcare advisory committee that assists California Assembly member Jim Patterson of Clovis, who sits on the Assembly Health Committee.

Community, working with the Hospital Council and the Fresno Economic Development Corporation, published an independently researched report in 2013 detailing the important roles hospitals in Fresno and Madera counties play in the region's economic well-being.

Community also continues to provide strategic leadership via the Fresno Healthy Communities Access Partners, a nonprofit organization consisting of 12 health and community organizations working together to improve access to healthcare for medically underserved communities in Fresno and the Valley.

Community is proud of its accomplishments to date, but also mindful of unmet challenges. Community staff and physicians contribute thousands of hours as volunteers for civic, cultural, social justice, religious and health groups, often serving in leadership positions and as mentors.

These organizations include: United Way of Fresno, Fresno Rescue Mission, Poverello House, National Alliance for the Mentally Ill, Fresno State Project Management Institute, Central California Chapter of the Project Management Institute and Fresno and Clovis Rotary clubs.

Among other contributions and pro-bono activities:

- Community's Patient Financial Services Department staff participates in blood drives for the Central California Blood Bank, food drives and bake sales for the Community Food Bank and makes donations or provides physical support to the Ronald McDonald House, Bili Project Foundation of Sonoma, American Cancer Society, Disabled American Veterans, American Heart Association, Brian Sturgeon Run for United Cerebral Palsy, Susan Komen Race for the Cure annual walk, Terry's House – Spokes 'n' Rods event, Wounded Warriors Project, Operations Smile, Operation Christmas Child and Samaritan's Purse.

- Community Regional partnered with the Fresno Council on Child Abuse Prevention to present classes on "Internet Safety, Cyber-bullying and Sexting." Community Regional and its pediatrics unit also co-sponsored bringing "The Lisa Project" to Fresno. The interactive project focuses on children's experiences with child abuse. The project had more than 4,000 visits. Pediatrics staff members also volunteered to serve at Camp Sunshine Dreams at Huntington Lake, a camp for children who have cancer and their parents; 115 children participated.

- Community donated $25,000 to MedShare Inc., to purchase supplies to combat the spread of the Ebola virus in West Africa.

- Community provided $60,000 to the Hospital Council of Northern and Central California in support of medical respite homes for medically needy, formerly hospitalized homeless people.

- Community participated in the annual Healing Hearts Golf Tournament in support of the Fresno Rescue Mission.

- Community was a co-sponsor for the annual Valley Visions event, which supports the UCSF Fresno Medical Education and Research Program.

- Community provided $25,000 to Fresno First Steps Home, a nonprofit group seeking to provide housing for Fresno's homeless.

- Fresno on Ice, the downtown winter ice rink, to benefit the community, employees and downtown revival.

- True Heart Women's Motorcycle Club held its second annual mystery ride fundraiser, donating $5,500 to benefit Terry's House.

- Assistance/sponsorships for the Marjaree Mason Center; the annual Champions of Justice event sponsored by the Central California Legal Services, Inc.; the Clovis Community Foundation Mayor's Breakfast; and the United Way.

## Other Educational Outreach

In addition to working actively with local media to bring important health and medical news to the public, Community continues to produce health news, videos, feature stories and leadership blogs. The News and Events section of its website received 161,228 page views last year.

Community's corporate YouTube channel had 507 subscribers, more than 350 videos and tallied more than 138,327 video views. Community's corporate Facebook account had more than 2,100 fans. Its LinkedIn account had more than 1,980 followers. Community's corporate Twitter account had more than 560 followers.

**The 2013/2014 Community Benefits Report was prepared by John G. Taylor, director of public affairs, Community Medical Centers, Fresno, CA**

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