



**New name for hospital** 8-26-1983

name "Delano Community Hospital" will be a thing of the past. Effective Sept. 1, the old and the new building will be as the Delano Medical Center. The name change is because at least 80 percent of the people in the hospital live in Delano, according to Sean O'Neal, hospital administrator.

O'Neal made the announcement Thursday night during the hospital's Community Advisory Council meeting.

During other announcements, O'Neal said the medical office building will feature a retail pharmacy that will sell both drugs and cosmetics.



**Emergency Center open**  
**se held; 100 attend**

Switzer stated that it was a shame more people did not take advantage of the opportunity to see the Emergency Department and the service it provides to the community.

Also on duty were Delano Ambulance and Delano Fire Department. The special equipment to handle all types of emergencies was also on hand.

Administrators Bruce

**DELANO REGIONAL MEDICAL CENTER**

**40** CELEBRATING 40 YEARS

**Caring for Delano 1974 - 2014**



**Community Benefits Report 2014**



## Letter from the President

### To Our Communities...

In January 1974, Delano Regional Medical Center (DRMC) opened its doors with 10 patients, 50 employees, 5 physicians and 110 volunteers! Celebrating our 40th anniversary in 2014 gave us an opportunity to look back and recognize the tremendous changes that have taken place within the hospital and the healthcare structure of America today.

We know that hospitals are one of the community assets we don't want to visit but are glad they are around when we need them. This thought is the same today as it was in 1974.

For DRMC, our role and the impact we make on the health and wellness of the local communities goes beyond the hospital setting. Along with treating people when they are sick, our goal is to prevent disease, support wellness at every life-stage, and ensure that every person we serve has access to high quality medical care. This fundamental position was in place 40 years ago and continues to strengthen today, forming a solid foundation in the care we give.

While it is challenging to truly measure the importance any hospital makes within a community, this report defines the commitment DRMC has to our neighbors, our friends and our families. It reveals the hospital and our clinics provided \$23,734,680 in services above and beyond healthcare services delivered. And, it gives a closer look into the many activities and programs carried out to improve community health that extends beyond our four walls.

As a not-for-profit hospital, we consider tax-exemption a privilege and we are accountable for this privilege. We use our income to invest in advancing technologies and medical innovations, as well as expanding access to services to meet the ongoing needs of patients and our communities. Our community benefit efforts are more than charity care. We take deliberate steps to meet identified health needs, particularly in the vulnerable, uninsured, minority and underserved populations.

With each health service, screening, educational program and dollar invested to help people, DRMC advances the physical well-being and economic health of our communities. It is our determined belief that it takes more than medical care to make a community healthy. It takes, education, prevention, investment, advocacy and a sincere sense of community responsibility and involvement.

  
**Bahram Ghaffari**  
President



## **Our Hospital**

A 156 bed full service, community and regional hospital, DRMC is a nonprofit acute-care facility serving Delano, California and the surrounding communities.

Our team of 700 dedicated employees, 25 volunteers and 130 physicians work together to offer personalized patient care in a warm and caring environment.

Delano Regional Medical Center is accredited by the American Osteopathic Association (AOA), Healthcare Facilities Accreditation Program (HFAP), is an Accredited Comprehensive Bariatric Center with MBSAQIP and is designated a Blue Distinction Center for Bariatric Surgery by Blue Cross Blue Shield.

## **Mission**

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

## **Vision**

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

## **Values**

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

## Our Community

Delano Regional Medical Center is located in the heart of California's agriculturally rich San Joaquin Valley. The cultural diversity in the rural communities we serve bring vitality and energy to our everyday lives. That diversity is 74.5% Hispanic, 13.4% Asian, 5.8% White, 4.7% African American and 1.6% mixture of other races and ethnicities.

Like many cities, Delano is contending with numerous socioeconomic challenges. Although we are a young community with the average age of 28, many residents are economically in need. The median income per household in the city is \$34,155 with 23.6% at or below the national poverty level versus the California state average of 13%. The unemployment rate is 26.7% while the state average is 7.3%. Nearly 56% of adults over 25 have a 12th grade education or lower but with no high school diploma, compared to the state average of 18.6%. Approximately 30% of the families are migrant farm workers and 74% speak a language other than English in the home, significantly higher than the state average of 43%.

It is important to note that major health issues such as diabetes, obesity, asthma, stroke, heart disease and teen pregnancy are associated with poverty, all of which influence the health of DRMC's communities.

While the hospital has a large role to play in facilitating access to care, we recognize that we can't address every need throughout the communities we serve. That's why we work with community organizations, government partners, and individuals throughout Kern County to amplify the impact of our efforts, and care for more people than any organization could on its own. Together we're delivering the care and support our communities need most.



Caring for Our Families,

Our Friends and

Our Neighbors

**Births**

**830**

**Pediatric Visits**

**740**

**Surgeries**

**4,120**

**Admissions**

**3,291**

**Emergency Department Visits**

**28,139**

**Rural Health Clinics Visits**

**36,431**

**Community Benefit:** Assures that cost is not a barrier to care

## Unpaid costs of patient care

As part of its not-for-profit mission DRMC treats all patients who enter our doors, regardless of ability to pay. In addition, we care for numerous patients each year on government health programs such as Medicare and MediCal. All three programs...charity care, Medicare and MediCal...pay hospitals for that care at rates that are below the actual costs of delivery of the services. DRMC absorbs those losses as well as uncollectable patient care costs as part of our community commitment.

In 2014, DRMC absorbed more than \$22,596,918 in losses caring for the communities' poor, uninsured and senior citizen populations. That total includes \$487,000 in charity care; \$9,915,000 in uncollectable and uncompensated costs for treatment (also known as bad debt), \$1,937,567 in unpaid care for Medicare patient and \$10,257,351 in unpaid care for MediCal patients.



## **Community Benefit: Involves Action**

We know that having limited or no access to healthcare is a serious issue for many individuals and families. People who can't afford a doctor visit often put off getting help until serious problems arise and then go to hospital emergency rooms or go without care. Underlying conditions go untreated and chronic conditions go unmanaged. Through a variety of hospital services and community programs, DRMC provided help to address these and many other issues for the communities we serve.

## **Community Benefit: Provides Access**

### **If you can't come to us .... we'll come to you**

With the completion of our Community Health Needs Assessment, DRMC committed to addressing the issues of obesity, women's health, access to healthcare and chronic illnesses (such as diabetes) prevalent to our population. Community education around these topics is critical and was integrated into our community outreach programs and classes throughout the year. These programs include diabetes, prenatal care, heart health, nutrition, exercise and disease prevention and management. Community education served 3,400 people in 2014 for a valued benefit of \$183,384.

In 2014, DRMC and our clinics provided essential health screenings, services and information to our residents through various health fairs, community functions, street fairs healthy life-style activities and health clinics and classes. Throughout the year 5,765 people were served at a financial benefit of \$92,515. Some of the screenings, information and services included:

Blood glucose testing  
Blood pressure  
Body fat/BMI  
Pulse oximetry  
Stroke risk  
Spirometry testing  
Osteoporosis

Cholesterol testing  
Diabetes prevention/management  
Ebola awareness  
Nutrition, obesity and weight management  
Hands on CPR  
Breast cancer awareness and screenings  
Managing your overall health



## Free public flu clinics

Each year DRMC strives to minimize the impact of flu in our community by offering a series of free flu shot clinics. In 2014, over 600 individuals received a flu shot through one of the free clinics as well as more than 400 provided at the hospital.



## Diabetic Walk

Diabetes is the fifth leading cause of death for Hispanics in the United States. To help our population prevent or manage this chronic disease, Delano Regional Medical Center created a community outreach program that involves education about the prevention and management of the disease, monitoring and tracking progress, nutrition classes for healthy eating and events such as the annual Diabetes Walk.



*Community Benefit: Combines education with quality care*

## Education for Health Professionals

Hospitals are a vital setting for medical and clinical education for healthcare professionals. Education is an essential part of ensuring a well-trained healthcare workforce for the future – especially with projections of future shortages within medical professions. The value of the professional education DRMC provided in 2014 reaches almost \$671,654. In addition, ten scholarships were provided to aspiring healthcare professionals graduating high school.

**Community Benefit: Builds a community**

## Investment and partnership

DRMC knows it takes more than healthcare services to ensure a strong community. Education, safety and other services are part of the hospital's broad commitment to the people we serve. These services cover a wide array of community benefits such as financial donations and sponsorships to local organizations, development of local partnerships to address unique community needs, involvement in community building activities and donations of physical resources that enhance the well-being of the community.

In 2014 this investment into the future of our communities totaled \$190,209 through donations, sponsorships, service, involvement and support.



## Community Benefit: is an Investment

Financial Assistance - Charity Care	\$ 487,000
MediCal - MediCare	\$12,194,918
Bad Debt	\$ 9,915,000
Subtotal	\$22,596,918
Community Education	\$ 183,384
Professional Education	671,654
Community Service and Involvement	38,399
Community Outreaches	92,515
Donations and Sponsorships	47,390
Community Support	104,420
Subtotal	\$ 1,137,762
<b>Total 2014 Community Benefits</b>	<b>\$23,734,680</b>

### *What is Community Benefit?*

*Continuous investment of time, energy and resources to provide our communities with remarkable care that puts the patient first in everything we do.*

*The health of the communities we serve is our priority and a commitment we take very seriously.*

# Delano Regional Medical Center

*Yesterday*



*Today*



*Tomorrow*



*Working together for a healthier community*

