



# 2014 COMMUNITY *benefit report*



**ENLOE**  
MEDICAL CENTER



# Healing

<< *This is one of three skylight installations in a healing art series at the Enloe Regional Cancer Center titled “Healing Elements.” This piece - “Sky” - was lovingly created and generously donated by artists and cancer survivors Kimberly Ranalla and Reid Seibold.*

*The “Healing Elements” pieces represent water, earth and sky. Together they invoke the healing that comes from reflecting on nature for patients and guests at the Cancer Center.*

*~ Photo credit, Bill Ranalla*

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**November 2014**

Dear Friends,

Last year, we reached out to residents throughout the areas we serve, asking what they see as the most important health needs facing our community. Not surprisingly, social and lifestyle issues were among those topping the list. When asked what area residents consider the “most important health problems” and “risky behaviors” currently facing our community, among the top five responses were alcohol & drug abuse, obesity and lack of physical activity. Recognizing these issues touch a variety of health conditions and chronic diseases, we’ve offered a number of opportunities for local families to participate in health education events, receive information and tools for managing health and lowering chronic disease risk factors, as well as learn about wellness and healthy activities.

Community benefit encompasses many aspects of health and wellness, but our overall mission at Enloe Medical Center is to provide treatment and/or promote health and healing as a response to identified community needs. According to the California HealthCare Foundation, around 90 percent of the care a person needs to manage a chronic disease must come directly from the patient him/herself. Self-management interventions, such as self-monitoring and decision making, lead to improvements in health outcomes and health status. By focusing our efforts on programs that inspire healthy behaviors and create awareness of how those behaviors influence chronic illnesses, we aim to empower individuals to take charge of their personal health needs.

Looking towards the future, Enloe Medical Center is dedicated to providing professional education opportunities to help ensure a continued high-quality pool of health care providers for our community. Professional education takes many shapes at Enloe, from engaging health education students in outreach events, to providing clinical internships for students at Butte College and CSU, Chico, to offering ongoing continuing education programs for health professionals at all levels.

We invite you to explore the following pages to learn more about how we’ve connected with local families, fostered community collaborations with other local organizations who share our passion for health to better address the needs of our region, and created a strong foundation of educational opportunities for current and aspiring health care professionals to ensure long-term access to quality care.

We thank you for entrusting us with the health and well-being of you and your family.



Mike Wiltermood  
*President/Chief Executive Officer*



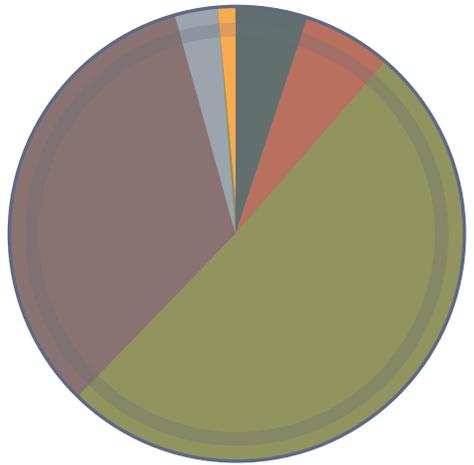
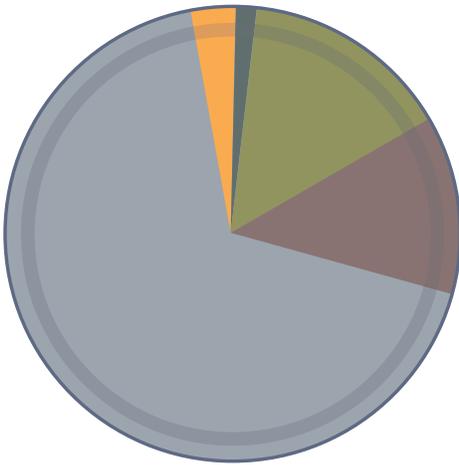
Myron Machula  
*Chief Financial Officer*



**Persons Served**

**Community Benefit with Medicare Shortfall**

<i>Traditional Charity Care</i>	7,204	\$5,781,849
<i>Bad Debt</i>		\$6,908,894
<i>Medicare</i>	66,828	\$57,144,799
<i>Medi-Cal/CMSP</i>	57,260	\$37,496,225
<i>Subsidized Health Services</i>	13,098	\$1,336,489
<i>Community Education &amp; Service</i>	304,929	\$3,481,053



<< *Walk with a Doc* was a new outreach program started this year to get members of our community out and walking. While enjoying a walk in the park, each led by a doctor from a different medical specialty, walkers were able to ask questions and learn about how regular exercise benefits different aspects of their health and wellness.

# Wellness

## Fiscal Year 2014 | July 1, 2013 through June 30, 2014

Without Medicare Shortfall	Persons Served	Expense	Offsetting Revenue	Net Community Benefit	% of Expense	% of Net Revenue
<i>Traditional Charity Care</i>	7,204	\$5,781,849	-	\$5,781,849	1.4%	1.4%
<i>Bad Debt</i>	-	\$6,908,894	-	\$6,908,894	1.6%	1.6%
<i>Unpaid Costs of Medi-Cal</i>	57,260	\$93,641,946	\$56,145,721	\$37,496,225	8.8%	8.8%
<i>Community Education &amp; Service</i>	304,929	\$3,529,253	\$48,200	\$3,481,053		
<i>Subsidized Health Services</i>	13,098	\$2,452,728	\$1,116,240	\$1,333,489		
<b>Total</b>	<b>382,491</b>	<b>\$112,314,670</b>	<b>\$57,310,161</b>	<b>\$55,001,510</b>		

With Medicare Shortfall	Persons Served	Expense	Offsetting Revenue	Net Community Benefit	% of Expense	% of Net Revenue
<i>Traditional Charity Care</i>	7,204	\$5,781,849	-	\$5,781,849	1.4%	1.4%
<i>Bad Debt</i>	-	\$6,908,894	-	\$6,908,894	1.6%	1.6%
<i>Medicare</i>	66,828	\$203,776,827	\$146,632,028	\$57,144,799	13.4%	13.4%
<i>Medi-Cal/CMSP</i>	57,260	\$93,641,946	\$56,145,721	\$37,496,225	8.8%	8.8%
<i>Community Education &amp; Service</i>	304,929	\$3,529,253	\$48,200	\$3,481,053		
<i>Subsidized Health Services</i>	13,098	\$2,452,728	\$1,116,240	\$1,336,489		
<b>Total</b>	<b>449,319</b>	<b>\$316,091,497</b>	<b>\$203,942,189</b>	<b>\$112,149,309</b>		

	Charity	Bad Debt	Medicare	Medi-Cal/ CMSP	Subsidized Health Services
<i>Persons Served (Count of Names)</i>	2,602	-	16,711	21,944	7,013
<i>Persons Served (Count of Encounters)</i>	7,204	-	66,828	57,260	15,299

# Quality

Quality takes on many forms and impacts our lives on a daily basis, but even so, each of us defines quality a little bit differently. For some, quality of life means being active and participating in activities we love. For others, quality comes from learning all we can about a subject and leading the healthiest life possible. In health care, quality means excellence in care and clinical outcomes.

At Enloe Medical Center, our mission is to improve the quality of your life through patient-centered care. We strive to provide opportunities for quality that mean something to everyone. From hosting a robust calendar of support groups on a variety of health topics, to bringing together health professionals and community partners to share their knowledge and resources, we believe in empowering you to take charge of your health and improve the quality of your life.

## Support Groups

Several support groups meet on a regular basis to promote health and wellness for individuals living with a variety of conditions. Participants share their experience and occasionally guest speakers are brought in to share special insight. In fiscal year 2014, more than 1,100 individuals participated in support groups offered in Enloe facilities.

## Health Education

With the completion of our most recent Community Health Needs Assessment in the fall of 2013, we committed to addressing the issues of alcohol and drug abuse, and obesity and lack of exercise/physical activity among our top priorities. Recognizing these are often underlying risk factors for a number of chronic health conditions, we integrated education around these topics into our community outreach programs throughout the year.

Starting in January 2014, community members were invited to come “Walk with a Doc” at parks throughout our region, encouraging regular exercise while also providing an opportunity to learn from physicians about the health benefits of walking. Topics ranged from heart health to childhood obesity to joint health.

Community health education programs covered topics including diabetes, lung cancer, prenatal care, heart health and more. Each event featured information about the latest diagnostic and treatment options related to the condition being discussed, in addition to free health screenings and guidance for preventive measures using healthy nutrition and exercise that individuals could integrate into their daily lives for disease prevention and management.



## Community Health Fair

In September 2013, Enloe Medical Center hosted our annual Community Health Fair, welcoming nearly 1,200 area residents to our main hospital campus. The event brought together representatives from throughout the hospital who offered health information and FREE health screenings ranging from blood pressure and grip strength testing, to abdominal aortic aneurysm and metabolic screenings.

Events such as this provide Butte County residents with a place to learn about their own health status and receive guidance for follow-up when needed. Many individuals attending the Health Fair do not have a primary care physician or regular access to primary health care, so providing an opportunity for assessing their health and answering questions at no cost is invaluable.

## Preparing for Pregnancy & Enloe Baby Faire

Recognizing the importance of prenatal health for a woman and her baby, we hosted two special events in early 2014.

“Preparing for Pregnancy” brought together a local pediatrician and one of our prenatal educators to talk about pre-pregnancy nutrition, exercise, stress management and other recommendations, as well as discussing how to prepare for the changes a baby will bring.

The “Enloe Baby Faire” provided an opportunity for participants to ask questions about prenatal health, pregnancy and more of panel of health care professionals, including OB/GYN and pediatric physicians, followed by educational breakout sessions on Pregnancy Nutrition, Fitness (before, during and after pregnancy), and parenting.



*Members of our community came together to learn about parenting, stress management, breastfeeding, healthy cooking and more at community education events throughout the year.*



We were pleased to partner with local organizations including Butte-Glenn Community College, Northern Valley Indian Health, Butte County Public Health and Chico Massage Therapy. Each shared valuable information related to pregnancy and parenting, as well as raised awareness of local resources for families.

## Heart of a Family

In keeping with our goal of empowering members of our community with education and information, during Heart Month we hosted “Heart of a Family.” This evening event focused on the importance of exercise and nutrition for the heart health of the entire family.

Health professionals from our Cardio-Pulmonary Rehab Department offered nutrition

information and free health screenings including:

- Blood Pressure
- Step Test
- Body Fat Analysis
- Spirometry

Enloe Medical Center’s executive chef performed two cooking demonstrations, illustrating how families can create easy, affordable and healthy meals at home, highlighting the importance of good nutrition for a healthy heart.

And, students from CSU, Chico’s Health Education Department created interaction activity stations designed to get all ages moving - illustrating that exercise can be fun while also being good for your heart.

Knowledge is power and when it comes to health, that couldn't be more true. Throughout the year, we strive to provide a vast array of free health screenings in connection with educational programs, as well as opportunities for individuals to connect with others in the community who share similar life experiences. This is part of our effort to empower Butte County families to live happy and healthy lives.

### Health Screenings

- Abdominal Aortic Aneurysm
- Blood Glucose Testing
- Blood Pressure
- Body Fat/BMI
- Depression
- Flexibility Test
- Grip Strength
- Modified Step Test
- Pulse Oximetry
- Skin Cancer
- Spirometry
- Stroke Risk

### Support Groups

- A.W.A.K.E. (*sleep apnea*)
- Bariatric Buddies
- Bereavement Support
- Better Breathers
- Cancer Support
- Diabetes & Insulin Pump
- Fibromyalgia Education
- Forever Loved
- Head Trauma
- Healthy Hearts
- Huntington Disease
- MS Support
- Ostomy Association
- Stroke Support

### Walk with a Doc

This year marked the beginning of a new program that encouraged families throughout our community to get out and get moving.

Walk with a Doc provided an opportunity for doctors affiliated with Enloe Medical Center to share health and exercise tips while leading a walk through Chico's beautiful parks.

Each walk focused on a different health topic, from heart health to protecting against skin cancer, and presented an opportunity for healthy inspiration and camaraderie among the regular participants.

### Free Public Flu Clinics

Every fall, Enloe Medical Center strives to minimize the impact of flu in our community by offering a series of free flu shot clinics.

In the fall of 2013, nearly 3,000 individuals received a flu shot at one of our drive-thru or walk-in clinics. In addition, 750 flu shots were given by appointment.

For the especially vulnerable population of pregnant women in our community, Enloe's Mother & Baby Care Center provided nearly 300 preservative-free vaccines.

Donation of the flu vaccine by Butte County Public Health enables us to provide the free clinics, ensuring availability of this potentially life-saving service throughout our community.

# Education



^ In recognition of National Emergency Medical Services Week, Butte County EMS and First Responder Sacramento employees visited six legislative offices to train staff and assemblymen in hands-only CPR. They also shared the importance of doing CPR in an emergency and what happens to the body when doing CPR.

# Safety

*Butte County EMS crew members often attend community events on standby in the event of a medical emergency.* >>



Safety and education are cornerstones of health care and more often than not go hand-in-hand. Enloe Medical Center is pleased to be a partner of Butte County EMS through which we provide not only medical response in an emergency, but also standby support at local events and CPR and first aid training to students of all ages. Additionally, in Fiscal Year 2014 we created a special program to help Butte County residents manage the high cost of ambulance transportation in an emergency.

## Life-Saving Education

In an effort to equip young people with crucial, life-saving skills, Butte County EMS partnered with Chico High School for a series of free CPR and first-aid workshops. In response to a more hands-on approach to the health education curriculum, more than 500 students and faculty participated in HeartSaver CPR and first aid courses led by Butte County EMS emergency medical professionals.

Just one week later, a Chico High freshman was able to put her CPR training to use in a real-life emergency situation. After a collapsed concertgoer gave no response to a tap and shout, the student jumped into action, directing a bystander to call 9-1-1, then administered 30-compression/2-breath CPR as she'd been taught until ambulance personnel arrived. Educational outreach programs like these and others at local schools teach invaluable life-saving skills to students of all ages.

## Butte County EMS Out in the Community

*Ambulance crews also provided free standby service at local events, including:*

- Almond Bowl
- Almond Bowl Run
- Centennial Health Fair
- Chico Youth Soccer
- Citrus Elementary School
- Downtown Bike Race
- Durham High School Football
- Every 15 Minutes
- Growing Healthy Children
- Mountain Bike Race
- Pumpkin Head Contest
- PV High School Football
- Relay for Life
- River Float
- Run for Food
- Suicide Prevention Walk

## Emergency Services

Preparedness for and quality of care in case of an emergency have long been priorities for Enloe Medical Center. In 2014, Butte County EMS, a joint venture between Enloe Medical Center's Emergency Services and First Responder Emergency Medical Services, Inc., launched a membership program to help offset the high cost of ambulance service for Butte County residents.

Butte County EMS Membership Program offers savings for those concerned about the cost of ambulance service. This pre-paid specialized health care plan provides medically necessary ground ambulance transportation at no cost or reduced cost when provided by Butte County EMS, Willows Ambulance or Colusa Ambulance.

# Outreach

Serving our surrounding community is at the very heart of all of Enloe's endeavors. Partnering with local organizations who share our passion for health and healing allows us to support and promote healthy initiatives that make an impact on the overall health of our community.

Through community collaborations, we have been able to significantly reduce the amount of unwanted medications in homes, educate parents about the dangers of emerging alcohol and drug abuse trends among teens, inspire active lifestyles for area youth, and so much more!

In addition, we are pleased to support the efforts of programs like sober grad nights for high school seniors, performing arts and sports programs for kids of all ages, and health and safety programs throughout our community.

## Drop the Drugs

Butte County is ranked 56th of the 58 counties in California for drug-related deaths. Since studies have repeatedly shown that a majority of abused prescription drugs are obtained from a home medicine cabinet, Enloe Medical Center continued to partner with the Butte County Sheriff and other local organizations for the annual "Drop the Drugs." The program is aligned with the Drug Enforcement Agency's national Drug Take-Back campaign in April.

More than 750 pounds of unused medications were collected throughout the community. In Chico alone, Enloe Medical Center oversaw the return of 329.8 pounds of over-the-counter and prescription drugs.

## Smoke-Free Night in City Plaza

During a special smoke-free/drug-free night hosted by the Downtown Chico Business Association in the Chico City Plaza, Enloe Medical Center partnered with California Health Collaborative and other local organizations to raise awareness of the health concerns surrounding tobacco use and secondhand smoke. Health care professionals from Enloe's Stroke and Cardiac Rehabilitation programs provided education and offered free stroke risk assessments and blood pressure screenings.

## Partners4Health

Partners4Health is a community collaborative comprised of representatives from several local agencies, including Butte County Public Health, Butte County Office of Education, CSU, Chico and others. Enloe Medical Center was pleased to be a part of this unique collaboration that focuses its efforts on raising awareness of critical health issues in our community. This year, Partners4Health focused on the importance of



understanding and addressing drug and alcohol use among teens. Local parents and others who work closely with kids were invited to learn about changing trends related especially to marijuana and the increasing availability of electronic nicotine devices.

### Gateway Science Museum

As a sponsor of the Gateway Science Museum, we supported programs at the museum highlighting the changing nature of medicine and innovative hands-on activities.

The “Era of Innovation: Past and Present” exhibit presented historical medical equipment used by Dr. Newton Thomas Enloe, founder Enloe Hospital in 1913, through modern-day quality and technical advances in health care. In a series of Saturday afternoon educational workshops, kids of all ages learned about (and built!) stethoscopes and received hands-only CPR training.

### Butte County Public Health Accreditation

Much like the Community Health Needs Assessment we completed in 2013, Butte County Public Health is currently working through the process of becoming a nationally accredited Public Health Department. Enloe Medical Center is pleased to be a partner in this project which has brought together agencies throughout the county to assess the health and social needs of our residents.

Community collaborations such as this provide a unique opportunity to view the health challenges facing local families from a variety of perspectives and develop plans of action to affect positive change.

### Other Supported Programs

- Boys & Girls Club
- Butte County Sheriff’s Search & Rescue Team
- Chico Chamber of Commerce
- Chico Community Ballet
- Chico High School: Sports Boosters & Sober Grad Night
- Chico Performances
- Children’s Choir of Chico
- Community Housing Improvement Program
- Durham High School: Sober Grad Night
- Gateway Science Museum
- Girls on the Run of Butte County
- Growing Healthy Children Walk & Run
- Let’s Move! Chico
- Lions Clubs International
- Making Strides Against Breast Cancer
- Pleasant Valley High School: Sports Boosters
- Relay for Life
- Run for Food





# Access

Through our strong partnerships with the Butte College and CSU, Chico nursing programs, Enloe Medical Center provides an array of clinical training opportunities for local students. And, year-round our Education Center hosts continuing education programs for current health care professionals from the north state. Through these and other collaborative programs, we continue to strengthen the health foundation of our community and ensure continued access to important, high-quality medical care.

## **Continuing Medical Education**

Providing education to current and future medical professionals, and the community at large, is paramount to Enloe's Education Center. Health care providers attended education programs on topics ranging from prescription drug abuse to the latest in lung cancer screening.

Collaborative case reviews and discussions drew in more than 1,600 medical professionals, to cover topics including cardiovascular angiography, neurology, behavioral health, pediatrics, tumor boards, anesthesiology and neuro-radiology.

## **Internships & Clinical Rotation**

In the past year, Enloe's Rehabilitation Center provided a clinical setting for 72 student interns to work side-by-side with medical professionals and gain real-world experience. Students from CSU, Chico and Butte College were joined by students from other institutions across the north state in a program that enabled hands-on learning in programs such as:

- Nursing
- Occupational Therapy
- Speech Therapy
- Physical Therapy

This is just one example of the types of programs students from local nursing and other health-related programs have access to for enhanced learning.

### Educating & Encouraging Future Health Care Professionals

Providing learning opportunities for youth education is a long-term approach to increasing both interest in the medical field and, subsequently, ongoing access to health care. Recruiting and education efforts at high schools and colleges in the region include career fairs, job shadowing programs and classroom instruction provided by Enloe staff.

Enloe Medical Center's recruiting team also spends time at high school career fairs in neighboring rural communities like Willows and Chester to increase awareness of the many career possibilities in the health care field.

### Increased Student Involvement

We are also pleased to partner with classes in related fields such as health education, health administration and public relations to provide students with hands-on experience in community health. Collaborating on health education programs such as "Heart of a Family" and our annual community health fair provides the students with insight into public health while allowing them to work alongside professionals in patient service and community outreach.

### Physician Recruitment

In fiscal year 2014, Enloe dedicated \$696,017 to bringing new physicians to the Chico area. During that time, we welcomed 18 doctors to our medical staff in 14 different medical specialties.

Access to primary and specialty care physicians in Butte County continues to be a challenge, but Enloe Medical Center is dedicated to continuing our efforts to actively recruit highly educated doctors and other health care providers to our region.

### Physicians Who Joined Our Medical Staff

#### Anesthesiology

Randy Gleason, MD  
Zachary Lipman, MD  
Robert Mellon, MD

#### Cardiology

John Meek, DO

#### Cardiothoracic Surgery

Sorin Pusca, MD

#### Colon/Rectal & General Surgery

Michael Fealk, DO

#### Dentistry

Levi Palmer, DDS

#### Emergency Medicine

Christopher Dewar, MD  
Eric Liu, MD

#### Gastroenterology

Peter James Bangsund, MD

#### Pathology

Geoffrey Sasaki, MD

#### Pediatric Cardiology

Jay Yeh, MD

#### Pediatrics

Ejaz Ahmed, MD

#### Physical Medicine & Rehabilitation

Shawn Furst, DO

#### Prompt Care

Lisa Benaron, MD  
Janet Whitney, DO

#### Radiology

Sampath Alapati, MD

#### Trauma Surgery

Jacqueline Carter  
Gustafson, MD

# Caring

## 195

Heart Surgeries

## 503

Trauma Activations

## 503

Rehabilitation Inpatients

## 669

FlightCare Transports

## 774

Behavioral Health Inpatients

## 1,572

Deliveries

## 13,249

Patients Seen for Diabetes

## 13,209

Same Day Surgeries

## 48,942

Emergency Room Visits

## 219,330

Total Number of Patients Served

# Reinvesting

In recent years, Enloe Medical Center has invested in improving our facilities and equipment to meet the growing health care needs of the community we serve. In the fiscal year ending June 30, 2014, we continued to invest in technology, advancing the treatment opportunities available in our newly expanded Emergency Department and the Enloe Regional Cancer Center.

## Advancing Treatment Through Technology

### *Emergency Department*

In August, 2014, we completed construction and opened our doors to the new Emergency Department, designed to better meet the growing needs of our community. In addition to doubling the space of our previous Emergency Department, we invested in new features and technology to enhance patient comfort and enable quicker care.

Among the new features are a dedicated X-ray machine and 128-slice CT scanner, overhead digital X-ray in a two-bay trauma room, and 25 treatment beds, each in private rooms.



### *Enloe Regional Cancer Center*

Physicians at Enloe's Regional Cancer Center now have access to the most comprehensive and technologically advanced equipment available in the north state for treating complex cancers. The TrueBeam Linear Accelerator, combined with the new Perfect-Pitch 6 Degrees of Freedom "robotic couch," provides advanced radiotherapy and radio-surgery procedures for many types of cancerous tumors. This new technology provides the ability to deliver quicker treatment with extreme accuracy, enhancing patient experience and outcomes.



<< (pictured top) The TrueBeam Linear Accelerator, combined with the new "robotic couch," is the most comprehensive and technologically advanced equipment for treating complex cancers - now available at the Enloe Regional Cancer Center. (pictured bottom) The new 128-slice CT scanner - part of our Emergency Department expansion and upgrade - reduces radiation to the patient by an average of 50 percent per exam.



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**Our Mission...** *To improve the quality of your life through patient-centered care.*

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