



# COMMUNITY BENEFITS REPORT 2011





# REMARKS

from Our Executive Director...

Every minute of every day, someone enters the hospital in need of assistance. Some are very ill, worried and frightened. Some are surrounded by family, while others arrive alone. Some are fortunate to have health insurance and find that most of the cost of care is covered. Others are not as fortunate and face both physical and financial hardship. Regardless of their personal or financial circumstances, they have come to the right place.

Our community benefits program helps extend our mission into the community – reaching out to help groups and individuals with tangible and meaningful assistance.

The scope of our programs range from assisting people in proactively managing their health to providing discounted or free care to those unable to afford it. Educational programs, informational resources and dedicated staff and volunteers help people more easily access health services and screenings aimed at improving the overall health of our communities.

Even in challenging economic times, DRMC succeeded this past year at fulfilling its mission.

In 2011 DRMC provided \$14,275,546 in total community benefit, a 10% increase over 2010. This included \$2,939,931 in charity care for members of our community who are uninsured and lack the ability to pay for care.

“Community benefit” is more than words. Community benefit in countless forms makes a difference in the lives of patients and community residents each and every day.



*Bahram Ghaffari  
Executive Director*

TOGETHER...WORKING FOR A HEALTHIER COMMUNITY

# CARING

## for Our Communities

*Through compassionate, quality healthcare....*

Pediatric Visits:	786
Births:	811
Surgeries:	4,728
Admissions:	4,031
Emergency Department Visits:	23,373
Rural Health Clinics Visits:	32,494

*Through fulfilling our mission...*

### **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

# KNOWING

## Our Communities

### Ethnic Snapshot:

Hispanic	71.7%
White	8.0%
Asian/Pacific Islander	15.9%
Black	2.2%
American Indian	4.0%
Other	2.0%

### Economic Conditions:

According to 2011 data, 34.4% of our population falls below the national poverty level. The average for the State of California is 14.5%

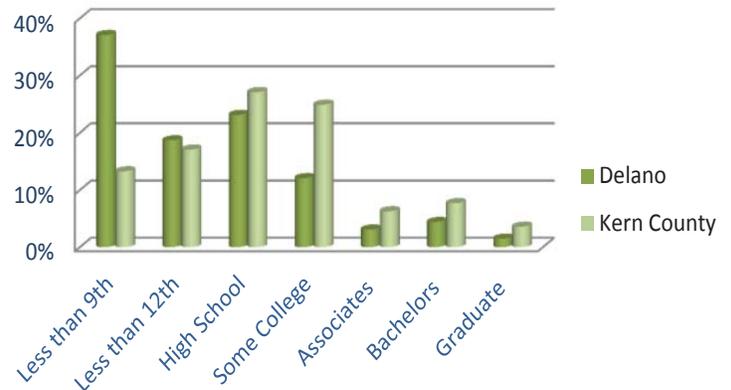
The unemployment rate in 2011 reached 30.32% (seasonally adjusted) and is ranked #225 out of the national top 1200 cities for unemployment. California average was 10.7%

### Education Attainment:

The 2011 Academic Performance Index for Delano High School is 781, Cesar Chavez High School 814, and Robert F. Kennedy High School 774.

Despite the API scores, 55.8% of families continue to have an educational attainment level below high school graduation and reading at the third grade level or lower.

2011 Highest Education Level Attained



### Cultural Environment

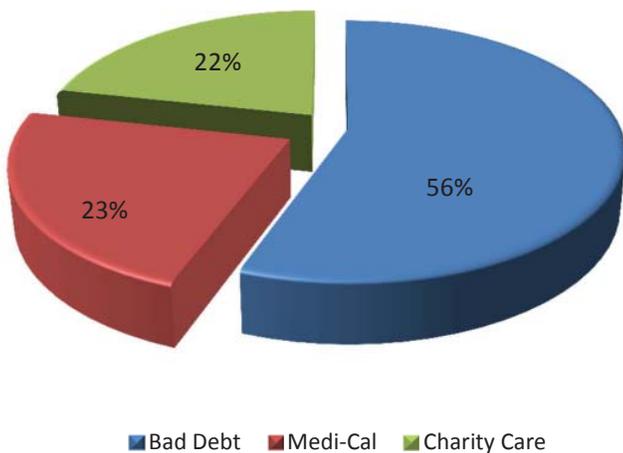
- ◆ More than 26% of families are migrant farm workers.
- ◆ Percentage of families who are primarily Spanish speaking is at 66.4%.
- ◆ AFDC is received by 36% of families and 85% of students, depending on the season, qualify for free or reduced price lunches at school.

# PROVIDING

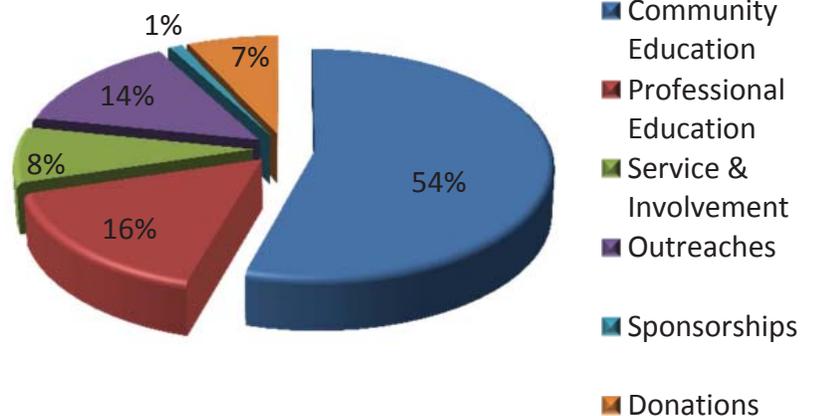
## for Our Communities

<b>Unpaid Costs of Patient Care</b>	
Bad Debt	\$7,559,653
Unpaid Cost of Medi-Cal	3,109,630
Charity Care	2,939,931
<b>Total</b>	<b>\$13,609,214</b>
<b>Community Benefit Programs, Outreaches and Services</b>	
Community Education	\$365,450
Professional Education	106,766
Community Service & Involvement	53,045
Community Outreaches	90,048
Community Donations	44,023
Community Sponsorships	7,000
<b>Total</b>	<b>\$666,332</b>
<b>TOTAL COMMUNITY BENEFITS FOR 2011</b>	
<b>\$14,275,546</b>	

### UNPAID COSTS OF PATIENT CARE



### PROGRAMS, OUTREACHES AND SERVICES



# REINVESTING

## in Our Communities

### *Through Charity Care, Financial Assistance and Government Programs -- \$13,609,214*

- ♦ Charity Care...  
Uninsured and underinsured patients who are within the limits of the current federal poverty levels that apply to the individual or family and who do not meet criteria for other programs, are eligible for charity care assistance. DRMC relies on Federal Poverty Income Guidelines to offer assistance on a sliding scale for those without the ability to pay. In 2011, DRMC devoted \$2,939,931 for this program.
- ♦ Indigent Programs...  
Indigent healthcare programs provided by the hospital consist of unreimbursed cost of Medi-Cal as well as other federal, state or local programs for the poor. The cost of these programs for 2011 was \$3,109,630.
- ♦ Bad Debt ...  
For a variety of reasons, including, but not limited to, income level and lack of adequate insurance coverage, DRMC may write off patient charges it deems to be uncollectible. In 2011 the cost of this uncompensated care, exclusive of amounts included in charity care was \$7,559,653.



**Through support of a wide range of vital community outreach services. The hospital targets in particular the most vulnerable and historically underserved residents of our communities.**

## **Outreaches**

- ♦ **Free Health Screenings...**

Provided at no cost, health screenings to our communities included blood pressure, glucose, cholesterol, bone density, height-weight-body fat composition, clinical breast cancer and cervical cancer screenings.

- ♦ **Flu Shot Clinics...**

The flu season is hardest on our most venerable populations – the elderly and the young. Several free flu clinics were held throughout our communities to ensure not only high risk populations are protected but all who cannot afford the vaccination.

- ♦ **Car Seat Safety Program...**

Preventing many unintentional car seat accidents for the children who live in our communities is the mission of this program. Each year we replace faulty car seats with new ones to ensure the safety of the children.

**Through education and training. The hospital has a long-standing commitment to the community and healthcare professionals.**

- ♦ **Students...**

Students can experience on-the-job training through the Allied Health Academy and job shadowing program.

- ♦ **Professionals...**

Clinical professionals receive continuous training and certification in areas such as Advanced Pediatric, Advanced Cardiac and Basic Life Support Classes.

- ♦ **Communities...**

Education classes are available to the community in CPR, First Aid, Diabetes and more.

**Through health improvement initiatives. DRMC's community benefit helps connect families with preventative care to keep them healthy, provides food for those who are hungry and provides compassionate support in difficult times. Here is an sample of these initiatives.**

- ♦ **Community Garden...**  
Local gardeners grow a variety of vegetables and fruits in plots at the Delano Regional Medical Center Community Garden. The crops grown help the families subsidize their household needs, improve their nutrition and assist others. These gardeners generously share their crops with their neighbors and friends.
- ♦ **Seniors Nutrition Programs...**  
Each year more than 2,000 well-balanced, nutritional meals are provided to seniors through the hospital's Nutritional Services Department. DRMC's funding of the City's senior nutritional program also provides more than 18,000 meals to seniors.
- ♦ **Maternal Education...**  
New mothers receive valuable education about all stages of pregnancy including post partum, counseling on diet, weight, nutrition, even "baby blues." Practical instruction on car seat safety is given as well as information on other services and agencies the new mother or her family may need.
- ♦ **Blood Drives...**  
In 2011 DRMC partnered with Houchin Blood Bank to sponsor four blood drives to meet area blood shortages.



***Through involvement in our communities. The hospital is able to be an asset to the communities we serve by supporting other organizations and events.***

♦ **Donations....**

Our time is valuable. When that important possession is donated to the community it keeps the hospital connected to other organizations and the people we serve. In 2011, hospital employees supported local events and organizations by giving more than 1200 hours of their time.

♦ **Sponsorships...**

The hospital gives back to the community through the support of valuable programs such as Relay for Life through the American Cancer Society, American Heart Association, youth athletic programs and more.

♦ **Employer-sponsored health fairs**

In 2011, DRMC worked with several local employers by providing health screenings during their employee health fairs.

♦ **Meeting Space....**

Conference and meeting accommodations are often at a premium. In 2011 DRMC provided free meeting space and staff time to a variety of community organizations and groups representing such areas as alcohol and substance abuse, weight loss management, civic organizations, small business start up education and more. Over 1,000 hours of meeting room time was donated last year.



Without a  
sense of caring  
there can be  
no sense of  
community.

***Together...***  
***working for a***  
***healthier community***



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