



Oroville Hospital

Community Benefit Report

Fiscal Year Ending November 30, 2011

Mission Statement

Oroville Hospital is Dedicated to Always Providing the Finest Personalized Healthcare to Oroville and the Surrounding Foothill and Valley Communities by Offering a Medical Home, with a Wide Range of Integrated Services from Prevention through Treatment to Wellness

This Mission Statement was updated in 2010 and will be reviewed and reaffirmed annually by the Board of Trustees, Hospital Administration, Medical Staff, Management Staff and Employees. It reflects the continuing role that the Hospital has assumed in improving access to and quality of care within our community. This has been accomplished through the development of Community Clinics and Expanded Services with a focus on the importance of developing and maintaining healthy lifestyles.

This focus comes to life in not only improving access to health care services through the hospital and clinics, but in outreach educational activities, health care career opportunities and training and in the provision of free or reduced cost services to those community members without health insurance or those who are underinsured.

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IMPROVING ACCESS

Through the development of Hospital Based Community Clinics Oroville Hospital has improved and increased the access to health services throughout our community.

Our community has a disproportionate share of low/no income families. Access to healthcare services would be extremely difficult for this group were it not for the hospital based clinics. The State of California's Medi-Cal program reimbursement payments to physicians are set at a rate that makes it difficult for an independent physician to accept Medi-Cal patients. As a result many throughout the state, and our community, have eliminated Medi-Cal patients from their roster.

The hospital based clinics are predominately designated as Rural Health Clinics (RHC). As RHC's, these clinics are reimbursed through the State of California at a rate that is calculated to cover all costs of treating the Medi-Cal Patients in those clinics. Our clinics are open to all payers, including private pay patients.

Total visits to the clinics during 2011 were 161,972, of which 72,370 were Medi-Cal (45%), 47,336 were Medicare (29%) and 42,266 were Other Payers (26%). The net cost to operate these clinics, in excess of revenues received, was approximately \$3,000,000.

Health Services provided in the clinics are:

Ophthalmology
Family Practice
Cardiology
Pulmonary Service
Urgent Care
Pediatrics
Oncology

General Surgery
Vascular Surgery
Internal Medicine
Anti-Coagulation Svcs
Obstetrics/Gynecology
Chiropractic
Dermatology

FREE OR REDUCED COST HEALTH SERVICES

Oroville Hospital is not alone in the uphill battle to provide quality health care services with limited healthcare dollars. All hospitals in the country continue to operate in a challenging economic environment. Government reimbursements, both federal and state, continue to be reduced, and costs continue to rise. We are asked to do more with less, and Oroville Hospital continues to do so, even in years where it is financially difficult.

During 2011, Oroville Hospital treated 9,800 inpatients and over 280,000 outpatients generating charges of which 83% and 74% respectively were insured by government payers, i.e. Medicare, Medi-Cal and County Medical Services Program (CMSP). Our net operating revenues were \$150,806,971 and our operating expenses were \$147,144,575 yielding a net operating income of \$3,662,396 or just 2% of our net operating revenues.

Of those \$147,144,575 in operating expenses, \$1,713,386 were the direct expenses associated with free and reduced cost health services provided to community members with limited or no insurance coverage. This amount is equal to 46% of our entire net operating income.

440 babies were born this year at Oroville Hospital. More than 80% of these families are covered by Medi-Cal, which does not cover the cost of providing these services. However, the Hospital continues to offer Obstetrics care in fulfillment of our commitment to provide a full continuum of primary care services.

ELECTRONIC HEALTH RECORD ADOPTION

In 2011 Oroville Hospital, in conjunction with the Non-Profit Organization WorldVista, adopted, implemented and achieved meaningful use of the open source Electronic Health Record software WorldVista EHR 2.0. This software is based on the Veteran's Administration acclaimed Vista software and has been modified to support hospitals in non-VA settings.

In partnering with the Vista community the hospital was able to enhance the open source product into a version that suited the hospital and clinics needs. They will be contributing the software back to the Vista community in order for other hospitals to take advantage of the open source product.

As one of the first 100 hospitals in the nation to achieve meaningful use, Oroville Hospital can prove it has achieved health and efficiency goals including reductions in errors, vast availability of records and data, and useful reminders and alerts.

Oroville Hospital has also funded the development of an electronic medication prescription software program. The ePrescribe solution, oRo eRx 1.0, implements a browser and web service based interface to an ePrescribing service provider, NewCrop, which provides delivery of medication orders to pharmacies and renewal requests from pharmacies via SureScripts, drug-to-drug and drug-to-allergy order checks, payer formulary checks, other provider order checks via RxHub, and full management of patient medication lists. The oRo eRx 1.0 package uses web services to retrieve medication lists and orders from NewCrop and integrates them into Vista as Vista Drugs using the RxNorm tables from the UMLS, Unified Medical Language System, which is obtained from the National Library of Medicine (NLM).

OUTREACH EDUCATIONAL ACTIVITIES
And HEALTH SERVICES

HEALTH FAIR 2011

Oroville Hospital presented to the community our annual Health Fair on July 15, 2011. The Health Fair took place at the Oroville Sports Club and was open to the public, of which approximately 1,000 were in attendance. The focus of the Health Fair was to inform the community of new technology, new clinics and other services, and distribute information on safety, health, disaster preparation etc. The following departments were represented:

Auxiliary – Information on services provided by the volunteer group at Oroville Hospital, including their Gift Shop and Thrift Store.

Cardiac Rehabilitation – Brochures and information on heart health, models of the human heart showing healthy vs. occluded arteries, and information on diet and exercise, as well as heart healthy snacks.

Clinic Management – Information on all of the hospital based clinics, including Pediatrics, Family Practice, Surgery, Internal Medicine, Urgent Care, Dermatology, Obstetrics and Gynecology. Brochures and literature were distributed, and free blood pressure checks were given.

Corporate Compliance – Information on the Patients Bill of Rights, Advance Directives and Patient Satisfaction, as well as available Interpretive Services.

Dietary/Nutrition Services – Refreshments were made available, and information was provided about our annual Farmers Market, healthy recipes were also made available.

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Extended Care Unit – Information was provided about the services available in this unit for the patient no longer requiring acute care, but not yet well enough to be at home.

Education Services – On display were a CPR Manikin and other simulators used for education.

Emergency Services – Disaster awareness and preparation information. Also on display were the REACH emergency helicopter, the local fire department and a First Responder Ambulance.

Financial Services - Representatives were on hand to present and discuss our Financial Assistance Programs for those who are unable to meet their financial obligations for medical services. Also available were Patient Handbooks and Registration Information – What to Expect when arriving at the hospital and what to bring for your stay.

Home Health Services – The RN's from Home Health provided literature related to community health, as well as performing blood pressure and heart rate checks, blood oxygen saturation checks and cholesterol checks.

Human Resources – Information on current job openings and employee benefits available at Oroville Hospital.

Infection Control – Information and brochures about preventing the spread of infections, particularly influenza such as the new H1N1.

Laboratory – Lists of all draw stations were made available, brochures and other hand-outs. Information was provided regarding the importance of certain “routine” lab testing to discover any “hidden” health risks of the patient such as high blood pressure, high cholesterol.

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Medical Records – Oroville Hospital first aid kit giveaways, and Educational information regarding advance directives.

Medical Staff – Information was provided on our Physician Referral Services for those new to the community without access to medical care.

Nursing Services – Information regarding available types of services, what to expect when you are admitted, resusci-anne mannequin on display.

Mother-Baby Center – Informational pamphlets, departmental information.

Patient Safety – Universal Medication Booklets as developed in 2008 were made available to the public, as well as brochures on other patient safety issues.

Rehabilitation Services – Literature on prevention of injuries, as well as health tips on identifying problems via symptoms.

Respiratory Therapy – Smoking cessation information, and brochures about the health risks of smoking such as COPD, Asthma and Emphysema.

In addition to Hospital Departments, the Butte County Public Health Department was on-site with a mobile disaster unit and information regarding disaster response and communicable disease.

The Health Fair took the efforts of close to 150 staff members to prepare for and staff for a total of approximately 3,000 man hours at an estimated cost of \$100,000-\$115,000.

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In Addition to the Annual Health Fair, our other Outreach Education and Community Services include:

Partnering with the Women, Infants and Children Nutritional Program (WIC) to help low income women and seniors access produce through our WIC certified Farmers Market. Providing an annual breakfast in support of the local Caring for Women Pregnancy Center.

Social Service support to monthly support groups for over 95 hours by our Medical Social Worker.

Providing almost 1,800 flu shots to the community at low or no charge.

Sponsoring local youth groups in sports and education, total sponsorships of \$3,500.

“Drop the Drugs” Campaign – County wide event to encourage community members to clean out their medicine cabinets and drop off their expired and/or unwanted drugs. The proper disposal of these drugs protects the community as well as the local waterways. Oroville Hospital provides space and staff for this drop-off event, which collected over 60 lbs locally!

HEALTH CARE CAREER OPPORTUNITIES,
TRAINING AND INTERNSHIPS

The following Departments host students from the surrounding foundations of higher education, Butte College, CA State University Chico, Butte County ROP Program, High Tech Institute and Western Career College, as well as Carrington College and Anthem College from Sacramento.

Nursing Services
Surgical Services
Respiratory Therapy
Pharmacy
Laboratory
Clinic Management
Nutritional Services
Central Services

More than 10,000 hours annually are spent mentoring and hosting students and providing them with hands-on work experience toward their degree goal. The estimated unreimbursed cost of these programs is \$150,000.

The Radiology Department is committed to maintaining a Radiology Technologist Program at the local Yuba College. An amount of \$4,680 was contributed toward the instructor salary.

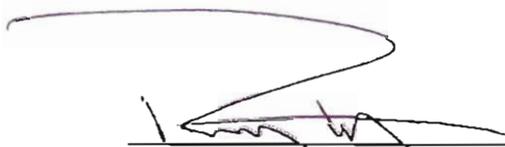
Human Resources (HR) and Education Services participate in a career fair each year at the local High Schools. Approximately 400 students attend the career fair. In addition, the HR and Education department heads participate in a Jobs for Youth task force each month, hosted by the Butte County Office of Education.

Oroville Hospital remains committed to providing free and reduced cost health care services to our community.

We promise to provide care to anyone who enters our Emergency Department.

We promise to deliver compassionate and courteous care through our outstanding and competent staff.

Finally, we promise to support our local community and continue our mission to serve by providing health care services, education, improving access and maintaining healthy lifestyles!



Robert J. Wentz
President/Chief Executive Officer
Oroville Hospital

6/29/12

Date