

# CHILDREN'S HOSPITAL CENTRAL CALIFORNIA FISCAL YEAR 2013 COMMUNITY BENEFITS ANNUAL REPORT

## I. INTRODUCTION

Sixty years ago, our founding mothers had a dream to care for children in a hospital as special as its patients. Children's Hospital Central California has flourished ever since, caring for hundreds of thousands of children. Our mission guides us as we travel the road to our future alongside staff, physicians, children, families, our community and our partners throughout the region.

### **Mission**

The mission of Children's Hospital Central California is to provide high quality, comprehensive healthcare services to children, regardless of their ability to pay, and to continuously improve the health and well-being of children.

### **Vision**

Our vision captures the path we've traveled and showcases our commitment and passion to be the best. Our clear focus is to continue to provide the best care and the best quality pediatric services available anywhere with a vision to become the nation's best children's hospital.

### **Values**

Our values guide every decision and define our commitment and the actions supporting it.

*Excellence:* We depend on exceptional people to provide exceptional quality health care and services throughout Children's Hospital. We set high standards and we support each other as we strive to achieve them. We invest in each other and we value the individual and cultural differences that make us strong. We are proud of our superior services as measured by quality outcomes.

*Compassionate Care:* We treat every child, every family, each other, our visitors, and our vendors with respect, kindness, hope, joy and good humor. We display our helpful, healing, family-centered spirit at every opportunity. We recognize the importance of playfulness in human interaction and in the health of children. We look for ways to ease suffering and provide comfort.

*Integrity:* We are honest, ethical and responsible in our work and in the way we deal with others. We keep our promises and admit our mistakes. We know

ourselves and we avoid hidden agendas. By the way we live our lives everyday, we are worthy of the trust people place in us.

*Innovation:* We embrace change, creativity, continuous learning and personal growth. We incorporate new ideas, technology and methods to improve the health care and services we provide. We anticipate future trends and we create strategic plans to insure future growth and continued vitality.

*Collaboration:* We build enduring internal and external relationships, joining with colleagues across organizational boundaries to improve the care and services we provide. We encourage and reward both individual and team achievements. We put the common good ahead of narrow interests.

*Stewardship:* We are resourceful, adaptable and resilient. We have a "can do" attitude that gets the job done. We are fiscally responsible and efficient with our time. We protect our reserves and manage our operating costs in order to invest in the next generation of kids. We are each personally dedicated to making Children's Hospital better because we were here.

## **Commitment to the Community**

As a not-for-profit organization governed by its own Board of Trustees, Children's Hospital is solely committed to addressing the medical needs of our region's sickest children. With 356 beds, a medical staff of over 550 physicians and approximately 3,000 total employees, Children's Hospital offers accessibility to over 40 fetal, neonatal and pediatric subspecialties, all committed to providing the highest level of quality care possible. Examples include the Hospital's Neonatal and Pediatric Intensive Care Units that maintain low mortality rates, when compared nationally, while treating some of the sickest children.

While providing exceptional care is the single greatest contribution the Hospital makes for our children and their families, the Hospital also appreciates that it is uniquely positioned to support the needs of children in other ways as well.

As an extension of the Hospital's mission and vision, the goal of Children's Hospital's Community Benefits Program is to advance the health and wellbeing of underserved, medically needy children through collaboration and common concern.

This Community Benefits Report summarizes the contributions provided by Children's Hospital to its community for fiscal year 2013 (October 1, 2012 through September 30, 2013).

## **II. SERVICE AREA DEMOGRAPHICS AND PATIENT VOLUME**

### **Service Area Demographics**

As the only pediatric specialty hospital located in Central California, Children's Hospital's primary service area extends from Modesto in the north to Bakersfield in the south, and from the Central Coast to the Sierra Nevada. The service area includes 9 counties and is home to over one million children ages 0 – 17.

The Hospital's service area includes those counties in which Children's Hospital treats 50 percent or more of the inpatient cases that require specialized pediatric care. Patients from these nine counties account for 99 percent of our inpatient cases and outpatient visits.

### **Children's Hospital's Patient Volume**

In 2013, Children's Hospital had 12,850 inpatient cases, 90,385 Emergency Department visits, and a combined 189,719 outpatient center, day surgery, radiology and laboratory visits. Medi-Cal covered 73% of the Hospital's total inpatient cases and 70% of total outpatient visits. Over half of the Hospital's inpatient population consisted of children 4 years of age or younger and almost 2/3 were an ethnicity other than Caucasian.

## **III. ASSESSING AND UNDERSTANDING COMMUNITY HEALTH NEEDS**

Children's Hospital's Community Benefits Program is based on a collaborative Community Health Needs Assessment (CHNA). Consistent with state and federal law, Children's Hospital completes a formal CHNA at least once every three years. Children's Hospital's 2013 Community Benefits Program is built upon the outcomes of a collaborative community health needs assessment that included the following activities.

### Joint Needs Assessment

Children's Hospital partnered with hospitals in a four-county region to conduct an assessment of health needs for both children and adults. Counties covered included Madera, Kings, Fresno, and Tulare. Through their regional hospital association, the hospitals contracted jointly with Leap Solutions to facilitate the CHNA, which was conducted between October 2012 and February 2013 and published in March 2013.

Leap Solutions, LLC followed several steps to ensure that the hospitals would have adequate information from which to identify possible actions. First, it was important to review the work that had been done in the past and identify

opportunities for improvement. Second, it was essential to agree upon the data to be used for the report in order to apply a consistent set of key social determinants of health in each of the four counties.

The opportunity to use a comprehensive data set emerged as Kaiser Permanente had launched its CHNA Data Platform and made it available, not only to its facilities but to all communities initiating their own needs assessment efforts. Given the resources available for this work and the ease of use for this data base, it was determined the data base would serve as the primary source of health outcomes data on the populations served in all four counties. Kaiser Permanente has designed 80 health indicators which overlap with the *Healthy People 2020* indicators -- the most widely used leading health indicators in the nation by the U.S. Department of Health and Human Services. The CHNA Data Platform is a product of the Center for Applied Research and Environmental Systems at the University of Missouri Institute of People, Place and Possibility Community Commons Project.

In addition to the information available through the CHNA Data Platform, the hospitals placed a strong emphasis on conducting focus groups and interviews of key stakeholders in each county. A total of 14 focus groups were conducted and included county public health directors, primary care clinic providers, community-based agency leaders, local residents, and others. In addition, eight facility CEOs or senior executives were interviewed by phone or in person as were all four county public health directors.

The hospitals wanted to ensure that the focus group process could also accommodate individuals unable to travel to the meetings or participate in person. Similarly, the hospitals believed some frontline health care staff would not be able to be released from their work in order to attend the focus groups. Leap Solutions created and distributed an online survey version of the focus group questions in order to solicit input.

Leap Solutions represents a team of qualified, experienced professionals that has been helping organizations for the past 30 years maximize their level of service and their ability to affect positive change. Leap Solutions has significant experience working with both governmental and community-based non-profit agencies to assess their customers' needs and to re-clarify or realign their vision and focus to best address those needs.

#### Supplemental Assessment Activity

In addition to the Leap Solutions' facilitated assessment, Children's Hospital staff accessed other resources to further assess children's health care needs throughout the Hospital's entire service area. Resources included data sources as well as conversations with local health care providers and advocates. Data sources included KidsData.org, the California Health Interview Survey Data, the

California Department of Public Health's Pediatric Nutrition Surveillance Data, and the California Child Welfare Indicators Project at the University of California at Berkeley. Local providers and advocates consulted included federally qualified health centers, individual pediatricians, the Central California Children's Institute and the Central Valley Health Policy Institute.

Children's Hospital staff also remained actively engaged in a number of community-based organizations and initiatives in 2013. This continuous engagement kept the Hospital close to the issues most impacting the health and wellbeing of children in its service area and allowed the Hospital to make adjustments to its Community Benefits Program activities as appropriate. Examples of organizations and initiatives in which the Hospital was involved in 2013 included the following.

- ABC 30 Fresno Community Advisory Committee
- Bi-Annual Babies First Coordinating Council
- Binational Health Week Planning Committees for Madera and Fresno Counties
- California Breast Feeding Coalition Communication Committee
- California Central Valley Coalition for Compassionate Care
- California Safe Teen Driving Committee
- Child Abuse Prevention Councils
- Central California Perinatal Mental Health Collaborative
- Central Valley Concussion Consortium
- Central Valley Health and Nutrition Collaborative
- Central Valley School Health Advisory Panel
- Childhood Weight Management Task for Fresno and Madera Counties
- Children's Health Initiative for Fresno County
- County Pediatric Death Review Teams
- Exceptional Parents Unlimited
- Fresno Babies First Breastfeeding Task Force
- Fresno County Interagency Team Member
- Fresno County Sexual Assault Response Team
- Fresno Healthy Communities Access Partners
- Fresno-Kings-Madera Regional Health Authority
- Human Rights Commission
- Interagency Council for Children (Fresno and Madera Counties)
- Kern County Medically Vulnerable Infant Project
- Kings County Multi-Disciplinary Team
- Madera Breast Feeding Coalition
- Madera County Child Abuse Prevention Council
- Madera County Child Forensic Interview Team
- Madera County Interagency Team Member
- March of Dimes Central Valley Division
- Mariposa County Interagency Team Member

- Model of Care Partnership Oversight Committee, Fresno County
- Raphael Health Ministry Our Lady of Perpetual Help Church
- Resource Center for Survivors, Fresno County Rape Crisis Services
- Roman Catholic Diocese of Fresno, Health Ministry Office
- Safe Kids Central Central California
- Tulare County Healthy for Life Collaborative
- United Way of Fresno County
- Teen Parent Support Program – First 5 Fresno
- Tulare County Healthy for Life Collaborative
- Tulare County Sexual Assault Response Team
- Mexican Consulate - Ventanilla de Salud Program
- Women’s Initiative United Way Fresno County

The processes used and the data sources accessed provided a reliable assessment of community health needs upon which Children’s Hospital could establish priorities and actions. The one gap that Children’s Hospital felt existed in the assessment was the need for more in depth dialogue with community residents. While input from residents was solicited and incorporated into the CHNA, the tools used to in assessment process need to be revised to allow more time for dialogue and exploration of key issues, in addition to written surveys.

#### **IV. COMMUNITY HEALTH NEEDS PRIORITIES IN 2013**

From high rates of obesity and child abuse to poor access to primary health care, children and their families in Central California face many challenges in their efforts to live healthy productive lives. The implications of these challenges are significant. For children and their families, it means chronic illness accompanied by frequent visits to physician offices, clinics or hospital emergency rooms, missed days at school, and missed days at work. For health care providers, it means carefully considering the many needs that exist and determining which needs the providers are best equipped to address.

Children’s Hospital administrative and clinical staff, along with hospital-based physicians, reviewed and discussed information gleaned from the CNHA. They then weighed that information against the patient care needs presenting at the hospital, available resources in the community, and the hospital’s capacity and expertise, and identified the following priority needs for 2013. They are not listed in any particular order.

- Child Abuse: Enhanced community education and coordination of services regarding child abuse prevention.
- Childhood Obesity Prevention: Increased coordination of existing efforts and development of new resources to assist community-based providers.

- **Community Capacity:** Enhanced capacity of community-based providers to address pediatric health care needs, including kids with medically complex conditions.
- **Developmental Disabilities:** Improved access to, and reimbursement for, prevention, screening and treatment for children at risk for, or with, developmental delays.
- **Family Support:** Improved access to transportation, health literacy, and meals.
- **Mental Health:** Increased access to mental health services for children, both inpatient and outpatient.
- **Primary Care:** Increased utilization of primary and preventative care for underserved children.
- **Reintegration:** Increased opportunities for disabled children to reintegrate into their communities.
- **Transition of Care:** Increased availability of providers to treat young adults with child illnesses or conditions.
- **Unintentional Injury:** Continued focus on preventing unintentional injury to children through community-based education efforts.

Availability of health care resources within Children’s Hospital’s 9 county service area varies by type of resource and location, however it is generally recognized that a vast majority of the region is medically underserved. For example, a 2013 report by the Central Valley Health Policy Institute concluded that county Public Health Departments in the Central Valley of California (including eight of the nine counties in the Hospital’s service area) receive less state and federal funding per population than do other California counties and therefore tend to support fewer population health activities. Also, according to data published by the California Office of Statewide Health Planning and Development, significant portions of each county within the Hospital’s service area, with the exception of San Luis Obispo County, were designated as Health Professional Shortage Areas for primary care, dentistry and mental health in 2013.

## **V. COMMUNITY BENEFITS PROGRAM**

According to the Catholic Health Association’s 2012 Guide for Planning and Reporting Community Benefit, community benefits are generally defined as those activities that provide treatment and/or promote health and healing in response to identified community needs, and meet at least one of the following objectives.

- Improve access to health care services
- Enhance health of the community
- Advance medical or health care knowledge
- Relieve or reduce the burden of government or private, community – based efforts

Also included in the definition is the provision of charity care and the unreimbursed cost of providing health care services to those enrolled in public programs, including Medi-Cal.

For FY 2013, Children's Hospital dedicated in excess of \$2,573,100 in community benefits that continue the Hospital's long tradition of being an active and integral part of Central California. Due to the Hospital's receipt of Hospital Fee Program revenue in 2013 the figure above does not include the Hospital's costs associated with uncompensated Medi-Cal, which was \$26,702,805 in 2013. See the section on Pages titled "Commitment to Medi-Cal" for more information on the Hospital Fee Program.

The following pages provide a summary of the strategy implemented by the hospital to address the priority needs identified above.

## **A. COMMUNITY HEALTH IMPROVEMENT SERVICES**

### **Community Health Education (\$29,000)**

#### *Children's Health Connect*

Children's Hospital offered to the community an on-line forum where users were able to join groups and discussions, view educational videos, ask questions, hear expert advice and share personal stories.

#### *Health Encyclopedia*

Children's Hospital provided access to on line educational information via the Health Encyclopedia link on its website. Health Encyclopedia contains thousands of pages of information on pediatric diseases, conditions and treatments, as well as sections on how to keep kids healthy. The encyclopedia is available in English and Spanish.

### **Health Care Support Services (\$512,963)**

Health care support services were provided by the Hospital to help address the health care needs of children and their families while at the Hospital, at home, and in the community.

#### *Cafeteria Meals*

Meal coupons were provided to breast-feeding moms whose infants were in the Hospital. Social Workers also provided patients' families with meal coupons when they arrived and were not prepared for a long stay at the Hospital.

### *Cancer Survivorship Program*

The Childhood Cancer Survivorship Program at Children's Hospital provides specialized, high-quality care to help survivors of childhood cancer live healthier, happier lives. The program includes an annual assessment of the survivor's health, academic and social development, and an individualized action plan to address long-term effects from cancer treatment.

### *Capacity for Meeting the Needs of Medically Complex Children*

Children's Hospital recognizes the critical role that community-based providers and organizations play in meeting the needs of medically complex children and is committed to making sure they have the clinical skills to take care of this patient population.

- a. School Nurses - Children's Hospital partnered with the California School Nurse Organization and individual school districts to provide training to school nurses on a variety of clinical procedures and topics critical to keeping children healthy.

Additionally, Children's Hospital participated in and hosted the School Health Advisory Panel's quarterly meetings. The Panel is a consortium of school district health directors throughout the Central Valley that serves as a link between school-based health care professionals and Children's Hospital for the purpose of identifying and addressing emerging issues impacting the health and wellbeing of students in grades K – 12.

- b. Hospitals / Community Based Organizations - Children's Hospital provided significant outreach education to hospitals and community-based organizations to make sure they have the clinical expertise needed to care for medically complex children. Topics covered included care for high risk newborns, general pediatric trauma, abusive head trauma and other areas of pediatric maltreatment, and the prevention of human trafficking of children.

### *Child Abuse Prevention*

More than 3 million American children are reported as abused or neglected every year. That's just what's reported – imagine how many cases never reach an agency. On any given day, three to five percent of Children's Hospital's inpatient population is here because of abuse or neglect. The number of children being treated at the Hospital for child abuse has increased from 22 in 2000 to over 1,000 in 2013.

The Hospital has operated the SCAN (Suspected Child Abuse and Neglect) Team in place since 1999. This is a multi-disciplinary team that includes physicians, nurses, social workers, law enforcement, Child Welfare, public health and other individuals and groups (as necessary). It's designed to help identify and act upon suspected cases of abuse.

The Hospital's Guild's Child Abuse Prevention and Treatment Center addresses abuse in a different way. The center operates a clinic one day a week and sees follow-up patients and outside referrals. Staff are trained in both the physical and psycho-social aspects of child abuse. Their focus is specifically on elements of abuse, neglect and endangerment – not completely on injury treatment.

Another ambitious element of the department is prevention. In 2013, staff partnered with organizations like the Child Abuse Prevention Councils of California, Comprehensive Youth Services, Child Welfare Services, Exceptional Parents Unlimited and county health departments to provide education, training and technical assistance to parents and caregivers.

There are many agencies in the Hospital's service area that address this horrifying problem and do their best to help kids every day. Children's Hospital is a regional powerhouse when it comes to pediatric care, and it works very hard to leverage that strength in child abuse prevention. The Hospital has lofty goals, and it wants to make sure that if children are harmed, Children's Hospital – and everything it has to offer – will be there to treat and defend them.

#### *Disaster Preparedness*

The Hospital donated storage space to the California Department of Public Health to store pharmaceuticals to be used in regional disasters or medical emergencies.

#### *Developmental Disabilities*

The Hospital continued to participate in coalitions focused on improving care coordination for infants and children with, or at risk for, developmental delays, including Kern County's Medically Vulnerable Infant Work Group Initiative, and First 5 Fresno's Model of Care Partnership Oversight Committee and Systems of Care Committee. Also, the Hospital continued to provide education and technical assistance offered through its High Risk Infant Follow Up Program to other providers and community based agencies regarding screening and assessment for developmental delays in high risk infants.

Last, Children's Hospital continued to support the March of Dimes' efforts at reducing premature births and promoting healthy moms and healthy babies through fundraising and advocacy.

#### *Enrollment into Health Insurance*

Children's Hospital committed significant resources to help families find health insurance coverage for themselves and their uninsured children, including financial counselors as well as a contracted vendor with expertise in enrollment services.

With these resources, the Hospital identified and provided enrollment assistance to uninsured and under-insured patients who qualified for Medi-Cal, California Children's Services Program, or the Hospital's Financial Assistance Program. Once eligibility was determined, the Hospital and/or the contracted vendor assisted the family with completing necessary applications and submitting them to the appropriate agencies.

Children's Hospital also supported outreach and enrollment services offered through the Fresno Healthy Communities Action Program.

#### *Family Assistance Fund*

When support for services were not available through a community program or another funding source, Hospital social workers were able to access these funds to help patients and families obtain items needed upon return home or to assist with transportation for follow up care.

#### *Injury Prevention*

Recognizing that unintentional injury is the nation's leading cause of death in children ages 1-14, Children's Hospital operates an Injury Prevention Program to increase community awareness of childhood injuries and those measures that can be taken to decrease their prevalence throughout Central California.

Supported by a cast of over 90 Hospital employee volunteers, the Program covered the following topics in 2013: Distracted & Reckless Teen Driving, Pediatric Trauma, Water Safety, Wheeled Sports Safety, Child Passenger Safety, the Choking Game, Sports Injuries, Lithium (Button) Battery Ingestion, Air powered gun injuries, Toy Safety, Child Maltreatment, Munchausen Syndrome by Proxy, and Abusive Head Trauma.

The Program provided education to thousands of children and families at a host of community-based venues throughout the Central Valley. In addition, the Hospital provided training and conducted outreach to health care,

education, law enforcement, and child welfare professionals through national, state, regional, and local conferences and seminars.

The Program also provided television interviews and media events to address child safety issues. The Hospital now provides a monthly child safety segment on two local news programs broadcast throughout the Central Valley.

Children's Hospital also chaired Safe Kids Central Valley, leading the coalition of 16 locally based agencies in a variety of projects focused on decreasing unintentional death and injury to kids aged 14 and under.

### *Literacy Program*

Literacy, which is defined as the ability to read and write, is essential to fully developing a sense of well-being and citizenship. Experts estimate that nearly 40 percent of U.S. 4th graders do not achieve basic levels of reading proficiency. Reading difficulties and illiteracy contribute to increased school absenteeism, school drop-outs, juvenile delinquency, increased crime, teen pregnancy, drug use and other problems that impact our community. Studies show the easiest way to increase literacy among pre-school and school age children is to simply read to them.

To make a meaningful contribution to literacy in our community, Children's Hospital's Literacy Program promotes and encourages children and their families to become lifelong readers. The Hospital's "Book Buddies" initiative specifically focuses on developing reading readiness and early reading skills for our young patients. Hospital volunteers bring books to the children, read them stories and engage them in activities that coordinate with the stories.

Separate from "Book Buddies", Hospital volunteers visit outpatient practice waiting rooms to read to children, showing parents and children the pleasures and techniques of looking at books together.

Additionally, books are available in Hospital clinics and departments, and families are encouraged to take them home to use with their children. In 2013, Children's Hospital distributed almost 5,800 books to patients and families.

### *Obesity Prevention*

Children's Hospital supported a number of efforts aimed at addressing the issue of childhood obesity in our community. The Hospital continued to serve as the Advocacy Coordinator for the Kaiser HEAL Zone Project in the City of Madera by facilitating advocacy in support of increased access to healthy foods and physical activity. Specific activities included coordinating a community awareness campaign in April 2013 and facilitating the adoption of

resolutions by the Madera City Council, the Madera County Board of Supervisors, and the Madera Unified School District Board of Trustees in support of the HEAL Zone.

Additionally, as the founder and chair of the Childhood Weight Management Task Force for Fresno and Madera Counties, Children's Hospital played a lead role in supporting the Task Force's activities in 2013. One key activity this past year was the development and implementation of Childhood Weight Management Pilot Project, the purpose of which is to test a new model for delivering and financing childhood weight management services in the primary care physician office. The project will run for 12 months (ending in early 2015), includes five primary care provider sites and the two Medi-Cal managed care plans in Fresno and Madera counties, and will serve approximately 100 overweight children ages 2- 12.

### *Poison Control*

The Central California Poison Control Center is located on the Children's Hospital campus and, as in years past, received a donation of office space in 2013.

The Central California Division of the California Poison Control Center answers calls from throughout the region and provides expert advice and information regarding exposure to potentially harmful substances. The phones are staffed 24 hours a day, 7 days a week.

In addition to providing emergency telephone advice regarding poison exposures, the Poison Control Center operates several programs critical to a culturally diverse, agriculturally based community like the Central Valley. The Center has been expressly responsive to the growing and largely underserved Latino population by developing specialized teaching tools and program interventions in Spanish, and providing customized trainings for community health workers in Spanish. Also, the Center contracts with the State Department of Pesticide Regulation (DPR) to assist physicians in complying with mandatory reporting requirements for pesticide exposures. The Poison Control Center also provides the state DPR with case data and information on the health issues related to pesticide exposure in California.

### *Reintegration*

Children's Hospital supports a number of programs or initiatives designed to help children who suffer from permanent or long-term disabilities reintegrate as easily as possible into regular daily activities. Children's Hospital's Adaptive Sports Program provides recreational and athletic experiences for children with disabilities. Experiences offered in 2013 included water skiing,

rock climbing, ice hockey, basketball, kayaking, wheel chair racing, track and field, and zip-lining.

Open to ages up to 21 years of age, the Program is the only one of its kind in the Central Valley. It's designed for individuals with physical and health impairments and conditions ranging from cerebral palsy to spinal cord injuries. Through hard work and determination, participants learn that it's possible for them, too, to take part in athletic activities, exceed expectations and achieve their dreams. Since its inception in 2008, the program has served over 300 disabled children.

Children's Hospital also works to ensure a smooth transition for children returning to school by coordinating a series of visits with school staff and students. In 2013, visits included a tour of the campus to reorient children to the school and to identify and address any potential access issues. Visits also included conferences with school staff to make sure they were aware of the children's disabilities and to ensure staff could accommodate the children's health care needs as best as possible. Additionally, the Hospital convened "Circle of Friends" meetings between children and their friends to give them a chance to see and talk about the children's disabilities.

#### *Ronald McDonald House*

Children's Hospital owns the land on which the Ronald McDonald House (RMH) of Central California is located and leases the land to the RMH for \$1 per year. The lease arrangement helps make it possible for the RMH to offer its services to families whose children are being treated at the Hospital.

#### *Transportation*

Access to public transportation has been a problem in the Central Valley for years and thus Children's Hospital continues to work with the community to improve public transportation and access to care. Children's Hospital's Social Work Department assisted families with transportation by providing taxi vouchers and bus tokens and the Hospital subsidized bus and transit services from Fresno and the Kings County rural areas. Additionally, Hospital staff participated in a transportation assessment for Fresno County to identify barriers for families needing public transportation particularly after hours and from rural communities.

### **B. HEALTH PROFESSIONS EDUCATION (\$1,915,137)**

Children's Hospital is committed to promoting an adequate supply of highly trained professionals to meet its region's future demand for pediatric health care services. Activities supported by the Hospital in 2013 included the following.

### *Pediatric Residency Program*

Children's Hospital is affiliated with the University of California San Francisco (UCSF) at Fresno, co-sponsoring the Pediatric Residency Program. Structured as a three-year fully accredited post-graduate residency, the training program helps to address the critical shortage of both pediatricians and pediatric subspecialty physicians in the Central Valley.

In 2013, 36 pediatric residents received training at Children's Hospital. Through the affiliation with UCSF Fresno, the Hospital also offered resident rotations in general pediatrics, subspecialties, and pediatric surgery for general surgery, orthopedic surgery, family medicine, and emergency medicine residency programs. The Hospital also provided training to 4 fellows in Cardiology and Surgery/Critical Care.

Additionally, the Hospital offered training to 46 medical students from 22 different medical schools throughout the country.

### *Pharmacy Residency Program*

Children's Hospital supported a pharmacy residency program in 2013 that provided training to 6 residents and 1 fellow.

### *Non-Physician Clinical Training*

Children's Hospital provides a variety of educational opportunities for students enrolled in affiliated accredited academic programs to observe or participate in the care of pediatric patients. In 2013, Children's Hospital hosted nearly 1,200 students from 25 disciplines from 37 different schools.

### *Continuing Physician Medical Education*

In 2013, Children's Hospital provided 45 separate continuing medical education programs to over 200 community-based primary care physicians. Pediatric subspecialty physicians from Children's Hospital served as the featured faculty, providing community-based physicians with guidance on how to manage a wide array of complex pediatric medical conditions in a number of topical areas including prevention of sudden cardiac deaths in adolescents, management of epilepsy, treatment of valley fever, management of diabetes mellitus, and diagnosis of bleeding disorders. Programs were provided at locations throughout the Hospital's service area, including Bakersfield, Madera, Merced, Modesto and San Luis Obispo.

### *Health Careers Promotion*

Children's Hospital continued to promote health careers through the Hospital's Job Shadowing Program that offers high school and college students the opportunity to shadow Hospital physicians, employees, and volunteers. Additionally, the Hospital partnered with Sunnyside Doctors' Academy, Clovis North High School, Liberty High School and the Center for Advanced Research and Technology for internship rotations and volunteer opportunities at the Hospital.

### **C. CASH AND IN KIND CONTRIBUTIONS (\$21,000)**

Children's provided cash and in kind support to a number of organizations that target the needs of children in our community, including the American Red Cross, Camp Taylor (a summer camp for children with cancer and their families), Exceptional Parents Unlimited, Hinds Hospice, Sierra Vista Child & Family Services, West Fresno Family Resource Center, and others.

### **D. COMMUNITY BUILDING ACTIVITIES (\$5,000)**

Children's Hospital made a donation to the California Institute for Nursing and Health, a statewide organization dedicated to transforming the capacity of nurses to meet the evolving health needs of residents in Central California and throughout the state.

### **E. COMMITMENT TO MEDI-CAL**

Children's Hospital's commitment to serving its community is evidenced by the large number of patients it serves that are covered by Medi-Cal. As noted before, Medi-Cal covered 73% of the Hospital's inpatient cases and 70% of the Hospital's outpatient visits in 2013.

The combined net effect of total Medi-Cal reimbursement and disproportionate share funding in relation to the cost of these services resulted in a net loss to the Hospital in 2013 of \$26,702,805. This figure is separate from and does not include the community benefit activities and expenses noted in previous sections, and also excludes the revenue and expenses associated with the Hospital Fee Program, which is described in more detail below.

*Hospital Fee Program* - In 2009, California implemented the Hospital Fee Program through which hospitals in California, including Children's Hospital Central California, received supplemental Medi-Cal payments. California implemented the Program to help offset a portion of hospital Medi-Cal payment shortfalls accrued over current and prior years.

The Program is funded by a quality assurance fee paid by hospitals that the state then uses to collect additional federal funding. Hospital Fee Programs like California's are allowable under federal law, and the US Department of Health and Human Services approved California's Program.

California's Program has been implemented in three phases, with Phase One covering the period April 1, 2009 through December 31, 2010, Phase Two covering the period January 1, 2011 through June 30, 2011, and Phase Three covering the 30 month period from July 1, 2011 through December 31, 2013.

In 2013, Children's Hospital recognized program revenue of \$71,721,490, net of the hospital's quality assurance fee and hospital contributions to the California Health Foundation and Trust (CHFT). CHFT was established under the Program for the purpose of supporting charitable activities. The net revenue recognized in 2013 includes twelve months of Fee For Service program net revenue and eighteen months of net revenue related to the Managed Care portion of the program.

**F. CHARITY CARE (\$90,000)**

In keeping with our Mission, Children's Hospital continues to accept all patients, regardless of their ability to pay. In 2013, Children's Hospital provided \$90,000 in charity care. The amount represents costs associated with patients who meet certain criteria under the Hospital's charity care policy without charge, or at amounts less than its established rates in relation to the cost of these services. Charity Care includes county indigent and free care, which is based on the patient's inability to pay for services.

In order to assist families with ongoing care needs, Children's Hospital's Financial Assistance policy requires patient families to apply for appropriate government funding in conjunction with applying for financial assistance (charity care). As a result, many families qualify for government programs and do not ultimately require charity care. The Hospital's charity care amount is separate from and does not include the community benefit activities and expenses noted in previous sections.