



*Community
Benefits
Report*



In our daily lives, each of us reveals who we are by what we do. Our actions, even more than our words, show those around us what we believe in, what we value and who we are at our very core. The same is true of organizations, and it's certainly true of Delano Regional Medical Center (DRMC). Everything we do, whether it's in a patient's hospital room, in a school gymnasium, the community center or the local shopping center, reflects the hospital's goals: to provide safe, caring, quality healthcare with integrity and excellence.

In this report you'll see some of the ways we live out our values in the community of which we are an integral part. DRMC's commitment to the health and wellbeing of our friends, neighbors and families is who we are on a daily basis. Beyond the words written in this report, it is seen as we:

- Encourage an active lifestyle and healthy eating for the young and the old
- Provide educational opportunities for future healthcare professionals
- Deliver vaccinations to protect one another from illness
- Provide free healthcare to those in need
- Take free health screenings to "the streets," and so much more.

DRMC's community benefit programs enhance the lives of all ages, each and every day. We often hear from our patients and their families how the care they received has made an impact in their lives.

As we look forward, we continue to work to transform healthcare in our community.

Bahram Ghaffari
President



"My time here was most pleasant and everyone is the best! I hope you all continue doing the best work that I had the privilege to experience. Thank you." Maria Rena, Patient

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 more than 650 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) and is a Bariatric Center of Excellence.

Mission

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

Vision

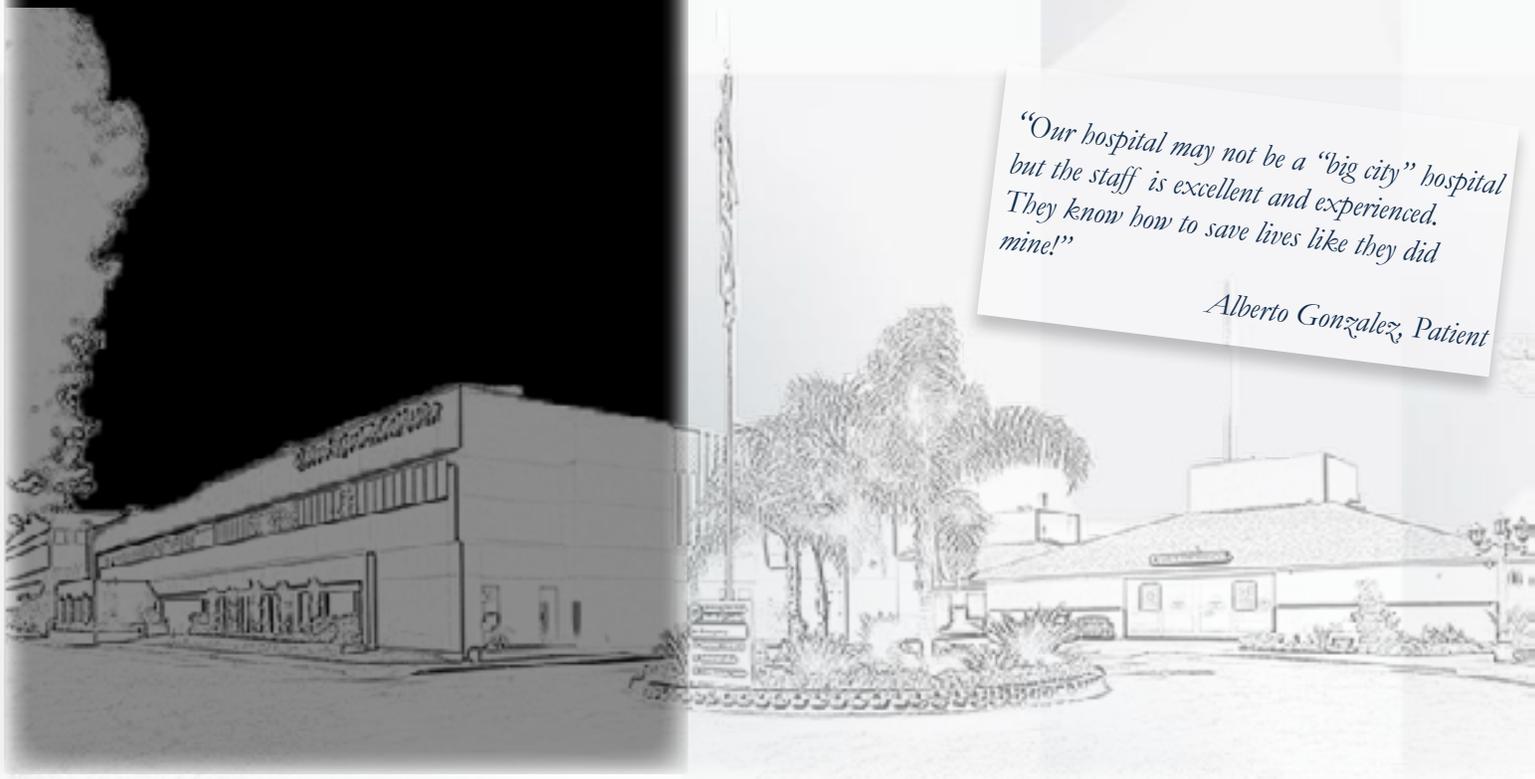
- ▶ Provide comprehensive services
- ▶ Achieve high quality outcomes
- ▶ Assure superior customer service
- ▶ Influence the health status of our communities
- ▶ Maintain positive collaborative relationships with the community and healthcare providers

Values

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

"Our hospital may not be a "big city" hospital but the staff is excellent and experienced. They know how to save lives like they did mine!"

Alberto Gonzalez, Patient



Serving a Diverse Community



Delano Regional Medical Center is located in California's agriculturally rich San Joaquin Valley. There is vibrancy in the cultural diversity found throughout the rural communities we serve. That diversity is 72% Hispanic, 12% Asian, 8% White, 7% African American and 2% a mixture of other races and ethnicities.



Like many cities, however, Delano is grappling with numerous socioeconomic challenges. Many residents are economically disadvantaged. The median income per household in the city is \$37,132 with 35% falling at or below the national poverty level versus the California state average of 13%. The unemployment rate is 30% while the state average is 10%. Nearly 38% of adults have a less than 9th grade education and 18% have 9th – 12th grade education but no high school diploma. Approximately 30% of the families are migrant farm workers and 74% speak a language other than English in the home.



Significant health issues are associated with poverty. Roughly 17% of the population have no insurance and for many, access to healthcare is minimal at best. Diabetes, obesity, asthma, stroke and teen pregnancy are prevalent.



At DRMC, we believe everyone should have access to the medical care they need. That's why we work to provide lifesaving care regardless whether of the financial constraints. While DRMC 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. We work with community organizations, partners, and individuals throughout Kern County to amplify the impact of our efforts, and care for more people than any one organization could on its own. Together, we're delivering the care and support our communities need most.



**Care begins
with people.....**

2013 at a glance:

**Births
816**

**Pediatric
Visits
841**

**Surgeries
3985**

**Admissions
3077**

**Emergency
Department
Visits
26,809**

**Rural Health
Clinics Visits
36,927**

Delano Regional Medical Center has been my second home for 20 years; my coworkers and patients have been my second family. My greatest pleasure is taking care of the nutritional needs of my patients. Every year I anticipate "Patient Appreciation Day" when I can go to each patient with their tray and a special gift. It is my chance to say "thank you" for choosing our hospital.

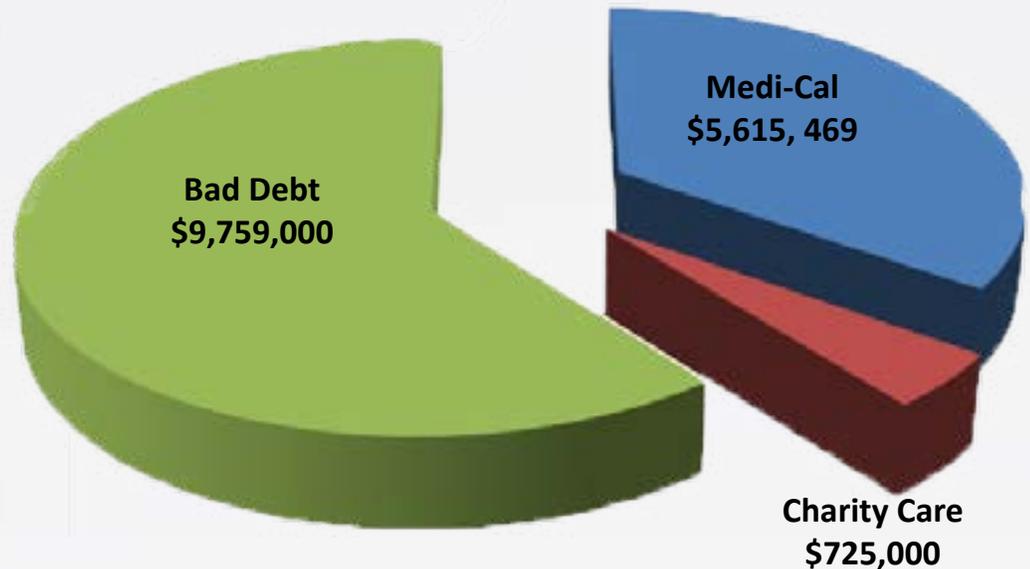
Ester Tugade, Nutritional Services Supervisor



Everyday of the year, as DRMC provides care and services for our patients, we are also contributing back to the community in numerous ways. Although some of these efforts cannot easily be assigned dollar values, many of them can. Here are some of the major financial commitments that DRMC has made to meet local healthcare needs in 2013.

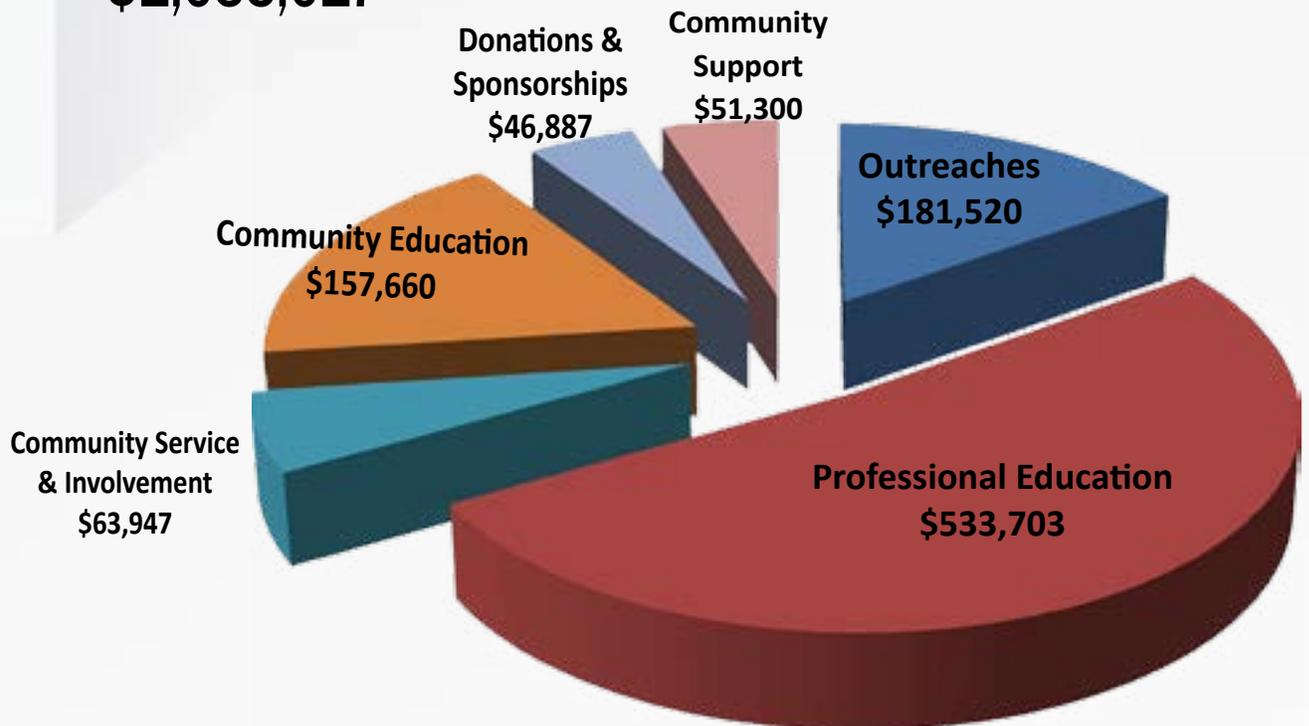
Unpaid Cost of Patient Care

\$16,099,469



Programs, Outreaches and Services

\$1,035,017



Total: \$17,134,486

Charity Care and Financial Assistance Programs

A few straightforward steps and uncomplicated instructions given by our Patient Accounting staff speaks volumes to the uninsured and underinsured patient when they are faced with the financial burdens of medical expenses. Through DRMC's Charity Care Program patients who meet the criteria receive financial assistance giving them the freedom to focus on their health. In 2013, the Charity Care Program totaled \$725,000.

DRMC's Indigent healthcare programs also provided an additional \$5,615,469 in community benefit. These programs consist of unreimbursed cost of Medi-Cal as well as other federal, state and local programs for the poor.

For a variety of reasons, including income level or lack of adequate insurance coverage, DRMC may write off patient charges it considers to be uncollectible. In 2013, the cost of this uncompensated care was \$9,759,000.



Each year the DRMC "family" adopts families in our communities that are less fortunate and make the holidays a joyous occasion



**Sadegh Salmassi, M.D.
General Practice**

Doing Good in our Community

Our values are visible every day as we support the community to improve the health and quality of life of our neighbors. We regularly participate in health education and screenings, lectures and special events. We provide financial and in-kind contributions to nonprofit organizations that serve the community. This support occurs both within and outside of our hospital walls.



Rural Health Clinics: We operate three rural health clinics which provide quality health care regardless of the economic circumstances: Delano Women's Medical Clinic specializes in healthcare to all women throughout every stage of life; Wasco Medical Plaza's focus is the care of the whole family and Delano Prompt Care Clinic provides non emergent care after hours and on weekends.

Specialty Clinics: Two specialty clinics target health issues that require focused care. Delano Diabetic Clinic works with the patients on the monitoring, maintenance and education of the disease. Delano Wound Care Clinic is dedicated to the treatment of chronic, non-healing wounds (sores or wounds that have not significantly improved during the course of conventional treatment).

Emergency Services: From minor injuries to large-scale catastrophes, DRMC is the leading resource in an emergency within a 30 miles radius. Our Emergency Department had 26,809 visits in 2013 and is a primary source of care for the uninsured in Delano and the surrounding area.

Education

By investing in the future of health care through education DRMC has made a strong commitment to the health of our community. If you put a dollar value on that commitment, for 2013 it totaled \$691,363.

The hospital's educational investment has two essential directions: professional and community. DRMC's responsibility for the long term health of our community is seen through education classes for health care professionals. One of our goals is to help ensure that there will be enough qualified health professionals with the skill sets needed to meet the community's growing needs.

Investing in the Education of the next generation of healthcare providers is done by scholarships from the DRMC, our Physicians and Volunteers. These scholarships are given yearly to high school students pursuing a career in the medical field.

Offering our residents the proper tools to maintain a healthy lifestyle and prevent illness is a central goal of our community education classes. These classes cover a wide range of topics such as diabetic education, nutrition, maternal education, child birth and car seat safety, just to name a few.



The future of any community is its youth. DRMC's staff work with our young people to ignite a flame for healthcare careers by mentoring, teaching and training our young men and women at a young age.



As a Kern County leader in emergency response and preparedness, DRMC conducts annual training of all staff. Often these training sessions will include other emergency response agencies with local students and residents posing as victims.



DRMC held a four-day health fair in 2013 for the Grand Opening

of Walmart in Delano. The number of residents receiving free health screenings was enormous. Nearly 300 glucose and cholesterol tests were completed in one day!



Knowing basic CPR is valuable to each person. DRMC's Education Services takes CPR training outside the class environment and into the streets!

Community Health Programs

Reaching beyond the hospital walls through health and wellness programs and community partnerships is an integral part of DRMC's commitment to the communities we serve. Whether it's providing free breast cancer screenings, mentoring students who are interested in healthcare, encouraging residents to focus on their health through weight loss and proper nutrition or providing necessary health screenings to the uninsured, all of these programs are making an impact on the lives of those we serve.

DRMC contributed \$181,520 toward providing individual community health programs during 2013.

"It's so great to be out in the community and provide health screenings and information to people who may not have the opportunity to receive it otherwise," said Mary Gutierrez of the Delano Women's Medical Clinic. "Many have come to expect us at the community events and trust us like family."

Delano Regional Medical Center's responsibility and dedication to the health of our community doesn't end with these programs. This is just the beginning. We are committed to transforming healthcare in our community ... healthcare that is appropriate for our population.



“Working together for a healthier community”

Delano Regional Medical Center

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