



Community Benefit Report

FISCAL YEAR 2013



EMANUEL
MEDICAL CENTER

Technology to Heal. Compassion for Life.

Emanuel Medical Center

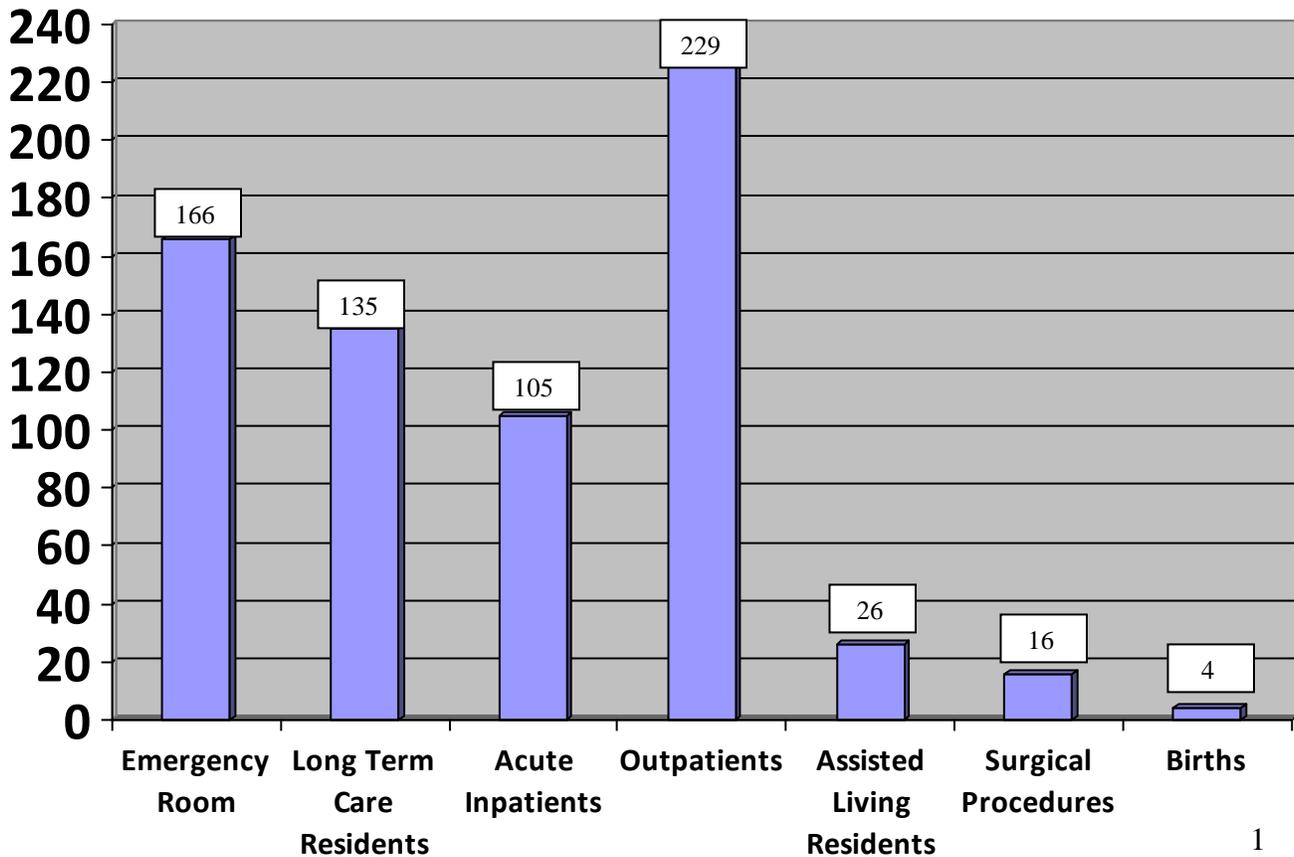
Community Benefit Report for the Fiscal Year Ending January 31, 2013

General Information

Emanuel Medical Center operates a not-for-profit community facility licensed for 209 acute care beds, 145 distinct part long term care beds and 49 residential care beds. Emanuel is the only hospital in its primary service area and during the 12 months ending January 31, 2013, we:

- Provided 38,593 days of acute care
- Served residents with 49,410 days of long term care
- Supported residents with 9,338 days of assisted living
- Treated 60,635 patients in our Emergency Room
- Performed 5,847 surgical procedures
- Delivered 1,330 babies

**Number of Patients Served On an Average Day
at Emanuel Medical Center
FY 2013**



Emanuel Medical Center provides safe, quality and necessary health services to all patients without regard to race, color, creed, gender, residency status or ability to pay. This access to care is essential to many people in our community, and resulted in the granting of \$77.5 million, or nearly \$212,000 per day, in free care to patients who were uninsured and underinsured during FY 2013.

As one of our area's largest employers we have more than 1,300 staff members. Our President and Chief Executive Officer is John Sigsbury and our Board Chair is Jennifer Larson. The contact person for this Community Benefit Report is:

Pennie C. Rorex, Assistant Vice President
Corporate Communication & Marketing
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Organizational Structure

Emanuel Medical Center, Inc. is a California not-for-profit public benefit corporation located in Turlock, California. The corporation is religiously affiliated and one of two acute-care hospitals wholly owned by Covenant Ministries of Benevolence (CMB). We have a 13-member community board. Our board members are:

Emanuel Medical Center, Inc. Board of Directors 2013-2014

Ron Arakelian, MD, Physician
Turlock, CA

Jennifer Larson – Business Co-Owner
Turlock, CA

Arthur De Rooy – Businessman
Hilmar, CA

Jim Pallios – Business Owner
Turlock, CA

David Dwight – President
Covenant Ministries of Benevolence
Chicago, IL

John R. Sigsbury – President/CEO
EMC
Turlock, CA

Bill Gibbs – Business Owner
Turlock, CA

Marlene Stante – Banking
Turlock, CA

Wade Fullmer – Pharmacist
Turlock, CA

Arlon Waterson – Business Owner
Hilmar, CA

Kulmeet Dang, DO – Physician
Turlock, CA

Tom Wilson, MD – Physician
Turlock, CA

Reza Nazari, MD – Physician
Turlock, CA

Community Needs Assessment

Emanuel Medical Center’s primary service area is greater Turlock which encompasses southern Stanislaus County and northern Merced County. Included in this service area are the towns of Ceres, Delhi, Denair, Hilmar, Livingston and Turlock.

Stanislaus County and Merced County conducted Community Health Assessments in 2011. In the tables below, dates and sources are noted.

Primary Service Area (PSA) 2010 Census, 2011 Forecasts

	PSA	State of CA
<i>Total Population</i>	<i>174,121</i>	<i>37,253.956</i>
Projected Growth Rate		
Five Years	10.68%	6.3%
Annual	2.1%	1.3%

Stanislaus County Demographics and Health Data Summary - Selected Statistics

Sources: U.S. Census Bureau 2010; CDPH County Health Status Profiles 2012

2010 Population	514,453
Median Household Income	\$51,094
% of Population Below the Poverty Level	16.4%
% Under Age of 18	28.6%
% 65 Years or Older	10.7%
Persons of Hispanic or Latino Origin	41.9%
Unemployment Rate (2012)	15.8%
Leading Causes of Death	Heart Disease, Cancer, Stroke
Overall Health Status – County Ranking	49 of 58
All Cancers – County Ranking	40 of 58
Female Breast Cancer – County Ranking	30 of 58
Coronary Heart Disease – County Ranking	57 of 58
Low Birth Rate County Ranking	32 of 58

Merced County Demographics and Health Data Summary – Selected Statistics

Sources: U.S. Census Bureau 2010; CDPH County Health Status Profiles 2012

2010 Population	255,793
Median Household Income	\$43,844
% of Population Below the Poverty Level	21.8%
% Under Age of 18	31.5%

% 65 Years or Older	9.4%
Persons of Hispanic or Latino Origin	54.9%
Unemployment Rate (2012)	18.0%
Leading Causes of Death	Cancer, Heart Disease, Stroke
Overall Health Status – County Ranking	40 of 58
All Cancers – County Ranking	31 of 58
Female Breast Cancer – County Ranking	9 of 58
Coronary Heart Disease – County Ranking	55 of 58
Low Birth Weight Rate County Ranking	44 of 58

Comparing the Stanislaus County Community Health Assessment and the Merced County Community Health Assessment to the Healthy People 2010 Objectives is illustrative. These objectives are a set of health goals for our nation to achieve over the first decade of the twenty-first century. As demonstrated below, residents of Stanislaus and Merced counties need better access to care in order to meet many of the Healthy People 2010 targets.

Item	Stanislaus County 2011	Merced County 2011	Healthy People 2010 Target	Target Stated as
Deaths due to:				
All cancer	151.5	160.0	158.6	per 100,000
Coronary Heart Disease	189.8	157.1	162.0	per 100,000
Stroke	44.8	43.0	50.0	per 100,000
Infant Mortality Rate	6.7	6.4	4.5	per 1,000
Low birth weight	6.5	6.6	5.0	percentage
Adequate prenatal care	77.3	59.4	90.0	percentage

Insurance Coverage

The California Health Interview Survey conducted by the UCLA Center for Health Policy Research compares Emanuel’s primary service counties to those of the state as a whole.

	Job-Based Coverage All Year	Medi-Cal/ Healthy Families All Year	Other Coverage All Year	Uninsured All or Part Year
All California	50.1%	16.3%	9.3%	24.3%
Stanislaus	43.7%	19.8%	7.7%	28.7%
Merced	32.0%	30.7%	5.7%	31.6%

In January 2012, Health Management Associates (HMA) published a community assessment of San Joaquin and Stanislaus counties. HMA summarized Stanislaus County this way:

- Like San Joaquin, Stanislaus County has experienced considerable growth with a 15% increase in the population between 2000 and 2010. While the growth trend has slowed over the past several years during the economic downturn, it is expected the trend will begin to increase as the economy improves.
- Stanislaus' residents have lower levels of education, lower median income and higher rates of uninsured, 29%, compared to other Californians.
- While residents report that 54% of children age 2-18 consume five or more fruits and vegetables per day, higher than other Californians (48%), more than one out of three adults, a 36% , is obese or overweight.
- A higher proportion of the Stanislaus population has been diagnosed with two of the major chronic diseases, i.e. asthma, diabetes, high blood pressure and heart diseases, with close to 20% of the population having been diagnosed with asthma compared to 13.7% statewide and close to 31% having been diagnosed with high blood pressure compared to 26% statewide.
- Stanislaus has experienced a reduction in mental health services resulting from significant reductions in State funding; failure of the State to pay for certain mandated services and a lack of funding for the increased costs of doing business. This has resulted in fewer mental health resources, especially to individuals with no public or private health insurance coverage.
- An examination of mortality shows Stanislaus ranking far below the rest of the state on all but two of nineteen measures, including all causes of death, cancer, diabetes and more, as reported by the California Department of Public Health.
- Similarly, for infant mortality indicators, e.g. adequate prenatal care, and morbidity measures, e.g. chlamydia, tuberculosis, the county ranks near the bottom.
- In total the county ranked 40th or below among California's 58 counties on 19 of the 33 public health measures and ranked below all other counties of the state on 26 of the measures.
- Stanislaus had risk adjusted rates for 8 of 14 reported Agency for HealthCare Research Quality prevention quality indicators that were higher than the state average suggesting that the residents may not have adequate outpatient care.
- An overall measure, preventable hospital stays, defined as the hospitalization rate for ambulatory care sensitive conditions per 1,000 Medicare enrollees was 77, much higher than the national benchmark of 52 and higher than that of California 59, suggesting that primary care services may not be optimal.
- In 2008, the San Joaquin Valley failed to meet the recommended minimum number of physicians and specialists for their population area, while the state of California exceeded both minimums.
- Most Stanislaus clinics reporting to OSHPD do not report substance abuse services or mental health services. (However, the Stanislaus Health Services Agency with countywide clinics that do not report to OSHPD does indicate providing Mental Health/Crisis Intervention and Drug/Alcohol Abuse.)

Given this area's demographics, generally low health outcomes, physician shortages, significant range of health concerns and lack of employment, the community benefits Emanuel Medical Center provides are clearly essential.

Progress Report

Access to quality health care is the single greatest community benefit offered by Emanuel Medical Center. Our hospital assures the availability of care to all. Emanuel is a very important safety net to those who are uninsured, underinsured, unemployed and/or unentitled.

Highlights of our Fiscal Year 2013 accomplishments follow.

Emanuel Medical Center's Community Benefit Actions FY 2013

Community Benefit	Action Taken	Addressed Community Health Concerns	Supported Healthy People 2010 Objectives
Increased Access to Care	Developed and launched a free grief support program for children, teens and their families.	Yes	Yes
Increased Access to Care	Due to hospital's recruiting and support efforts, three new physicians and two physician's assistants joined local practices	Yes	Yes
Increased Access to Care	Continued Medical Education Program for third-year and fourth-year medical students; 33 students enrolled in one-year clinical rotations	Yes	Yes
Increased Access to Care	Provided free mammography screening and follow-up to 114 uninsured and underinsured women	Yes	Yes
Assured Access to Care	Provided Cardiovascular Services including open heart surgery to nearly 100 patients	Yes	Yes
Assured Access to Care	Became a designated STEMI Receiving Center in January 2012; prepared for accreditation as a Chest Pain Center (anticipated June 2013)	Yes	Yes
Assured Access to Care	Provided \$77,523,000 in free care to underinsured, uninsured and patients who did not pay for their services ⁽¹⁾	Yes	Yes
Assured Access to Care	Incurred \$37,227,000 shortfall ⁽²⁾ while providing care to Medicare and MediCal beneficiaries	Yes	Yes
Assured Access to Care	Supported Adult and Pediatric Hospitalist services	Yes	Yes

Assured Access to Care	Incurred Specialty Physician expense to ensure ED coverage	Yes	Yes
Assured Access to Care	Incurred Anesthesiologist expense to ensure OB care/pain management; also incurred cardiovascular anesthesia expense	Yes	Yes
Assured Access to Care	Operated two Emanuel Family Practice clinics in Turlock	Yes	Yes
Maintained Access to Care	Continued to provide “Monkey Business” support group for children of parents diagnosed with cancer	Yes	Yes
Maintained Access to Care	Continued to offer “Sweet Success” gestational diabetes education program through calendar year 2012	Yes	Yes
Maintained Access to Care	Continued to provide Childbirth Education classes in English and Spanish	Yes	Yes
Maintained Access to Care	Operated Internal Review Board and maintained enrolled cancer patients in national clinical trials	Yes	Yes
Maintained Access to Care	Continued to provide Life Support Classes for medical professionals	Yes	Yes
Maintained Access to Care	Continued to participate in MediCal CMAC Program	Yes	Yes
Maintained Access to Care	Continued to participate in local HMO/PPO networks	Yes	Yes
In Progress	Developed new Emanuel Family Practice Clinic in the underserved community of Patterson in the west side of the county. (Clinic opened in April 2013.)	Yes	Yes
In Progress	Graduate Medical Education Physician Residency programs in internal medicine, family practice and a traditional internship have been approved, but not yet launched	Yes	Yes

⁽¹⁾Based on charges – cost of uncompensated care was \$15,156,000 (used CTCR to calculate)

⁽²⁾Unreimbursed cost of providing treatment

Community Benefit Plan

Emanuel Medical Center continues to support our community as outlined in the preceding Progress Report. Over the past 12 months, Emanuel Medical Center focused its community service in three vital areas:

Basic Access to Care: Without Emanuel Medical Center, during the year ending January 31, 2013:

- Residents or their visitors would have had to leave the community 60,635 times for emergency treatment
- More than 1,300 babies would not have been born at a local hospital
- Nearly 6,000 patients would have had to leave their home community for surgical procedures.

Residents of the Central Valley continued to struggle financially during the year ending January 31, 2013. As in prior years, many residents of our community could not afford to provide themselves with basic needs, including health care. Emanuel continued to serve as the only health care safety net for many residents of Turlock and surrounding communities in our service areas.

Increased Physician Availability: In FY 2013, Emanuel Medical Center recruited three new physicians – two family practice physicians and one electrophysiology cardiologist – and two physician’s assistants to the community to help meet the need highlighted in our Community Physician Needs Study.

Completed in 2011, Emanuel Medical Center’s Community Physician Need Study documents significant growth in the number of physicians required in the primary service area of the medical center. However, the community continues to have fewer than half the number of physicians per 100,000 population at the most conservative benchmarks for physician need.

Findings of the study include:

- In 2011 more than 1,200 patients per month, most previously without a primary care physician, are now patients of six new family practice physicians recruited to the two primary care centers of the Emanuel Family Practice and Specialty Care
- The Emanuel Cardiac Cath and Interventional Lab opened as a result of the recruitment of general, invasive and interventional cardiologists to provide both outpatient and inpatient services
- New physician specialties joining the Turlock community include Infectious Disease, Rheumatology, Neurology, Cardiothoracic and Vascular Surgery, and Interventional Cardiology
- 67% of all general inpatient surgery and 50% of outpatient surgery procedures are provided by the four recruited general surgeons and 83% of all orthopedic surgery procedures are performed by recruited physicians. In prior years, many of these patients would have gone to Modesto for care
- Over 67% of all monthly GI procedures are conducted by recruited gastroenterologist and surgeons

- The opening in 2011 of the Emanuel Open Heart Surgery program was driven by the relocation of medical staff that included two cardiothoracic surgeons, a perfusionist and a surgery physician assistant
- In response to community need, several female physicians were added to the Emanuel medical staff including: two OB/GYNs, two Neurologists, five Family Practice providers, one Nephrologist, one Pulmonologist, one General Surgeon, and an Internal Medicine physician
- Providing local treatment for cancer patients at the Emanuel Cancer Center is possible today because of the medical center's recruitment of two medical oncologists and two radiation oncologists to the community

Medical Education: In FY 2013, Emanuel continued to provide a medical education program specifically designed to increase the number of physicians in the community. In the third year of this program, a total of 33 students from two medical schools – Midwestern University's Arizona College of Osteopathic Medicine in Glendale, and Touro University California's College of Osteopathic Medicine in Vallejo—began their year-long clinical rotation studies under the direction of Emanuel medical staff.

Additionally, in the past year Emanuel submitted and was approved by the American Osteopathic Association to begin three medical residencies to be based at Emanuel Medical Center. The new graduate medical education programs would include a Traditional Internship, Family and Internal Medicine programs and would be the first Osteopathic residencies opened in Northern California. The start date of the program is pending the completion of the sale of the medical center and additional management reviews.

Community Health Education: Community health education is provided by the Emanuel Cancer Center, Emanuel's Education Department, and its Community Health Education Team (CHET).

In FY 2013, the CHET included 77 active members (up from 63 last year) and accomplished the following:

- CHET volunteers represented Emanuel at 19 one-day events, that included a Teddy Bear clinic, 2 county fairs (totaling 15 fair days), and one three-day Fiesta
- CHET volunteers performed more than 553 blood pressure checks this year
- CHET volunteers referred approximately 44 individuals to a physician
- CHET members contributed 1,122 hours of service between the months April and October
- CHET members educated 25,807 people about heart-healthy living as they toured through our walk-through heart at the Patterson Apricot Fiesta, the Merced and Stanislaus County Fairs, and the MedicAlert Health & Safety Fair

Jessica's House

In April 2012, Emanuel Medical Center opened Jessica's House, a center for grieving children, teens, and families. Jessica's House provides peer support in a safe place for grieving children and teens and their parents or caregivers. Jessica's House provides sensory-based activities with art, music, movement, and play. The ongoing support groups meet every other week for 1.5 hours with parent support groups meeting at the same time as the children's groups. During the first year, Jessica's House supported 121 children and teens, along with 86 parents and caregivers in their ongoing groups. All activities were free for participants.

Emanuel Cancer Center

During FY 2013, Emanuel Cancer Center provided regular educational opportunities and support groups which were free to the community.

Cervical Cancer Outreach: A direct mail piece from the Cancer Center was delivered to 27,000 women in our primary service area (age 40+). The piece was a cross-promotion, directing women to contact their Ob-Gyn for their annual PAP smear.

Colorectal Screening Outreach: The "Surviving"-themed colon cancer campaign ran through the month of March. It included print, TV, social media, and online advertising.

American Cancer Society Relay for Life Survivors' Night: Hosted by the Emanuel Cancer Center, over 120 participants heard one of our radiation oncologists speak on SABR (stereotactic ablative radiotherapy).

Senior Day at the Stanislaus County Fair: In July 2012, Emanuel Cancer Center hosted a day at the Stanislaus County Fair where cancer survivors received a \$2 discount off the admission price and 1,420 senior citizens were admitted free of charge. Inside the fair, we had an educational booth for people to learn about cancer risks, symptoms and prevention. The cost of this sponsorship was \$5,500 to Emanuel Cancer Center, plus \$1,500 for gifts for the first 1,000 guests through the gates, plus many hours of time volunteered by several Emanuel staff members.

Women's Cancer Awareness Education: In October 2012, over 1,000 women and men attended our 15th annual Women's Cancer Awareness Event, which was free to the community. Education focused on various preventative screenings and genetic testing. Onsite scheduling for mammography services was available.

Stop Smoking Campaign: Our Lung Cancer Awareness and "Quitters" Campaign included free stop smoking seminars, free quit kits, local radio testimonials, and a free 6-week stop-smoking program by our psychologist. More than 100 Quit Kits were requested and twenty-three people regularly attended a six-week smoking cessation program.

Look Good, Feel Better: This program teaches beauty techniques to women who are actively undergoing cancer treatment, to help them combat the appearance-related side effects of radiation and chemotherapy. This is a free monthly program sponsored by Emanuel Cancer Center and the American Cancer Society.

Cancer Center Support Groups

Monkey Business: This support group is specifically designed to help children who have a loved one with cancer cope with the emotional aspects of what they are experiencing. Both the children and their loved ones are invited to the group, which meets weekly for eight weeks.

Cancer in Your Life: This support group meets bi-monthly and is open to adult cancer patients.

Education Department

The Emanuel Medical Center Education Department provided or coordinated free educational services to the community throughout FY 2013

Life support classes were offered free of charge to area physicians, physicians assistants, EMTs, paramedics, medical students and Emanuel volunteers. These classes include basic, advanced, neonatal and pediatric life support. At least 38 individuals received free classes this fiscal year, which would have generated approximately \$4,400 of class fees if they were to have been charged.

Childbirth education classes were provided complimentary to our community, both in English and Spanish. Approximately 336 community members attended free classes this fiscal year (this number includes mothers and their supporting partners). Emanuel paid approximately 140 hours of instructor time and support staff time to coordinate and deliver these classes.

Emanuel Medical Center also provided the opportunity for students in the health care fields to learn in our facility free of charge. The Education Department coordinated clinical rotations and provided orientations for nursing students and high school Regional Occupational Program (ROP) students. Staff that work with these students provide one-on-one attention and teaching throughout the students' experience here. In the 2012 school year, a total of approximately 20 ROP high school students from Turlock and Hilmar were each provided 150-200 hours of experience in patient care or administrative areas. In the spring and fall semesters of 2013, approximately 125 nursing students each completed an average of 100 hours of clinical rotations at our facility. Aside from the large amount of time that staff members spent with students, the education department itself provided approximately 200 hours of time devoted to coordination and orientation for these students.

Supported Non-profit Organizations with Sponsorships and Donations: In FY 2013, Emanuel Medical Center provided the following support to non-profit agencies and organizations:

- Turlock Downtown Association (was formed in 2003 to maintain and promote historic downtown Turlock) - \$2,500; Major sponsor of annual fundraiser "Taste of Turlock."
- Turlock Certified Farmers Market (formed out of a desire to bring these local crops directly to the local consumer, and to promote health and wellness) – Sustaining Sponsor of 6-month long weekly market - \$2,500
- Turlock Gospel Mission (exists to provide Turlock's homeless and hurting with shelter and services in the name of Jesus Christ, combining spiritual, personal and community resources to renew and restore people to become contributing members of our city) - \$1,500 for winter relief

- Wounded Warrior Amputee Softball benefit (team comprised of veterans and active duty servicemen who lost limbs and served in the military in Iraq and Afghanistan—mission is to raise awareness of the strength and resiliency of our armed forces and inspire others to rise above any challenge) - \$1,500 sponsorship
- United Samaritans Foundation (serving impoverished children, adults and elderly in Stanislaus County) - \$1,000 sponsorship of “Legacy Of Hope” annual benefit
- Salvation Army Kettle Dash (Run) (Benefits the Turlock Community Center where they provide programs for elementary school children, middle school children, and senior adults and those that need a helping hand) - \$1,500 sponsorship
- Upward Sports Youth Basketball (Kids basketball program that teaches sport skills and values; every child plays half of every game) - \$3,250 sponsorship
- CSU Stanislaus Warrior Athletics (supporting men’s and women’s college athletics) - \$2,500 donation
- Patterson Apricot Fiesta (community celebration to promote the apricot industry) - \$2,000 sponsorship
- Denair Boosters - Sober Grad Night (providing a safe and fun graduation night for graduating seniors)- \$200 donation
- Hughson High Sober Grad Night (providing a safe and fun graduation night for graduating seniors)- \$200 donation
- Make A Wish Foundation Stanislaus Regional Council (granting wishes of children with life-threatening medical conditions) - \$200 donation to support Turlock child’s wish
- Plus, in-kind donations of auction and opportunity drawing items (such as emergency road kits, picnic baskets, etc.) to various charities, including Carnegie Arts Center, Center for Human Services, March of Dimes, Sierra Vista Children’s Center, Turlock Pregnancy Center, and Youth for Christ.

Economic Valuation of all Community Benefits

Last year, Emanuel Medical Center provided citizens of the greater Turlock area and others with the following community benefits:

Medical Care: Per our audited financial report for the year ending January 31, 2013, (see Exhibit A) Emanuel Medical Center's charity and other uncompensated care patient charge amounts totaled \$77,523,000. In addition, we experienced a \$37,227,000 Medicare/MediCal shortfall.

Emergency Department Physician Specialty Access: To have the appropriate services available to patients presenting in our Emergency Room for the 12 months ended January 31, 2013, Emanuel incurred \$552,000 in specialty physician access fees.

Adult Hospitalist Program: We have a hospitalist program that provides primary physician services to our inpatients that cannot afford or find a doctor. The FY 2013 cost for our adult hospitalist program was \$1,532,000.

Pediatric Hospital Program: In FY 2013, support for our Pediatric Hospitalist Program totaled \$100,000.

Anesthesia Access: In order to assure access to quality care for our vulnerable obstetric and surgical patients, we incurred \$2,280,000 in anesthesia access fees.

Emanuel Family Practice & Specialty Care: The FY 2013 cost of providing physician access to those in need was \$6,658,000.

Physician Shortage Support: Emanuel incurred \$1,394,000 in FY 2013 expense in order to help address the critical lack of physicians in our community's physician shortage areas.

Continuing Medical Education (CME): Emanuel Medical Center hosts CME courses for its medical staff. 118 hours of CME were presented (including tumor boards, grand rounds and morbidity and mortality conferences) with a total cost of \$28,416.

Tuition Assistance: In FY 2013, Emanuel made employee tuition assistance grants totaling \$95,564.

Volunteer Support Program: In FY 2013, 774 volunteers donated 89,115 volunteer hours providing support services for patients and their families. Using a value of \$22.14 per volunteer hour (estimated by the Independent Sector), the value of these volunteer services was \$1,973,006.

Non Quantifiable Benefits: Emanuel Medical Center is one of our area's largest employers and we participate in or sponsor a vast array of community activities such as volunteer service on the Stanislaus County Westside Health Advisory Board , etc.

Total Quantifiable Benefits: Last year, Emanuel Medical Center provided a \$127,389,980 quantifiable benefit to its community.

Financial Assistance

Emanuel Medical Center continues to enhance its Financial Assistance Program to better meet the needs of our uninsured and underinsured patients. Exhibit B to this report is a copy of our current Charity Care/AB774 Financial Assistance Policy and Procedure. Exhibit C contains English and Spanish samples of the first Charity Care/AB774 written communication we have with our patients. This notice is received at the time of service by every patient we treat.

Public Review

Emanuel Medical Center shares its annual Community Benefit Report with staff, the Emanuel Board of Directors, the Office of Statewide Health Planning and Development, as well as any other interested party.