



Oroville Hospital Community Benefit Report

Fiscal Year Ending November 30, 2014

Mission Statement

Oroville Hospital is dedicated to always providing the best 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.

Vision for the Future

Oroville Hospital will be recognized for its superior services and patient focused philosophies.

Core Values

In fulfilling our mission, we place a special emphasis on the values of

Service

We are committed to serving our community, making quality service a foundation of our hospital.

Honesty

We adhere to the moral values of fairness, integrity and honor in all relationships.

Respect

We treat all people as individuals with courtesy and thoughtfulness. We respect each person's dignity and worth and treat our patients with concern and compassion.

Stewardship

We prudently commit our resources, using our talents and strengths in an effective and efficient manner.

Performance

We take initiative, are dedicated, talented and knowledgeable.

Integrity

We adhere to a code of ethics that emphasizes honesty and sincerity. Through our words and actions, we strive to earn the trust of one another and the people we serve.

Improving Access for Our Community

Through the development of Hospital Based Community Clinics Oroville Hospital has improved and increased the access to health services throughout the Oroville 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 clinic system is open to all payers, including private pay patients.

Clinic Overview

Total visits to the clinics during 2014 were 191,443, of which 85,875 were Medi-Cal (45%), 64,455 were Medicare (34%) and 41,113 were Other Payers (21%). The net cost to operate these clinics, in excess of revenues received, was approximately \$5,200,000.

Oroville Hospital continues to exam the health needs of the community and works to provide those services. In 2014, Oroville Hospital was able to add a podiatry physician, new dermatology provider, develop a pain management institute and a breast health program.

Oroville Hospital also provides a medical concierge service. The Medical Concierge is a patient advocate that works closely with individuals to determine their needs and improve access to providers. They navigate patients through the healthcare system by coordinating and identifying a primary care provider, specialists, surgeons and many other needs.

Health Services provided in the clinics are:

Anti-Coagulation	Gastroenterology	Oncology	Podiatry
Cardiology	General Surgery	Ophthalmology	Pulmonary
Chiropractic	Internal Medicine	Orthopedics	Urgent Care
Dermatology	Nephrology	Pain Mgmt.	Urology
Family Practice	OB/GYN	Pediatrics	Vascular Surgery

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 2014, Oroville Hospital treated 10,967 inpatients and over 370,000 outpatients, generating charges of which 87% and 77% respectively were insured by government payers, i.e. Medicare, Medi-Cal and County Medical Services Program (CMSP).

There were 441 babies born at Oroville Hospital in 2014. More than 85% of those families are covered by Medi-Cal, which does not cover the full 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.



Breast Health Program

Breast cancer is the No. 2 killer of women. That is why Oroville Hospital made the decision to develop an integrated treatment program that takes a patient-centric approach to care to fight breast cancer. At the new Center for Breast Health at Oroville Hospital a Nurse Navigator works one on one with patients throughout their treatment.

The primary role of the new breast center is to alleviate any confusion for a patient trying to navigate through the system and provide better coordination of care. Patients facing breast cancer interact with many different departments, including imaging, oncology, infusion, radiation oncology and surgery.

The new center also follows nationally accepted guidelines for breast cancer care. Patients in Northern California will receive the same quality care that patients receive in well-known breast centers across the country. Nurse navigators assist patients with scheduling appointments and provide a link to other resources, such as educational materials, dietary counseling and health insurance. Specialists meet weekly to plan and discuss how to better deliver care.



Education Partnerships

It is important to Oroville Hospital to dedicate time and resources to assist in the educational development of our youth. They are the future workforce and healthcare leaders in the years to come. Through our dedication we have partnered with multiple local schools to provide training and educational outreach.

The following Departments host students from the surrounding foundations of higher education, Boston Reed, Butte College, CA Northstate College of Pharmacy, Cambridge Junior College, Carrington, Chatham University, Columbia University, CSU, Chico, CSU, Sacramento, CSU, Sonoma, Eastern New Mexico, Franklin Pierce University, Graceland University, Holy Names, Los Rios Community College, Sacramento Ultrasound Institute, Samuel Merritt University, SDSU WIC Program, Stanford, University of Southern California, University of Cincinnati, University of Pacific, University of South Dakota, Walden University, West Coast Ultrasound Institute, Western Career College and Yuba College.

Nursing Services
Respiratory Therapy
Laboratory
Nutritional Services
Human Resources

Surgical Services
Pharmacy
Clinic Management
Central Services
Marketing



Promoting Technology with Local Students

Oroville Hospital partnered with Ishi Middle School in Oroville to train students on healthcare technology, specifically the da Vinci surgical robot. Ten students visited Oroville Hospital's operating room for a demonstration of the da Vinci Robotic Surgery System by surgeon Dr. Ravi Nagubandi. The students then had a chance to try their hand at robotic surgery using a simulation program.

The da Vinci system allows the surgeon to use a magnified, three-dimensional view and small, robotic instruments to enhance the surgeon's ability to perform complex procedures through small incisions. The patient benefits by experiencing reduced pain, having a lower chance of infection, and a quicker recovery time.

Operating Room Manager Robyn North, R.N., had already visited the student's classroom to prep them for their visit and answer questions. Students had a chance to ask questions about how the robot works, how surgeons trained to operate the da Vinci system, and the kinds of surgeries it can perform. Mrs. North explained that the da Vinci system is a combination of electrical and mechanical engineering, computer science, and a highly skilled surgeon and staff.



Screenings

Not everyone has the opportunity, time, or financial ability to get their yearly preventative screenings. That is why Oroville Hospital provides free screenings at different locations throughout the year. For 2014, we were able to provide blood glucose checks, cholesterol checks, oxygen saturation tests, pulse checks, blood pressure monitoring, and COPD screenings. The screenings took place at two large Oroville organizations and two large community events.

City of Oroville Employees
Gold Country Casino Employees
Oroville Hospital Annual Health Fair
Salmon Festival

Information is Power

As a community hospital, it is important to educate our community on services offered and provide health education. Throughout the year we participate in multiple events and host a few of our own. We feel this is important to stay connected with our community and help guide them in maintaining a healthy lifestyle. Below is a list of events that Oroville Hospital department's participated in and provided educational information.

Oroville Hospital Annual Health Fair
Breast Health Presentation
North State Economic Forecast Conference
Martin Luther King Jr. Celebration
Oroville High School Diversity Day
20th Annual Punjabi American Festival
Juneteenth Celebration – African American Family Cultural Center
Food Celebration Day
Salmon Festival
Oroville Economic Development Corporation Annual BBQ
Feather River Health Expo Active Aging
Feather River Tribal Health Fair

Supporting Youth Sports

Youth sporting activities help promote a healthy lifestyle early on in one's life. It is important that our local youth receive physical exams to make sure they will have a successful and healthy sporting season. Multiple nurses and midlevel practitioners volunteer their time to provide physicals throughout the year for all the community sporting events.

Caring for Our Youth

Oroville Hospital hosts a healthy youth program, Fitness for Teen, which provides education and encourages a healthy approach to nutrition and activity in the real world. In response to the alarming increase in obesity and diabetes in our youth, Dr. Alice Alino spearheads this program that provides an effective and realistic approach for a racially diverse, financially disadvantaged and medically naïve patient base; a primary advertising target for fast foods and costly weight loss gimmicks.

This program meets once-a-week for eight-weeks and introduces and builds on basic health, nutrition and activity information. Hands-on projects allow the students to “build” a healthy refrigerator, calculate the amount of sugar and nutritional value in products from food labels, choose healthy options from actual fast food and restaurant menus, demonstrate types and effectiveness of physical activities, measure the amount and intensity of their daily activity and choose weekly nutrition and activity goals.

Fitness for Teens encourages “ownership” of daily choices by the child's completion of food and activity logs. Pedometers are provided to all participants. Each child receives a syllabus to use during class and take home at the end of the session. Included in this syllabus is a healthy recipe booklet. Participants taste test foods made by substituting healthy alternatives for the less healthy ingredients called for in recipes. In one of the sessions parents and children are given the opportunity to taste unusual fruits and vegetables with which they may not be familiar.

Key's to a Healthy Lifestyle: Fitness/Nutrition

In order to lead a healthy lifestyle you have to incorporate fitness into your everyday routine. One way Oroville Hospital promotes fitness for the whole family is through an annual 3K fun run. To entice more community members to participate we hosted a 3K color run. When participants would run or walk the trail they would be doused with color powder along the way.

The event took place at the opening of the communities Salmon Festival where thousands come to together to celebrate the thousands of spawning salmon that annually make their way from the ocean back up the Feather River. We had over 300 people of all ages participate in the event.



Another key to a healthy lifestyle is nutrition. To make sure our community has access to fresh fruits and vegetables we host a weekly farmers market between June and September. We make sure that most of the vendors accept EBT and Farmers' Market WIC/Senior WIC to improve access.

Fruits and vegetables offer numerous nutritional advantages. They contain all sorts of vitamins, minerals, and antioxidants. It's easier to lose weight when you increase your consumption of fruits and vegetables. This simple step can help reduce the risks associated with obesity, diabetes, and hypertension.

The Act of Giving

Being able to give to the less fortunate is an amazing feeling. Every year Oroville Hospital nurses, administrators, cafeteria workers, and maintenance personnel gather before Thanksgiving to pack and deliver 25 Thanksgiving dinners for those in need in the Oroville community. Below is a list of all the organizations that received food or supply donations in 2014.

African American Family Cultural Center
Serenity Group
Caring for Women Pregnancy Center
Eagles @196
Rescue Mission
Hope Center



Flu Prevention - Taking a Stand

In 2014, Oroville Hospital took a stand against the spread of flu by implementing a mandatory Flu Prevention Program to help protect our community and patients. During the flu season all employees, providers, and volunteers were required to be vaccinated for the flu or wear a mask to prevent germs from spreading. Posters were also put up throughout the hospital and clinics to educate the public on what they can do to help prevent the spread of flu. In addition, we offered masks to anyone upon request.

Throughout the flu season we actively disseminate as many free flu vaccinations to the public as we can. Below is a list of events where this took place.

Drive-Thru Flu Clinic
Oroville Youth Soccer Game Day
Salmon Festival Health Fair
Oroville Fellows Club

Community Health Needs Assessment -

Core Indicators

As part of the 2010 Patient Protection and Affordable Care Act, Oroville Hospital has developed an ongoing, community-based assessment that has become part of a long-term strategic plan. The 2013 Community Health Needs Assessment (CHNA) includes the community's perspective regarding health care needs and available services.

The Community Health Needs Assessment serves the Oroville Hospital primary medical service area which includes: Bangor (95914), Berry Creek (95916), Biggs (95917), Gridley (95948), Oroville (95965/95966), and Palermo (95968).

The Oroville Hospital community health priorities are being addressed through the programs described in the Implementation Strategies. The logic model below outlines each health priority and displays the link between the epidemiology of the problem, reasons for the problem and the strategies Oroville Hospital and its partners are applying to improve the health of the community. Furthermore, Oroville Hospital will build on their existing programs and partnerships to ensure their sustainability to continue addressing the identified health needs.

**Health Outcomes:
Core Indicators &
Priorities**

Intervention Domain

Performance Measures

**Hospital
Implementation
Strategies**

**Community
Support**

Asthma

Physical Environment

Adult Smoking Rates
Adult Asthma Rates

Smoking Cessation
Education

Strategic Plan for
Asthma in California

**Mental and Emotional
Conditions**

Health Behaviors

Self-Reported Adequate
Social / Emotional Support
Healthy Eating
Active Living

Pain Management Clinic
Psychiatrist Recruitment
Farmers' Market
Fitness for Teens
Healthy Running Event
OB Patient – Free Health
Club Membership
Diabetes Educators

Butte County
Department of
Behavioral Health
Center for Nutrition
and Activity
Promotion
Oroville Sports Club
Greater Oroville
Family Resource
Center

Overweight & Obesity

Diabetes

**Incidence of Prostate
and Colorectal Cancer
Screenings**

Clinical Care

Colonoscopies,
Sigmoidoscopies, Rectal
Exam Rates

Recruitment of New
Midlevel Provider to
Supplement GI Physician

Online info from
IMPACT

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

4 / 28 / 15
Date