



RIDEOUT HEALTH

A CONTINUUM OF CARE
Fiscal Year 2013-2014



Reaching New Heights in Healthcare

Marysville's skyline has been changing dramatically over the past year, as the new Rideout Regional Medical Center takes shape. Most recently, a helipad has been installed on the roof of the new 220,000-square-foot building adjacent (and soon to be connected) to Rideout Memorial, which itself is undergoing phased renovations and upgrades.

The helipad will allow Life Flights to and from Rideout, which is a Level III Trauma Center, and one of fewer than 50 hospitals in California to receive official verification of its trauma center program by the American College of Surgeons.

Construction milestones are being matched by major upgrades in technology, effective recruitment of medical talent, and an expansion of the primary and specialty care services offered to patients in Yuba, Sutter and nearby counties.

Since its founding in 1907, nonprofit Rideout Health has been committed to the health and well-being of the Yuba-Sutter community. As the only acute-care hospital in these two counties, and the only one to operate an Emergency Department, Rideout has fully embraced its mission of providing care to patients here, regardless of their financial circumstances.



**RIDEOUT
HEALTH**

RideoutHealth.org

Fremont-Rideout Health Group
DBA: Rideout Health
Fiscal Year 2013-2014

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[Fremont-Rideout Health Group]
Rideout Health*
Community Benefits Plan and Assessment Update

Rideout Health (RH) is pleased to submit its annual community benefits report to the California Office of Statewide Health Planning and Development (OSHPD). The report includes activity conducted during the 2013-14 fiscal year.

Rideout Health has been in operation since 1983, when Fremont Medical Center in Yuba City and Rideout Memorial Hospital in Marysville merged to form a private, not-for-profit health system. RH's Board of Directors have defined a vision to provide high quality, comprehensive health care to all residents of the Yuba-Sutter community, regardless of the ability to pay, while persistently working toward improvements to, and expansion of, health services and programs. In August 2012 RH changed its brand name to Rideout Health, however, the legal name remains Fremont-Rideout Health Group.

Mission Statement

To provide compassionate and superior health care to everyone in our community and region

Vision Statement

A regional medical center offering advanced medicine and a full continuum of health care services

Spirit Values

STEWARDSHIP: Using all resources effectively in order to preserve and advance our mission

PATIENT-CENTERED: Deliver safe, high quality care to every patient, every time

INNOVATION: Continuous adoption of new ideas and better ways to deliver care and achieve operational excellence

RELIABILITY: Meeting and sustaining behaviors and expectations under each value

INTEGRITY: Adherence to a set of moral and ethical principles

TEAMWORK: A cooperative effort by the members of a group to achieve safe patient care

Our Communities

Summary: The service area of Rideout Health is primarily comprised of the Sacramento Valley, California counties of Yuba and Sutter, with a combined population of approximately 169,000.

Income in both counties is below the statewide average, and the poverty rate is higher than the statewide average, according to the following income and poverty statistics from the U.S. Census Bureau: The 2012 median per capita income for Sutter County was \$22,816 and for Yuba County the per capita income is \$20,016. The statewide median per capita income was \$29,551. The percentage of Yuba-Sutter's residents living below the poverty level exceeds the statewide average of 15.3 percent. Between 2008-2012, the poverty rate in Sutter County was 17 percent and the poverty rate in Yuba County was 20.6 percent.

According to the United States Bureau of Labor Statistics, in the 20 years from 1990 to 2010, the unemployment rate for the Yuba-Sutter region was at a high of 19.5 percent in 2010 and a low of 8.8 percent in 2000. Despite some gains in the past two years, the unemployment rate remains stubbornly high, at 14.3 percent in April of 2014, almost double the statewide rate of 7.4 percent, according to the California Employment Development Department.

Before the implementation of the Affordable Care Act, the percentage of residents without health insurance was higher in Yuba and Sutter counties than the national average, according to the U.S. Census Bureau's Small Area Health Insurance Estimates. According to the Census Bureau, 21.5 percent of Sutter County residents and 19.1 percent of Yuba County residents were without health insurance for all 12 months of 2009, compared to the California uninsured rate of 20.1 percent, and the national uninsured rate of 16.3 percent. This number is certain to improve: it is estimated that 10,000 additional individuals in Yuba and Sutter counties became Medi-Cal Certified Eligible in 2014 with the implementation of the Affordable Care Act. Many of these individuals will struggle to find Medi-Cal providers, however.

Rideout Health provides community benefits to the communities we serve - demonstrating our commitment to the health of residents in our service area. We create access to health care in our region for individuals and families who struggle against poverty, disability and isolation.

Rideout Health Owns or Manages:

- **Rideout Memorial Hospital (RMH)**, a 173-licensed-bed, acute-care facility, which includes a Level III Emergency Department.
- **Fremont Medical Center (FMC)**, a 60-licensed-bed, acute-care facility, which includes Perinatal and Labor/Delivery, Women's Imaging Services, Radiology and Ultrasound Services
- **Rideout Emergency Department**, located inside Rideout Memorial Hospital, is the only emergency room between Southern Butte County and Sacramento. It is a Level III Trauma Center and Stemi-receiving center
- **The Fountains Skilled Nursing & Rehab Center**, a 145-bed skilled nursing facility, which includes a 24-bed Rehabilitation unit
- **The Courtyard Assisted Living**, a 54-unit residence for seniors
- **The Gardens**, a 25 private, 11 semi-private facility staffed with skilled and professional caregivers for Dementia and Alzheimer's patients, which also offers an adult day care support center including six additional deluxe units
- **Rideout Cancer Center**, a partnership between Rideout Health and UC-Davis Health System, is a 42,000 square foot, outpatient cancer treatment center.
- **The Heart Center at Rideout**, a cardiac surgery and coronary intervention program, which offers complete cardiac care and surgical services
- **Rideout Health Surgery Center**, a free-standing outpatient surgery center. Rideout Pain Management, Rideout Thoracic Oncology, Rideout Orthopedics and Rideout General Surgery are housed in the Surgery Center
- **Sierra Health Care Center**, a durable medical equipment and oxygen business. Rideout Hospice and Rideout Home Health are housed in the Sierra Health Care Center
- **Rideout Occupational Health**, a comprehensive occupational health clinic

Other Services or Programs Include:

- **RH's Community Health Education Program** provides a variety of classes, seminars, support groups and events to help the residents of the Yuba-Sutter Communities to improve and maintain their health and lifestyle
- **Rideout Cancer Center Clinical Trials**
- **Cancer Care Network**
- **Community Hospital Cancer Program**
- **Social Services**
- **Rideout Cardiac Rehabilitation**
- **Rideout Draw Stations**, outpatient laboratory services
- **Rideout Outpatient Nutrition Program**
- **Sweet Success Diabetes in Pregnancy**
- **Rideout Outpatient Rehabilitation Clinic**
- **Rideout Home Care Services**, which includes Rideout Home Health and Rideout Hospice
- **Imaging Services**
- **Respiratory Care Services**
- **Surgical Services**
- **Rideout's Hospitalist / Intensivist / Surgicalist** program
- **The Heart Center at Rideout: Cardiac Surgery, Cath Lab, Cardiology Services**
- **Rideout Neurosurgery Center**

Rideout Clinic established in 2012

Rideout Clinic is a nonprofit network of primary and specialty care clinics managed and staffed by Rideout Health. These clinics are led by the physicians and surgeons of Rideout Medical Associates, with whom we contract. The Physicians are Board-certified in their respective areas of expertise, e.g. orthopedics, ENT, cardiology, cardiac surgery, thoracic oncology, women's health, etc. The clinic structure attracts some of the brightest and best practitioners in Northern California and beyond, furthering our mission of providing the very best in healthcare to the residents of our community, right here in our community.

Clinics Include (FY 2013/14):

- **Rideout Cardiology Clinic** serves patients in Yuba City, Marysville, California
- **Rideout CardioThoracic Clinic** serves patients in Yuba City, Marysville, California - and the surrounding region
- **Rideout Ear, Nose & Throat Clinic** serves patients in Yuba City, Marysville, California
- **Rideout Family Physicians**, serves patients in Yuba City, Marysville, California
- **Rideout Gastroenterology** serves patients in Yuba City, Marysville, California
- **Rideout General Surgery** serves patients in Yuba City, Marysville, California
- **Rideout Orthopedics Clinic** serves patients in Yuba City, Marysville, California
- **Rideout Primary Care Clinic, Grass Valley** serves patients in Nevada City/Grass Valley, California
- **Rideout Primary Care Clinic, UCD** serves patients in Yuba City, Marysville, California

- **Rideout Primary Care Clinic, Town Center** serves patients in Yuba City, Marysville, California
- **Rideout Specialty Care Clinic** serves patients in Penn Valley, California
- **Rideout Thoracic Oncology Clinic** serves patients in Yuba City, Marysville, California - and the surrounding region
- **Rideout Vascular Clinic** serves patients in Yuba City, Marysville, California - and the surrounding region
- **Rideout Women and Children Clinic** serves patients in Yuba City, Marysville, California - and the surrounding region
- **Rideout Primary Care at Richland Rd** serves patients in Yuba City, Marysville, California - and the surrounding region
- **Rideout Women's Health** serves patients in Yuba City, Marysville, California

Charity Care and Unreimbursed Care | Community Benefits

In FY2013-2014 Rideout Health contributed the following:

Charity Care and Unreimbursed Care

Rideout Health provided \$21,116,696 in charity care and unreimbursed hospital care to patients at Fremont Medical Center and Rideout Memorial Hospital

Medicare Payment Shortfalls

The total of government program costs provided was \$12,549,714

Community Benefits

Rideout Health provided \$214,687 in community benefits and services

On Call Physician Program

Rideout Health provided \$2,112,297 for the On-Call Physician Program and \$3,563,854 for the Intensivist/Hospitalist Program, and \$1,957,698 for the Surgicalist Program. These programs provide physicians (inpatient) care for Emergency Room patients who have no physician and are indigent or on Medi-Cal

Community Benefits provided to the community by Rideout Health include:

- Charity care and un-reimbursed medical care
- Financial and human resource assistance to a variety of local community organizations
- Donations of equipment and supplies
- Membership and volunteer involvement in local chamber of commerce, civic and service organizations
- Cancer awareness programs and support groups
- Heart Health Awareness programs, including nutrition and fitness information and heart health screenings
- Diabetes education through free Community Health Education Classes
- Maternity education through free Community Health Education Classes
- Tobacco education through free Community Health Education Classes
- Maternity care for non-insured or Medi-Cal patients
- Hospice
- Hospice Volunteer Training program
- Support group facilitation
- Physician recruitment to meet community needs
- Community event participation
- Nursing and clinical education program
- Health Fair participation
- Chico State University Nursing Program

Assessing Community Needs

Improving community health involves much more than simply providing health care services to the underserved populations. It requires commitment to, and community involvement with the community at all levels. Rideout Health strives to maintain that leadership role. In addition, the Quality Council, a subcommittee of the Rideout Health Board of Directors, comprised of physicians, board members, hospital executive leaders, quality professionals and front-line staff review quality data as it relates to the patient population served and makes recommendations and allocates resources for quality improvement initiatives focusing on the processes and outcomes of care. And, RH representatives are active in community groups and collaboratives, including United Way, American Cancer Society, American Red Cross Northeastern, and Sutter and Yuba County public health, Cancer Care Network and UC Davis Health System, among others. These committees and programs, along with the Board of Directors, set the pace for assessing the communities' needs in regard to health care.

Community Health Benefits Plan

Creation of the Plan

Rideout Health has a long history of providing substantial benefits to the community. The health group has assumed a leadership position in the community and provides future solutions for health care needs for the residents of the Yuba-Sutter and surrounding communities.

The Community Action Committee (CAC) was formed in 1995 from members of the RH Board of Directors, RH Foundation Board of Directors, administration and staff, and community members (including representation from physicians, educators, migrant farming and business). It's charged with assessing the needs of the community and developing a plan of action to prioritize and meet those needs. The Committee gathers information and facts from a variety of sources within RH, community members, government and community agencies to develop the overall plan.

FY 2013-2014 Community Health Benefits Plan

In May 2013, Rideout Health (Fremont-Rideout Health Group) —joined by Sutter and Yuba County Public Health Departments and other local stakeholder organizations concerned about community health—formed a needs assessment committee and contracted with Barbara Aved Associates (BAA) to carry out a comprehensive community health needs assessment. In addition to examining existing publicly-available community health indicator data, community input was solicited and top-ranked priorities were identified. While RH's service area covers several California counties, the focus of this assessment was Sutter and Yuba counties.

The goals of the Sutter and Yuba Counties Community Health Needs Assessment were to help document and understand the following:

- The unique characteristics of the community that contribute to or threaten health;
- The health habits people think contribute most to maintaining their own health;
- The kinds of health problems and needs (physical, mental, social) that members of the community are experiencing, and which are the highest needs;
- What contributes to or causes these problems (including barriers);
- The resources that are available to address these health problems, and the biggest gaps;
- How the highest-ranked needs can most effectively be met—identifying priorities for strategies and solutions for community investment.

Although carried out for RH, the purpose of the assessment was to look outward (i.e., not to evaluate internal operations or conduct a market analysis), in order to identify needs and ways to improve community health across the two-county region.

How Needs were identified:

The community needs assessments and environmental scans involved gathering, analyzing and applying data and other information for strategic purposes. These methods provide the necessary input to inform decision makers and funders about the challenges they face in improving community health, and the priority areas where support is most needed. The information is also useful for community organizations by having comprehensive, local data located in one document. Data Collection included:

- Publicly Available Statistics
- Document Review
- Community Input
 - Community Survey (bilingual)
 - Community Focus Groups (bilingual/bicultural)
 - Key Informant (telephone)

Highest Health Needs/Problems identified by Community Health Needs Assessment:

- Dental services, especially for adults and seniors
- More affordable health services
- Affordable mental health services (depression/stress)
- Drug and alcohol addiction/prevention and recovery services
- Prevention education (obesity, diabetes)
- More primary and specialty physicians
- Reduced waiting time in ED and Urgent Care sites
- Prevention / cessation of smoking
- Prevention and treatment of cancer
- Access to affordable, basic healthy food, especially fresh produce
- Affordable vision services, including glasses
- Year-round activities for children and youth
- More options for people in unstable living situations/homelessness
- Safer walking environment / affordable family gyms
- More information about communicable diseases
- More information about resources and eligibility (coverage)

Rideout Health has chosen to further address the following health needs:

1. Food and Nutrition
2. Dental care for adults

A plan has been devised to address these important concerns and will include:

- Annual community health fairs to offer healthy eating options and information and checkups, screenings and prevention information in regards to adult dental care.
- Community health education classes for all and outreach to youngsters about the benefits of eating healthy, exercise and emotional well-being

Additionally, the Community Health Needs Assessment committee has agreed to meet at least bi-yearly to maintain the momentum from this collaboration process, and to track progress in implementing the priorities so that efforts can be measured in subsequent needs assessments.

The committee with RH will ensure that the findings and recommendations from this current needs assessment is widely shared with the community to raise awareness of the issues, and sustain existing and engage new partners and stakeholders in working toward solutions.

Rideout Healthy

Rideout Healthy is committed to providing health education programs and classes to the communities we serve. Many of the health problems we see in our hospitals and clinics could have been prevented with people making better, more healthy, choices. Rideout Healthy provides fresh ideas and classes to help manage our health for a better quality of life.

Rideout Healthy Kids School Assemblies

Eat Well. Move Well. Feel Well. Be Well.

Rideout Healthy Kids was created in response to our Community Health Needs Assessment findings. Thought provoking and fun, Rideout Healthy Kids — The 8 Healthy Habits is an interactive musical theater performance that uses light-hearted comedy to show students it's cool to be healthy by using skits (often with student participation), humor, and music aimed to teach students how poor health habits will affect them later in life. Actors in the assembly sing, dance, act and demonstrate that it's fun to be more active, watch less TV, and make better choices to eat healthy. This 50-minute assembly is designed for kids in grades K-8 and will be presented at schools throughout Yuba and Sutter counties.

What participating schools receive

As part of the Rideout Healthy Kids school program, schools receive a live theater assembly (50 minutes) for students in grades K-6. We will typically perform for 100 to 500 students per audience. Smaller schools sometimes combine with other nearby schools at a single location. In addition to the assembly, schools will receive follow-up materials for students, teachers, parents, and health staff, to help extend the nutrition and health messages throughout the year. Each school will receive a Rideout Healthy Kids Resource Kit providing fun, hands-on lesson plans and reproducible activity sheets to follow up on the enthusiasm generated by the show.

Rideout Healthy Kids will teach these important health initiatives:

Eat Well

Making healthier food choices that are full of nutrients can improve memory, boost creativity, and build overall health.

Move Well

Everyone needs regular physical activity for stronger muscles and to increase energy, regardless of their shape, size, health or age.

Feel Well: The Journey to Well-Being

Happy. Secure. Content. Peaceful. Healthy. Thriving. This is what we want out of life. This is what we want for our children. We want to spend more time in these places of wellbeing and less in stress, worry, sick and sad.

Be Well

Rideout Healthy Kids resources will offer a full range of information and tools to help young people manage their health.

Critical Nursing and Clinical Technician Shortage

Summary: RH continues to face challenges in regard to recruiting nursing and other clinical technical personnel to the Yuba Sutter area. Although the current economic downturn has led to an easing of the national shortage of registered nurses, regional factors as well as specific challenges faced by RH during the 2013-2014 fiscal year have led to the need for continued diligence as it relates to our recruitment efforts.

New Grad Program for Nurses: A Residency Program

In Sept. 2012, Rideout Health (RH) welcomed to its new nurse residency program the first group of recently degreed Registered Nurses. The year-long curriculum combined classroom work with hands-on patient care with each new hire under the guidance of a nurse preceptor and a nurse mentor, both of whom are experienced RNs.

The first group of 26 new grads, dubbed “the Class of 2013,” were assigned to units at both of Rideout Health’s acute-care hospitals, Rideout Memorial in Marysville and Fremont Medical Center in Yuba City.

The 26 members of the “Class of 13” were hand-picked by a team of senior leaders from an original field of 268 candidates at a job fair held in June 2012, which was narrowed to 127 and then after a month of reviews and interviews to the 26 who were offered and accepted positions with Rideout Health. Rideout is dedicated to serving the greater Yuba-Sutter community and to recruiting from it, and the current group included some “home-grown” talent. Of the 26, four received their nursing degrees from Yuba College, nine were already residents of Yuba or Sutter counties, and six were graduates of local high schools.

The residency is part of a larger “Progression in Practice” program launched by Rideout Health to move both recent grads and already-established professionals up the ladder of the nursing profession. Another component of the program will prepare internal nurses for transition to specialty areas such as Intensive Care, Surgery and Maternity.

The program was created using nationally established “best practice” standards by a team of Rideout clinical nursing educators under the direction of Rideout Health’s Chief Nursing Officer. The New Grad Program will help ensure that all the motivation, education, dedication, and hard work that went into each individual becoming a nurse will continue with the necessary support to bring satisfaction to their work experience and ensure the high quality of care provided to our patients.

Recruitment efforts as it relates to typical shortages are demonstrated below:

- Registered Nursing areas – RH continues to experience shortages in Critical Care, Surgery and Emergency nursing. We continue to aggressively tackle the difficult challenge of finding and recruiting experienced nurses. We have been successful in recruiting and training new grad nurses, but are limited in the numbers we can train in a given time period. We will continue to enhance recruitment and training strategies to combat the shortages in this area. RH continues to address the challenge of the nursing shortage in the future and employs new and continued methods to create incentives for recruiting
- Recruiting has made efforts to expand advertising across the nation to reach specialty nursing groups
- 2013/2014 FY Recruiting attended:
 - Two local career fairs
 - Planned and manned a RH sponsored career fair
 - Two high school career fairs
 - One college RN board meeting
 - Two community speaking events
 - Participated in the AORN Virtual Career Fair for Operating RN’s

Throughout FY 2013-2014, RH offered competitive salaries and benefits, education loan repayment program, as well as relocation assistance to director level positions at RH. RH continues to provide an in-house registry program, free continuing education units and relocation assistance for director level employees. Relocation incentives and other benefits have been opened up in 2014 to help in the recruitment effort of qualified staff to RH.

The Rideout Health Foundation approved \$66,300 in loans to employees enrolled in a nursing program or other hard-to-fill health professions, the loan is forgiven if the employee remains an employee for a period of two years (full-time equivalent) in the position they are going to school for. In addition \$20,000 in scholarships were awarded to area high school seniors and college students pursuing a career in healthcare, \$12,000 in scholarships were awarded to employees furthering their education to obtain a nursing leadership role and a total of \$6,000 was awarded to Teen Leadership Council Alumni, furthering their education in healthcare

The Rideout Health Foundation sponsors the **DAISY Award Program** for Extraordinary Nurses - to honor the super-human work nurses do for patients and families every day. The strategic impact of the program on nurses and their organizations is deep, affecting nurses’ job satisfaction, retention, teamwork, pride, organizational culture, healthy work environment, and more. Four Rideout Health registered nurses were awarded during FY 2013/2014.

Recruitment strategies and programs:

- RH maintains 2 full-time and 1 part-time recruiter, and a manager of recruiting. All have focused on improving relationships with the local nursing schools. This has led to hiring 22 new grads - FY2013-14. The department focuses on local grads, but will hire the most qualified, driven nurse, to provide the best care to our patients
- RH offered an all-house career fair and a New Grad Career Fair is scheduled for November 2014. Additionally, RH also plans to conduct job fairs in each quarter of 2015.
- RH participates in job fairs in the greater No. Calif. area and several in other areas of the nation to enhance the pool of candidates considering employment.

- RH is embarking on virtual career fairs as a new avenue to touch talent across the nation
- RH has enhanced their recruitment system to include reference assessments and also a staff assessment tool with revised interview guides with specific behavioral interview question based assessment
- RH tracks all open positions and reporting times to present a board report on an internal metrics monthly report
- RH has been able to recruit some of the most talented nurse travelers to permanent RH opportunities – many into critical care areas
- Dedicated program to recruit and train new graduate nurses in both Med/Surg and Critical Care areas
- Educated and trained new and interim managers in the recruitment and hiring process to enhance the quality and expertise of new employees selected
- Our improved RideoutHealth.org site is a key marketing tool that shows RH as an excellent place to work
- RH offers successful preceptor programs to new graduates
- RH implemented an expanded training program for new graduate registered nurses joining our organization
- RH provided clinical training for several nursing programs to include precepting
- Through our Education Department, RH continues to offer specialized training in the Critical Care, Emergency and Perinatal areas

Retention Strategies:

Ongoing communication enhancement efforts to include:

- Enhanced intranet service provides an electronic communication tool through both regular email communication and an employee portal of new and archived information. The Talent Recruitment Team has embraced social media. They now use LinkedIn and Facebook to advertise positions and other employee events

Quality

RH has made significant enhancements to its quality and compliance programs and procedures, including restructuring some departments to better correlate with compliance categories and standards, the hiring of senior experts in related fields and a team of Quality Performance Specialists, who will be assigned to patient care units to collaborate with nursing and physician staff to identify and bridge any performance gaps, assist with additional training and coaching and support our staff in their delivery of quality patient care.

Quality and compliance programs include:

- An enterprise-wide infection control program designed to prevent hospital-acquired infections and to prevent the risk of exposure to patients of staff from potential infectious conditions. RH has added 2 highly qualified, experienced infection prevention nurses to its workforce this past year.
- Lean Healthcare, an approach to quality improvement that uses defined tools and methods to streamline care-related processes and reduce the potential for error. RH has added 2 staff trained in Lean Healthcare and has recently engaged an additional expert to focus on improving the flow of patients throughout their hospital stay.
- The use of advanced data systems and analytic tools to identify those patient care outcomes that do not meet our expectations. With enhanced tools to identify such opportunities, we are better able to focus our improvement efforts on those areas with the greatest need. RH has invested in multiple quality-related analytics systems in the past year and is in the process of adding quality information systems specialists to assist us in obtaining the maximum benefit from these systems.

Rideout Health Physician Appointments From July 1, 2013 to June 30, 2014

Kaneshka Alamshahi, MD (Family Medicine)
 Ashrigh Amarnath, MD (General Surgery)
 Khaled Anis, MD (Teleneurology)
 Gagandeep Azad, MD (Family Medicine)
 Algis Babusis, MD (Telerradiology)
 Arshad Bachelani, MD (General Surgery)
 Ronald Batin, MD (Critical Care)
 David Beffa, MD (General Surgery)
 Christine Burch, MD (Teleneurology)
 Peter Callaham, MD (Cardiology)
 Aaron Centric, DO (Otolaryngology)
 Jessica Choe, MD (Teleneurology)
 Jonathan Choi, MD (Pediatrics)
 Aaron Danielson, MD (Emergency Medicine)
 Ana Laura DeLaCruz, MD (Pathology)
 Alec Dedavets, MD (Internal Medicine)
 Ashraf Elsayegh, MD (Critical Care)
 Michael Fraters, DO (Emergency Medicine)

Kelly Gallego, MD (General Surgery)
 Reshma Gandhi, MD (Family Medicine)
 Eric Gerdes, DO (Emergency Medicine)
 Wendell Grigg, MD (Telepsychiatry)
 Gary Greenberg, MD (Anesthesiology)
 Swipen Grewal, MD (Family Medicine)
 Gloria Jiminez, DO (General Surgery)
 Michael Johnston, MD (Cardiology)
 Cindy Lee, DO (OB/GYN)
 Olena Lineberry, MD (Critical Care)
 Mark Parrish, MD (Pediatrics)
 Lata Santhakumar, MD (OB/GYN)
 Arnold Serota, MD (General Surgery)
 Mohammed Shaikh, MD (Critical Care)
 Jeff Van Gundy, MD (Pediatrics)
 Carlos Villar, MD (Teleneurology)

In an effort to always strive towards our mission to provide superior healthcare to everyone in our community, we continue to recruit physicians in areas of great need. Some areas of focus have included Critical Care, Primary Care and Gastroenterology. Additional medical practices allow health care access to all patients including those patients with Medi-Cal or without insurance. Remote services for Teleneurology and Teleradiology were successfully added in the previous year and continue to ensure 24/7/365 coverage.

Access and Affordable Health Care

- RH continues to screen infants born at Fremont Medical Center for possible hearing loss, regardless if insurance covers the procedure
- The physicians who choose to practice at Fremont Medical Center in such specialties as family practice, pediatrics, obstetrics/gynecology, and internal medicine meet the needs of the underserved in the community. These medical practices have increased health care access to all patients on Medi-Cal and without insurance
- RH funds the Community Health Education Program, which provides free classes each month on health-related topics. Information is also given regarding access to health care. Class topics are determined by the results of a survey that participants are asked to complete on what classes they are interested in hearing about in the future and include smoking cessation and childbirth classes
- A specialty clinic in Penn Valley (Nevada County), The Rideout Specialty Care Center brings specialty healthcare services, such as cardiology, urology, vascular and infectious disease, to the Penn Valley area
- Two Primary Care clinics are now located in Grass Valley to provide primary care services to patients in the Nevada County area
- Host of the Annual RH Bless Your Heart Fair and Heart Walk, each February, provides screenings and heart education and information for the Yuba-Sutter community

Cancer Needs of the Communities

Summary: Before opening the Rideout Cancer Center with UC Davis Cancer Center, in September 2000, RH identified that more than 600 patients traveled outside the Yuba-Sutter area each year to seek outpatient cancer treatment. In addition, Yuba County has an extremely high rate of all cancer deaths that exceeds both the state and Healthy People 2010 national objective. Sutter County's rates, while not as high as Yuba County, exceed both California and Healthy People 2010 national objective.

FY 2013-2014

Cancer Needs in the Community:

JULY 1, 2013 – JUNE 30, 2014

- American College of Surgeons Commission on Cancer (ACoS CoC) designated the RH Cancer Center as a "Community Cancer Program", this accreditation requires that the Cancer Center follows high standards of care and provides a more comprehensive approach to cancer treatment. UCD announced their National Cancer Institute (NCI) had earned, "Designated Cancer Center", which comprises research, clinical trials and the latest technology. The partnership with the University of California, Davis Cancer Care Network provides patients with quality care they might expect from a large university medical center with the compassion and personalization of a community based hospital.
- Monthly Educational Display in Lobby on different types of cancer
- Virtual Tumor Boards Daily
- Patient & Family Advisory Council – New Goals to Improve Patient Care
- Chemotherapy & You Class for New Chemotherapy Patients (Every Wednesday)
- Professional Governance Nursing Meetings, including VTB Nursing Meetings with UCD Satellite Facilities-Monthly
- Wellness Center, providing yoga, art and writing expression.
- High Press Ganey Scores for Patient Satisfaction
- Senior Health Fairs
- Healing Environment Donor Recognition Artwork throughout the Rideout Cancer Center through donations made to Rideout Foundation.
- Peer Navigator Program
- Monthly Education Display in Lobby – Topic: Bladder/Thyroid Cancer (July 2013)
- Home Run for Health & Cancer Survivor Celebration at Yuba-Sutter Gold Sox (July 2013).
- Monthly Education Display in Lobby – Topic: Lymphoma, Multiple Myeloma Cancers (September 2013)
- Sutter Surgical Hospital-North Valley Sidewalk Community Health Fair (September 2013)
- CSECC Fair at State of California, Department of Transportation, Presentation of All Cancers (October 2013)
- Pink October Race for Awareness – Survivor Breast Cancer Gift (October 2013)
- Pathways Red Ribbon Week Kickoff – Lung Cancer (October 2013)
- Colusa Regional Medical Center – Family Health Fair – All Cancers displayed (October 2013)
- Monthly Education Display in Lobby – Topic: Breast Cancer (October 2013)
- Low Cost Mammograms by Rideout Womens Imaging and FMC (October 2013)
- Cancer Research CPS-3 Host for the American Cancer Society Clinical Studies Participation Event Lymphedema Referrals to Physical Therapy, Class Provided at Cancer Center (Oct 2013)
- Rideout Cancer Center & Sutter North (November 2013)

- The Patient Resource Center
- Medical License Social Worker
- Patient Discretionary Fund
- Public Resource Library
- Cancer Support Groups
- Peer Navigator Program
- Wellness Center – provides Yoga, Art & Writing classes to cancer patients and caregivers
- Quarterly presentation, “Nutrition for Persons with Cancer”
- Virtual Tumor Boards w/UC Davis, daily Monday-Thursday
- Monthly Tumor Conferences
- Patient and Family Advisory Council (Quarterly)
- Annual Report 2011/2012
- Updated website
- Two General Tumor Boards per month at Rideout Cancer Center
- Virtual Tumor Boards Monday, Wednesday and Thursday
- Monthly Educational Display in the Lobby (Emphasize 12 cancers, one each month)
- Clinical Practice Meeting Monthly
- Cancer Committee meets quarterly
- Chemotherapy & You Class for New Chemotherapy Patients (Every Wednesday)
- Professional Governance Nursing Meetings, including VTB Nursing Meeting with UCD Satellite Facilities-Monthly
- Professional Governance Medical Assistant Meetings
- High Press Ganey Scores for Patient Satisfaction
- Senior Health Fairs
- Fundraiser for Pt Discretionary Fund through West Coast Muscle – Table with all cancer information (January 2014)
- “Frankly Speaking About Lung Cancer” including Cancer Committee Staff & The American Lung Association (January 2014)
- Colorectal Cancer – Radio Awareness Campaign, The Strollin Colon, Colon Cancer Alliance and “Paint Your City Blue” (March 2014)
- Fecal Occult Blood Test Screening (March 2014)
- Community Screening Event – FMC Conference Room, Information on Oral Screenings
- Plum Lake Run – Provided information on skin cancer, assisted with first aid (April 2014)
- Live Oak Health Fair-Provided information on skin cancer (April 2014)
- KUBA Public Radio Announcement on Oral/Head/Neck Cancers. Oral Cancer Screenings by Dr. B. Counihan, DDS for the community (April 2014)
- Colusa Indian Tribal Health Fair – All cancers – educational display (April 2014)
- Bike Around the Buttes Event – Display on Skin Cancer, sunscreen provided with information cards (April 2014)
- Support for American Cancer Society’s Blossom Ball (May 2013)
- Fairway to Health Fundraising Event (May 2014)
- Sunsweet Employee Health Fair (May 2014)
- Fifth Annual Cancer Survivor Event (May 2014)
- Cancer Survivorship and Lilly Arts on Canvas (June 2014)
- Dance With Our Stars, a fundraiser to benefit the Rideout Health Foundation (June 2014)
- Valley Muffler Car Show benefitting Rideout Cancer Center Discretionary Fund – Skin Cancer educational display, free sunscreen (June 2014)
- Farmer’s Market Display on Skin Cancer, sunscreen and education brochures handed out to community

The Rideout Cancer Center (RCC) provides cancer patients with the most up-to-date and effective cancer care in the Y-S community. UC Davis is a National Cancer Institute (NCI) designated cancer center, which comprises research, clinical trials and the latest technology. The partnership with UC Davis sets high standards in providing quality care to patients. Patients receive the quality of care they might expect from a large university medical center with the compassion and personalization of a community based hospital.

RCC is accredited by the American College of Surgeons Commission on Cancer (ACoS CoC) as a “Community Cancer Program”. This accreditation requires that they follow high standards of care and provide a more comprehensive approach to cancer treatment. The 42,000 square foot cancer center integrates care management, Radiation Oncology, PET/CT Services, Medical Oncology (Chemotherapy), Hematology (Blood Diseases) and Clinical Trials with a team of highly trained board certified physicians, oncology certified nurses (OCN’s) and certified Radiation Therapists.

Unified in Patient Focused Cancer Care

The UC Davis Cancer Care Network is a collaboration of hospital-based cancer centers in Northern and Central California dedicated to providing first-rate care to patients close to home. Through the network, the expertise of a National Cancer Institute-designed cancer center is linked with the unique insights of the hospital-based community cancer centers. Oncology teams at participating sites are committed to working together to provide the latest diagnostic techniques and treatment approaches to their patients.

Cancer Care Network facilities interaction across network sites through “virtual tumor boards.” Using state-of-the-art telemedicine technology, teams of specialists in different locations meet via real-time videoconferencing, share medical information and agree on treatment plans. Patients then receive care in their own communities and from their own physicians. Virtual tumor boards also provide opportunities to assess patients’ needs for novel treatments available through clinical trials and for appropriate referrals to UC Davis for specialty care.

Key goals of the network

- Provide first-rate community-based medical care to cancer patients
- Broaden access to new treatments available through clinical trials
- Ensure ongoing interactions among medical teams at multiple locations who are involved in patient care
- Increase the availability of the specialty and subspecialty cancer care available only at UC Davis
- RH hosts a booth at the annual Punjabi Festival in order to reach the East Indian population and to educate them about breast cancer awareness
- Monthly Tumor Conferences are offered to the physicians in the community for CME credit
- The Rideout Cancer Center has developed the “Cancer Network” newsletter for patients and family members in our community. This newsletter educates patients on the latest cancer treatments, nutrition and community resources
- The Rideout Cancer Center hosts monthly programs of interest to all persons with cancer and their family, friends and/or caregivers
- The Rideout Cancer Center offers space and support for the following Support Groups
Crossroads: Breast Cancer Support Group; Man to Man Prostate Support Group; Caregivers Support Group
- Coping with Cancer and Cancer and Fatigue lectures are held for patients and family

The Heart Center at Rideout (July 2013-June 2014)

Market and Environment: The Rideout Health primary service area of Yuba and Sutter counties represents a combined population of approximately 140,000 residents. In comparison to the other 56 counties in California, this population is positioned among the worst in the state for health rankings. For measures such as morbidity, mortality and poor health behaviors, Yuba and Sutter counties are statistically worse than the majority of state and national benchmarks. Compounding the health challenges of Rideout Health’s patient population are the poor social and economic factors and physical environment which also fall far below average for state and national statistics. (County Health Rankings and Roadmaps 2013, Robert Wood Johnson Foundation).

With concerns specific to cardiovascular health, statistics for heart disease and stroke reported by CDC indicate death rates which are far worse in Yuba County than state and national averages for coronary heart disease and acute myocardial infarction. With regard to hypertension death rate, Yuba and Sutter counties are up to 70% greater than the national average. (Center for Disease Control, All Race, All Gender, 2008-2010). In sum, these values suggest that the health needs and status of the Yuba and Sutter area are particularly severe and unique. In addition to Yuba and Sutter counties, Rideout also provides services for the surrounding counties of Colusa, Butte, Sierra, Nevada and Placer.

Rideout Health: The hospital provides cardiovascular diagnostic, minimally invasive, surgical and post-acute therapeutic and health maintenance services. In 2012, furthering its commitment to meet the unique and evolving demands of the community Rideout initiated an expansion in management of the Heart Center to establish the structure and operational benefit of a comprehensive cardiovascular service line. The vision of this Rideout service line is to achieve and maintain a distinguished service based on value and quality which endures through innovation, leadership and a competitively strong and financially viable market position; allowing Rideout to exceed the expectations and needs of the community by providing excellence in cardiovascular care. The integrated nature of the service line creates improved synergy across units and delivers greater multi-disciplinary coordination of care to promote advantages in care effectiveness, efficiency, service quality and outcome for the patient. The service line also aligns various resources, efforts and outreach to enhance community and population health management needs for Yuba and Sutter counties.

RH provides inpatient and outpatient diagnostic services in cardiology including echocardiography, electrocardiogram (ECG / EKG), holter and event testing, cardiac stress testing, and other advanced imaging studies. The imaging technology utilized in this service was improved in 2012 to include the best three-dimensional (3D) cardiac imaging technology in ultrasound available to the market from industry leader Philips. These were acquired for our Cardiology and Cardiac Surgery settings to dramatically improve diagnostic capabilities, in particular for pediatric applications. Peripheral vascular imaging is also provided, such as lower extremity and carotid ultrasound. Services are provided with 4 dedicated rooms (2 – Treadmill, 1 – Cardiac Echo and 1 – Vascular Echo). There are 10 ultrasound systems dedicated to inpatient and outpatient services of which half feature the most contemporary technology available.

The diagnostic and interventional cardiology catheterization laboratory (Cath Lab) at RH features new imaging technology in two dedicated rooms which were fully renovated between March 2012 and March 2013. The product of this major effort resulted in new state-of-the-art fluoroscopy imaging systems from Toshiba which provide optimal reference and navigation resources for cardiac catheterization. The labs provide diagnostic and novel therapeutic procedures which include unique approaches and device technology exclusively available within the region at Rideout such as Chronic Total Occlusion (CTO) and other cardiac and peripheral vascular procedures.

The RH STEMI (ST Elevated Myocardial Infarction) Program in partnership with pre-hospital emergency medical services (EMS) in the region provide rapid recognition, transportation and efficient care coordination designed to provide expedited intervention within 90 minutes for those suffering from a heart attack. Rideout is a Designated STEMI Receiving Center with the Sierra-Sacramento Valley (SSV) Emergency Medical Services Agency. Rideout partners with SSV and other STEMI Receiving Centers in the region to provide and improve response effectiveness for heart attack patients and regularly meets to evaluate performance and contribute to quality assurance measures. Rideout also provides continuing medical education in cardiac care to EMS prehospital personnel and elevates community awareness for heart attack recognition, response and 911 activation.

Cardiac Surgery at RH is provided in a dedicated specialized cardiovascular operating room (CVOR). The room is staffed by a unique team of highly trained cardiac surgery nurses and technicians exclusively dedicated to cardiac surgery. Common surgical procedures include open heart valve replacement and cardiac artery bypass graft (CABG) in addition to development and delivery for novel procedures which are unique within the region which include minimally invasive valves and Transmyocardial Laser Revascularization (TMR).

In specialized cardiac nursing, Rideout features 12 Cardiovascular Intensive Care Unit beds and 24 Telemetry beds for advanced care specifically for our cardiac patients. Nursing and support personnel in these dedicated units are uniquely educated and trained to meet the complex and high acuity care needs for those with cardiovascular disease.

RH provides innovative community outreach and post-acute services through its Cardiac Rehabilitation Program (recognized as Phase II rehab following hospital discharge). For those with a history of cardiac disease, this service aims to improve the quality of life, health status and risk factor management by providing education and rehabilitative care focusing on nutrition, exercise, stress-management, smoking cessation and other forms of counseling for secondary prevention.

The Rideout Hospital administration, medical staff, Rideout Foundation and other community partners work together to provide innovative community outreach centered on improving the quality of technology and services provided within the Rideout cardiovascular service line and elevating cardiovascular health within the region through greater community education and awareness. Recent examples of collaboration and events include various fairs and events that Heart Center staff attended to provide complimentary screenings. Community events included:

- Yuba City Unified School Districts Have A Heart For Kids 5K
- Marysville's Bok Kai Parade and Festival
- Various Health Fairs
- Yuba-Sutter Punjabi American Festival and many more.

Mental Health – Substance Abuse Services

Summary: Identified the need for education about substance abuse, including alcohol and tobacco as well as support for victims of trauma.

- RH sponsors free Tobacco Cessation classes monthly for the public (January thru November)
- RH continues to support the local Trauma Intervention Program (TIP), where trained citizens offer emotional and practical support to victims, their family members, friends and bystanders at 911 emergency calls
- RH continues to provide assistance to the Rideout Emergency Department Sexual Assault Response Team (SART) for equipment and training to help women and children of assault crimes
- RH Hospice staff continue their participation in Camp HUG, a camp for children who have lost a loved one. Held at Eagle Lake Ronald McDonald Camp, children learn how to deal with their grief in healthy ways. This camp is free for children ages 8-18 who have had a close friend or family member die within the last two years. Children have an opportunity to stay in cabins, make crafts, swim, play games, learn archery and hike.
- RH provided meeting space to host the Sutter-Yuba Network of Care and Mental Health Services training on Suicide Prevention and Aggression Replacement

Senior Services

Summary: Identified need for seniors to access medical information and screenings, transportation, adult day care and home health

- RH participates in local Senior Health Fairs and provides free health screenings and healthcare information wherever and whenever possible
- RH participates in Alzheimer's Walk for a Cure
- RH provides a "Community Resources for Seniors" handbook to senior citizens
- RH continues a licensed Skilled Nursing & Rehabilitation facility, The Fountains; two Assisted Living facilities, The Gardens, Alzheimer's and Dementia facility that includes an Adult Day Care Center, and The Courtyard

Perinatal Services

Summary: Identified the need for perinatal outreach education and services for all pregnant women in our community

- RH offers free perinatal classes, which include:
 - Childbirth Preparation: Signs of labor what to expect at the hospital, labor variations, comfort measures, breast feeding, pain relief options and cesarean birth
 - Lifesaver Baby: Parents are instructed in infant CPR and choking
 - Maternity Tours: Tours of the Perinatal Department
 - Breastfeeding: Education on how to, and why it is important
- The Sweet Success program began in February 2007 at Fremont Medical Center. Sweet Success is a diabetes-in-pregnancy program that is run by our own staff, but is supported and evaluated by the Department of Health Services. There are typically 45-50 women enrolled in the program annually and the numbers continue to increase

Rideout Emergency Department

The newly-expanded Rideout Emergency Department, Phase I adds 5,000 square feet to the existing 12,000 square feet. This much-needed expansion is the first and bigger phase in creating adequate, flexible, tech-enhanced space for our ED team to handle every kind of patient and patient need with dispatch and compassion. Rideout's designation as a Level III Trauma Center and STEMI-receiving hospital make us the nexus for emergent care for all or parts of five counties. Rideout is currently awaiting State approval to open the new expansion.

FY 2013/2014

Monthly: Hospital Emergency Response Team: This group of employees is from different departments in the hospital nurses, RT, lab etc.. The team meets monthly with specific training on equipment that will be used during a disaster. The RH team has practiced with items such as, stair chairs used for evacuation, PAPR suits used with HazMat training and Radio communication. This is a "boots on the ground" committee. If there is a disaster we would mobilize this team to run the event.

- September 2013: HavBed drill as well as Public Health Radio Check
- September 2013: California Hospital Association Annual conference the Emergency Preparedness Coordinator participated in this multi day conference
- October 2013: we participated in the great California Shakeout this is a functional drill that we did in case of an earthquake.
- November: 2013: participated in full scale exercise with Yuba County Public Health in a surge drill. An outbreak of EColi caused a large surge of patients to come into the ED
- January 2014: Participated with Bi-County Ambulance in a drill with a large surge of patients from an accident, how the ED staff would handle the Multi Casualty Incident
- February 2014: HavBed and Radio Drill with Public Health
- May 2014: HazMat exposure; the HERT team was able to use the decontamination equipment

Rideout Memorial Hospital has received official verification of its Trauma Program from the American College of Surgeons (ACS). Rideout's Emergency Department is a Level III Trauma Center, STEMI-receiving Center and base hospital, as designated by the Sierra Sacramento Valley Emergency Medical Services Agency, the joint powers authority responsible for emergency services in ten northern California counties. While all hospitals with trauma centers must be so designated by the authority for their region, fewer than 50 hospitals anywhere in California have had their trauma programs verified by the ACS. The new verification came after a two-day visit and Verification Survey of Rideout's emergency and trauma facilities, protocols and procedures, which was conducted in April by two trauma surgeon-specialists representing the American College of Surgeons' Committee on Trauma.

Rideout Hospital averages 55,000 visits to its Emergency Department annually. During calendar year 2013, the hospital recorded nearly 1,000 trauma activations, almost a third of which involved patients requiring hospitalization.

Outreach and Information/Education

Summary: The Community Action Committee identified a need to continually provide information on what health care services are available locally, how to access them and education on basic health care.

- RH supports the Trauma Intervention Program to train local volunteers working with traumatized victims
- RH continues to provide translation of vital written material into Spanish, Punjabi and Hmong languages, including drug-testing consent, home care consent, information for women on caring for their newborn, breast self-exams and mammography
- RH Foundation supports the Lung Cancer Survivor Dinner every November; and hosts the Diabetes Symposium each year in October or November.
- RH Teen Leadership Council (TLC): Thirty-nine area high school students from eight surrounding high schools are recruited to attend the TLC designed to engage young adults who have demonstrated outstanding leadership skills and a strong desire to make a difference in our community and healthcare. Members attend monthly meetings, participate in seasonal activities, act as Foundation liaisons for their schools, job-shadow healthcare professionals, participate in philanthropic activities and health care events
- Rideout Health Clinic and RH Foundation and committee planned a free Rideout Clinic Health and Wellness Fair with emphasis on health information, health screenings, healthy eating and exercise to take place on our RH campus in September 2014.
- RH with Ampla Health, and other local health providers, planned a no-cost health fair emphasizing adult dental and nutrition and

also substance abuse, violence/injuries prevention, which were deemed important health issues according to our September 2013 Community Needs Assessment. The Binational Health Fair will take place October 2014. Translators will provide information in Spanish, Hmong and Punjabi.

Community Health Education

RH participates in community events and offers healthcare educational materials, free health screenings and healthcare professionals to answer questions based on their area of expertise. Participation included activities at the many local community events, speaking engagements, featuring health care professionals at the local Rotary clubs, senior citizens clubs and organizations (DOLS, SIRS), Soroptimist, Chamber of Commerce Business Connection, Senior Fairs, Punjabi-American Festival, Bok Kai Parade and as guests on local radio talk shows throughout FY 2013/2014.

Community Organizations

RH provided \$23,878 in financial support and additional in-kind support to other organizations dedicated to improving the health of the community. Some of the organizations are listed as follows:

Community Support FY 2013/2014 includes:

Allana Smiles Foundation	Punjabi American Heritage Society
Alpha Sigma Iota Chapter	Recology Yuba Sutter
Alzheimer's Association	Regional Emergency Shelter Team
American Legion Post 807	River Valley Bank Golf Benefit
Appeal Democrat	River Valley Community Foundation
Beale Liaison Group, Inc.	River Valley High School
Cambridge Junior College	Rotary Club of Marysville
Casa de Esperanza	Sacramento Area Council of Governments
City of Marysville	Soroptimist of Marysville/Yuba City
City of Yuba City	Sutter Medical Foundation
Columbian Retirement Home	Sutter Performing Arts
Early Risers Kiwanis Club	The Gardens Alzheimers Care
Family SOUP	Trauma Intervention Program
Franklin Elementary School	Tri County Parkinsons Support Group
Habitat for Humanity	Valley Muffler Car Show
Hope Point Nazarene Church	Y-S Children's Type 1 Diabetes Support Group
Jacque's Dance Expressions	YS Legal Center
Kiwanis Club	Yuba City Downtown Business Association
Live Oak Festival	Yuba City High School
Live Oak High School	Yuba Community College
Marysville High School	Yuba Sutter Arts Council
Marysville Kiwanis Club	Yuba Sutter Association of Realtors
National Child Safety Council	Yuba Sutter Chamber of Commerce
National Multiple Sclerosis Society	Yuba Sutter Squad Club
Pink October	

RH offers free (CHE) perinatal classes, which include:

- **Childbirth Preparation:** Signs of labor, what to expect at the hospital, labor variations, comfort measures, breast feeding, pain relief options and cesarean birth; **Early Pregnancy:** Normal discomforts of pregnancy, comfort measures, body changes and nutrition; **Lifesaver Baby:** Parents instructed in infant **CPR and choking**; and **Maternity Tours:** Bi-monthly tours of the Perinatal Department

RH offers the following (CHE) outreach classes and support groups:

- **Tobacco Cessation Classes:** A free four-part-session series entitled Clean Break is offered monthly for tobacco users to learn behavior modification tools to effectively maintain a tobacco-free lifestyle
- **Cancer Programs:** RH offers a variety of support groups and therapy sessions for cancer patients and their caregivers.
- **Outpatient Cardiac Rehabilitation:** A three-month monitored exercise and formal education program for a patient's recovery from coronary illness
- **Support groups:** RH provides meeting rooms for the following support groups: Grief Support Groups sponsored by Rideout Hospice; Yuba-Sutter Children's Type 1 Diabetes Support Group and Cancer Support Groups; TOPs (Take Off Pounds Sensibly)
- **Service Organizations:** RH provides meeting rooms for the following service organizations and educators: Kiwanis, United Way, Yuba College, American Cancer Society, American Red Cross, Yuba-Sutter Chamber of Commerce, Family Soup, Valley Quilt Guild, Fremont Medical Center and Rideout Memorial Hospital Auxiliary meetings.
- **Local Agencies:** RH provided meeting space to host the Sutter-Yuba Network of Care and Mental Health Services training on Suicide Prevention and Aggression Replacement.

Other Benefits for the Greater Community

SART Program

RH provides assistance to the Rideout Emergency Department Sexual Assault Response Team (SART) for equipment and training to help women of assault crimes. RH collaborated with law enforcement and Women's Advocacy Groups to establish in May 1996 the Yuba Sutter Sexual Assault Response Team

TIP Program

RH provided support to train volunteers for a Trauma Intervention Program (TIP). This program has more than 25 local citizens who provide comfort and support to those in distress.

Education and Training: Medical Staff Education

Rideout Health challenges itself to be a catalyst, advocate for, and a provider of education that promotes change, development and improvement.

Our CME program sees its purpose as providing high quality, evidence-based educational opportunities that are designed to advance physician competence, enhance practice performance, promote patient safety and, wherever possible, improve patient outcomes in the populations served by our physicians and healthcare providers. We seek to serve not only the educational needs of healthcare professionals with privileges at Rideout Health but the needs of other local and regional providers as well.

As an acute-care facility, our educational activities include department-specific and specialty-specific conferences and symposia. These events take the form of live courses and live regularly scheduled series. The educational design, instructional method and learning format for each event is chosen to best serve the educational needs and learning objectives of the planned educational activity. Methods for each activity will depend upon the identified need. They will include but not be limited to didactic lectures, workshops and panel discussions which include attendee interaction and case presentations.

Included among our educational offerings are updates in clinical medicine and basic scientific research and reviews of current or best practice recommendations for clinical care.

We expect improved application in our approach to clinical problems and newly acquired strategies, effective use of targeted skills with improvement or a favorable impact on patient outcomes.

CME Classes FY 2013/14 included:

- **August 12:** Infection Prevention
- **September 18:** Apnea in the Premature Infant
- **November 20:** Hypoxic Ischemic Encephalopathy (HIE) and Body Cooling
- **November 25:** A Potpourri Collection of Trauma Tid Bits-
- **December 6:** Pediatric Symposium: 1) Pulmonary Hypertension in Newborns, 2) Perinatal Brain Injury and Cooling 3) Stars of the Incubator Shows: Late Preterm Infants Are Still a Population at Risk and 4) Pediatric GI Potpourri
- **December 18:** Neonatal Sepsis
- **January 16, 17 and 23:** Breastfeeding - Making the Connection
- **January 30:** When Patients May Benefit from Referral to Neurosurgery
- **February 3 and February 5:** Team Building - Nurses are from Saturn, Physicians from Jupiter and Administrators are from Mars
- **February 21:** Fluid Resuscitation/Status Epilepticus in Children
- **May 21:** Hypoxic Ischemic Encephalopathy
- **June 3:** Multimodality Management of Sarcoma
- **June 18:** Update on Preeclampsia Toolkit and PIH

Staff Education

RH provides ongoing training on site for its nursing and clinical staff as well as various non-clinical staff. On-site education for RH employees is provided free of charge to the employee. In addition, RH pays for staff attendance at approved training from outside sources when appropriate.

Non-Quantifiable Benefits

Rideout Hospital Auxiliary and Fremont Medical Center Auxiliary provided more than 11,000 hours of volunteer services at Fremont Medical Center and Rideout Memorial Hospital in Fiscal Year 2013-2014, and can expect the same level of volunteerism next fiscal year. Both auxiliaries are rendering service to the hospitals, patients and families. Since 1959, the Fremont Medical Center Auxiliary members have served more than 585,000 volunteer hours; since 1958 the Rideout Memorial Hospital Auxiliary members have served more than 750,000 volunteer hours. The Auxiliaries' various fundraising efforts throughout the year enable them to fund scholarship awards, help purchase needed equipment and fund programs for Rideout Health.

Other volunteer groups that render service to Rideout Health include Rideout Hospice, Rideout Cancer Center, Senior Services, Emergency Department, Rideout Board of Directors and the Rideout Health Foundation.

- RH provides leadership representation to the following groups and organizations:
- Alzheimer's Association: Walk to End Alzheimer's
- American Cancer Society
- Beale Air Force Base Community Council
- Healthy Kids Health Board
- Pink October / Breast Cancer Awareness
- Rotary, Kiwanis and Soroptimist Civic Clubs
- Sutter County Chronic Disease Prevention
- Yuba City Downtown Business Association
- Yuba Sutter Chamber of Commerce
- Yuba Sutter Economic Development Corporation
- Yuba-Sutter Homeless Consortium
- A variety of RH employees function as volunteers at local schools, as well as participate as guest speakers or lecturers at local schools about health topics and career opportunities
- RH provided professional staff to man first aid stations at a local community event in partnership with Bi-County Ambulance.
- RH Trauma staff provided a presentation and support to the Yuba City Firefighters Foundation at an annual event.
- RH staff participated in a 4-1/2 day training course to be certified as Chronic Disease Self Management Leaders.



Policy & Procedure

<i>Department:</i> Patient Financial Services			
<i>Date Created:</i> July, 1991	<i>Last Approved:</i> 02/04/2013	<i>Version:</i> 2	Page 1 of 4
<i>Subject/Title:</i> Patient Financial Services - Financial Assistance (Charity Care)		<i>Approved By and Title:</i> Senior Vice-President / Chief Financial Officer	

I. PURPOSE:

- A. The purpose of this policy is to define patient eligibility for Financial Assistance, and to provide administrative guidelines for the identification and classification of patient accounts as Financial Assistance.
- B. This policy identifies circumstances under which Fremont-Rideout Health Group will extend assistance to patients whose financial status makes it impractical or impossible to pay for necessary and/or catastrophic costs of medical services. Non-elective services and procedures offered by the Hospital will be eligible for Financial Assistance consideration. Evaluation of the necessity for medical treatment of any patient will be based upon the clinical judgment of the patient’s personal physician or the Emergency Department staff physician. Where an emergency medical condition exists, the Hospital will address financial requirements only after urgent medical evaluation, treatment and stabilization have been rendered. In any event, stabilization treatment will not be delayed when requesting financial information from the patient.
- C. Confidentiality of information and individual dignity will be maintained for all that seek charitable services. The handling of personal health information will meet all HIPAA requirements.
- D. The law and applicable payer contracts prohibit the routine waivers of co-payments, co-insurance, deductibles or any other portion of the bill because this practice may encourage overutilization of services. No discount arrangement which is illegal or in violation of any contractual obligation may be offered.

II. DEFINITION:

Financial Assistance is defined as: Healthcare services provided at no charge or at a reduced charge to patients who do not have or cannot obtain adequate financial resources to pay for their services. A patient requiring Financial Assistance is a patient who demonstrates through financial screening and financial means testing, an inability to pay for hospital services versus a patient who demonstrates the ability to pay but is not willing to pay.

III. PROCEDURES:

- A. At the time of service all uninsured patients will be provided with a statement of the Hospital’s discounting and Financial Assistance Policies. They will also be provided, upon request, with a copy of a Medi-Cal/CMSP, Healthy Families, and any other applications for third party coverage. As a last resort, a patient should be financially screened for the Financial Assistance Program
- B. Financial Counselors, Credit & Collection Representatives, and/or external collection agency employees will perform Financial Assistance screening and means testing. A patient may be granted either: full, partial, or no financial relief depending upon their financial situation and



RIDEOUT HEALTH

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