

Dameron Hospital Association



Community Benefit Report 2017

Identified Health Needs for Dameron Hospital's Community Benefit Plan

I. Improving Access to Care

Health insurance is a crucial component of health care access. Uninsured people are less likely to receive medical care, more likely to have poor health outcomes, and are more likely to die early. Being uninsured is a significant barrier to accessing necessary health care services, including preventive care and treatment for chronic conditions. Families and individuals without health insurance often have unmet health needs, receive fewer preventive services, experience delays in receiving appropriate care, and experience more hospitalizations that could have been prevented.

President Barack Obama signed the Patient Protection and Affordable Care Act, commonly called the Affordable Care Act (ACA), into law on March 23, 2010. The ACA was enacted with the goals of increasing the quality and affordability of health insurance, lowering the uninsured rate by expanding public and private insurance coverage. It introduced several mechanisms, including mandates, subsidies, and insurance exchanges, meant to increase coverage and affordability. Under the Affordable Care Act (ACA), states were authorized to expand Medicaid, effective January 1, 2014, to many low-income individuals under age 65 who were previously ineligible for coverage. The ACA established a new income eligibility limit of 138 percent of the federal poverty level, increasing the number of Californians eligible.

In California, implementation of the Affordable Care Act (ACA) helped lower the uninsured rate from 16% in 2013 to 9% in 2015. However, the latest edition of *California's Uninsured* finds that 2.9 million Californians under 65 remained without coverage. According to the US Census Bureau 7.3% of San Joaquin residents are uninsured, which is an improvement over 8.9% in 2016.

<http://www.dhcs.ca.gov/individuals/Pages/AffordableCareActLinks.aspx>
<http://www.chcf.org/publications/2017/03/californias-uninsured>
<http://kff.org/other/state-indicator/total-population/>

Dameron Hospital recognizes the need to provide accessible and affordable health care services to the community in which we serve. Dameron provides health care services to poor and underserved patients throughout the community in a variety of ways, *including*:

- Providing charity care or partial charity discount to those individuals who demonstrate an inability to pay (whose income is at or below 350% of the federal poverty level)
- Providing an uninsured patient discount to uninsured patients who do not qualify for charity care, but still may face hardship paying their medical bills
- Covering the unpaid costs of health care for Medi-Cal patients

Consistent with our mission to provide quality patient care in a safe and caring environment, with or without compensation, the hospital provides a full charity or charity discount program. Full charity or partial charity discount is offered to those patients who demonstrate an inability to pay for medically necessary services and meets certain income and asset guidelines.

Dameron Hospital strives to ensure that every person receives required services, regardless of ability to pay. The unpaid costs of Medi-Cal and Charity Care comprised 24.6% of the hospital's operating expenses in 2017. The unpaid costs of Medi-Cal, Medicare and charity care comprised 39.5% of the hospital's 2017 operating expenses. (*Reference: Inventory and Economic Valuation of Community Benefits Pg. 25*). Uninsured Patients that are or who have high medical costs or are below 350% of the federal poverty level may be eligible for charity care and discounted payments from emergency room physicians that provide emergency services in our general acute care hospital. The uninsured patient discount is intended to apply to patients who do not qualify for charity care but still may face hardships paying their medical bills.

II. Health Education

A. Continuing Medical Education

The Institute for Medical Quality/California Medical Association (IMQ/CMA) provides Continuing Medical Education (CME) for physicians accredited at Dameron Hospital. Classes are offered at noon on Fridays (*excluding Holidays and the months of July and August*) in the hospital's Annex building. The classes are open to all physicians throughout the community. Dameron provided 26 continuing medical education classes throughout 2017 and will continue to provide Continuing Medical Education Classes in 2017. A total of 476 medical professionals attended the classes in 2017 and 86 other healthcare professionals.

B. Healthier Community Coalition

Dameron Hospital is an active participant in the San Joaquin County Healthier Community Coalition. The purposes of the Coalition are: a) to provide leadership in the development and coordination of health status improvement efforts in San Joaquin County; b) to provide a forum for health services stakeholders to share ideas and information about projects and seek collaborative partners; and c) to work collaboratively and encourage the efforts of other collaborative attempting to respond to community health issues and problems. Dameron Hospital collaborated on creating an all-inclusive free and confidential service helpline for local resources. The 211 helplines, launched in 2015, is available 24 hours a day, seven days a week. Dameron staff has co-chaired this Coalition and participated in key leadership roles since 2011. Its purpose is to make it easy for people to find the help they need, when they need it.

<http://www.211.org>

Dameron Hospital participated in the recent Community Health Needs Assessment (CHNA), which is publicly available at <http://healththiersanjoaquin.org>. Additional detail about identified needs, data collected, community input obtained, and prioritization methods used can be found in the CHNA report.

The significant community health needs identified are:

1. Obesity/Diabetes

2. Education
3. Youth Development
4. Economic Security
5. Violence and Injury
6. Substance Use
7. Access to Housing
8. Access to Care
9. Mental Health
10. Oral Health
11. Asthma/Air Quality

E. Community Health Improvement Plan

Dameron Hospital's Community Benefit Director participated in creating the San Joaquin County Community Health Improvement Plan (CHIP). The CHIP process was guided by the CHNA Core Planning Group made up of not-for-profit hospitals, two Medicaid Managed Care Plans, Community Medical Centers (federally qualified health centers), Public Health Services, First 5 San Joaquin, and Community Partnerships for Families. The CHIP process also engaged its broadly representative CHNA Steering Committee as well as additional subject matter experts, which altogether included health and social service providers, educators, behavioral health and affordable housing advocates, law enforcement officers, land use and transportation planners, and policymakers. The process identified three priority issues:

- Healthy Eating/Active Living
- High-quality Education
- Community Safety and Social Supports

With these issues serving as the foundation for the CHIP, the Core Planning Group and Steering Committee developed goals, objectives, strategies, and action items for each priority. CHIP is a resource for multiple partners and collaborators in our work to set priorities and coordinate and target resources.

D. Chronic Obesity

In 2014 Dameron Hospital initiated a comprehensive Bariatric Services Program. Chronic obesity is the largest health care problem in San Joaquin County, which in turns contributes to

Hypertension, Diabetes, and associated orthopedic dysfunctions. Our dedicated Bariatric Services Coordinator facilitates all components of the Bariatric Program. Weight loss seminars and support groups are available to the entire community. Seminars attended by 504 educated interested individuals about the problems of obesity and the surgical options that are available. Dameron also offers a Healthy Lifestyles class that is available to anyone who has had a Bariatric procedure. The class provides reinforcement of concepts to enhance learning and provide a networking opportunity to over 214 Bariatric patients in 2017. The Bariatric Support Group was attended by 154 individuals. Many areas of San Joaquin County have food deserts, no access to fresh fruit and vegetables, which contribute to obesity in the African-American and Hispanic populations.

A. Workforce Development

A. Decision Medicine

This two-week program, sponsored by San Joaquin Medical Society, is designed to introduce high school students to the field of medicine through personal mentoring opportunities and site visits with behind-the-scenes access to some of our regional hospitals, clinics and public health centers. Decision Medicine 2015 took place at various locations in Northern California, including hospitals, various clinics and inside actual private offices of participating physicians in San Joaquin County. Decision Medicine 2017 at Dameron Hospital was a full eight-hour day including student interactive tours into the Core Laboratory, the Pathology Laboratory, American Medical Response ambulance tour, and tour of the Hospital Data Center; didactic lectures on Basic Hematology & Comparative Cellular Morphology and Forensic Pathology; and hands-on laboratory exercises for Phlebotomy, Blood Specimen Preparation, Blood Smear Technique, Differential Staining Technique, Blood Smear Examination by Light Microscopy, and Blood Typing. In addition, students were provided an individual Complete Blood Analysis (CBC), a preliminary ABO blood group determination, historical information about Dameron Hospital and career information in pathology and laboratory medicine. Dameron Hospital hosted twenty-four students that included lunch and refreshments throughout the day. The Community Benefit Director coordinates this program for Dameron Hospital. Volunteers include a Board Member, Chief Information Officer, Telemetry Director, Hospital Executive Leadership Team Member, Laboratory Medical Director, Laboratory Manager, several Clinical Laboratory Scientists, Patient Relations Coordinator, and Health Educator.

B. Leadership Stockton

Leadership Stockton is a program designed to inspire a new generation of men and women to assume leadership roles in the community. The nine-month program challenges and prepares individuals from diverse backgrounds to become influential in the region's future. To develop educated and motivated community leader participants are exposed to civic, civil, education, healthcare and non-profit entities. Participants heard from area healthcare leaders about the current and future state of healthcare. Diane Vigil, Director of Community Benefits presented

on behalf of Dameron Hospital. The roundtable discussion enabled participants to learn about hospital and healthcare facilities located throughout Greater Stockton community. A question and answer period concluded the forum.

C. Health Careers Academy

The Health Careers Academy (HCA) was established in 2011 by the Stockton Unified School District to meet the growing community need for healthcare clinicians in Stockton and the greater San Joaquin County. HCA has a student population of 457 students with a senior class of 118. The goal of HCA is to produce students who have been challenged with a rigorous college prep curriculum, as well as teaching them health career technical skills. Students are provided with community service opportunities to gain better sense of community awareness and are exposed to various medical professions during their PRN rounds. Upon graduation, they leave prepared to join the workforce; pursue further health related vocational training; or attend a four-year college. Dameron Hospital staff is committed to offering speakers, mentors and participate in mock interview at the request of the HCA. Our Community Benefit Director serves on the HCA Community Committee to enhance the learning experiences of our future health care professions. The senior class participated in a disaster drill training exercise as patients.

D. Association of California Nurse Leaders (ACNL)

This Association was created and is embraced by nurse leaders throughout California. Its mission is to develop nurse leaders; advance professional practice; influence health policy; and promote quality and patient safety. With health care reform, implementation of the IOM Future of Nursing initiatives, professional practice issues and regulatory mandates, challenges and opportunities for nurse leaders have never been greater. ACNL helps nurse leaders address these issues together. ACNL provides essential information, statewide networking with peers, progressive leadership development programs and timely educational activities. Dameron Hospital's Nursing Directors are members of the North Central Chapter that includes monthly

chapter meetings, participation in ACNL projects and sponsoring annual ACNL conferences. Dameron Hospital continued its ACNL membership and active participation through 2017.

Strategic Plan

The first column lists the identified health needs; the second column lists the goals of Dameron Hospital in meeting the health need; the third column identifies the objectives to be accomplished, and the fourth column identifies measurable outcomes that will allow Dameron Hospital to monitor its progress toward attaining the goal of each health need. Our 2017 Plan resembles 2016 to ensure our goals have been achieved and maintained.

Health Need	Goal	Objectives	Measurable Outcomes
<p>Improve Access to Care</p> <p>Primary, Specialty, and Behavioral Health care</p>	<p>1. Eliminate barriers to healthcare access, for health education and chronic disease management services</p>	<ol style="list-style-type: none"> 1. Provide transportation for those who cannot reach the hospital 2. Provide flu vaccine clinics at easily accessible locations (i.e. Dameron Hospital) 3. Provide information during Community events on diabetes and weight loss management 	<ol style="list-style-type: none"> 1. Number of bus passes, taxi vouchers issued 2. Number of flu vaccinations administered 3. Value of educational sessions provided and the number attended 4. Value of education materials 5. Value of education materials 6. Value of education materials
	<p>2. Provide comprehensive information about when and how to seek care</p>	<ol style="list-style-type: none"> 1. Seasonal Flu vaccination for all ages and if available the shingle and pneumonia vaccine for adult population 	<ol style="list-style-type: none"> 1. Value of vaccine, educational materials and administration costs
	<p>3. Support community groups by providing meeting room space</p>	<ol style="list-style-type: none"> 1. Provide financial support donated time and equipment 2. Develop linkages with existing programs and organizations 	<ol style="list-style-type: none"> 1. Value of donated hours, equipment and financial resources 2. List of partners, activities and leveraged resources

Health Need	Goal	Objectives	Measureable Outcomes
<p>Health Education</p>	<p>1. Connect with residents in their communities and at all community health fairs and provide educational materials using pictorial and plain language</p>	<ol style="list-style-type: none"> 1. Provide ongoing education to the community on Stroke, Heart Disease prevention and interventional care. 2. Provide monthly support groups for weight loss. 3. Continue participation in Stockton Unified School District Health Careers Academy; Decision Medicine 4. Continue participation in community health fairs and events 5. Provide continuing education to community physicians and other healthcare professionals 6. All outreach and education activities should reflect the literacy of the targeted community. 	<ol style="list-style-type: none"> 1. Number of classes offered; number of attendees 2. Number of support groups offered; number of attendees 3. Value of hours and materials donated 4. Value of hours and materials donated; number of interactions with community members 5. Number of CE classes and professional education events; number of attendees 6. Evaluate the communities understanding by their compliance to health maintenance activities
<p>Workforce Development</p>			<ol style="list-style-type: none"> 1. Translated curriculum and materials if needed; list of <i>identified gaps in materials and information</i> 2. Number of CE classes and professional education events; number of attendees

Inventory and Economic Valuation of Community Benefits

Category	Reporting Period 2017	Planned 2018
Financial Assistance and Means-Tested Government Programs		
Traditional Charity Care	\$2,289,442	\$2,289,442
Unpaid Cost of Medicaid	\$34,935,684	\$34,935,684
Unpaid Cost of Medicare	\$22,601,246	\$22,601,246
Total for Financial Assistance and Means-Tested Government Programs, excluding unpaid Medicare (minus offset)	\$37,225,126	\$37,225,126
Total for Financial Assistance and Means-Tested Government Programs, including unpaid Medicare (minus offset)	\$59,826,371	\$59,826,371
Other Benefits		
Community Health Improvement Community Benefit Operations	\$38,758.00	\$38,758.00
Health Professions Education	\$12,200.00	\$12,200.00
Cash and In-Kind Contributions	13,250.00	\$13,250.00
Community Building Activities	\$19,576.39	\$19,576.39
Subsidized Health Services	2,162.91	2,162.91
Total Community Benefits (excluding unpaid Medicare)	\$37,225,126	\$37,225,126
Total Community Benefits (including unpaid Medicare)	\$59,912,318	\$59,912.318

Summary Table of Dameron Hospital's Community Benefit Plan

Benefit	Community Need	Community Affected	Goal	Measureable Objective
Traditional Charity Care and Financial Assistance and Means-Tested Government Programs	Improving Access to Care	Uninsured and underinsured	Allocate 20% of operating expense for charity care and financial assistance and means-tested government programs (excluding Medicare, goal will be at 15% of operating expense)	Financial end-of-year report reflects 20% of operating expense spent on charity care and unpaid costs of financial assistance and means-tested government programs
Improved health care compliance for the community	Health Education	San Joaquin County residents	Provide ongoing and/or periodic community education regarding: <ul style="list-style-type: none"> •Heart Health •Stroke Signs/Prevention •Orthopedic Options •Other chronic diseases 	Number of monthly and periodic chronic disease education. Number of local community health fairs and events where Dameron provides health education
School mentoring programs	Workforce Development	HCA students and students accepted into Decision Medicine program Schools of Nursing Clinical Rotation and Education	Active participation in school programs	Participation in Decision Medicine program; participation in HCA program, number of participants Room Space for monthly training
Increased participation of Support Groups	Health Education	<ul style="list-style-type: none"> •Obesity Education •Heart & Stroke Education •Orthopedic Care 	Providing staff time, money and equipment meeting space for support groups	Monthly Education
Health Professions Education	Workforce Development	<ul style="list-style-type: none"> •Accessible to all physicians •All other health care professionals 	Provide continuing medical education to community physicians and other healthcare professionals	Number of scheduled 2018 CME classes and health professional education events
Transportation	Improving access to care	•Community members without mode of transportation	Provide transportation to patients who have no other means of transportation to and from the hospital	Yearly cost of taxi service