

# Community Hospital of San Bernardino

## Community Benefit 2021 Report and 2022 Plan

**Adopted October 2021**



## A message from

June Collison, President and CEO of Community Hospital of San Bernardino, and Tony Myrell, Chair of the Dignity Health Community Hospital of San Bernardino Community Board.

Dignity Health's approach to community health improvement aims to address significant health needs identified in the Community Health Needs Assessments that we conduct with community input, including from the local public health department. Our initiatives to deliver community benefit include financial assistance for those unable to afford medically necessary care, a range of prevention and health improvement programs conducted by the hospital and with community partners, and investing in efforts that address social determinants of health.

Community Hospital of San Bernardino shares a commitment with others to improve the health of our community, and delivers programs and services to help achieve that goal. The Community Benefit 2021 Report and 2022 Plan describes much of this work. This report meets requirements in California state law (Senate Bill 697) that not-for-profit hospitals produce an annual community benefit report and plan. Dignity Health hospitals in Arizona and Nevada voluntary produce these reports and plans, as well. We are proud of the outstanding programs, services and other community benefits our hospital delivers, and are pleased to report to our community.

In fiscal year 2021 (FY21), Community Hospital of San Bernardino provided \$23,618,131 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$13,497,318 in unreimbursed costs of caring for patients covered by Medicare.

The hospital's Community Board reviewed, approved and adopted the Community Benefit 2021 Report and 2022 Plan at its October 27, 2021 meeting.

Thank you for taking the time to review our report and plan. We welcome any questions or ideas for collaborating that you may have, by reaching to out to Reverend Deborah Jones at 909-806-1415 or [deborah.jones2@commonspirit.org](mailto:deborah.jones2@commonspirit.org).

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June Collison, President/CEO






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Tony Myrell, Chairperson, Board of Directors

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## At-a-Glance Summary

<p><b>Community Served</b></p> 	<p>Community Hospital of San Bernardino is located in San Bernardino County, in a metropolitan area called the Inland Empire. The Inland Empire is a region in Southern California located East of Los Angeles County. The hospital service area encompasses the cities of: Bloomington, Colton, Crestline, Highland, Fontana, Hesperia, Redlands, Rialto, San Bernardino and Yucaipa. The total population of these communities is 974,029.</p>
<p><b>Economic Value of Community Benefit</b></p> 	<p>\$23,618,131 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits</p> <p>\$13,497,318 in unreimbursed costs of caring for patients covered by Medicare</p>
<p><b>Significant Community Health Needs Being Addressed</b></p> 	<p>The significant community health needs the hospital is helping to address and that form the basis of this document were identified in the hospital's most recent Community Health Needs Assessment (CHNA). Needs being addressed by strategies and programs are:</p> <ul style="list-style-type: none"> <li>• Access to healthcare</li> <li>• Behavioral health (includes mental health and substance use and misuse)</li> <li>• Chronic diseases (includes overweight and obesity)</li> <li>• Housing and homelessness</li> <li>• Safety and violence</li> </ul>
<p><b>FY21 Programs and Services</b></p> 	<p>The hospital delivered several programs and services to help address identified significant community health needs. These included: the Stepping Stones program that focuses on teens and young adults to gain valuable hospital workplace experience through volunteer and mentor activities; activities at the Baby &amp; Family Center to promote healthy pregnancies and family lifestyles; a Community Navigator to work with the uninsured who visit our Emergency Department; a Community Grants program that awarded \$130,949 to local non-profit agencies that address identified health needs; free flu shots for the community as well as community education, especially education focused on diabetes management and other chronic diseases. Our participation in the <i>Accelerating Investments for Health Communities</i> project focused on affordable housing in San Bernardino.</p>
<p><b>FY22 Planned Programs and Services</b></p> 	<p>FY21 programs will continue. However, the coronavirus pandemic is causing a shift in priorities and activities. All programs will be modified to fit state guidelines to keep our participants safe. This may include virtual education, phone call interventions, mailing and delivering resources and tools to participants, and working with our community grantees as they modify their delivery of services.</p>

This document is publicly available online at  
<https://www.dignityhealth.org/communityhospitalofsanbernardino/about-us/community-programs/community-health-needs-assessment-plan>.

Written comments on this report can be submitted to the Community Hospital of San Bernardino, Community Health Office, 1805 Medical Center Drive, San Bernardino, CA 92411 or by e-mail to [deborah.jones2@DignityHealth.org](mailto:deborah.jones2@DignityHealth.org).

## Our Hospital and the Community Served

### About Community Hospital of San Bernardino

Community Hospital of San Bernardino is a member of Dignity Health, which is a part of CommonSpirit Health. CHSB is located at 1805 Medical Center Drive, San Bernardino, CA 92411. Community Hospital of San Bernardino is a 343-bed, not-for-profit health care facility. Major program and service lines include:

- Baby & Family Services
- Behavioral Health Services
- Children's subacute care
- Ear, nose and throat services
- Emergency services
- Health Education Center
- Medical imaging
- Neurological care
- Pediatrics
- Surgical services

### Our Mission

As CommonSpirit Health, we make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.

### Our Vision

A healthier future for all – inspired by faith, driven by innovation, and powered by our humanity.

### Financial Assistance for Medically Necessary Care

Community Hospital of San Bernardino is dedicated to creating healthier communities by providing financial assistance to persons who have health care needs and are uninsured, underinsured, ineligible for a government program, or otherwise unable to pay. Advocating for the poor and vulnerable is both our mission and our passion. The hospital has financial assistance available to help pay for medically necessary services provided to those patients who meet certain income requirements. The financial assistance policy, a plain language summary of the policy, and a financial assistance application are on the hospital's web site.

## Description of the Community Served

The Inland Empire is a diverse and struggling region. Community Hospital of San Bernardino is an identified Disproportionate Share Hospital, thus making it a safety net for the many low-income, vulnerable populations and uninsured in the community.

Community Hospital of San Bernardino serves 31 ZIP Codes representing 17 cities. Currently, 17.3% of the population lives at or below 200% of the Federal Poverty Level (FPL), and 40.3% live at or below 200% FPL. In 2021, San Bernardino County was ranked 43th (down from 40th in 2020) among 58 counties in California and 45th in 2017) among counties in California for Health Outcomes by County Health Rankings & Roadmaps. While improving, the county still lands in the bottom third of California counties for health outcomes. A summary description of the community is below. Additional details can be found in the CHNA report online.



The following reflects demographics for the seven ZIP codes in San Bernardino, Rialto and Fontana and compose 75% of the hospital's patient visits<sup>1</sup>:

- Total Population: 419,618
- Race/Ethnicity: 76.8% Hispanic or Latino; 10.2% White; 8.9% Black/African American; 2.4% Asian/Pacific Islander; 1.8% All Other
- Income Below Poverty: 19.3%
- Uninsured: 7.3%
- Unemployment: 9.5%
- No High School Diploma: 33.8%
- Medicaid Population: 13.5%
- Other Area Hospitals: 6
- Medically Underserved Areas or Populations: Yes

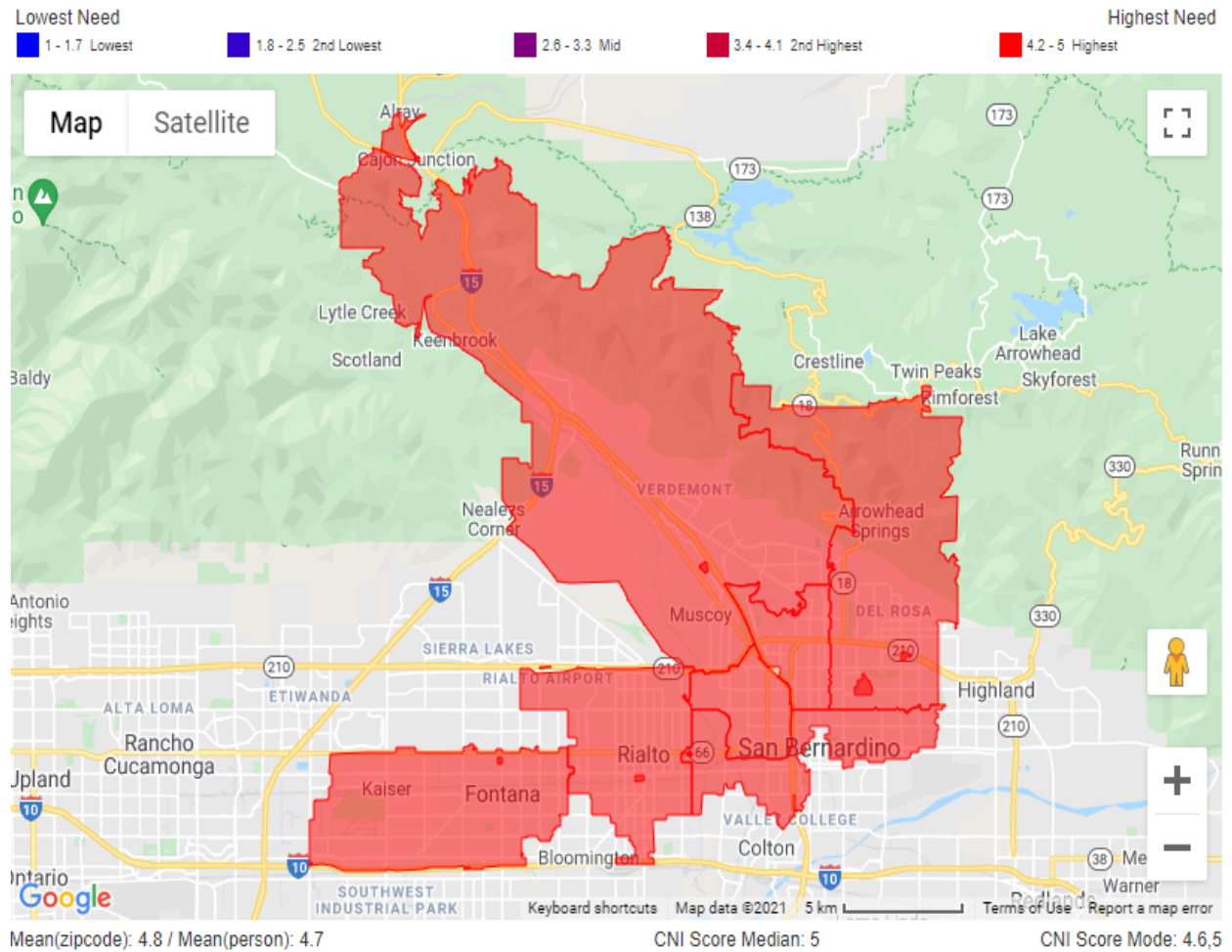
## Community Need Index

One tool used to assess health need is the Community Need Index (CNI) created and made publicly available by Dignity Health and IBM Watson Health. The CNI analyzes data at the zip code level on five factors known to contribute or be barriers to health care access: income, culture/language, education, housing status, and insurance coverage.

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<sup>1</sup> Source: Claritas Pop-Facts® 2021; SG2 Market Demographic Module

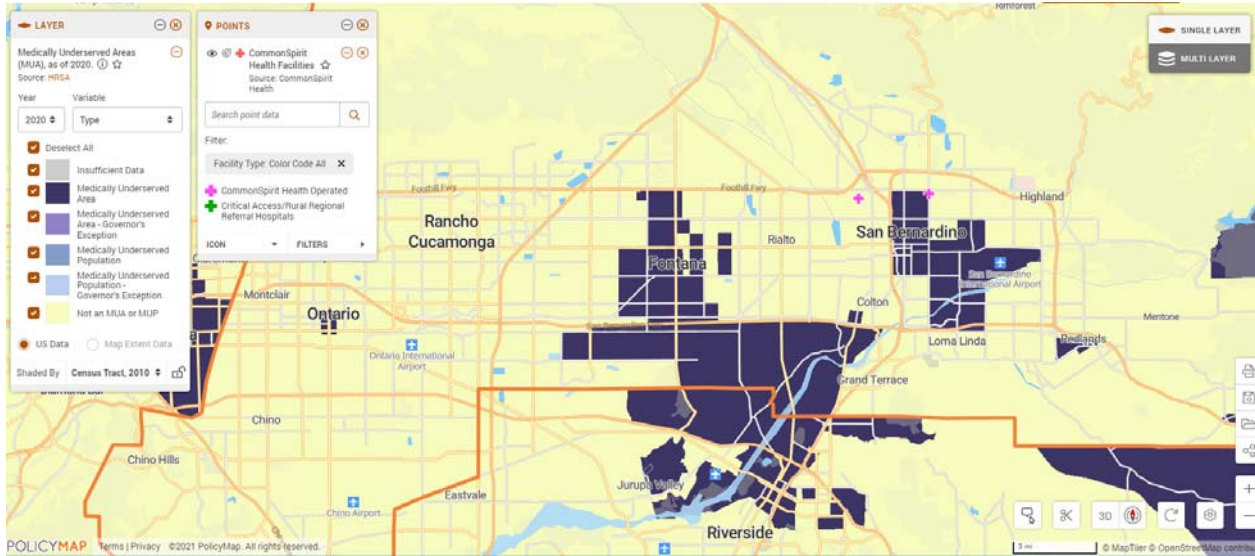
Scores from 1.0 (lowest barriers) to 5.0 (highest barriers) for each factor are averaged to calculate a CNI score for each zip code in the community. Research has shown that communities with the highest CNI scores experience twice the rate of hospital admissions for ambulatory care sensitive conditions as those with the lowest scores.



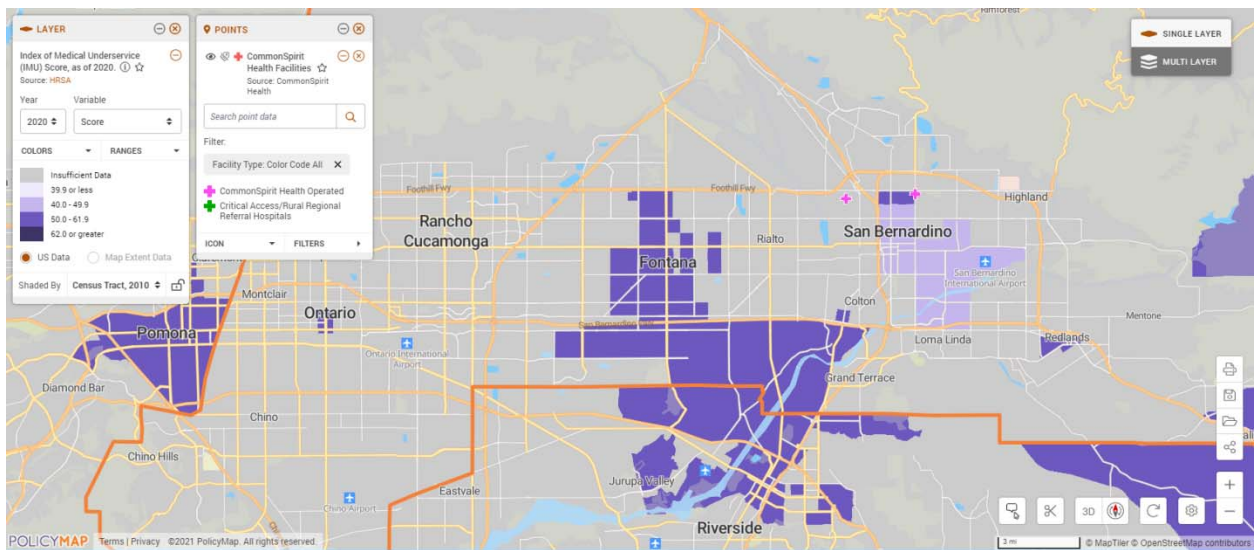


Zip Code	CNI Score	Population	City	County	State
92335	4.6	99581	Fontana	San Bernardino	California
92376	4.6	84451	Rialto	San Bernardino	California
92404	4.8	60475	San Bernardino	San Bernardino	California
92405	5	30015	San Bernardino	San Bernardino	California
92407	4.4	65589	San Bernardino	San Bernardino	California
92410	5	52622	San Bernardino	San Bernardino	California
92411	5	26885	San Bernardino	San Bernardino	California

## Medically Underserved Areas Near CHSB



## Index of Medical Underservice (IMU) Near CHSB



## Community Assessment and Significant Needs

The hospital engages in multiple activities to conduct its community health improvement planning process. These include, but are not limited to, conducting a Community Health Needs Assessment with community input at least every three years, identifying collaborating community stakeholder organizations, describing anticipated impacts of program activities and measuring program indicators.

### Community Health Needs Assessment

The health issues that form the basis of the hospital's community benefit plan and programs were identified in the most recent CHNA report, which was adopted in October 2021.

The CHNA contains several key elements, including:

- Description of the assessed community served by the hospital;
- Description of assessment processes and methods;
- Presentation of data, information and findings, including significant community health needs;
- Community resources potentially available to help address identified needs; and
- Discussion of impacts of actions taken by the hospital since the preceding CHNA.

Additional detail about the needs assessment process and findings can be found in the CHNA report, which is publicly available at <https://www.dignityhealth.org/socal/locations/san-bernardino/about-us/serving-the-community/community-health-needs-assessment-plan> or upon request at the hospital's Community Health office.

### Significant Health Needs

The most recent community health needs assessment identified the following significant community health needs:

- **Access to health care**
- **Chronic diseases**
- **Homelessness**
- **Behavioral Health**
- **Violence and Injury Prevention**

#### Significant Needs the Hospital Does Not Intend to Address

The hospital intends to take actions to address all of the prioritized significant health needs in the CHNA report, both through its own programs and services and with community partners. Lists and descriptions of those planned actions are included in this report.

## 2021 Report and 2022 Plan

This section presents strategies and program activities the hospital is delivering, funding or on which it is collaborating with others to address significant community health needs. It summarizes actions taken in FY21 and planned activities for FY22, with statements on anticipated impacts, planned collaboration, and patient financial assistance for medically necessary care. Program Digests provide detail on select programs' goals, measurable objectives, expenses and other information.

This report specifies planned activities consistent with the hospital's mission and capabilities. The hospital may amend the plan as circumstances warrant. For instance, changes in significant community health needs or in community assets and resources directed to those needs may merit refocusing the hospital's limited resources to best serve the community.

The anticipated impacts of the hospital's activities on significant health needs are summarized below, and for select program initiatives are stated in Program Digests. Overall, the hospital anticipates that actions taken to address significant health needs will: improve health knowledge, behaviors, and status; increase access to needed and beneficial care; and help create conditions that support good health.

The hospital works to evaluate impact and sets priorities for its community health programs in triennial Community Health Needs Assessments.



## Creating the Community Benefit Plan

Community Hospital of San Bernardino is dedicated to improving community health and delivering community benefit with the engagement of its management team, board, clinicians and staff, and in collaboration with community partners.

As a matter of Dignity Health policy, the hospital's community health and community benefit programs are guided by five core principles. All of our initiatives relate to one or more of these principles: Focus on Disproportionate Unmet Health-Related Needs; Emphasize Prevention; Contribute to a Seamless Continuum of Care; Build Community Capacity; Demonstrate Collaboration.



CHSB and SBMC staff provided Community Benefit Initiative Committee (CBIC) members with information regarding current programs already addressing identified health needs as well as evidence of success. CBIC community stakeholder members provided valuable insight and connectivity to additional resources in the community. Hospital sponsored programs continue to be impacted by growing need, and it was determined these programs are valuable tools in improving community health. Discussion also focused on programs in the community and the importance of collaborating with local non-profits through the Dignity Health Community Grants Program. These programs and strategies are highlighted on pages 17-19.

## Impact of the Coronavirus


- Loss of healthcare due to loss of job/benefits. By working with our community partners we have many resource referral sites to help access health care.
- Temporary suspension of in-person support, educational classes, symposiums, and community events. The Hospital was able to provide support to people without having them come on campus by providing virtual and mail in education. Although we were not able to have in person support, we did reach our community by providing our Annual Community Thanksgiving dinner via drive where we served meals to go.

For FY22, we plan to always provide the maximum programming while keeping complaint to current coronavirus safety guidelines.

## Report and Plan by Health Need

The tables below present strategies and program activities the hospital has delivered or intends to deliver to help address significant health needs identified in the community health needs assessment.

They are organized by health need and include statements of strategy and program impact, and any collaboration with other organizations in our community.

 <b>Health Need: Access to Care</b>			
Strategy or Program Name	Summary Description	Active FY21	Planned FY22
Financial assistance	Community Hospital of San Bernardino delivers compassionate, high quality, affordable health care and advocates for members of our community who are poor and disenfranchised. In furtherance of this mission, the hospital will provide financial assistance to eligible patients who do not have the capacity to pay for medically necessary health care services, and who otherwise may not be able to receive these services.	☒	☒
Connected Community Network (CCN)	Through the CCN, hospital care coordination and community partner agencies will work together to identify vulnerable patients' health and health-related social needs, and electronically link health care providers to organizations that provide direct services.	☒	☒
Health Education Center	Community education will be offered to the community free of charge and will address a variety of access to health care topics including local resources for primary and preventive care, and navigating the health care system.	☒	☒
Flu shots	Free flu shots will be offered to the community through a variety of shot clinics in the community.	☒	☒
Community Grants Program	Partner with local non-profit agencies that share common values and work together to improve access to care for our community.	☒	☒
<p><b>Impact:</b> The hospital's initiatives to address access to health/preventive practices are anticipated to result in: Increased access to basic health information in both culturally appropriate and understandable terms; gains in public or private health care coverage; increased knowledge about how to access and navigate the health care system; access to agencies providing basic needs and reduced barriers to health care for the medically underserved.</p>			
<p><b>Collaboration:</b> Key partners include community clinics, community-based organizations, schools and school districts, faith groups, public health and local cities. Examples include Lestonnac Free Clinic, Al-Shifa Clinic, Family Assistance Program and Mary's Mercy Center.</p>			



## Health Need: Behavioral Health (Includes Mental Health and Substance Use and Misuse)

Strategy or Program Name	Summary Description	Active FY21	Planned FY22
Cultural Trauma & Mental Health Resiliency Program	CHSB is partnering with the Making Hope Happen Foundation in a multi-hospital initiative to increase the capacity of local community organizations and community members to identify mental distress, address the impact of trauma, and increase resiliency via delivery of mental health awareness education. The project focusses on children and youth of color living in underserved neighborhoods and provides funding to Making Hope Happen Foundation to conduct training.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Health Education Center	Community education will address a variety of behavioral health care topics.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Adult Behavioral Health Program	There is an inpatient adult behavioral health program with 50 beds, Psychiatric Medical Program, and Involuntary Adult Inpatient Program.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Grants Program	Grant funds will be awarded to nonprofit organizations whose mission and values align with that of Dignity Health to deliver services and strengthen service systems, which improve the health and well-being of vulnerable and underserved populations.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Impact:** Increased access to behavioral health services in community settings and improved screening and identification of behavioral health needs.

**Collaboration:** Key partners include behavioral health providers, schools and school districts, community-based organizations, the UniHealth Foundation, Dignity Health Southern California Hospitals, law enforcement, San Bernardino City School District, and regional initiatives that seek to support individuals' mental health, substance use and case management needs.



## Health Need: Chronic Diseases (Including Overweight and Obesity)

Strategy or Program Name	Summary Description	Active FY21	Planned FY22
Health Education Center	Community education will be offered to the community free of charge and will address a variety of chronic disease-related health care topics, including the Chronic Disease Self-Management Program.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Diabetes Wellness Center	The Sweet Success program is housed at the Diabetes Wellness Center and will focus on gestational diabetes.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Support groups	Support groups will be offered to persons with chronic disease conditions, their families and caregivers.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Grants Program	Grant funds will be awarded to nonprofit organizations whose mission and values align with that of Dignity Health to deliver services and strengthen service systems, which improve the health and well-being of vulnerable and underserved populations.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Impact:** Increased identification and treatment of chronic diseases and improved compliance with chronic disease prevention and management recommendations.

**Collaboration:** Key partners include public health, faith community, community clinics, community-based organizations, American Heart Association, American Cancer Society, and the American Diabetes Association.





## Health Need: Housing and Homelessness

Strategy or Program Name	Summary Description	Active FY21	Planned FY22
Accelerating Investment for Healthy Communities	CHSB will participate in a national initiative designed to increase investments in the social determinants of health with an emphasis on affordable housing.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Health Navigator	The Community Health Navigator will follow up with homeless persons who seek care in the ER, but are not admitted to the hospital. The Community Health Navigator will provide connections to social service agencies.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Grants Program	Grant funds will be awarded to nonprofit organizations whose mission and values align with that of Dignity Health to deliver services and strengthen service systems, which improve the health and well-being of vulnerable and underserved populations.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Impact:** The hospital's initiatives to address access to health care/preventive practices are anticipated to result in: increased access to basic health information in both culturally appropriate and understandable terms; gains in public or private health care coverage; increased knowledge about how to access and navigate the health care system; access to agencies providing basic needs, thereby providing a critical safety net; increased primary care "medical homes", and an increase in primary care physicians (long term strategy).

**Collaboration:** Key partners include National Community Renaissance and other nonprofit housing developers, City of San Bernardino and related city agencies, Diocese of San Bernardino, funders, the Center for Community Investment, hospitals and health systems, faith community, community clinics, community-based organizations, and other housing agencies.



## Health Need: Safety and Violence

Strategy or Program Name	Summary Description	Active FY21	Planned FY22
Cultural Trauma & Mental Health Resiliency Program	CHSB is partnering with the UniHealth Foundation in a multi-hospital initiative to increase the capacity of local community organizations and community members to identify mental distress, address the impacts of trauma, and increase resiliency via delivery of mental health awareness education. The project focuses on children and youth of color living in underserved neighborhoods.	☒	☒
Stepping Stones Program	The Stepping Stones Program will provide an opportunity for teens and young adults to gain valuable hospital workplace experience through volunteer and mentor activities. The Stepping Stones program provides teens and young adults with a way to give back to their community while keeping them off the streets, safe and out of harm's way.	☒	☒
Community Grants Program	Grant funds will be awarded to nonprofit organizations whose mission and values align with that of Dignity Health to deliver services and strengthen service systems, which improve the health and well-being of vulnerable and underserved populations.	☒	☒

**Impact:** The hospital's initiatives to address access to health care/preventive practices are anticipated to result in: increased access to basic health information in both culturally appropriate and understandable terms; gains in public or private health care coverage; increased knowledge about how to access and navigate the health care system; access to agencies providing basic needs, thereby providing a critical safety net; increased primary care "medical homes"; and an increase in primary care physicians (long term strategy).

**Collaboration:** Key partners include San Bernardino City Unified School District, San Bernardino County Unified School District, Aquinas High School, colleges and universities, including California State University San Bernardino, Valley College and others, businesses, faith community, cities, parks and recreation agencies, community clinics, community-based organizations, housing agencies and law enforcement.

## Community Grants Program


One important way the hospital helps to address community health needs is by awarding financial grants to non-profit organizations working together to improve health status and quality of life. Grant funds are used to deliver services and strengthen service systems, to improve the health and well-being of vulnerable and underserved populations.

In FY21, the hospital awarded the grants below totaling \$153,082. The amounts listed below are higher, as St. Bernardine Medical Center collaborates with Community Hospital of San Bernardino to provide joint awards. Some projects also may be described elsewhere in this report.

Grant Recipient	Project Name	Amount
Family Assistance Program	Supporting Victims in the Emergency Dept.	\$70,000
Legal Aid Society of San Bernardino	From At-Risk to Resiliency Via Access	\$85,000
Lestonnac Free Clinic	Community Continuum of Health Collaborative	\$54,329
Mary’s Mercy Center	Better Health Through Partnership	\$45,000

## Program Digests

The following pages include Program Digests describing key programs and initiatives that address one or more significant health needs. The digests include program descriptions and intervention actions, statements of which health needs are being addressed, any planned collaboration, and program goals and measurable objectives. Many objectives are the same or decreased as the pandemic negatively affected our outreach numbers in FY21.

 <b>Dignity Health Community Grants Program</b>	
Significant Health Needs Addressed	<input checked="" type="checkbox"/> Access to care <input checked="" type="checkbox"/> Behavioral health (mental health and substance use) <input checked="" type="checkbox"/> Chronic diseases (including overweight and obesity) <input checked="" type="checkbox"/> Housing and homelessness <input checked="" type="checkbox"/> Safety and violence
Program Description	Award funds to local non-profit organizations to be used to effect collective impact, addressing the significant health priorities established by the most recent Community Health Needs Assessment. Awards will be given to agencies with a formal collaboration and a link to the hospital.
Community Benefit Category	E1 – Cash Donation
FY 2021 Report	
Program Goal / Anticipated Impact	Focused attention on health priorities and high utilizers in the hospital will provide connections to needed medical care and social services, thereby providing more appropriate care to the individual.
Measurable Objective(s) with Indicator(s)	Funding will be provided to implement programs that support significant health priorities and demonstrate strong collaboration with the hospital. 100% of funded programs will report objectives as a result of SBMC Community Grants on a semi-annual basis.
Intervention Actions for Achieving Goal	All awarded agencies will work with Director of Community Health to ensure programs are meeting the objectives stated in their grant proposals.
Collaboration	Collaboration with agencies receiving funding in FY20 included: Family Assistance Program, Legal Aid of San Bernardino, Lestonnac Free Clinic and Mary's Mercy Center.
Performance / Impact	4 collaborative proposals, representing 13 local non-profit agencies, received awards. Grants ranged from \$45,000 to \$75,000 to address significant health needs, funded in collaboration with St. Bernardine Medical Center.
Hospital's Contribution / Program Expense	\$153,082 was expended in grant awards.
FY 2022 Plan	

<b>Program Goal / Anticipated Impact</b>	Focused attention on health priorities and high utilizers in the hospital will provide connections to needed medical care and social services, thereby providing more appropriate care to the individual.
<b>Measurable Objective(s) with Indicator(s)</b>	Funding will be provided to implement programs that support significant health priorities and demonstrate strong collaboration with the hospital. 100% of funded programs will report objectives as a result of SBMC Community Grants on a semi-annual basis.
<b>Intervention Actions for Achieving Goal</b>	All awarded agencies will work with Director of Community Health to ensure programs are meeting the objectives stated in their grant proposals.
<b>Planned Collaboration</b>	Collaboration will continue with agencies awarded funds in FY22.



### Community Health Navigator

<b>Significant Health Needs Addressed</b>	<input checked="" type="checkbox"/> Access to Care <input type="checkbox"/> Behavioral Health <input type="checkbox"/> Chronic Diseases <input checked="" type="checkbox"/> Housing and Homelessness <input type="checkbox"/> Safety and Violence
<b>Program Description</b>	The Community Health Navigator follows up by phone to patients who are high utilizers of the Emergency Department who are seen for diagnoses that could be addressed in an outpatient setting. Patients are provided with community resources. Assistance is provided for enrolling in government sponsored plans.
<b>Community Benefit Category</b>	A3 – Healthcare Support Services Information & Referral.

### FY 2021 Report

<b>Program Goal / Anticipated Impact</b>	Focused attention on health priorities and high utilizers in the hospital will provide more connections to needed medical care and social services, thereby providing more appropriate care to the individual.
<b>Measurable Objective(s) with Indicator(s)</b>	Funding will be provided to implement programs that support significant health priorities and demonstrate strong collaboration with the hospital. 100% of funded programs will report objectives as a result of SBMC Community Grants on a semi-annual basis.
<b>Intervention Actions for Achieving Goal</b>	All awarded agencies will work with Director of Community Health to ensure programs are meeting the objectives stated in their grant proposals.
<b>Collaboration</b>	Collaboration with agencies receiving funding in FY20 included: Family Assistance Program, Legal Aid of San Bernardino, Lestonnac Free Clinic, and Mary's Mercy Center.

<b>Performance / Impact</b>	During FY20 the Navigator served a total of 603 high utilizers of the ED, offering referrals for continuity of care and primary care to a free clinic.
<b>Hospital's Contribution / Program Expense</b>	\$216,733 was expended in staffing and purchased items for clients.
<b>FY 2022 Plan</b>	
<b>Program Goal / Anticipated Impact</b>	Assist the frequent users of the Emergency Department (ED) with conditions better treated as an outpatient instead of using the ED as regular source of health care. Navigator will also work with Care Coordination team for homeless patients upon discharge. Connection to social service agencies will be provided as appropriate.
<b>Measurable Objective(s) with Indicator(s)</b>	10% of those contacted by the Navigator will accept a referral to a free clinic.
<b>Intervention Actions for Achieving Goal</b>	Navigator will continue to follow up by phone to high utilizers of the ED, primarily the uninsured.
<b>Planned Collaboration</b>	Lestonnac Free Clinic, Catholic Charities, Mary's Table, Inland Home Solutions, Legal Aid and other local non-profit support agencies.

## Other Programs and Non-Quantifiable Benefits

The hospital delivers community programs, services and non-quantifiable benefits in addition to those described elsewhere in this report. Like those programs and initiatives, the ones below are a reflection of the hospital's mission and its commitment to improving community health and well-being.

### **National Community Renaissance of California (NCRC)**

In June 2018 Dignity Health approved a 7-year \$1,200,000 loan to NCRC, one of the largest nonprofit affordable housing developers in the U.S., who is partnering with the County of San Bernardino on the redevelopment of Waterman Gardens into Arrowhead Grove—a mixed income housing development together with attractive neighborhood facilities, shopping and recreational facilities.

### **Preparation for Community Emergencies**

In addition to collaboration with local agencies, Community Hospital of San Bernardino continues to engage in disaster drills. For 2020 we had a COVID-19 drill in March 2020 and also a pandemic surge drill in December 2020. In light of the current pandemic we were on a modified exempt status for 2020. We had a tabletop drill in January 2021 and July 2021. These drills were to ensure the hospital is well prepared for any scenario that could impact our community.

## Economic Value of Community Benefit

373 Community Hospital of San Bernardino					
Complete Summary - Classified Including Non Community Benefit (Medicare)					
For period from 7/1/2020 through 6/30/2021					
	Persons	Expense	Revenue	Net Benefit	% of Expense
<b>Benefits for Poor</b>					
Financial Assistance	3,137	7,226,983	0	7,226,983	2.4%
Medicaid	49,735	225,490,426	210,759,203	14,731,223	5.0%
<b>Community Services</b>					
A - Community Health Improvement Services	6,432	841,605	0	841,605	0.3%
E - Cash and In-Kind Contributions**	866	917,813	950,527	0	0.0%
G - Community Benefit Operations	0	114,644	0	114,644	0.0%
<b>Totals for Community Services</b>	<b>7,298</b>	<b>1,874,062</b>	<b>950,527</b>	<b>923,535</b>	<b>0.3%</b>
<b>Totals for Poor</b>	<b>60,170</b>	<b>234,591,471</b>	<b>211,709,730</b>	<b>22,881,741</b>	<b>7.7%</b>
<b>Benefits for Broader Community</b>					
<b>Community Services</b>					
A - Community Health Improvement Services	1,782	747,167	50,262	696,905	0.2%
B - Health Professions Education	3	34,025	0	34,025	0.0%
F - Community Building Activities	2	5,460	0	5,460	0.0%
<b>Totals for Community Services</b>	<b>1,787</b>	<b>786,652</b>	<b>50,262</b>	<b>736,390</b>	<b>0.2%</b>
<b>Totals for Broader Community</b>	<b>1,787</b>	<b>786,652</b>	<b>50,262</b>	<b>736,390</b>	<b>0.2%</b>
<b>Totals - Community Benefit</b>	<b>61,957</b>	<b>235,378,123</b>	<b>211,759,992</b>	<b>23,618,131</b>	<b>8.0%</b>
<b>Medicare</b>	<b>7,708</b>	<b>47,179,570</b>	<b>33,682,252</b>	<b>13,497,318</b>	<b>4.5%</b>
<b>Totals with Medicare</b>	<b>69,665</b>	<b>282,557,693</b>	<b>245,442,244</b>	<b>37,115,449</b>	<b>12.5%</b>
**Consistent with IRS instructions and CHA guidance, Cash and In-kind Contributions is reported at \$0 net benefit because offsetting revenue was greater than expense in FY21. This was due to the return of a large donation in the fiscal year. Net gain for cash and in-kind contributions is still included in all "Totals" calculations, however.					

The economic value of all community benefit is reported at cost. Patient financial assistance (charity care) reported here is as reported to the Office of Statewide Health Planning and Development in Hospital Annual Financial Disclosure Reports, as required by Assembly Bill 204. The community benefit of Medicaid and other means-tested programs is calculated using a cost-to-charge ratio to determine costs, minus revenue received for providing that care. Other net community benefit expenses are calculated using a cost accounting methodology. Restricted offsetting revenue for a given activity, where applicable, is subtracted from total expenses to determine net benefit in dollars.



# Hospital Board and Committee Rosters

## Community Hospital of San Bernardino

**June Collison**

Community Hospital of San Bernardino

**Gail Daly**

Dignity Health

**Claudia Davis, PhD**

California State University, San Bernardino

**Richard Gonzalez, Esq**

Attorney

**Gary Greensweig, DO**

Dignity Health

**Reg Javier**

San Bernardino County Economic Development Agency

**Vicki Lee**

San Bernardino Unified School District Family Resource Center

**Joe Mawad, MD**

Physician

**Tony Myrell**

Premier Medical Transportation

**Johnny Negusse, MD, FACEP, PharmD**

Community Hospital of San Bernardino

**Gabriel Ramirez**

New York Life Securities

**Julie Sprengel**

CommonSpirit Health

**Rachelle Wenger**

Dignity Health

## Community Benefit Initiative Committee Roster

**Nick Calero**

District Office Representative  
Senator Ochoa Bogh

**Claudia Davis, PhD**

California State University, San Bernardino  
Community Hospital of San Bernardino Board Member

**Pablo Ramirez**

**Executive Director**

Legal Aid of San Bernardino

**Daniel Flores**

Executive Director  
Mary's Mercy Center

**Sharon Gollaher, RN, MBA, ACM-RN, CMCN**

Director Care Coordination  
St. Bernardine Medical Center

**Sr. Kathleen Howard, CCVI**

St. Mary Medical Center  
St. Bernardine Medical Center Board Member

**Rev. Deborah Jones**

Director Mission Integration & Spiritual Care  
Community Hospital of San Bernardino

**Vicki Lee**

SBCUSD Family Resource Center  
Community Hospital of San Bernardino Board Member

**Linda McDonald**

Vice President Mission Integration  
Dignity Health Southern California

**Kathleen McDonnell**

Director Mission Integration  
St. Bernardine Medical Center

**Candy Stallings**

San Bernardino Sexual Assault Services Retired