

# Community Hospital of San Bernardino

## Community Benefit 2024 Report and 2025 Plan



**Adopted November 2024**



## A message from

June Collison, President, 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 drivers of health.

Community Hospital of San Bernardino shares a commitment with others to improve the health of our community and promote health equity, and delivers programs and services to help achieve that goal. The Community Benefit 2024 Report and 2025 Plan describes much of this work. This report meets requirements in California (Senate Bill 697) that not-for-profit hospitals produce an annual community benefit report and plan. 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 2024 (FY24), Community Hospital provided \$12,561,057 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$898,621 in unreimbursed costs of caring for patients covered by Medicare fee-for-service.

The hospital's Community Board reviewed, approved and adopted the Community Benefit 2024 Report and 2025 Plan at its November 20, 2024 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 out to Louis Natividad, Volunteer Services Department, at [louis.natividad@commonspirit.org](mailto:louis.natividad@commonspirit.org) or (909) 806-1260.

June Collison  
President

Tony Myrell  
Chairperson, Board of Directors

## Table of Contents

<b>At-a-Glance Summary</b>	<b>4</b>
<b>Our Hospital and the Community Served</b>	<b>6</b>
About the Hospital	6
Our Mission	6
Financial Assistance for Medically Necessary Care	6
Description of the Community Served	7
<b>Community Assessment and Significant Needs</b>	<b>8</b>
Community Health Needs Assessment	8
Significant Health Needs	9
<b>2024 Report and 2025 Plan</b>	<b>10</b>
Creating the Community Benefit Plan	10
Community Health Core Strategies	10
Report and Plan by Health Need	11
Community Health Improvement Grants Program	16
Program Highlights	16
Other Programs and Non-Quantifiable Benefits	21
<b>Economic Value of Community Benefit</b>	<b>22</b>
<b>Hospital Board and Committee Rosters</b>	<b>23</b>

## At-a-Glance Summary





**Hospital HCAI ID:** 106361323

**Report Period Start Date:** July 1, 2023

**Report Period End Date:** June 30, 2024

**This document is publicly available online at:**

<https://www.dignityhealth.org/socal/locations/san-bernardino/about-us/serving-the-community/community-health-needs-assessment-plan>

<p><b>Community Served</b></p> 	<p>Community Hospital of San Bernardino, located in San Bernardino, California serves over 1,200,000 racially and ethnically diverse San Bernardino County residents. The community served by the hospital includes 31 zip codes in 17 cities, including the City of San Bernardino, Bloomington, Blue Jay, Calimesa, Colton, Crestline, Fontana, Hesperia, Highland, Loma Linda, Mentone, Ontario, Redlands, Rialto, Running Springs, Victorville, and Yucaipa.</p>			
<p><b>Economic Value of Community Benefit</b></p> 	<p>\$12,561,057 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits</p> <p>\$898,621 in unreimbursed costs of caring for patients covered by Medicare fee-for-service.</p> <p>The hospital’s net community benefit expenses for services to vulnerable populations and to the broader community are listed by category in the Economic Value of Community Benefit section of this report.</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> <table border="1" data-bbox="407 1388 1414 1545"> <tr> <td data-bbox="407 1388 846 1545"> <ul style="list-style-type: none"> <li>● Access to health care</li> <li>● Chronic diseases</li> <li>● Mental health</li> </ul> </td> <td data-bbox="846 1388 1414 1545"> <ul style="list-style-type: none"> <li>● Housing and homelessness</li> <li>● Preventative practices</li> </ul> </td> </tr> </table>		<ul style="list-style-type: none"> <li>● Access to health care</li> <li>● Chronic diseases</li> <li>● Mental health</li> </ul>	<ul style="list-style-type: none"> <li>● Housing and homelessness</li> <li>● Preventative practices</li> </ul>
<ul style="list-style-type: none"> <li>● Access to health care</li> <li>● Chronic diseases</li> <li>● Mental health</li> </ul>	<ul style="list-style-type: none"> <li>● Housing and homelessness</li> <li>● Preventative practices</li> </ul>			
<p><b>FY24 Programs and Services</b></p> 	<p>The hospital delivered several programs and services to help address identified significant community health needs. These included:</p> <ul style="list-style-type: none"> <li>● Volunteer Program</li> <li>● Community Health Improvements Grants Programs</li> <li>● Health Education Center</li> <li>● Community Health Navigator</li> </ul>			

---

**FY25 Planned  
Programs and  
Services**



In FY 25, CHSB plans to build upon many of the FY24 programs and continue to explore new partnership opportunities with community organizations.

---

Written comments on this report can be submitted to the Community Hospital of San Bernardino Mission Integration office at 1805 Medical Center Drive, San Bernardino, CA 92411 or by e-mail to Louis Natividad, Volunteer Services Department, at [louis.natividad@commonspirit.org](mailto:louis.natividad@commonspirit.org) or (909) 806-1260.

## 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.

Community Hospital of San Bernardino is located at 1805 Medical Center Drive in the City of San Bernardino, California. The hospital has been serving the community since 1910 and is a 343-bed, full service hospital offering acute inpatient and outpatient care, obstetrics and pediatrics, home health, behavioral health services, emergency and neurological care for children and adults. The hospital is supported by 1,556 employees and maintains professional relationships with 231 local physicians and 13 allied health professionals.

The hospital was also recognized as an LGBTQ+ Healthcare Equality Leader in the Human Rights Campaign Foundation's 2024 Healthcare Equality Index for its equitable treatment and inclusion of LGBTQ+ patients, visitors and employees.

### 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

It is the policy of CommonSpirit Health to provide, without discrimination, emergency medical care and medically necessary care in CommonSpirit hospital facilities to all patients, without regard to a patient's financial ability to pay. This hospital has a financial assistance policy that describes the assistance provided to patients for whom it would be a financial hardship to fully pay the expected out-of-pocket expenses for such care, and who meet the eligibility criteria for such assistance. The financial assistance policy, a plain language summary and related materials are available in multiple languages on the hospital's website.

## Description of the Community Served

Community Hospital of San Bernardino is located in the City of San Bernardino and serves over 1,200,000 central San Bernardino County residents. The community served by the hospital consists of 17 different cities including the City of San Bernardino, Bloomington, Blue Jay, Calimesa, Colton, Crestline, Fontana, Hesperia, Highland, Loma Linda, Mentone, Ontario, Redlands, Rialto, Running Springs, Victorville, and Yucaipa, California. The community served by CHSB reside in one of the following 31 zip codes: 91761, 92316, 92320, 92324, 92325, 92335, 92336, 92337, 92345, 92346, 92350, 92352, 92354, 92359, 92373, 92374, 92376, 92377, 92382, 92392, 92394, 92395, 92399, 92401, 92404, 92405, 92407, 92408, 92410, 92411, and 92415. A summary description of the community is below. Additional details can be found in the CHNA report online.



Community Hospital of San Bernardino serves a diverse community located at the foothills of the San Bernardino Mountains, and extends through the San Bernardino Mountains into northern San Bernardino County. San Bernardino's location at the junction of multiple major highways makes it a transportation and logistics hub hosting an intermodal freight transport yard, a cross-docking trucking center, and large warehouses for retail companies. San Bernardino's largest job sectors are government, retail and service industries. San Bernardino County is served by three hospitals, Community Hospital of San Bernardino, St. Bernardine Medical Center, and Arrowhead Regional Medical Center which is further south along Interstate Highway I-10.

Demographics within CHSB's service area as provided by the 2022 CHNA include:

- Total population: 1,208,298;
- Children and youth, ages 0-17, make up 28% of the population, 61.8% are adults, ages 18-64, and 10.2% of the population are seniors, ages 65 and older;
- Hispanic/Latino: 60.6%;
- Unemployment: 8.3%;
- Below 100% of the Federal Poverty Level: 17.3%;
- Percent below 200% of the FPL: 40.3%; and
- 23.7% of adults ages 25 and older have no high school diploma.

## 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 May 2022. The hospital makes the CHNA report widely available to the public online at <https://www.dignityhealth.org/socal/locations/san-bernardino/about-us/serving-the-community/community-health-needs-assessment-plan> and upon request from the hospital's Community Health office.

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.

### **Community Groups that Attended or Engaged in the CHNA:**

- Catholic Charities San Bernardino & Riverside Counties
- Community Health Association Inland Southern Region
- El SOL Neighborhood Educational Center
- Family Assistance Program
- First Presbyterian Church of San Bernardino
- Legal Aid of San Bernardino
- Making Hope Happen Foundation, Supporting San Bernardino City Unified School District
- Mary's Mercy Center, Inc.
- National CORE
- San Bernardino Diocese
- Young Visionaries Youth Leadership Academy



### Vulnerable Populations Represented by These Groups:

Communities with a California Healthy Places Index score of 50% or lower include: San Bernardino, Colton, Crestline, Fontana, Hesperia, Highland, Loma Linda, Ontario, Rialto, Running Springs, Victorville, and Yucaipa.

Racial and ethnic groups experiencing disparate health outcomes, including Black/ African American and Hispanic/ Latino.

People identifying as lesbian, gay, bisexual, transgender, or queer

### Significant Health Needs

The CHNA identified the significant needs in the table below, which also indicates which needs the hospital intends to address. Identified needs may include specific health conditions, behaviors and health care services, and also health-related social needs that have an impact on health and well-being.

Significant Health Need	Description	Intend to Address?
Access to health care	Access to health care including specialty care includes having access in a timely fashion to community clinics, pediatricians, family practice physicians, internists, nurse practitioners and physician assistants, pharmacists, telephone advice nurses, and other similar resources.	●
Chronic diseases	A chronic disease or condition usually lasts for three months or longer and may get worse over time. The most common types of chronic diseases are cancer, heart disease, stroke, diabetes, and arthritis.	●
Housing and homelessness	Homelessness is known as a state of being unhoused or unsheltered and is the condition of lacking stable, safe, and adequate housing.	●
Mental health	Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act.	●
Preventive practices	Preventive practices refer to health maintenance activities that help to prevent disease.	●
COVID-19	The COVID-19 rate in San Bernardino County was 22,698.8 per 100,000 individuals in 2022. COVID-19 caused economic challenges as well as impacts on physical and mental health.	

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

Taking existing hospital and community resources into consideration, CHSB will not directly address COVID-19 since the need was identified at the height of the pandemic and is now considered an endemic with a constant presence in the community rather than a disruptive outbreak.

## 2024 Report and 2025 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 FY24 and planned activities for FY25, with statements on impacts and community collaboration. Program Highlights provide additional detail on select programs.

Planned activities are consistent with current significant needs and the hospital’s mission and capabilities. The hospital may amend the plan as circumstances warrant, such as changes in community needs or resources to address them.

### Creating the Community Benefit Plan

The hospital 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.

Hospital and health system participants included a core internal team of clinical staff, social workers, members of the hospital leadership team, and Dignity Health leaders at the regional level from Mission Integration and Community Health. The core team helped shape ongoing initiatives and define appropriate processes, procedures, and methodologies for measuring outcomes.

The programs and initiatives described here were selected based on their past successful interventions. The community grant program awardees were selected by committee to address a currently unmet need in the community.



### Community Health Core Strategies

Driven by a commitment to equity and social justice, we envision a future where health and well-being are attainable by all regardless of background or circumstance.

The hospital believes that program activities to help address significant community health needs should reflect a strategic use of resources and engagement of participants both inside and outside of the health care delivery system.

CommonSpirit Health has established three core strategies for community health improvement activities. These strategies help to ensure that program activities overall address strategic aims while meeting locally-identified needs.

- Extend the care continuum by aligning and integrating clinical and community-based interventions.
- Strengthen community capacity to achieve equitable health and well-being.
- Implement and sustain evidence-based health improvement program initiatives.



## 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.



## Health Need: Access to Health Care

Strategy or Program	Summary Description	Active FY24	Planned FY25
Financial Assistance	CHSB 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.	☒	☒
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. The center's navigator also links uninsured individuals to free and low-cost clinics and enrolls participants in Medi-Cal.	☒	☒
Flu Shots	Free flu shots will be offered to the community through a variety of shot clinics in the community.	☒	☒
Supporting Victims with Health Care and Housing	The program provides victim advocates available to provide support care to victims of human trafficking, domestic violence, and homeless youth.	☒	☒

### Goal and Impact:

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 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 "medical homes," and an increase in primary care physicians (long term strategy).

### Collaborators:

Key partners include community clinics (e.g. Lestonnac and other clinics in the Community Health Association Inland Southern Region), community-based organizations (e.g. Family Assistance Program, Mary's Mercy Center, Para Su Salud, schools and school districts (including Making Hope Happen Foundations), faith groups, public health and local cities.



## Health Need: Mental Health

Strategy or Program	Summary Description	Active FY24	Planned FY25
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. There is also an outpatient adult day-program for developmentally disabled consumers.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Rescue a Generation	A 10-week social and emotional curriculum that equips at-risk San Bernardino youth with essential tools, routines, and meaningful relationships to achieve academic and personal success.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

### Goal and Impact:

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

### Collaborators:

Key partners include behavioral health providers, schools and school districts, community-based organizations, Dignity Health Southern California Hospitals, Rescue a Generation, Inc., and law enforcement.



## Health Need: Chronic Diseases and Preventive Practices

Strategy or Program	Summary Description	Active FY24	Planned FY25
Diabetes Empowerment & Enrichment Program (DEEP)	DEEP is a diabetes self-management program that has been shown to be successful in helping participants take control of their disease and reduce the risk of complications. DEEP was developed for use in low-income, racial and ethnic minority populations. Topics include healthy eating, risk factors for diabetes, medications, and depression.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Diabetes Wellness Center	The Pregnancy and Diabetes program is provided at the Diabetes Wellness Center and focuses on gestational diabetes. The center is supported by two diabetes educators and certified by the American Diabetes Association.	<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"/>
Vaccines	Provides free vaccines in the community	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Personal Protective Equipment (PPE)	The hospital distributes PPE at local community events and to participants to protect against airborne illnesses and poor air quality days.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

### Goal and Impact:

The hospital's initiatives to address prevention are anticipated to result in: increased access to preventive care services in the community, increased compliance with preventive care recommendations (screenings, vaccines, and lifestyle and behavior changes) and decreases spread of communicable diseases.

### Collaborators:

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



## Health Need: Housing and Homelessness

Strategy or Program	Summary Description	Active FY24	Planned FY25
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"/>
Find Help	Find Help is a website that connects individuals to free or reduced-cost resources such as food, housing, and health care. CHSB is listed as a resource with information about eligibility for financial assistance and the Health Education Center receives referrals from Find Help for services.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HOPEFUL: Holistic Outreach and Prevention Efforts for Underprivileged Families and Lifestyles	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"/>

### Goal and Impact:

These programs will provide access to agencies providing basic needs, thereby improving the health and well-being of vulnerable and underserved populations.

### Collaborators:

Key partners include public health, faith community, non-profit housing developers, Legal Aid Society of San Bernardino and other community-based organizations.

## Community Health Improvement 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 related to CHNA priorities.

In FY24, the hospital awarded the grants below totaling \$364,400. The figures below represent grant awards that the hospital made in conjunction with St. Bernardine Medical Center. Some projects also may be described elsewhere in this report.

Grant Recipient	Project Name	Health Needs Addressed	Amount
Family Assistance Program	Supporting Victims with Health Care and Housing	Access to Care/ Services	\$80,000
Inland Harvest	Inland Harvest	Access to Care/ Services	\$49,400
Legal Aid Society of San Bernardino	HOPEFUL: Holistic Outreach and Prevention Efforts for Underprivileged Families and Lifestyles	Housing/ Homelessness	\$80,000
Lestonnac Free Clinic	Community Continuum of Health Collaborative	Access to Care/ Services	\$50,000
Mary's Mercy Center, Inc.	Mary's Mercy Center, Mary's Haven	Access to Care/ Services	\$65,000
Rescue a Generation, Inc.	Rescue a Generation	Access to Behavioral Health Care	\$40,000

## Program Highlights

The following pages describe a sampling of programs and initiatives listed above in additional detail, illustrating the work undertaken to help address significant community health needs.





## Community Health Improvement Grants Program

Significant Health Needs Addressed	<ul style="list-style-type: none"> <li>● Access to health care</li> <li>● Mental health</li> <li>● Chronic diseases</li> <li>● Housing and homelessness</li> </ul>
Program Description	Awards 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 and Assessment. Grant funds are used to deliver services and strengthen service systems, to improve the health and well-being of vulnerable and underserved populations and reduce disparities. Awards will be given to agencies with formal community collaborations.
Population Served	Underserved and marginalized populations
Program Goal / Anticipated Impact	Focused attention on health priorities and high utilizers in the hospital will be provided to needed medical care and social services, thereby providing more appropriate care to the individual. Will provide connections to needed medical care and social services, thereby providing more appropriate care to the individual and improving the health of the community.

### FY 2024 Report

Activities Summary	Funding was awarded to Family Assistance Program, Inland Harvest, Legal Aid Society of San Bernardino, Lestonnac Free Clinic, Mary's Mercy Center, Inc. and Rescue a Generation, Inc.
Performance / Impact	Funding FY24 addressed the following needs: Access to Healthcare, Behavior Health, Chronic Diseases, Housing and Homelessness and Safety and Violence. Agencies reported that they are on track to meet goals established in their respective proposals.
Hospital's Contribution / Program Expense	\$142,081

### FY 2025 Plan

Program Goal / Anticipated Impact	Funding awarded in FY25 will continue to support and expand programs and services that improve the community's health and well-being.
Planned Activities	Collaboration will continue to fund agencies in FY25 which will allow for better connection for community and patients who are discharged and who may be able to benefit from service offered by the non-profit agencies.



## Health Education Center

Significant Health Needs Addressed	<ul style="list-style-type: none"> <li>● Preventative practices</li> <li>● Access to health care</li> <li>● Chronic diseases</li> <li>● Mental health</li> </ul>
Program Description	The Health Education Center offers classes and support groups free of charge to anyone who wants to improve their health or wellness. This includes maternity tours and birthing classes, diabetes, CPR, asthma care, healthy cooking classes and more. The Family Wellness Center is located within the Health Education Center and provides personalized education, health plans, support and resources to individual patients.
Population Served	Individuals from the community, especially those that are low-income or have chronic illnesses
Program Goal / Anticipated Impact	Improve the health of community members through education and navigation services.
<b>FY 2024 Report</b>	
Activities Summary	The Health Education Center serves as a health hub, a place where community members can go to access information related to health care. Individuals are connected with social services agencies as well as activities that take place in the community.
Performance / Impact	In FY24, the Health Education Center served 14,573 individuals.
Hospital's Contribution / Program Expense	The community benefit in FY24 was \$106,311.
<b>FY 2025 Plan</b>	
Program Goal / Anticipated Impact	Improve the community's health by increasing education and access to care.
Planned Activities	The Health Education Center will continue to offer classes in English and Spanish, personalized support, and navigation services. The Health Education Center also continue to host the Diabetes Wellness Center.



## Community Health Navigator

Significant Health Needs Addressed	<ul style="list-style-type: none"><li>● Preventative practices</li><li>● Access to health care</li><li>● Chronic diseases</li><li>● Mental health</li></ul>
Program Description	The Community Health Navigator will follow up with unhoused 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.
Population Served	Unhoused and uninsured individuals
Program Goal / Anticipated Impact	Improve access to primary and specialty care and housing services.
<b>FY 2024 Report</b>	
Activities Summary	Connected unhoused and uninsured individuals to appropriate social services agencies and resources.
Performance / Impact	817 persons served
Hospital's Contribution / Program Expense	\$106,311
<b>FY 2025 Plan</b>	
Program Goal / Anticipated Impact	Continue to improve health by increasing access to primary and specialty care and housing.
Planned Activities	Continue to connect unhoused individuals to housing services and basic needs resources and enroll uninsured individuals in Medi-Cal.



## Volunteer Program

Significant Health Needs Addressed	<ul style="list-style-type: none"><li>• Access to health care</li><li>• Preventative practices</li></ul>
Program Description	The Volunteer Program will provide an opportunity for teens and young adults to gain valuable hospital workplace experience through volunteer and mentor activities. The 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. Mission and Volunteer Services manage it, including liaison with high schools and colleges, onboarding students, placing students with departments, ensuring supervision, and more.
Population Served	Teens and young adults ages 16 to 30
Program Goal / Anticipated Impact	Teens and young adults will gain skills and experience working in a hospital setting. Volunteers can gain experience in the following departments: Baby & Family Center, Critical Care, Dietary, Emergency Department, Labor & Delivery, Outpatient Rehabilitation, Pharmacy, Mother Baby, and Neonatal Intensive Care Unit.
<b>FY 2024 Report</b>	
Activities Summary	Youth from the community and other California schools gained experience in a hospital setting by volunteering at the hospital.
Performance / Impact	348 individuals
Hospital's Contribution / Program Expense	\$125,724
<b>FY 2025 Plan</b>	
Program Goal / Anticipated Impact	Continue to provide community youth with hospital-based volunteer opportunities and mentoring to increase exposure to and employment in health careers.
Planned Activities	Youth from the community and other California schools will gain experience in a hospital setting by volunteering at the hospital.

## 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.

- **Community Vital Signs**

Since its launch in 2011, San Bernardino County Community Vital Signs has attracted both local and national attention spotlighting the country's efforts for rich collaboration by exemplifying the idea that all sectors must work together for collective impact. The Community Transformation Plan services as a guide to transform San Bernardino County into a healthier place to live, work, learn and play. The Mission Services Director began serving on the Steering Committee March 2023.

- **Preparation for Community Emergencies**

In addition to collaboration with local agencies, Community Hospital of San Bernardino continues to engage in disaster drills. CHSB had a tabletop drill in July 2023. This drill was conducted to ensure the hospital is well prepared for any scenario that could impact our community.

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

In June 2018, Dignity Health approved a 7 year \$1,200,000 loan to NCR, 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-mixed income housing development together with attractive neighborhood facilities, shopping and recreational facilities.

- **Neighborhood Partnership Housing Services, Inc. (NPHS)**

In September 2020, Common Spirit Health approved a 5-year, \$1,000,000 line of credit to NPHS with loan proceeds used to develop 10 scattered single-family factory-built homes for low-income families. The average home will feature 3 bedrooms and 2 baths and will be approximately 1,600 square feet. The development will be scattered, underutilized land in the City of San Bernardino. Founded in 1991, Neighborhood Partnership Housing Services, Inc. (NPHS) has become one of the most respected and innovative nonprofit housing organizations serving three Southern California counties which include Riverside, East Los Angeles, and San Bernardino.

## Economic Value of Community Benefit

The economic value of all community benefit is reported at cost. Patient financial assistance (charity care) reported here is as reported to the Department of Health Care Access and Information in Hospital Annual Financial Disclosure Reports, as required by Assembly Bill 204. The community benefit of financial assistance, Medicaid, other means-tested programs and Medicare 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.

<b>Community Hospital San Bernardino</b>					
<b>Complete Summary - Classified (Programs) Including Non Community Benefit (Medicare)</b>					
<b>For period from 07/01/2023 through 06/30/2024</b>					
	<b>Persons</b>	<b>Expense</b>	<b>Offsetting Revenue</b>	<b>Net Benefit</b>	<b>% of Expenses</b>
<b>Benefits for Poor</b>					
<b>Financial Assistance</b>	<b>3,502</b>	<b>\$6,986,314</b>	<b>\$0</b>	<b>\$6,986,314</b>	<b>2.1%</b>
<b>Medicaid</b>	<b>58,402</b>	<b>\$198,599,685</b>	<b>\$284,304,129</b>	<b>\$0</b>	<b>0.0%</b>
<b>Community Services</b>					
A - Community Health Improvement Services	24,590	\$470,020	\$33,622	\$436,398	0.1%
C - Subsidized Health Services	2,389	\$44,040,981	\$41,820,472	\$2,220,509	0.7%
E - Cash and In-Kind Contributions	685	\$2,187,289	\$0	\$2,187,289	0.7%
G - Community Benefit Operations		\$24,267	\$0	\$24,267	0.0%
<b>Totals for Community Services</b>	<b>27,664</b>	<b>\$46,722,557</b>	<b>\$41,854,094</b>	<b>\$4,868,463</b>	<b>1.4%</b>
<b>Totals for Benefits for Poor</b>	<b>89,568</b>	<b>\$252,308,556</b>	<b>\$326,158,223</b>	<b>\$11,854,777</b>	<b>3.5%</b>
<b>Benefits for Broader Community</b>					
<b>Community Services</b>					
A - Community Health Improvement Services	106	\$37,556	\$0	\$37,556	0.0%
B - Health Professions Education	51	\$543,000	\$0	\$543,000	0.2%
F - Community Building Activities	348	\$125,724	\$0	\$125,724	0.0%
<b>Totals for Community Services</b>	<b>505</b>	<b>\$706,280</b>	<b>0</b>	<b>\$706,280</b>	<b>0.2%</b>
<b>Totals for Broader Community</b>	<b>505</b>	<b>\$706,280</b>	<b>\$0</b>	<b>\$706,280</b>	<b>0.2%</b>
<b>Totals - Community Benefit</b>	<b>90,073</b>	<b>\$253,014,836</b>	<b>\$326,158,223</b>	<b>\$12,561,057</b>	<b>3.7%</b>
<b>Medicare</b>	<b>3,308</b>	<b>\$13,655,472</b>	<b>\$12,756,851</b>	<b>\$898,621</b>	<b>0.3%</b>
<b>Totals Including Medicare</b>	<b>93,381</b>	<b>\$266,670,308</b>	<b>\$338,915,074</b>	<b>\$13,459,678</b>	<b>4.0%</b>

\*For the Medicaid provider fee program effective for the two-year period of January 1, 2023 - December 31, 2024, the State of California received Centers for Medicare & Medicaid Services approval in December 2023. As such, during the fiscal year July 1, 2023 - June 30, 2024, the hospital recognized provider fee net income of \$99,831,044 covering 18 months dating back to January 2023.

## Hospital Board and Committee Rosters

**June Collison**

Hospital President, Ex-Officio Voting Member

**Andrew Cutler**

Community Member

**Gail Daly**

Dignity Health Appointee

**Betty Daniels, M.D.**

Community Member, Ex-Officio Voting Member (President, Med Staff)

**Claudia Davis, Ph.D.**

Community Member, Vice Chair

**Chehab Elawar**

Community Member

**Richard Gonzalez, Esq.**

Community Member

**Nicole Henley**

Community Member, Secretary

**Vicki Lee**

Community Member

**Joe Mawad, M.D.**

Community Member

**Tony Myrell**

Community Member, Chair

**Johnny Negusse, M.D., FACEP, Pharm.D.**

Community Member

**Gabriel Ramirez, DHA, MPA**

Community Member

**Jill Welton**

Dignity Health Appointee

**Rachelle Wenger**

Dignity Health Appointee