

Community Hospital of San Bernardino

Community Benefit 2020 Report and 2021 Plan

Adopted October 2020



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.

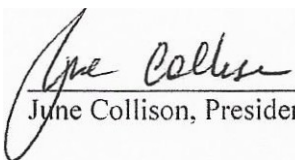
Dignity Health's approach to community health improvement aims to address significant health needs identified in the Community Health Needs Assessments that we conduct with community input, including from the local public health department. Our initiatives to deliver community benefit include financial 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 2020 Report and 2021 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 2020 (FY20), Community Hospital of San Bernardino provided \$34,272,149 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$11,768,680, in unreimbursed costs of caring for patients covered by Medicare.

The hospital's Community Board reviewed, approved and adopted the Community Benefit 2020 Report and 2021 Plan at its September 23, 2020 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@DignityHealth.org.



June Collison, President/CEO








Tony Myrell, Chairperson, Board of Directors

Table of Contents

At-a-Glance Summary	4
Our Hospital and the Community Served	6
About Community Hospital of San Bernardino	6
Our Mission	6
Our Vision	6
Our Values	6
Financial Assistance for Medically Necessary Care	7
Description of the Community Served	7
Community Need Index	7
Community Assessment and Significant Needs	9
Community Health Needs Assessment	9
Significant Health Needs	9
2020 Report and 2021 Plan	11
Creating the Community Benefit Plan	11
Report and Plan by Health Need	12-16
Community Grants Program	17
Program Digests	17-19
Other Programs and Non-Quantifiable Benefits	20
Economic Value of Community Benefit	21
Hospital Board and Committee Rosters	22-23
Financial Assistance Policy Summary	24

At-a-Glance Summary

Community Served 	<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>
Economic Value of Community Benefit 	<p>\$34,272,149 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits</p> <p>\$11,768,680 in unreimbursed costs of caring for patients covered by Medicare</p>
Significant Community Health Needs Being Addressed 	<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"> • Access to healthcare • Behavioral health (includes mental health and substance use and misuse) • Chronic diseases (includes overweight and obesity) • Housing and homelessness • Safety and violence
FY19 Programs and Services 	<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 & 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>
FY20 Planned Programs and Services 	<p>FY20 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/socal/locations/californiahospital/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.

Our Hospital and the Community Served

About Community Hospital of San Bernardino

Community Hospital of San Bernardino (CHSB) 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.

Our Values

Compassion, Inclusion, Integrity, Excellence and Collaboration

Financial Assistance for Medically Necessary Care

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 our mission, the hospital provides 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.

A plain language summary of the policy is at the end of this report. The financial assistance policy and plain language summary 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. The service area encompasses 21 ZIP Codes representing 10 cities. Currently, 21.5% of the population lives at or below 100% of the Federal Poverty Level (FPL), and 46.6% live at or below 200% FPL. In 2019, San Bernardino County was ranked 38th (up from 41st in 2018 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, and additional details can be found in the CHNA report online.

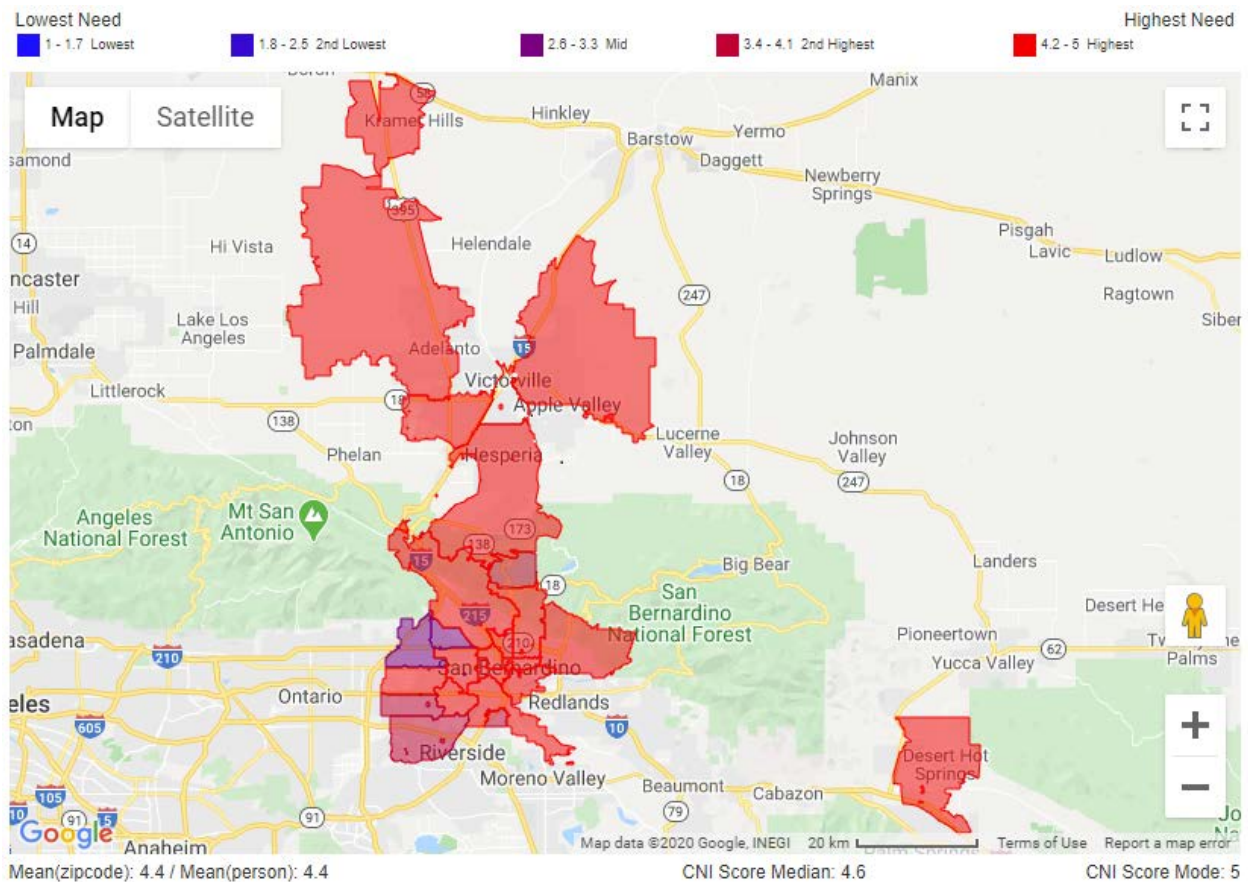


- ❖ The following reflects demographics for the service area¹:
 - Total Population: 1,167,785
 - Race/Ethnicity: 66.8% Hispanic or Latino; 17.7% White; 9.1% Black/African American; 4.1% Asian/Pacific Islander; 1.18% American Indian/AK Native; 1.12% All Other
 - Uninsured: 6.6 %
 - Unemployment: 9.7%
 - No High School Diploma: 26.7%
 - Medicaid Population: 11.3%
 - 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.

¹ Source: Claritas Pop-Facts® 2020; SG2 Market Demographic Module



Zip Code	CNI Score	Population	City	County	State
92240	5	40766	Desert Hot Springs	Riverside	California
92301	5	37942	Adelanto	San Bernardino	California
92307	4.2	41490	Apple Valley	San Bernardino	California
92313	3.6	11413	Grand Terrace	San Bernardino	California
92316	4.2	32545	Bloomington	San Bernardino	California
92324	4.4	59899	Colton	San Bernardino	California
92325	3.6	9190	Crestline	San Bernardino	California
92335	4.6	99652	Fontana	San Bernardino	California
92336	3	102164	Fontana	San Bernardino	California
92337	3.4	39768	Fontana	San Bernardino	California
92345	4.6	87779	Hesperia	San Bernardino	California
92346	4.2	57857	Highland	San Bernardino	California
92376	4.6	83918	Rialto	San Bernardino	California
92377	2.6	20887	Rialto	San Bernardino	California
92392	4.4	61674	Victorville	San Bernardino	California
92395	5	47903	Victorville	San Bernardino	California
92401	5	2106	San Bernardino	San Bernardino	California
92404	5	60370	San Bernardino	San Bernardino	California
92405	5	29884	San Bernardino	San Bernardino	California
92407	4.6	65701	San Bernardino	San Bernardino	California
92408	4.8	15442	San Bernardino	San Bernardino	California
92410	5	52640	San Bernardino	San Bernardino	California
92411	5	26835	San Bernardino	San Bernardino	California
92509	4	79960	Riverside	Riverside	California

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.

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 June 2019.

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** – In San Bernardino County, 32.6 % is covered by Medi-Cal and 7.8% of the population has coverage that includes Medicare.
- **Chronic diseases** (includes overweight and obesity) – In San Bernardino County, 13.9% of the population has been diagnosed with asthma. Among county youth, 3.2% have been diagnosed with asthma, and 14.4% have visited the ER as a result of their asthma. The cancer death rate in the service area is 189.8 per 100,000 persons, higher than the county rate (172.9 per 100,000 persons), the state rate (158.4 per 100,000 persons), and the Healthy People 2020 objective (161.4 per 100,000). Heart disease is the leading cause of death and stroke is the fourth leading cause of death in the service area. 11.4% of adults in San Bernardino County have been diagnosed with diabetes, and 15.2% have been diagnosed as pre-diabetic. In San Bernardino County, 34.8% of the adult population reported being

overweight. 10.8% of teens and 20.8% of children in the county are overweight. Overweight children in the county exceed the state rate.

- **Homelessness** – The number of homeless persons in San Bernardino County increased 13.5% over the previous year. The unsheltered homeless make up the majority of the homeless and the percentage of unsheltered homeless increased in 2018.
- **Behavioral Health** (includes mental health and substance use and misuse) – In San Bernardino County, 10.5% of adults experienced serious psychological distress in the past year. 8.1% of teens needed help for an emotional or mental health problem and 1% received counseling. Among adults, 66.4% of county adults had engaged in binge drinking in the past year. The rate of opioid prescriptions in San Bernardino County was 657.7 per 1,000 persons. This rate is higher than the state rate of opioid prescribing (507.6 per 1,000 persons).
- **Violence and Injury Prevention** – Crime statistics indicate that the rate of violent crime in the service area is 515.3 per 100,000 persons; higher than the rates for the county (485) or state (461.9). The homicide rate in the service area (7.4 per 100,000 persons) exceeded the Healthy People objective of 5.5 per 100,000 persons.

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.

2020 Report and 2021 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 FY20 and planned activities for FY21, 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.

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 12-17.

Report and Plan by Health Need

The tables on the following pages 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 Care			
Strategy or Program Name	Summary Description	Active FY20	Planned FY21
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.	☑	☑
Coordinated 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.	☒	☒
--------------------------	--	---	---

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 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.

Collaboration: 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.



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

Strategy or Program Name	Summary Description	Active FY20	Planned FY21
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.	☒	☒
Health Education Center	Community education will address a variety of behavioral health care topics.	☒	☒
Adult Behavioral Health Program	There is an inpatient adult behavioral health program with 50 beds, Psychiatric Medical Program, and Involuntary Adult Inpatient Program.	☒	☒
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: 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 FY20	Planned FY21
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 FY20	Planned FY21
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 FY19	Planned FY20
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.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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.	<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 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 FY20, the hospital awarded the grants below totaling \$100,263, sharing in the funding contribution with St. Bernardine Medical Center. Some projects also may be described elsewhere in this report.

Grant Recipient	Project Name	Amount
Family Assistance Program	Supporting Victims in the Emergency Department	\$64,000
Legal Aid	From At-Risk to Resiliency Via Access	\$72,727
Lestonnac Free Clinic	Community Continuum of Health Collaborative	\$75,000
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 for FY20.

 Dignity Health Community Grants Program	
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 2020 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 14 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	\$100,263 was expended in grant awards.
FY 2021 Plan	
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.
Planned Collaboration	Collaboration will continue with agencies awarded funds in FY21.



Community Health Navigator

Significant Health Needs Addressed	<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
Program Description	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.
Community Benefit Category	A3 – Healthcare Support Services Information & Referral.
FY 2020 Report	
Program Goal / Anticipated Impact	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.
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	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.
Hospital's Contribution / Program Expense	\$216,733 was expended in staffing and purchased items for clients.
FY 2021 Plan	
Program Goal / Anticipated Impact	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.
Measurable Objective(s) with Indicator(s)	10% of those contacted by the Navigator will accept a referral to a free clinic.
Intervention Actions for Achieving Goal	Navigator will continue to follow up by phone to high utilizers of the ED, primarily the uninsured.
Planned Collaboration	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, St. Bernardine Medical Center continues to engage in the annual California Statewide Medical and Health Exercise (SWMHE), a realistic exercise meant to aid healthcare entities and their partners in developing operational plans in the event of a community emergency. This exercise is sponsored by the California Department of Public Health and the Emergency Medical Services Authority with representatives from multiple additional agencies. The FY19 California Statewide Medical and Health Exercise was held on November 15, 2018. Additionally, a spring disaster Exercise was conducted on April 11, 2019, 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 7/1/2019 through 6/30/2020

	Persons	Net Benefit	% of Expenses
<u>Benefits for Poor</u>			
Financial Assistance	3,628	6,364,633	2.3%
Medicaid	62,706	26,074,144	9.3%
Community Services			
A - Community Health Improvement Services	8,682	589,919	0.2%
E - Cash and In-Kind Contributions*	908	0	0.0%
G - Community Benefit Operations	0	123,422	0.0%
Totals for Community Services	9,590	713,341	0.3%
Totals for Poor	75,924	33,152,118	11.9%
<u>Benefits for Broader Community</u>			
Community Services			
A - Community Health Improvement Services	1,326	465,672	0.2%
B - Health Professions Education	120	471,601	0.2%
E - Cash and In-Kind Contributions	50	4,005	0.0%
F - Community Building Activities	346	178,753	0.1%
Totals for Community Services	1,842	1,120,031	0.4%
Totals for Broader Community	1,842	1,120,031	0.4%
 Totals - Community Benefit	 77,766	 34,272,149	 12.3%
Medicare	8,352	11,768,680	4.2%
 Totals with Medicare	 86,118	 46,040,829	 16.5%

*Cash and in-kind contributions reported at \$0 net benefit due to return of a large donation in the fiscal year.

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 Community Board

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

Fr. Michael Barry
Mary's Mercy Center

Claudia Davis, PhD
California State University, San Bernardino

Deborah Davis
Legal Aid of San Bernardino

Ana Gamiz
San Bernardino County Housing Authority

Sharon Gollaher, RN, MBA, ACM-RN, CMCN
St. Bernardine Medical Center

Sr. Kathleen Howard, CCVI
St. Mary Medical Center

Rev. Deborah Jones
Community Hospital of San Bernardino

Vicki Lee
San Bernardino Unified School District Family Resource Center

Linda McDonald
St. Bernardine Medical Center

Kathleen McDonnell
St. Bernardine Medical Center

Dan Murphy
St. Bernardine Medical Center

Candy Stallings
San Bernardino Sexual Assault Services

Jordan Wright
Policy Advisor, Board of Supervisors
Josie Gonzales, Supervisor 5th District

Financial Assistance Policy Summary

Summary of Financial Assistance Programs

Dignity Health's Financial Assistance Policy describes the financial assistance programs available to uninsured or underinsured patients who meet certain income requirements to help pay for medically necessary hospital services provided by Dignity Health. An uninsured patient is someone who does not have health coverage, whether through private insurance or a government program, and who does not have the right to be reimbursed by anyone else for their hospital bills. An underinsured patient is someone who has health coverage, but who has large hospital bills that are not fully covered by their insurance.

Free Care

- If you are uninsured or underinsured with a family income of up to 250% of the Federal Poverty Level you may be eligible to receive hospital services at no cost to you.

Discounted Care

- If you are uninsured or underinsured with an annual family income between 250-350% of the Federal Poverty level, you may be eligible to have your bills for hospital services reduced to the highest amount reasonably expected to be paid by a government payer, which is usually the amount that Medicare would pay for the same services.
- If you are uninsured or underinsured with an annual family income between 350-500% of the Federal Poverty level you may be eligible to have your bills for hospital services reduced to the Amount Generally Billed, which is an amount set under federal law that reflects the amount that would have been paid to the hospital by private health insurers and Medicare (including co-pays and deductibles) for the medically necessary services.

If you are eligible for financial assistance under our Financial Assistance Policy you will not be required to pay more than the Amount Generally Billed described above. If you qualify, you may also request an interest-free extended payment plan.

You will never be required to make advance payment or other payment arrangements in order to receive emergency services.

Free copies of the hospital's Financial Assistance Policy and financial assistance application forms are available online at your hospital's website listed below or at the hospital Admitting areas located near the main entrance. (Follow the signs to "Admitting" or "Registration"). Copies of these documents can also be mailed to you upon request if you call Patient Financial Services at the telephone number listed below for your hospital.

Traducción disponible: You may also obtain Spanish and other language translations of these documents at your hospital's website, in your hospital's Admitting area, or by calling your hospital's telephone number.

Dignity Health Financial Counselors are available to answer questions, provide information about our Financial Assistance Policy and help guide you through the financial assistance application process. Our staff is located in the hospital's Admitting area and can be reached at the telephone number listed below for your hospital.

California Hospital Medical Center 1401 South Grand Ave, Los Angeles, CA 90015 | **Financial Counseling** 213-742-5530 | **Patient Financial Services** 888-488-7667 | www.dignityhealth.org/californiahospital/paymenthelp

Community Hospital of San Bernardino 1805 Medical Center Dr. San Bernardino, CA 92411
Financial Counseling 909-806-1317 | **Patient Financial Services** 909-806-1281
www.dignityhealth.org/san-bernardino/paymenthelp

Glendale Memorial Hospital 1420 South Central Ave, Glendale, CA 91204 | **Financial Counseling** 818-502-2305
Patient Financial Services 888-488-7667 | www.dignityhealth.org/glendalememorial/paymenthelp

Northridge Hospital Medical Center 18300 Roscoe Blvd, Northridge, CA 91328 | **Financial Counseling** 818-885-5368
Patient Financial Services 888-488-7667 | www.dignityhealth.org/northridgehospital/paymenthelp

St. Bernardine Medical Center 2101 N. Waterman Ave, San Bernardino, CA 92404
Financial Counseling 909-883-8711 ext. 4408 | **Patient Financial Services** 909-881-4418
www.dignityhealth.org/stbernardinemedical/paymenthelp

St. Mary Medical Center 1050 Linden Ave, Long Beach, CA 90813 | **Financial Counseling** 562-491-7078
Patient Financial Services 888-488-7667 | www.dignityhealth.org/stmarymedical/paymenthelp