

Bakersfield Memorial Hospital

Community Benefit 2024 Report and 2025 Plan



Adopted November 2024



A message from

Ken Keller, President and CEO of Memorial Hospital, and Robert Noriega, Chair of the Dignity Health Memorial Hospital Board of Directors.

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.

Memorial Hospital 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 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), Memorial Hospital provided \$12,833,033 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$4,444,279 in unreimbursed costs of caring for patients covered by fee-for-service Medicare.

The hospital's Board of Directors 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 Donna Sharp, Regional Director for the Department of Special Needs and Community Outreach, at (661) 632-5467.

Ken Keller

President

Robert Noriega

Chairperson, Board of Directors

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At-a-Glance Summary

Hospital HCAI ID: 106150722

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/central-california/locations/memorial-hospital/about-us/community-benefit-report-health-needs-assessment>

Community Served 	Dignity Health Bakersfield Memorial Hospital is located in Kern County, in California's Central Valley. The hospital service area encompasses 12 ZIP Codes in the cities of Bakersfield, Delano, and Tehachapi.	
Economic Value of Community Benefit 	\$12,833,033 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits \$4,444,279 in unreimbursed costs of caring for patients covered by fee-for-service Medicare 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.	
Significant Community Health Needs Being Addressed 	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:	
	• Access to health care • Chronic diseases • Food insecurity • Mental health	• Overweight and obesity • Preventive practices • Substance use
FY24 Programs and Services 	The hospital delivered several programs and services to help address identified significant community health needs. These included: <i>Access to Health Care</i> Financial assistance Connected Community Network Prescription purchasing Homemaker Care Program Community Wellness Program Community Health Initiative	

	Community Health Improvement Grants Program <i>Chronic Diseases</i> Self-Management Programs Community Wellness Program Community Health Improvement Grants Program <i>Food Insecurity</i> Learning and Outreach Centers Connected Community Network Community Health Improvement Grants Program <i>Mental Health</i> Art and Spirituality Center Mental health support groups Community Health Improvement Grants Program <i>Overweight and Obesity</i> Healthy Kids in Healthy Homes Community Wellness Program Community Health Improvement Grants Program <i>Preventive Practices</i> Community Wellness Program Community Health Improvement Grants Program <i>Substance Use</i> Anti-vaping program Emergency Department Substance Use Navigator program Community Health Improvement Grants Program
FY25 Planned Programs and Services 	All FY24 programs will continue with no changes, as listed above and described elsewhere in this report.

This document is publicly available at <https://www.dignityhealth.org/central-california/locations/memorial-hospital/about-us/community-benefit-report-health-needs-assessment>.

Written comments on this report can be submitted to the Special Needs and Community Outreach office at 2215 Truxtun Avenue, Bakersfield, California 93301 or by e-mail to Donna.Sharp@commonspirit.org.

Our Hospital and the Community Served

About the Hospital

Bakersfield Memorial Hospital is a part of CommonSpirit Health, one of the largest nonprofit health systems in the U.S., with more than 1,000 care sites in 21 states coast to coast, serving 20 million patients in big cities and small towns across America.

Memorial Hospital is located at 420 34th Street, Bakersfield, California 93301. Memorial Hospital opened its doors to the public in 1956 to serve the growing needs of the community and is Bakersfield's largest acute care hospital facility. The hospital has 385 licensed beds and includes a full-service Emergency Department with an Accredited Chest Pain Center and Nationally Certified Stroke Center. The facility also features the Robert A. Grimm Children's Pavilion for Emergency Services, Kern County's first and only dedicated children's ER. Memorial Hospital is home to the Sarvanand Heart and Brain Center, offering innovative and minimally-invasive procedures, such as Transcatheter Aortic Valve Replacement (TAVR) and WATCHMAN device implant.

In addition to its nationally recognized cardiovascular and neurological services, world-class inpatient and outpatient burn care is provided through the S.A. Camp Companies Burn Unit in partnership with The Grossman Burn Center. The hospital also provides expert pediatric acute care and intensive care through the Lauren Small Children's Center, and has a Level II NICU, expanded maternity and family care, Center for Wound Care and Hyperbarics, robotic surgery program, oncology, and orthopedics among its family of service lines.

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

Memorial Hospital serves 12 ZIP codes representing three cities in Kern County. A summary description of the community is below. Additional details can be found in the CHNA report online.

Bakersfield Memorial Hospital Service Area

Place	ZIP Code
Bakersfield	93301, 93304, 93305, 93306, 93307, 93308, 93309, 93311, 93312, 93313
Delano	93215
Tehachapi	93561

Kern County covers more than 8,100 square miles, geographically making it the third largest county in the state. The landscape is diverse, ranging from high desert to mountains to vast expanses of rich agricultural flatlands. Kern County consistently ranks among the top five most productive agricultural counties in the United States and is one of the nation's leading petroleum-producing counties. Seasonal and cyclical fluctuations in employment in the agriculture and petroleum industries drive Kern County's unemployment rate consistently well above the state average.

The population of the Memorial Hospital's service area is 622,303. Children and youth, ages 0-17, make up 29.5% of the population, 59.6% are adults, ages 18-64, and 10.9% of the population are seniors, ages 65 and older. Almost half of the population in the service area identifies as Hispanic/Latino (49.4%). 37.4% of the population identifies as White/Caucasian, 5.4% as Black/African American, 4.9% as Asian and 2.2% of the population identifies as multiracial (two-or-more races), 0.5% as American Indian/Alaskan Native, and 0.1% as Native Hawaiian/Pacific Islander.

Among the residents in the service area, 20.2% are at or below 100% of the federal poverty level (FPL) and 43.4% are at 200% of FPL or below. Educational attainment is a key driver of health. In the hospital's service area, 22.3% of adults, ages 25 and older, lack a high school diploma, which is higher than the state rate (16.7%). 18.3% of area adults have a Bachelor's or higher degree. Bakersfield is designated as a Medically Underserved Area (MUA) and a Health Professional Shortage Area (HPSA) for primary care, dental health and mental health.

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/central-california/locations/mercy-bakersfield/about-us/community-benefit-report-health-needs-assessment> 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:

- Bakersfield City School District
- Bakersfield Homeless Center
- Clinica Sierra Vista
- Community Action Partnership of Kern
- Garden Pathways
- Kern County Department of Public Health
- Kern County Network for Children
- Kern County Superintendent of Schools
- Kern Health Systems
- Mission at Kern County

Vulnerable Populations Represented by These Groups:

- The unhoused
- People with disabilities
- Individuals with limited English proficiency



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 refers to the availability of primary care, specialty care, vision care and dental care services. Health insurance coverage is considered a key component to ensure access to health care.	Yes
Chronic diseases	A chronic disease or condition usually lasts for three months or longer and may get worse over time. Chronic diseases can usually be controlled but not always cured. The most common types of chronic diseases are cancer, heart disease, stroke, diabetes, and arthritis.	Yes
COVID-19	The Coronavirus disease (<i>COVID-19</i>) is an infectious disease caused by the SARS-CoV-2 virus.	
Dental care/oral health	Oral health refers to the health of the teeth, gums, and the entire oral-facial system. Some of the most common diseases that impact our oral health include cavities (tooth decay), gum (periodontal) disease, and oral cancer.	
Economic insecurity	Economic insecurity is correlated with poor health outcomes. Persons with low incomes are more likely to have difficulty accessing health care, have poor-quality health care, and seek health care less often.	
Environmental conditions	Polluted air, contaminated water, and extreme heat are environmental conditions that can negatively impact community health.	
Food insecurity	The USDA defines food insecurity as limited or uncertain availability of nutritionally adequate foods or an uncertain ability to acquire foods in socially-acceptable ways.	Yes
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.	Yes
Overweight and obesity	Overweight and obesity are common conditions that are defined as the increase in size and amount of fat cells in the body. Obesity is a chronic health condition that raises the risk for heart disease and is linked to many other health problems, including type 2 diabetes and cancer.	Yes

Significant Health Need	Description	Intend to Address?
Pregnancy and birth outcomes	Poor pregnancy and birth outcomes include low birthweight, preterm births and infant mortality. These are associated with late or no prenatal care, unplanned pregnancy, cigarette smoking, alcohol and other drug use, being HIV positive, obesity, maternal age, and poor nutrition.	
Preventive practices	Preventive practices refer to health maintenance activities that help to prevent disease. For example, vaccines, routine health screenings (mammogram, colonoscopy, Pap smear) and injury prevention are preventive practices.	Yes
Sexually transmitted infections	Sexually transmitted infections (STIs) usually pass from one person to another through sexual contact. Common STIs include syphilis, gonorrhea, and chlamydia.	
Substance use	Substance use is the use of tobacco products, illegal drugs, prescription drugs, over-the-counter drugs or alcohol. Excessive use of these substances, or use for purposes other than those for which they are meant to be used, can lead to physical, social or emotional harm.	Yes
Violence and unintentional injury	Violent crimes include homicide, rape, robbery and assault. Property crimes include burglary, larceny and motor vehicle theft. Injuries are caused by accidents, falls, hits, and weapons, among other causes.	

Significant Needs the Hospital Does Not Intend to Address

Taking existing hospital and community resources into consideration, Memorial Hospital will not directly address dental care, economic insecurity, environmental conditions, housing and homelessness, pregnancy and birth outcomes, sexually transmitted infections, violence prevention and unintentional injuries as priority health needs. Additionally, the hospital does not intend to emphasize community COVID-19 interventions, but will continue to deliver acute medical care to address COVID-19.

Knowing there are not sufficient resources to address all the community health needs, Memorial Hospital chose to concentrate on those health needs that can most effectively be addressed given the organization's areas of focus and expertise. The hospital has insufficient resources to effectively address all the identified needs and, in some cases, the needs are currently addressed by others in the community.

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.

The programs and initiatives described here were selected on the basis of:

- Existing Infrastructure: There are programs, systems, staff and support resources in place to address the issue.
- Established Relationships: There are established relationships with community partners to address the issue.
- Ongoing Investment: Existing resources are committed to the issue. Staff time and financial resources for this issue are counted as part of our community benefit effort.
- Focus Area: The hospital has acknowledged competencies and expertise to address the issue and the issue fits with the organizational mission.



Memorial Hospital engaged the Community Benefit Committee and the Special Needs and Community Outreach Leadership Team to examine the identified health needs according to these criteria. The CHNA served as the resource document for the review of health needs as it provided statistical data on the severity of issues and also included community input on the health needs. As well, the community prioritization of the needs was taken into consideration. As a result of the review of needs and application of the above criteria, Memorial Hospital chose to focus on: access to care, chronic disease, food insecurity, mental health, substance use, overweight and obesity, and preventive practices.

For each health need the hospital plans to address, the Community Benefit Report and Plan describes: actions the hospital intends to take, including programs and resources it plans to commit, anticipated impacts of these actions, and planned collaboration between the hospital and other organizations. In most cases, the strategies identified to address the selected needs are based on existing programs that have evidence of success.

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 (Including preventive practices)			
Strategy or Program	Summary Description	Active FY24	Planned FY25
Financial assistance for the uninsured or underinsured	Memorial Hospital provides financial assistance to those who have health care needs and are uninsured, underinsured, ineligible for a government program or unable to pay.	☒	☒
Connected Community Network (CCN)	Hospital care coordination and community partner agencies work together to identify the health and health-related social needs of vulnerable patients, and electronically link health care providers to organizations that provide direct services.	☒	☒
Community Wellness Program	Provides community health screenings and health education on a variety of prevention topics.	☒	☒

Community Health Initiative	Increases access to health insurance and health care for hard-to-reach individuals in Kern County. Provides application assistance and educates families on the importance of preventive care.	☒	☒
Homemaker Care Program	Provides in-home services, linkages to health care resources and social services that improve the quality of life for vulnerable clients.	☒	☒
Outpatient Nurse Navigator Program	Comprehensive case management is provided to patients who are identified as being at high risk for unnecessary hospital readmission. Services are initiated by referral from the Care Coordination team.	☒	☒
Prescription Purchases for Indigents	Purchases necessary medications in emergency situations for people who must have the medicines for their health but have no money to buy them.	☒	☒
Community Health Improvement Grants Program	Offers grants to nonprofit community organizations that provide health care access and preventive care programs and services.	☒	☒
Goal and Impact: The hospital's initiatives to address access to care and preventive practices are anticipated to result in: increased access to health care for the medically underserved, reduced barriers to care, and increased availability and access to preventive care services.			
Collaborators: Key partners include: community clinics, faith groups, community-based organizations, and public health and city agencies.			

 Health Need: Chronic Diseases (Including overweight and obesity)			
Strategy or Program	Summary Description	Active FY24	Planned FY25
Asthma Management Program	Asthma educators provide education to individuals and monitor clients' usage of both rescue and controller medications.	☒	☒
Healthy Kids in Healthy Homes	Provides students with health education to make positive behavior changes in their nutrition and physical activity.	☒	☒
Community Wellness Program	Provides health education on nutrition, diabetes, cholesterol and hypertension.	☒	☒
Self-Management Programs	Provides residents who have chronic diseases, including diabetes, with the knowledge, tools and motivation needed to become proactive in their health through six-week workshops.	☒	☒
Community Health Improvement Grants	Offers grants to nonprofit community organizations that provide programs and services that address chronic disease prevention and treatment and healthy eating and active living.	☒	☒

Goal and Impact: The hospital’s initiatives to address chronic diseases, including overweight and obesity, are anticipated to result in: increased focus on chronic disease prevention and treatment education, increased compliance with chronic disease management recommendations, and improved healthy eating and physical activity behaviors.

Collaborators: Key partners include: community-based organizations, public health, faith community, senior service agencies, youth organizations, community clinics, schools and school districts.



Health Need: Food Insecurity

Strategy or Program	Summary Description	Active FY24	Planned FY25
Learning and Outreach Centers	Provides referral services, food, clothing, and education to the most vulnerable and needy residents of the community. After school programs at the centers provide tutoring support to underserved youth.	☒	☒
Connected Community Network	Addresses the social determinants of health and links referred patients to appropriate and needed community-based services.	☒	☒
Community Health Improvement Grants	Offers grants to nonprofit community organizations that provide programs, services and resources focused on the social determinants of health and basic needs.	☒	☒

Goal and Impact: The hospital’s initiative to address the social determinants of health and food insecurity are anticipated to result in: increased access to health and social services to help residents of Kern County stay healthy and experience a better quality of life.

Collaborators: Key partners include: public health, faith community, community clinics, food bank/pantries, housing and homelessness agencies, senior centers and community-based organizations.



Health Need: Mental Health

Strategy or Program	Summary Description	Active FY24	Planned FY25
Art and Spirituality Center	Provides opportunities for artistic expression, meditation, relaxation, and creativity to promote health and well-being, aiding in physical, mental, and emotional recovery, including relieving anxiety and decreasing the perception of pain.	☒	☒
Mental health support groups	The Community Health Initiative provides free mental health support groups to individuals.	☒	☒
Behavioral Health Navigator Program	Supports the emergency department as a primary access point for the treatment of substance use disorders and co-occurring mental health conditions. Utilizes trained navigators to identify patients who would benefit from initiating medication for addiction treatment (MAT) or mental health services.	☒	☒

Community Health Improvement Grants	Offers grants to nonprofit community organizations that provide mental health and substance use programs and services.	☒	☒
Goal and Impact: The hospital's initiative to address mental health is anticipated to result in: increased access to mental health services in the community, and improved screening and identification of mental health needs.			
Collaborators: Key partners include: community-based organizations and collaborative organizations that seek to support mental health needs.			

 Health Need: Substance Use			
Strategy or Program	Summary Description	Active FY24	Planned FY25
Anti-Vaping program	Offers anti-vaping education programs at local schools.	☒	☒
Behavioral Health Navigator Program	Supports the emergency department as a primary access point for the treatment of substance use disorders and co-occurring mental health conditions. Utilizes trained navigators to identify patients who would benefit from initiating medication for addiction.	☒	☒
Community Health Improvement Grants	Offers grants to nonprofit community organizations that provide substance use programs and services.	☒	☒
Goal and Impact: The hospital's initiatives to address substance use are anticipated to result in: increased access to substance use services in the community, and improved screening and identification of substance use needs.			
Collaborators: Key partners include: schools and school districts, community-based organizations, youth programs, law enforcement, and collaborative organizations that seek to support substance use needs.			

Community Health Improvement Grants Program

One important way the hospital helps to address community health needs is by awarding financial grants to nonprofit 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, Mercy and Memorial Hospitals awarded the grants below totaling \$460,250. As in previous years, the hospitals combined resources to fund the projects.

Grant Recipient	Project Name	Health Needs Addressed	Amount
Alpha House	A Place for New Beginnings	Access to Care, Housing and Homelessness	\$ 75,000
Casa Esperanza	Journey to Success Program	Access to Care, Housing and Homelessness	\$ 75,000
Grossman Burn Foundation	Project Faith - Reducing Barriers to Healthcare for Low-Income Burn Patients	Access to Care, Violence and Injury	\$ 25,000
Keepers Transformation House	Bringing Health and Safe Housing to Vulnerable Women of All Ages	Housing and Homelessness, Pregnancy and Birth Outcomes	\$ 50,000
Kern Partnership for Children and Families	Healthy Babies, Healthy Families - A Healthier Future For All	Pregnancy and Birth Outcomes	\$ 40,000
Links for Life	Links for Life Health and Wellness Program	Access to Care, Chronic Disease	\$ 45,250
St. Vincent de Paul	The Homeless Assistance Program	Access to Care, Food Insecurity, Housing and Homelessness, Mental Health	\$ 75,000
Teen Challenge of Southern California, Kern County Chapter	Teen Challenge of Southern California	Housing and Homelessness, Substance Use	\$75,000



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 Wellness Program	
Significant Health Needs Addressed	• Access to health care • Chronic diseases • Overweight and obesity • Preventive practices • Substance use
Program Description	The Community Wellness Program is focused on preventive health by providing on-site screenings and health and wellness education and services for residents throughout Kern County. The Community Wellness Program encompasses programs that address prevention through screening for cancer, education on cardiovascular disease, asthma, diabetes, and obesity, and outpatient nurse navigation services for patients at high risk of hospital readmission.
Population Served	The population served are low-income individuals and families without health insurance and/or qualify for publicly funded health care plans and have a chronic condition or live with someone with a chronic condition.
Program Goal / Anticipated Impact	The Community Wellness Program will increase access to preventive health screenings and education for residents of Kern County.
FY 2024 Report	
Activities Summary	• Provided health screenings at 14 community sites. • Provided the Healthy Kids in Healthy Homes program to 2nd, 3rd, and 4th graders at 3 Bakersfield City School District school sites. • Provided community health education classes that focus on the following priorities – obesity, diabetes, asthma, cardiovascular disease, breast health, and substance abuse.
Performance / Impact	• 80% of health screening participants reported making a positive lifestyle change. • 771 flu shots were provided. • 93% of children who attended Healthy Kids in Healthy Homes workshops participated in 6 out of 8 classes. • 96% of health education participants surveyed reported having a better understanding of how to live a healthy lifestyle. • 98% of children who attended the Youth Tobacco Program participated in 3 out of 5 classes. • 59% of Asthma Management Program participants had their asthma “controlled” when exiting the program.

	- Delivered 25 cancer education classes and 2 mammogram screening events. 98% of the Outpatient Nurse Navigator program patients avoided readmission to the hospital within 7 days of their discharge date.
Hospital's Contribution / Program Expense	The total FY24 expense for the Community Wellness Program was \$854,116. Of this amount, \$116,298 was grant dollars and donations, and \$737,818 was contributed by Mercy and Memorial Hospitals. Other hospital contributions include program supervision, fundraising support, bookkeeping, and human resources support.

FY 2025 Plan

Program Goal / Anticipated Impact	The Community Wellness Program will increase access and availability to preventive health screenings and education for residents of Kern County. The anticipated impact of these services include: 75% of health screening participants surveyed will report making a positive lifestyle change. - Provide 800 flu immunizations for residents of Kern County. 80% of children who attend Healthy Kids in Healthy Homes workshops will complete the workshop by participating in six out of eight classes. 90% of health education participants surveyed will report having a better understanding of how to live a healthy lifestyle. 80% of children who attend the Youth Tobacco Prevention workshops will complete the workshop by participating in 3 out of 5 classes. 70% of Asthma Management Program participants will have improved asthma status when exiting the program. - Plan and deliver quarterly cancer education and screening events. 95% of the Outpatient Nurse Navigator program patients will avoid readmission to the hospital within 7 days of their discharge date.
Planned Activities	Our programs will continue to collaborate with community health centers, churches, school districts, health care providers, health plans, and family resource centers to provide community health education.



Chronic Disease/Chronic Pain/Diabetes Self-Management Programs

Significant Health Needs Addressed	Chronic diseases
Program Description	The Healthier Living Self-Management Programs are designed for persons who have diabetes and other chronic illnesses, providing them with the knowledge, tools and motivation needed to become proactive in their health. The length of each seminar varies from six to sixteen weeks covering a variety of topics including nutrition, exercise, use of

	medications, and communication with doctors, stress management, and evaluating new treatments.
Population Served	The primary participants are individuals without health insurance and/or qualify for publicly funded health care plans and have a chronic condition or live with someone with a chronic condition.
Program Goal / Anticipated Impact	Decrease hospital admissions for two of the most prevalent ambulatory care sensitive conditions in our community (diabetes and congestive heart failure).
FY 2024 Report	
Activities Summary	- Delivered 20 seminars that are between six to eight weeks in length targeted at persons with diabetes and other chronic diseases during the fiscal year. - Healthy Heart training provided to 2 facilitators and coordinator.
Performance / Impact	98% of participants who registered for Healthier Living completed the seminar by attending 4 out of 6 classes. 100% of participants with a chronic disease who completed Healthier Living seminars remained healthier after their seminars, as measured by those who avoided admissions to the hospital or emergency department for three months following their participation in the program.
Hospital's Contribution / Program Expense	The total FY24 expense for the Disease Self-Management Programs was \$162,886. Of this amount, \$12,117 was grant dollars and donations, and \$150,769 was contributed by Mercy and Memorial Hospitals. Other hospital contributions include program supervision, fundraising support, bookkeeping, and human resources support.
FY 2025 Plan	
Program Goal / Anticipated Impact	The hospital's initiatives to address chronic diseases are anticipated to result in increased focus on chronic disease prevention education and increased compliance with chronic disease management recommendations. The anticipated impact of the Healthier Living program includes: 95% of participants who register for Healthier Living will complete the seminar by attending 4 out of 6 classes. 95% of participants with a chronic disease who complete Healthier Living seminars will remain healthier after their seminars, as measured by those who avoid admissions to the hospital or emergency department for three months following their participation in the program.
Planned Activities	We will continue to partner with community health centers, churches, school districts, senior centers, and family resource centers.



Community Health Initiative

Significant Health Needs Addressed	• Access to care • Mental health
Program Description	The Community Health Initiative works with public, private and non-profit organizations to enroll individuals in health insurance programs. We provide training and referrals to partner agencies, and work at the local and state levels to help streamline the sometimes burdensome process of navigating the public health system.
Population Served	We work to provide access to care for individuals and families. Mental health activities are provided to Spanish-speaking populations.
Program Goal / Anticipated Impact	Kern County residents will have access to health care, will be able to navigate health insurance coverage to access care, and will utilize preventive care.

FY 2024 Report

Activities Summary	Provided education to every client to ensure they understand and know how to access care. Made follow-up utilization calls to those individuals who are assisted with health insurance enrollment to ensure they have selected a health plan, primary care physician and have scheduled their first appointment.
Performance / Impact	• 97% of individuals who began the health insurance application process completed enrollment. • 74% of enrolled individuals received utilization services. • 97% of individuals who completed an evaluation reported feeling a sense of well-being after attending mental health support group sessions.
Hospital's Contribution / Program Expense	The total FY24 expense for the Community Health Initiative was \$388,096. Of this amount, \$96,116 was grant dollars and donations, and \$291,980 was contributed by Mercy and Memorial Hospitals. Other hospital contributions include program supervision, fundraising support, bookkeeping, and human resources support.

FY 2025 Plan

Program Goal / Anticipated Impact	• 90% of individuals who begin the health insurance process will complete enrollment. • 70% of enrolled individuals will receive utilization services. • 90% of individuals who attend a mental health activity will report an improvement in their mental health well-being.
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Planned Activities	We will continue to work with several local organizations to reach the different populations residing in Kern County. Partners will include: community health centers, public health, social services, school districts, community-based organizations, churches, Promotoras and others. Support groups, workshops and presentations will be provided to help reduce the stigma of mental health in Latino communities.
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Homemaker Care Program

Significant Health Needs Addressed	Access to care
Program Description	Provides non-medical, in-home supportive services to seniors and adults with disabilities. The majority of clients served are partially or wholly subsidized, primarily from hospital funds. The program also provides free vocational training to job seeking individuals wishing to transition into the workforce as in-home care providers. Some graduates are hired by the hospital to sustain our services, others are hired by other agencies, organizations or families to meet their needs.
Population Served	Seniors, disabled adults, adult-children caregivers, and job seeking individuals are the primary beneficiaries.
Program Goal / Anticipated Impact	Provide seniors and disabled adults with high-quality supportive services, allowing them to remain in their homes, living independently as possible and for as long as possible. Provide job-seeking individuals with comprehensive caregiver training to increase their knowledge, skills, and confidence to provide competent caregiving services to seniors and disabled adults.

FY 2024 Report

Activities Summary	- Collaborated with senior-related and health care related companies, organizations and public agencies to increase our ability to advocate for our clients and help all seniors advocate for themselves. - Provided services to increase access to care for vulnerable seniors and disabled clients. - Linked underserved clients to needed health care and social service resources. - Collaborated with other organizations to identify candidates for the training program. - Provided in-person caregiver training.
Performance / Impact	Improved the quality of life for 100% of clients as determined by an annual survey.

	● Maintained a minimum overall satisfaction level of 99% for excellence in maintaining dignity and quality of service as determined by a monthly survey. ● Conducted 2 training sessions with 100% of the graduates obtaining final course grades of 70% or more. ● Improved the knowledge and skills of 100% of the graduating students as disclosed by a comparison of a pre-course assessment to a post-course examination for each graduate.
Hospital's Contribution / Program Expense	The total FY24 expense for the Homemaker Care Program was \$239,144. Of this amount, \$94,074 was client fees and donations, and \$145,070 was contributed by Mercy and Memorial Hospitals. Other hospital contributions include program supervision, fundraising support, bookkeeping, and human resources support.
FY 2025 Plan	
Program Goal / Anticipated Impact	● Improving the quality of life for 95% of clients as determined by an annual survey. ● Maintain a minimum overall satisfaction level of 90% for excellence in maintaining dignity and quality of service as determined by annual survey. ● Conduct at least 2 training sessions during the fiscal year. ● Improve the knowledge and skills of 90% of the graduating students as disclosed by a comparison of a pre-course assessment to a post-course examination for each graduate.
Planned Activities	Our programs will continue to collaborate with local organizations to provide services for seniors and adults and disabilities.



Social Determinants of Health (Basic Needs Services)

Significant Health Needs Addressed	● Preventive practices ● Food insecurity ● Mental health
Program Description	The Learning and Outreach Centers are located in economically depressed neighborhoods of southeast Bakersfield. These centers serve as strategic hubs of our community outreach efforts. In collaboration with other community service agencies, the centers provide referral services, food, clothing, education, and health screenings to the most vulnerable and needy residents of the community. The after school program provides tutoring support five days a week to underserved youth. The Art and Spirituality Center provides opportunities to experience the healing benefits that may come from creative expression, meditation, movement, self-reflection, and prayer. These experiences promote health

	and well-being by aiding in physical, mental, and emotional recovery including relieving anxiety and decreasing the perception of pain.
Population Served	The Learning and Outreach Centers serve individuals living in underserved areas of southeast Bakersfield. The Art and Spirituality Center's Art for Healing programs are available to all in the community who may benefit from healing through creative expression.
Program Goal / Anticipated Impact	Increase access to health and social services to help residents of Kern County stay healthy physically, emotionally and spiritually.
FY 2024 Report	
Activities Summary	• The Learning and Outreach Centers provided basic need services to vulnerable residents living in underserved neighborhoods of southeast Bakersfield. • The Art and Spirituality Center offered programs in a variety of artistic classifications, both in-person and virtually, to promote physical, emotional and spiritual healing.
Performance / Impact	• 46,794 individuals were assisted with basic living necessities at the Learning and Outreach Centers. • 88% of students achieved a grade point average of 2.5 or higher • 13,434 individuals were served through the Art and Spirituality Center programs. • 99% of Art and Spirituality Center participants reported feeling a general sense of well-being and improved quality of life after completing their workshop(s).
Hospital's Contribution / Program Expense	The total FY24 expense for the Learning and Outreach Centers and the Art and Spirituality Center was \$393,667. Of this amount, \$18,820 was grant dollars and donations, and \$374,847 was contributed by Mercy and Memorial Hospitals. Other hospital contributions include program supervision, fundraising support, bookkeeping, and human resources support.
FY 2025 Plan	
Program Goal / Anticipated Impact	• 35,000 individuals will be assisted with basic living necessities at the Learning and Outreach Centers. • 85% of students will maintain a 2.5 grade point average or higher. • Provide services to 10,000 individuals through Art and Spirituality Center programs. • 99% of Art for Healing participants will report an improved sense of well-being as a result of completing their workshop(s).
Planned Activities	Our programs will continue to partner with local community-based organizations to achieve their goals. Some partners include school districts, food banks, family resource centers and community based organizations.



Community Health Improvement Grants Program

Significant Health Needs Addressed	• Access to health care • Chronic diseases • Food insecurity • Mental health • Overweight and obesity • Preventive practices • Substance use
Program Description	Grant funds to local non-profit organizations will be used to achieve collective impact, addressing the health priorities established by the hospital (based on the most recent Community Health Needs Assessment).
Population Served	Vulnerable and underserved populations in Kern County.
Program Goal / Anticipated Impact	Increased access and reduced barriers to health care, preventive care, mental health and substance abuse services, basic needs and chronic disease prevention and treatment for the medically underserved. The hospital actively partners with non-profit organizations working to improve health status and quality of life in the communities we serve. 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.

FY 2024 Report

Activities Summary	Mercy and Memorial Hospitals awarded \$460,250 in grant funding to nine Kern County non-profit organizations.
Performance / Impact	• The Community Grants Committee reviewed all grant proposals and provided recommendations for organizations and projects to be funded. • Grant projects addressed the following identified health needs: - o Access to care - o Birth indicators - o Chronic diseases - o Food insecurity - o Housing and homelessness - o Substance use and misuse - o Mental health - o Preventive practices
Hospital's Contribution / Program Expense	The total FY24 expense was \$460,250. Other hospital contributions include grant administration.

FY 2025 Plan

Program Goal / Anticipated Impact	• The Community Grants Committee will review all grant proposals and provide recommendations for organizations and projects to be funded. • Mid-year site visits will be conducted to evaluate the progress of the grant projects.
Planned Activities	The Community Health Improvement Grants Program will continue to partner with local non-profit organizations to address significant health needs identified in the hospital's Community Health Needs Assessment.



Other Programs and Non-Quantifiable Benefits

The hospital delivers community programs 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 our commitment to improving community health and well-being.

Health Professions Education – Mercy Hospitals regularly sponsors training for medical students, nurses, and other students in the healthcare field. Thousands of hours each year are committed to providing a clinical setting for undergraduate training and internships for nursing professionals, technicians, and other health professionals from universities and colleges.

Prescription Program - The Prescription Purchase for Indigent Program purchases necessary medications in emergency situations for people who must have the medicines for their health but have no money or insurance to purchase them. The hospital's social workers identify patients in need of medication and request the medication from Komoto Pharmacy.

Art Cart - The Art and Spirituality Center offers bedside art-making, reflective, and other creative experiences provided by an Art Cart Specialist or volunteer.

Acoustic Remedies - The Art and Spirituality Center takes the healing power of music directly to the bedside of patients admitted at Mercy and Memorial Hospitals serving as a non-invasive treatment option that promotes health and well-being. The various elements of music including rhythm, melody, harmony, and tempo stimulate a cognitive and emotional response that helps to positively affect mood and results in improved healing.

College Dream Program - The College Dream Program provides educational tutoring services, mentoring services, assistance with college applications, assistance with financial aid applications, and ensures students current classes align with their academic goals.

Homework and After School Clubs - The Learning and Outreach Centers provide an academically structured after school program for underserved students attending first through sixth grade. The program focuses on providing a safe environment for children to work on homework and other academic skills.



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.

324 Bakersfield Memorial Hospital					
Complete Summary - Classified (Programs) Including Non Community Benefit (Medicare)					
For period from 07/01/2023 through 06/30/2024					
	<u>Persons</u>	<u>Expense</u>	<u>Offsetting Revenue</u>	<u>Net Benefit</u>	<u>% of Expenses</u>
Benefits for Poor					
Financial Assistance	2,838	\$5,734,753	\$0	\$5,734,753	0.9%
Medicaid	79,121	\$254,824,949	\$310,121,309	\$0	0.0%
Community Services					
A - Community Health Improvement Services	36,884	\$1,180,776	\$95,574	\$1,085,202	0.2%
C - Subsidized Health Services	23	\$9,985	\$0	\$9,985	0.0%
E - Cash and In-Kind Contributions	768	\$2,272,059	\$950	\$2,271,109	0.4%
F - Community Building Activities	254	\$70,053	\$0	\$70,053	0.0%
G - Community Benefit Operations		\$604,565	\$0	\$604,565	0.1%
Totals for Community Services	37,929	\$4,137,438	\$96,524	\$4,040,914	0.6%
Totals for Benefits for Poor	119,888	\$264,697,140	\$310,217,833	\$9,775,667	1.6%
Benefits for Broader Community					
Community Services					
B - Health Professions Education	1,129	\$3,139,693	\$200,000	\$2,939,693	0.5%
E - Cash and In-Kind Contributions		\$1,886	\$0	\$1,886	0.0%
F - Community Building Activities	1,689	\$91,309	\$0	\$91,309	0.0%
G - Community Benefit Operations		\$74,478	\$0	\$74,478	0.0%
Totals for Community Services	2,818	\$3,307,366	\$200,000	\$3,107,366	0.5%
Totals for Broader Community	2,818	\$3,307,366	\$200,000	\$3,107,366	0.5%
Totals - Community Benefit	122,706	\$268,004,506	\$310,417,833	\$12,883,033	2.1%
Medicare	20,049	\$131,991,739	\$127,547,460	\$4,444,279	0.7%
Totals Including Medicare	142,755	\$399,996,245	\$437,965,293	\$17,327,312	2.8%
*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 \$100,028,967 covering 18 months dating back to January 2023.					
**Consistent with IRS instructions and Catholic Health Association guidance, Medicaid is reported at \$0 net benefit because offsetting revenue was greater than expense in FY24.					

Hospital Board and Committee Rosters

Memorial Hospital Board of Directors

Morgan Clayton
Tel-Tec Security

Daniel Clifford
Bolthouse Properties, LLC

Christina Del Toro-Dias
Physician

John R. Findley, MD
Physician

Brad Hannink
Finance Advisor

Ken Keller

Bakersfield Memorial Hospital
Donald McMurtrey
Retired, Business Owner

Javier Miro, MD
Physician

Robert Noriega
Young & Woolridge

B.J. Predum
Mercy Hospitals of Bakersfield

Susie Small
Oilfield Construction

Community Benefit Committee

Felicia Boyd
Mercy and Memorial Hospitals

Desiree Brandon
Bakersfield Memorial Hospital

Brynn Carrigan
Kern County Public Health

Morgan Clayton
Tel-Tec Security
Board Member, Mercy and Memorial Hospitals

Paula De La Riva
First 5 Kern

Aaron Falk
Kern Community Foundation

Steve Flores
Community member

Amanda Frank

Kern County Superintendent of Schools

Cherese Grell
CityServe

Toni Harper
Friends of Mercy Foundation and Bakersfield
Memorial Hospital Foundation

Mikie Hay
Jim Burke Ford Foundation

Pam Holiwell
Community member

Louie Iturruria
Kern Health Systems

Lisa Jacoby
Mercy and Memorial Hospitals

Anna Laven
National Healthcare and Housing Advisors

Christina Lostaunau
Bakersfield Memorial Hospital

Sr. Judy Morasci
Community member

Miriam Ocampo-Arreola
Kern County Department of Human Services

Jeremy Oliver
Kern County Aging and Adult Services

Mikin Plummer
Kern County Builders Exchange

Stacy Riddle
Mercy Hospitals of Bakersfield

Fabiana Rienzo
Bakersfield Memorial Hospital

Michele Shain
Bakersfield Memorial Hospital

Donna Sharp
Mercy and Memorial Hospitals

Michael Smith
Mercy and Memorial Hospitals

Frenchy Valenzuela
Mercy and Memorial Hospitals

Joan Van Alstyne
Mercy Hospitals of Bakersfield

Evelyn Young Spath
Board Member, Mercy Hospitals

