

Adventist Health Ukiah Valley

2019 Community Plan Update/ Annual Report



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Adventist Health Overview

Adventist Health Ukiah Valley is an affiliate of Adventist Health, a faith-based, nonprofit integrated health system serving more than 80 communities on the West Coast and Hawaii.



OUR MISSION:

Living God’s love by inspiring health, wholeness and hope.

OUR VISION:

We will transform the health experience of our communities by improving health, enhancing interactions and making care more accessible.

Adventist Health entities include:

- 20 hospitals with more than 3,200 beds
- More than 280 clinics (hospital-based, rural health and physician clinics)
- 13 home care agencies and seven hospice agencies
- Four joint-venture retirement centers
- Compassionate and talented team of 35,000 includes associates, medical staff physicians, allied health professionals and volunteers

We owe much of our heritage and organizational success to the Seventh-day Adventist Church, which has long been a promoter of prevention and whole person care. Inspired by our belief in the loving and healing power of Jesus Christ, we aim to bring physical, mental and spiritual health and healing to our neighbors of all faiths. Every individual, regardless of his/her personal beliefs, is welcome in our facilities. We are also eager to partner with members of other faiths to enhance the health of the communities we serve.

Our commitment to quality health care stems from our heritage, which dates back to 1866 when the first Seventh-day Adventist health care facility opened in Battle Creek, Michigan. There, dedicated pioneers promoted the “radical” concepts of proper nutrition, exercise and sanitation. Early on, the facility was devoted to prevention as well as healing. They called it a sanitarium, a place where patients—and their families—could learn to be well.

More than a century later, the health care system sponsored by the Seventh-day Adventist Church circles the globe with more than 170 hospitals and more than 500 clinics, nursing homes and dispensaries worldwide. And the same vision to treat the whole person—mind, body and spirit—continues to provide the foundation for our progressive approach to health care.

Hospital Identifying Information



Number of Beds: 68 licensed; 50 operated

Mailing Address: 275 Hospital Drive, Ukiah, CA 95482

Contact Information:
Jason Wells – AHUV President
(707)463-7637



Adventist Health Ukiah Valley

Acute Care: 19-bed ER, 8-bed ICU, Birthing Center with Level II Neonatal Intensive Care, Perioperative Services

Outpatient Diagnostic, Rehabilitation & Surgical Services:

Laboratory Draw Stations (2)
Medical Imaging Outpatient Locations (3)
PT/OT/ST outpatient rehab services and outpatient endoscopy suite

Advanced Wound Care Center with Hyperbaric Chambers

Rural Health Clinics:

Ukiah Valley Rural Health Centers with locations in Ukiah, Ft. Bragg (secondary service area), and Lakeport (secondary service area) providing primary and specialty care.

Hospital Based Outpatient Clinics

General Surgery	Cardiology (Ukiah & Lakeport)
Ophthalmology	Orthopedic Surgery
Oncology with Infusion/Chemo Services	Urology
Behavioral Health	ENT
Patient Management	Pulmonology
Gastroenterology	

Population Health Services

Outpatient Case Management/Population Health for MediCal, Blue Shield, Blue Cross
Clinically Integrated Network for Mendocino County for Blue Shield Commercial
LiveWell Program
Street Medicine & Complex Care Clinic

Letter from the President



Dear Friends and Colleagues,

Mendocino County has a long tradition of exceptional care and community support that continues today with Adventist Health Ukiah Valley. We are proud to bring primary and specialty care closer to home for the residents of Mendocino County. We are inspired to bring our community nothing but the best care and that means reaching beyond our walls every day to provide programs and services to make our friends and neighbors safer and healthier where they live. Our commitment to caring for the community is our passion, our duty and our privilege.

Caring for the children and families in our region means working with our community partners to create healthier places to live. We recognize the importance of addressing the social determinants of health for the overall well-being of a community – where you live, learn, work and play. That’s why our comprehensive approach to improving community health is based on this premise -- supporting the efforts of agencies that share our health mission and fostering partnerships and opportunities to connect members of our community with programs to meet their needs.

Our programs, both new and ongoing, are designed improve community health including improving access to care by bringing in much-needed providers, offering a range of prevention and health improvement programs conducted by our hospitals with community partners, and investing in efforts that address social determinants of health.

We continue to strengthen these community partnerships and create new ones to achieve these goals. As we reflect on the past years of service to our community, we are excited and continually inspired to grow in our impact and be more strategic in our work to create a better, healthier community for Mendocino County and beyond.

Warmly,



Jason Wells
President, Adventist Health Ukiah Valley

Community Health Development Team



Jason Wells,
President



Roseanne
Ibarra,
Director of
Community
Integration



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Operations Executive/CFO



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Request a paper copy from Administration/President's office. To provide comments or view electronic copies of current and previous community health needs assessments go to: <https://www.adventisthealth.org/about-us/community-benefit/>

Invitation to a Healthier Community

Fulfilling the Adventist Health Mission

Where and how we live is vital to our health. We recognize that health status is a product of multiple factors. To comprehensively address the needs of our community, we must consider health behaviors and risks, the physical environment, the health system, and social determinants of health. Each component influences the next and through strategic and collective action improved health can be achieved.

The Community Health Implementation Strategy marks the second phase in a collaborative effort to systematically investigate and identify our community's most pressing needs. After a thorough review of health status in our community through the Community Health Needs Assessment (CHNA), we identified areas that we could address through the use of our resources, expertise, and community partners. Through these actions and relationships, we aim to empower our community and fulfill our mission, "Living God's love by inspiring health, wholeness and hope."

Identified Community Needs

The results of the CHNA guided the creation of this document and aided us in how we could best provide for our community and the most vulnerable among us. As a result, Adventist Health Ukiah Valley has adopted the following priority areas for our community health investments for 2017-2019:

- Mental Health
- Childhood Obesity & Family Wellness
- Childhood Trauma

Adventist Health Ukiah Valley will also provide support, as appropriate, to the following community-identified priority areas: 1) Housing, 2) Poverty.

Additionally, we engage in a process of continuous quality improvement, whereby we ask the following questions for each priority area:

- Are our interventions making a difference in improving health outcomes?
- Are we providing the appropriate resources in the appropriate locations?
- What changes or collaborations within our system need to be made?
- How are we using technology to track our health improvements and provide relevant feedback at the local level?
- Do we have the resources as a region to elevate the population's health status?

Building a healthy community requires multiple stakeholders working together with a common purpose. We invite you to explore how we intend to address health challenges in our community and partner to achieve change. More importantly though, we hope you imagine a healthier region and work with us to find solutions across a broad range of sectors to create communities we all want for ourselves and our families.

2019 Community Benefit Update

In 2016, Adventist Health Ukiah Valley, conducted a community health needs assessment and was followed by a 2017 Community Health Plan (Implementation Strategy) that identified the priority needs listed below. The prioritized needs were chosen based on community health data and the voices of our community. Working together with our community is key to achieving the necessary health improvements to create communities that allow each member to have safe and healthy places to live, learn, work, play, and pray. Below you will find an inventory of additional interventions supporting the health of our communities.

Priority Need - Mental Health

Intervention: **Homeless/Street Medicine Outreach**

Addresses the complex care of patients with high impact social determinants of health. A team of staff and volunteers bring healthcare to homeless individuals and families in the Ukiah area. Scheduled clinic referrals from Mendocino County Health Clinic and Rural Health Clinics are made to homeless shelters, medical respite units, social services, Project Sanctuary, Manzanita and Mendocino County Aids and Viral Hepatitis Network (MCAVHN).

- Number of Community Members Served by the Outreach Team: 300 (75 clinics)

Intervention: **Live Well Programing**

Launched in 2017 the Live Well Program is focused on helping patients address their chronic disease using the tools of lifestyle change. A team including the patient works to determine specific health goals and map a plan including fitness training, nutrition counseling, behavioral health counseling, diabetes education, pain management and more. This program is open to all through self-referral or provider referral.

A hallmark of the program are the complimentary group meetings which support patients during and after their Live Well programming. Group meetings are held on various frequencies and encompass topics such as sleep, healthy weight, community walks and more.

- Number of Community Members Served in the Live Well Clinic: 234

Intervention: **QPR Workshops**

Working with a contract facilitator, Adventist Health Ukiah Valley sponsored community and staff workshops to teach the principles of Question, Persuade, Refer (QPR). The QPR mission is to reduce suicidal behaviors and save lives by providing innovative, practical and proven suicide prevention training. Partnering with Mendocino County Public Health, AHUV also provided space for "Train the Trainer" sessions which allowed employees from Ukiah Unified School District, Health and Human Services, Redwood Community Services, Manzanita and more to continue to teach workshops to new employees and others interested in learning the principles of QPR.

- Number of Community Members Served with QPR Workshops: 309

Intervention: Emergency Room Dedicated Case Manager

For our homeless patients: Case Manager offers referrals to outpatient homeless services. Ukiah has both a day shelter (open 9a-5p daily) that opened in August 2019 and has become the "hub" for homeless resources, which includes classes, mental health services, housing services.

For our aging patients: Patients who present with failing or declining health are provided with access to available outpatient services should they not be appropriate to be admitted into the hospital. These services can include but are not limited to home health, hospice care, palliative care, and caregiving or senior center referral.

For patients with substance use: Case Manager provides patients with information on various programs available both in and out of the Ukiah area. This includes Medication Assisted Treatment (MAT) program referrals, rehab center coordination, as well as AA/NA follow up.

All patients: Case Manager is available to assist with coordination of outpatient care (primary and specialty). Patients are assisted with coordinating outpatient visits/ED referrals with primary and specialist care, especially when this care needs to be expedited. Help is provided to the provider and patients determine which clinics they are assigned to, and should attend, if they have Partnership insurance.

Referral to outpatient classes/education: Case Manager helps assess and /refer/coordinate outpatient classes available for various health issues such as diabetes education, smoking cessation, and COPD (better breathers).

Medication assistance: Case Manager helps coordinate pharmacy insurance for patients prescribed a new medication. Assistance includes whether the patient has coverage, if there's a copay or if there's another suitable substitute should the medication not be covered and/or be out of the patient's financial range.

- Number of Community Members Served: data not collected

Intervention: COMPASS Program/ Vertical Change Platform

























In 2019, COMPASS team has continued to be a major player in developing and implementing Vertical Change, an information sharing system that allows the various agencies and healthcare providers in Ukiah to share information about shared clients. What this means in practical terms is that clients receive care in a timelier manner, there is less duplication of services, and providers can obtain up to date and pertinent information about clients.

In 2019, COMPASS team has held weekly outreach clinics in 2 community center locations: Center for Hope and Building Bridges. There, the team helps clients access the various community resources, including primary care providers, behavioral health agencies, mental health providers and social services.

- Number of Community Members Served: data not collected

2019 Evaluation Metrics -

Health / Mental Health & Mental Disorders

	VALUE	COMPARED TO:				
Adults Needing and Receiving Behavioral Health Care Services	54.1% (2017-2018)	 CA Counties	 CA Value (60.0%)	 Prior Value (55.0%)	 Trend	
Adults with Likely Serious Psychological Distress	9.5% (2013-2015)	 CA Counties	 CA Value (8.2%)	 Prior Value (4.7%)		
Age-Adjusted Death Rate due to Suicide	21.3 Deaths per 100,000 population (2015-2017)	 CA Counties	 CA Value (10.4)	 US Value (13.6)	 Prior Value (23.6)	 Trend
		 HP 2020 Target (10.2)				
Depression: Medicare Population	15.7% (2017)	 CA Counties	 U.S. Counties	 CA Value (15.8%)	 US Value (17.9%)	 Prior Value (16.1%)
		 Trend				
Frequent Mental Distress	12.9% (2016)	 CA Counties	 U.S. Counties	 CA Value (10.6%)	 US Value (15.0%)	 Prior Value (12.6%)

*<http://www.healthymendocino.org/>

Partners in services to address Mental Health

- Redwood Quality Management Company (RQMC)
- MCAVHN (Mendocino County Aids/Viral Hepatitis Network)
- Redwood Community Services, Inc. (RCS)
- Project Sanctuary
- Department of Health and Human Services
- Food Bank
- Ford Street Project
- Mendocino County Health Clinic (MCHC)
- Manzanita Services
- Employment Development Department (EDD)

Priority Need - Childhood Obesity & Family Wellness

Intervention: **Healthy Mendocino: Family Wellness & Childhood Obesity Team**

AVUV is an active member of the Family Wellness & Childhood Obesity Action team with the goal to help improve the quality of life in Mendocino County for children and families. During 2019, the Team supported a program called Morning Mile at grammar schools in Ukiah and Willits.

- Number of Community Members Served: 300

Intervention: **Children's Health Fair**

Each year, AHUV is a major sponsor of a free children's health fair with the goal to connect local families with community resources that have a positive impact on their lives. A bilingual event, this health fair includes screenings for diabetes, vision, hearing, dental needs and an emphasis on healthy eating with interactive community partner booths. The location of the event has been carefully selected to be within walking distance of neighborhoods with traditional underserved populations.

- Number of Community Members Served: 300

Intervention: **Ukiah on Ice**

AHUV in partnership with the City of Ukiah hosts an open-air ice-skating rink downtown Ukiah. The rink provides fresh-air activity for individual citizens, ice hockey teams and area schools which attend for field trips.

In 2019, AHUV hosted a special "free skate" day for the community. Included in the day was face painting, arts & crafts, music and a hot cocoa station with delicious treats. Families were encouraged to enjoy time together under the big top tent where tables and chairs were set up.

- Number of Community Members Served for skating season: 8000
- Number of Community Members Served for free skate day: 1500

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Intervention: Kids Triathlon

This annual event is a partnership between the City of Ukiah and AHUV. Youth ages 4 to 16 can participate in the event featuring swimming, biking and running. The focus is celebrating youth at all levels of fitness to help fight childhood obesity and encourage physical activity in Mendocino County.

A healthy lunch is provided free of charge to all families who participate.

- Number of Community Members Served: 50

Intervention: Colors for Cancer Fun Run/Walk













This community centered event is an annual AHUV program which fosters family fun and the great outdoors. Running/walking along the Ukiah Redwood Trail, adjacent to AHUV, participants can run in memory of a loved one who has passed from cancer or in the spirit of someone who is currently battling cancer. A Wellness Fair is also held to educate participants on a variety of family friendly activities in the Mendocino County area. Proceeds from the event benefit the Focus on Healing program.

- Number of Community Members Served: 240

2019 Evaluation Metrics

Metrics for Health/Exercise, Nutrition & Weight have been updated.

Health / Exercise, Nutrition, & Weight

	VALUE	COMPARED TO:			
5th Grade Students who are at a Healthy Weight or Underweight	58.2% <small>(2018-2019)</small>	 CA Counties	 CA Value <small>(58.7%)</small>	 Prior Value <small>(52.4%)</small>	 Trend
7th Grade Students who are Physically Fit	57.5% <small>(2018-2019)</small>	 CA Counties	 CA Value <small>(61.0%)</small>	 Prior Value <small>(58.1%)</small>	 Trend
9th Grade Students who are at a Healthy Weight or Underweight	58.5% <small>(2018-2019)</small>	 CA Counties	 CA Value <small>(62.2%)</small>	 Prior Value <small>(60.2%)</small>	 Trend

<http://www.healthymendocino.org/>

Priority Need - Childhood Trauma

Intervention: **Health Careers Exploration Summer Institute**

This program is designed to promote the advancement of health care workforce through quality education and service. AHUV partners with Ukiah Unified School District to introduce local high school students to a career in the health care field. Students participate in a three -week course to observe the roles and responsibilities, scope of practice and educational requirement of 10 different hospital rotations.

- Number of Community Members Served: 10

Intervention: **Dream It Be It**

This free program hosted by Soroptimist International of Ukiah in partnership with AHUV and other community partners provides a day-long workshop for at-risk teen girls focused on empowerment and career readiness.

In 2019, the fourth Dream It Be It Conference was held for teen girls attending South Valley High School. The program prioritized working with girls who have obstacles such as poverty, unstable home lives, living in foster care, or teen motherhood. Highlights included engaging speakers and a curriculum that works to provide young women with the information and resources they need to be successful and realize their dreams.

- Number of Community Members Served: 60

California Child Welfare Indicators Project (CCWIP)
University of California at Berkeley

Child Population (0-17), Number in Care, and Prevalence Rates
Agency Type=Child Welfare
July 1, 2019
California

Age Group	Total Child Population	In Care	Prevalence per 1,000 Children
Under 1	480,147	4,068	8.5
1-2	969,098	7,672	7.9
3-5	1,508,547	8,575	5.7
6-10	2,578,648	12,222	4.7
11-15	2,639,965	12,825	4.9
16-17	1,026,074	6,071	5.9
Total	9,202,479	51,433	5.6

Based on statistics from the University of California at Berkeley our total population of children in child welfare programs did not change although, as would be expected the age ratios changed. Most pronounced was the increase of under 1-year olds from eleven to twenty.

Mendocino

Age Group	Total Child Population	In Care	Prevalence per 1,000 Children
Under 1	999	12	12.0
1-2	1,988	30	15.1
3-5	3,094	23	7.4
6-10	5,422	59	10.9
11-15	5,452	72	13.2
16-17	2,128	28	13.2
Total	19,083	224	11.7

Data Source: CWS/CMS 2019 Quarter 3 Extract.
Population Data Source:
2019 - CA Dept. of Finance: 2010-2060 - Pop. Projections by Race/Ethnicity, Detailed Age, & Gender.
Program version: 2.00 Database version: 70A26589

Partners

- Alex Rorabaugh Recreation Center (ARRC)
- Bikers Against Child Abuse (BACA)
- Boys & Girls Club of Ukiah
- California Highway Patrol
- California Mentor Network
- Childhood Trauma Action Team Mendocino
- City of Ukiah Recreation Department
- Costco Wholesale
- Elks Lodge
- Family Life Magazine
- Healthy Mendocino
- Instilling goodness/developing virtue school
- MCHC - Hillside Health Center
- Mendocino County Health & Human Services Agency (HHSA)
- Mendocino County Sheriff's Office
- North Coast Opportunities (NCO)
- George Peterson Insurance.
- Northwest Insurance Agency
- Pinoleville Native American Head Start & Early Head Start
- Pomo Shrine Club - Ridgewood Masonic Lodge
- Project Sanctuary
- Redwood Community Services, Inc. (RCS)
- Savings Bank of Mendocino County
- Selzer Realty
- Soroptimist International of Ukiah
- Tapestry Family Services
- Ukiah Lions Football and Cheer
- Ukiah Unified School District (UUSD)
- Ukiah Valley Athletic Club
- Walk & Bike Mendocino
- Women, Infants & Children (WIC)
- WOW Smiles
- Yokayo Bowl
- Soroptimist International of Ukiah
- Ukiah Education Foundation
- Savings Bank of Mendocino County
- South Valley High School

- **Community Foundation of Mendocino County**

Other Community Benefit Programming

Intervention: **Diabetes Education Classes**

Conducted no cost diabetes education classes and support groups to community members. Classes included instruction and food sampling.

Our Outpatient Diabetes Self-Management program is an American Diabetes Association recognized program. The English program consists of four 2.25-hour classes, team taught by a Certified Diabetes Educator Dietitian, and a Registered Nurse. The Spanish program consist of two 2.25-hour classes. These classes are offered free of charge as a community benefit. All supplies and food samples are provided at no cost to the clients. The food sampling includes delicious foods from our hospital chefs and local markets. Clients are encouraged to bring support people with them. These classes are offered in English on an ongoing basis and in the Spring and Fall for Spanish speakers.

Subjects covered include but are not limited to, what diabetes is, blood glucose goals, hypoglycemia (low blood sugar), hyperglycemia (high blood sugar) how to prevent and how to treat, carbohydrate counting, shopping lists and goal setting for success, stress and sleeps role in diabetes management, understanding food labels, portion size, exercise as free medication, alcohol and blood sugar control, sick day management, reducing the risk of complications, routine care, dietary fats, protein, medications, weight management, fiber and diet, eating out, diabetes and pregnancy and disaster preparedness.

In 2018 our English classes had 216 participants and 45 support encounters. Our Spanish classes had 51 participants and 42 support encounters for a total of 354 encounters.

Our clients do very well. Their A1C's (a measurement of average blood glucose level for last three months) are often lowered, our clients lose weight which is a great thing since FAT is the cause of insulin resistance and Type 2 diabetes. Our clients can often reduce and even discontinue medication for their diabetes. The lifestyle changes they make may also help with other chronic conditions such as hypertension and dyslipidemia.

- Number of Community Members served: 509

Intervention: **Focus on Healing Programing**

A no cost community service provided to any community member going through the cancer experience by bringing healing arts into the interventions and support for healing. Funded by private donations and the AHUV Colors for Cancer Fun Run, this program allows for creative expression and eases the loneliness experienced by many patients.

- Number of Community Members served: 48

Intervention: **Pet Therapy**

Animal assisted therapy available at no cost to assist patients, staff, visitors and the public with stress reduction and healing in addition to strokes survivors. Volunteers with specially trained dogs visit with patients in both the hospital setting and RHC clinic.

- Number of Community Members served: 950

Intervention: **Caring Kitchen**

AHUV is a proud sponsor and founding advisor member to this community program that provides nutritious meals to cancer patients and their families. The program educates youth volunteers to help in the preparation of the foods which are free to participating families. Each week, Delivery Angels (some AHUV staff) deliver a package with enough food to feed the family for at least 3 meals.

- Number of Community Members served: 75

Intervention: **Community Health Fairs**

Members of the AHUV Wellness Team travel to various local businesses and community events to share information about diabetes education, test blood pressures and perform body composition testing. Many participants have not visited a doctor recently and the staff are able to create connections and help visitors find a medical professional.

- Number of Community Members Served: 500

Intervention: **Smoking Cessation**

No cost smoking cessation classes for community members based on the American Lung Association guidelines. This 6-week program is held at the hospital and is a confidential space for people to come and create their own plan for stopping smoking.

- Number of Community Members Served: 37

Intervention: **Food with Friends**

Free community facing plant-based cooking demonstrations focused on nutritionally dense ingredients. Partnering with the Ukiah Natural Foods Co-op, AHUV Outpatient Nutrition and Wellness Departments host 10-hour long workshops with demonstrate the preparation of 3 or more recipes – samples and take-home recipes are included.

- Number of Community Members Served: 200

Intervention: **Complete Health Improvement Program (CHIP):**

Based on principle of the Lifestyle Medicine Institute, CHIP is a 9-week program which uses videos and live sessions to help participants create goals and achieve better health and wellness. Offered free to the community and staff, the program is aimed at helping participants lose weight, lower their A1C, lower blood pressure and find more enjoyment in life.

- Number of Community Members Served: 8

Intervention: **Parkinson's Support Group**

A direct request from the community, the Parkinson's Support Group was formed to give community members living with Parkinson's and their care partners a place to share knowledge, gain information and make friends. The monthly meetings focus on a variety of topics including medications, exercise, sleep and nutrition.

- Number of Community Members Served: 15

Partners

- **Duckhorn Wine Group**
- **El Azteca Restaurant**
- **Goodview Medical**
- **Gregg Simpson Trucking**
- **Mendocino Redwood Company**
- **MendoLake Home Respiratory Services**
- **North Coast Opportunities (NCO)**
- **Paramount Sign Contractors, Inc.**
- **Savings Bank of Mendocino County**
- **Sue Sweet, MFT, Registered Art Therapist**
- **Thompson Party Rentals**
- **Ukiah High School**
- **Ukiah Natural Foods Co-op**
- **Ukiah Unified School District (UUSD)**
- **Valley Paving**

Connecting Strategy and Community Health

As hospitals move toward population health management, community health interventions are a key element in achieving the overall goals of reducing the overall cost of health care, improving the health of the population, and improving access to affordable health services for the community both in outpatient and community settings. The key factor in improving quality and efficiency of the care hospitals provide is to include the larger community they serve as a part of their overall strategy.

Health systems must now step outside of the traditional roles of hospitals to begin to address the social, economic, and environmental conditions that contribute to poor health in the communities we serve. Bold leadership is required from our administrators, healthcare providers, and governing boards to meet the pressing health challenges we face as a nation. These challenges include a paradigm shift in how hospitals and health systems are positioning themselves and their strategies for success in a new payment environment. This will impact everyone in a community and will require shared responsibility among all stakeholders.

Population health is not just the overall health of a population but also includes the distribution of health. Overall health could be quite high if the majority of the population is relatively healthy—even though a minority of the population is much less healthy. Ideally such differences would be eliminated or at least substantially reduced.

Community health can serve as a strategic platform to improve the health outcomes of a defined group of people, concentrating on three correlated stages:

- 1) The distribution of specific health statuses and outcomes within a population;
- 2) Factors that cause the present outcomes distribution; and
- 3) Interventions that may modify the factors to improve health outcomes.

Improving population health requires effective initiatives to:

- 1) Increase the prevalence of evidence-based preventive health services and preventive health behaviors,
- 2) Improve care quality and patient safety and
- 3) Advance care coordination across the health care continuum.

Our mission as a health system is Living God's love by inspiring health, wholeness and hope. We believe the best way to re-imagine our future business model with a major emphasis of community health is by working together with our community.



OUR MISSION:
To share God's love by
providing physical, mental
and spiritual healing

Community Benefit

Our community benefit work is rooted deep within our mission, with a recent recommitment of deep community engagement within each of our ministries.

We have also incorporated our community benefit work to be an extension of our care continuum. Our strategic investments in our community are focused on a more planned, proactive approach to community health. The basic issue of good stewardship is making optimal use of limited charitable funds. Defaulting to charity care in our emergency rooms for the most vulnerable is not consistent with our mission. An upstream and more proactive and strategic allocation of resources enables us to help low-income populations avoid preventable pain and suffering; in turn allowing the reallocation of funds to serve an increasing number of people experiencing health disparities.