



2023

Community Benefit Plan

(Submitted to OSHPD in February 2024 for Fiscal Year 2023)

**Prepared in Compliance with
California's Community Benefit Law SB 697 By
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I: COMMUNITY BENEFIT PLAN EXECUTIVE SUMMARY

California's Community Benefit Law (Senate Bill 697), sponsored by California Association of Hospitals and Health Systems (CAHHS) and the California Association of Catholic Hospitals (CACH), passed in 1994. It required all private, not-for-profit hospitals in California to conduct a community needs assessment every three years and develop community benefit plans that are reported annually to the California Office of Statewide Health Planning and Development (OSHPD).

Redlands Community Hospital has completed and submitted the following SB697 requirements:

<	July 1995 & 1997	Reaffirm hospital's mission statement
<	December 1995	Community Healthcare Needs Assessment
<	April 1996	Adopted a Community Benefit Plan
<	June 1997	Community Benefit Plan, Self-assessment
<	December 1998	Community Healthcare Needs Assessment
<	February 1999	Community Benefit Plan Update
<	February 2000	Community Benefit Plan Update
<	February 2001	Community Benefit Plan Update
<	February 2002	Community Healthcare Needs Assessment & Benefit Plan Update
<	February 2003	Community Benefit Plan Update
<	February 2004	Community Benefit Plan Update
<	February 2005	Community Healthcare Needs Assessment & Benefit Plan Update
<	February 2006	Community Benefit Plan Update
<	February 2007	Community Benefit Plan Update
<	February 2008	Community Healthcare Needs Assessment & Benefit Plan Update
<	February 2009	Community Benefit Plan Update
<	February 2010	Community Benefit Plan Update
<	February 2011	Community Healthcare Needs Assessment & Benefit Plan Update
<	February 2012	Community Benefit Plan Update
<	February 2013	Community Benefit Plan Update
<	February 2014	Community Healthcare Needs Assessment & Benefit Plan Update
<	February 2015	Community Benefit Plan Update
<	February 2016	Community Benefit Plan Update
<	February 2017	Community Healthcare Needs Assessment & Benefit Plan Update
<	February 2018	Community Benefit Plan Update
<	February 2019	Community Benefit Plan Update
<	February 2020	Community Healthcare Needs Assessment & Benefit Plan Update
<	February 2021	Community Benefit Plan Update
<	February 2022	Community Benefit Plan Update
<	February 2023	Community Healthcare Needs Assessment & Benefit Plan Update

The next step required by SB 697 is that Redlands Community Hospital submit this February 2024 Community Benefit Plan Update and Community Health Needs Assessment (covering assessment year 2023) to the State of California OSHPD.

Mission Statement

The hospital's Mission, Vision and Value statements are integrated into the hospital's policy and planning processes including the Community Health Needs Assessment and Community Benefit Plan. A part of this planning process was to incorporate community benefits in the hospital's strategic plans.

Our mission is to promote an environment where members of our community can receive high quality care and service so they can maintain and be restored to good health by working in concert with patients, physicians, RCH staff, associates, and the community.

Vision

Our vision is to be recognized for the quality of service we provide and our attention to patient care. We want to remain an independent, not-for-profit, full-service community hospital that continues to be the major health care provider in our primary area of East San Bernardino Valley as well as the hospital of choice for our medical staff. We recognize the importance of remaining a financially strong organization and will take the necessary actions to ensure that we can fulfill this vision.

Values

- We are Committed to Serving Our Community
- Our Community Deserves the Best We Can Offer
- Our Organization Will Be A Good Place to Work
- Our Organization Will Be Financially Strong

Community Needs Assessment 2022

Redlands Community Hospital (RCH) conducted Community Needs Assessments for reporting periods 1995, 1998, 2002, 2005, 2008, 2011, 2013, 2016, 2019 and 2022. Communities of vulnerable and at-risk populations were identified and participated in the surveys.

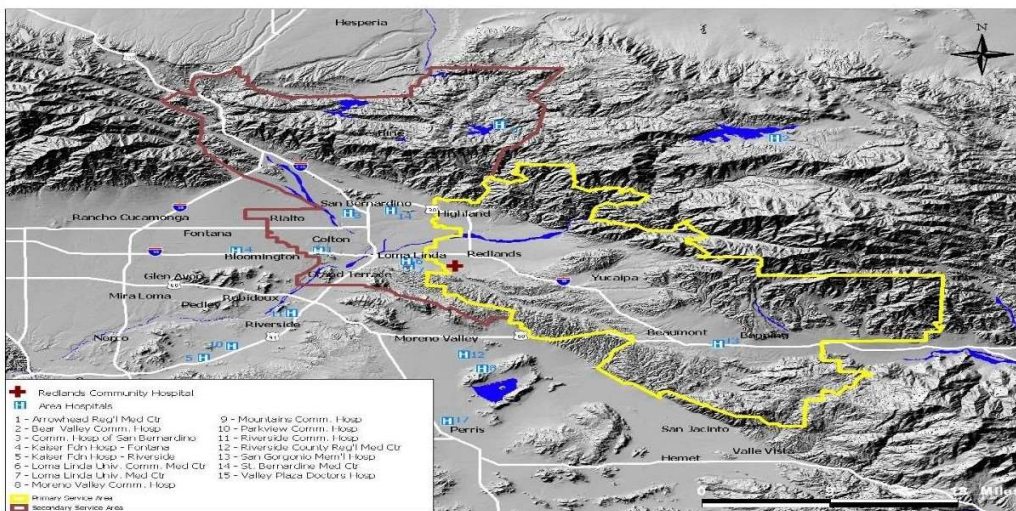
Redlands community hospital, in collaboration with the Hospital Association of Southern California and four hospital systems, performed a coordinated regional, Riverside and San Bernardino County, Community Health Needs Assessment in 2022. The regional needs assessment concept had been discussed and planned over the past few years. Having a regional assessment and continued collaboration amongst the health systems allowed for a coordinated effort to address the regions health and social determinants of health issues.

The goal of Redlands Community Hospital was to collect information which could enable the hospital to identify:

- Unmet health needs and problems
- Social determinants of health issues
- Vulnerable and at-risk populations
- Resources and services available
- Barriers to service and unmet needs
- Possible solutions to the identified needs and challenge

Geographic Service Area

Analyzing historical patient origin data derived from the hospital's statistical information identified the geographic service area of Redlands Community Hospital. Located in the most densely populated area of San Bernardino County, communities identified as being in the primary service area of the hospital are Banning, Beaumont, Cabazon, Colton, Calimesa, Forest Falls, Highland, Mentone, Redlands and Yucaipa. The secondary service area is comprised of the cities of Bloomington, Bryn Mawr, Crestline, Fontana, Grand Terrace, Hemet, Loma Linda, Patton, Rialto, San Bernardino, and several mountain communities.



COMMUNITY BUILDING ACTIVITIES

Redlands Community Hospital (RCH) is engaged in many community building activities and is committed to remaining a key partner throughout the broader community. Leadership, management and staff alike participate in many community-wide events and activities that aim to improve the health and safety of the communities served by RCH. As a matter of practice, hospital leadership both encourages and supports community outreach activities.

Community Support

Serving the community is one of the core values of RCH and many activities are carried throughout the region. Specifically, to support senior citizen activities, the hospital provides funding for newsletters, sponsors events and informational bulletin boards, provides health promotion education, and provides health screenings.

Coalition Building and Community Health Improvement

Redlands Community Hospital recognizes the importance of collaboration and active participation with other entities and agencies. Involvement with multiple individuals and organizations allows for a stronger voice for advocacy and community wide policy development to address health and safety issues. To enhance community wellness, leadership, management, and staff actively participate in many coalitions and boards.

Workforce Development

Health professions education continues to grow at RCH and is achieved with the collaboration between hospital staff, multiple medical staff groups, universities and colleges, and the multiple students and fellows served by the various programs. The hospital participates in advanced training and education for health care professionals which include physicians, nurse practitioners, physician assistants, physical therapists, and respiratory therapists. Additionally, hospital staff actively participate with local high schools for the provision of future health careers education and training. The training of future health care providers, as well as medical and nursing program specific education and training, is needed so that access to healthcare in the region may be maintained and expanded, and to ensure the highest quality of care is provided at RCH.

COMMUNITY BENEFIT PROGRAMS

The following programs and the problems they address are included in the Community Benefit Plan 2023:

- Redlands Community Hospital Family Clinics provides health care services for at-risk and underinsured, underserved children and adults;
- Perinatal Service Program provides early prenatal care for low-income, uninsured women and teens and provides lactation education and mother/infant bonding support, as well as education for pregnant mothers with diabetes;
- Community Case Management Program addresses the needs for at-risk, underinsured and complex healthcare issues as well as education on disease management and community resources;
- Pastoral Care Program assists concerned and grieving family members and patients;
- Outpatient Behavioral Health Programs focus on treating each patient as a whole person, not just his or her mental illness, with absolute regard for human dignity and respect for all patient rights;
- The Homeless Patient Discharge Planning Initiative addresses the health needs of homeless patients in compliance with California Senate Bill (SB) 1152;
- Miscellaneous community benefit activities and programs of the hospital during fiscal year 2023.
- Community Resources that address the problem of low-income and uninsured individuals' inability to access health resources through a variety of agencies.

Community Benefits and Economic Value

Summary information identified community benefit programs and contributions for fiscal year ending September 2023 at **\$58,089,755**.

The total of costs unreimbursed medical care services for Medi-Cal, county indigent and other services for 2023 audited was **\$53,616,834**.

Non-quantifiable benefits

The non-quantifiable benefits are the costs of bringing benefits to the at-risk and vulnerable populations in the community that are not listed above and are estimated at **\$330,000** annually. This represents expenses incurred by hospital staff providing leadership skills and bringing facilitator, convener and capacity consultation to various community collaboration efforts. These skills are an important component to enable the hospital to meet their mission, vision and value statements and Community Benefit Plan.

COMMUNITY BENEFIT PLAN

Background and Identifying Information

As outlined in the proceeding Executive Summary, Redlands Community Hospital has completed all of the SB697 requirements dating back to California's Community Benefit Law (Senate Bill 697), sponsored by California Association of Hospitals and Health Systems (CAHHS) and the California Association of Catholic Hospitals (CACH), that was passed in 1994. The next step required by SB 697 is that Redlands Community Hospital submit this February 2024 Community Benefit Plan Update, covering programs and activities during fiscal year 2023, to the State of California OSHPD.

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Redlands Community Hospital is a not-for-profit, stand-alone community hospital that began serving the Redlands area and neighboring communities in 1903 and built the first official hospital in 1904 on Nordina Street. In 1929, a new hospital building was completed at 350 Terracina Boulevard, where it has remained and expanded numerous times ever since.

Chairman of the Board of Directors Rich
Beemer, 909-335-5505

President and Chief Executive Officer James R.
Holmes, 909-335-5515

President of Business Development
Karen Zirkle, 909-335-5593

Mission Statement

Our mission is to promote an environment where members of our community can receive high quality care and services so they can maintain and be restored to good health.

The Mission is accomplished by interacting with patients, physicians, employees, associates, and community. The hospital will be knowledgeable and responsible to the observations, traditions, philosophies, and customs of patients and their families, employees, and medical staff as the hospital delivers patient care, schedules appointments, and displays or promotes healthcare services. The hospital has adopted the philosophy of "Patients First" whereby we see serving our patients our primary focus. As a result, RCH has made "Patients First" part of its core culture.

These Mission, Vision and Values are integrated into the hospital's policy and planning processes including the community benefits plan. A part of this planning process sets benchmarks to measure performance of the community benefits plan. Setting measurable objectives and time frames for

programs and/or services for the community is the goal.

Employee benefits and the hospital's work environment also encourage employees to care for the members of the community. These statements encourage advocacy and collaboration within the hospital and community, as well as with community-based organizations and other not-for-profit entities.

Organizational Structure

An 18-member Board of Directors made up of volunteers from the community, and the hospital Chief Executive Officer, governs Redlands Community Hospital. The Redlands Community Hospital Foundation has a separate 20-member Board of Directors consisting of volunteers representing the community, the Hospital's Chief Executive Officer, Chief Financial Officer, Foundation President, and Director, Volunteer Services. The Foundation is a fund-raising component of the not-for-profit hospital.

Redlands Community Hospital promotes an environment for a healthy community and community collaborations within the hospital's service area, by interacting with patients, physicians, employees, volunteers, associates, and members of the community. Senior members of the hospital participate with the city of Redlands on the Healthy Redlands initiative and have staff serving on various sub-committees.

Redlands Community Hospital is an active member of the Inland Empire Regional Community Health Needs Assessment Taskforce, a group that includes non-profit hospitals, healthcare providers and agencies that meet regularly to share information about their various community programs that benefit the health and quality of life of all people in this area.

Community Benefit Plan

The Community Benefit Plan submitted February 2024 for Redlands Community Hospital represents outcomes for the 2023 reporting year and includes the programs featured on the following pages. The programs described in this section include the problems to be addressed, community partners, and unreimbursed costs of the programs. The descriptions also include measurable objectives and time frames for each community benefit.

Following is a summary of some of the community service/charity care in which the hospital is involved:

COMMUNITY-BASED PRIMARY CARE

REDLANDS FAMILY CLINIC

The Redlands Family Clinic, continues to address the communities need for access to high-quality primary care services in the east end of San Bernardino County.

Purpose

The goal of the Redlands Family Clinic is to provide high-quality, low-cost health care services to people who do not otherwise have access which may be due to financial, cultural, lifestyle, or psychological barriers. An equally important goal is to provide individualize patient/family education, with emphasis on promoting health and wellness. In addition, encouraging, educating, and supporting the necessary tools the patient/family needs to promote individualized health care decision making. Our ongoing objectives are to: 1) Provide an opportunity for low-income, the uninsured and underinsured to receive primary and preventive care, early medical problem identification, treatment and access to health care resources; 2) Reduce disparity in health care services within the community; 3) Develop health related programs and enhance the quality of services provided; 4) Provide health care for all ages, children to the elderly; 5) Assist with the application process and obtaining eligibility for public assistance programs; 6) Provide and promote community resources, and 7) Provide and facilitate community health services such as flu shots and other health care screenings.

Unique and Innovative Methods

We view our program to be unique and innovative based on the following characteristics:

- The services are provided by a not-for-profit community hospital-based clinic utilizing skilled family practice nurse practitioners, along with physicians, and support personnel
- The services are managed by Redlands Community Hospital's Board of Directors
- Primarily funded, operated and managed by the hospital
- Collaborative relationships with community organizations providing a variety of services
- Serves a largely Hispanic population including recent migrants to the area
- Bilingual clinical staff
- Patients are uninsured or underinsured
- Provides access to other health care services offered by the hospital

Our Partners and Providers

Community Health Association Inland Southern Region: A not-for-profit organization supporting community health centers and clinics located in the Inland Empire.

Family Services Association of Redlands: A not-for-profit organization serving low-income and homeless families utilizing a management-based case management approach and personal contact. Their mission is to alleviate poverty, encourage self-sufficiency and promote the dignity of all people. Services provided include transitional housing, clothing, and food

Inland Empire Health Plan: One of two Medi-Cal Manager Care Plans in the Inland Empire that officer Medi-Cal those low-income families whom qualify

Labcorp: provides clinical laboratory services

Local Pharmacies

Local Schools

Goals and Milestones Accomplished in 2023

- Continued to provide primary care services to the medically underserved population
- Provided no-cost seasonal flu vaccinations to the community-at-large
- Expanded awareness of the services provided by the Redlands Family Clinic
- Supported Redlands Unified School District by providing employee TB screening
- Worked with Inland Empire Health Plan (IEHP) to promote preventative services through their Pay four Performance (P4P) program, Prop 56 and other programs
- Provided in-person and telemedicine services during the COVID -19 pandemic
- Expanded services to pregnant low-income patients
- Changed our physician contract group to enable us to expand our vision of providing additional services to meet out patients' needs

Top 10 medical diagnoses treated in clinic (highest to lowest)

Hypertension Type 2

Diabetes

Breast Exam

Bacterial Infection

Fatigue

Gyn Exams

Child Exams

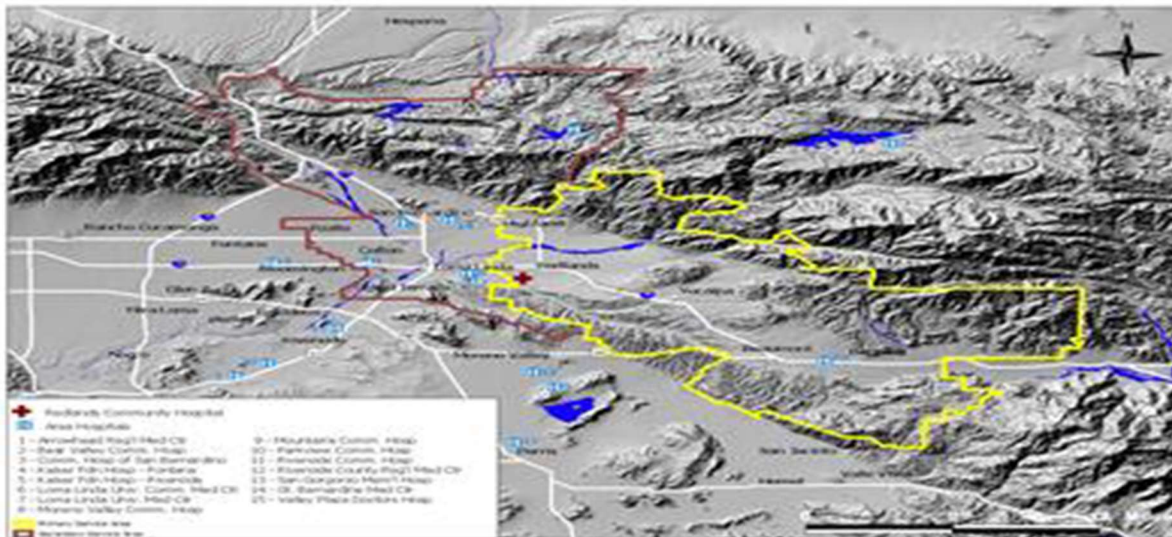
Increase Potassium

UTI's

Cholesterol

Redlands Family Clinic

Serving communities of Redlands, Loma Linda, Colton, San Bernardino, Highland, Yucaipa, and Mentone (refer to figure on next page).



Scope of Services

Hours of Operation	8:00-5:00 p.m. Monday through Friday
Personnel	Physician Nurse Practitioners Registered Nurses Licensed Vocational Nurses Medical Assistance Patient Service Coordinator Patient Account Representative Executive Director Practice Manager, Bus. Development
Primary Services	Pediatrics
	Well Female Exams (breast exams and pap smears)
	Young adult – school exams and primary care
	Adult/Middle Age (cancer screening)
	Acute and chronic primary medical care – all ages
	Obstetric
	Physical Exams
	Government Programs for those without insurance (CHDP, FPACT, CPSP and CDP)
Other Services onsite	Laboratory
	Social Services
	Dietician
Other Services at RCH	Pharmacy
	Radiology
	Center for Cancer Care – Oncology & Pain Management
	CSSC – Neurology and Pain Management
	Cardiopulmonary
	Emergency room
	Inpatient Services
	Special procedures
Referred Services	ARMC: outpatient, acute and specialty care
	Specialty care providers within the community
	Community resource agencies
	Loma Linda University Medical Center
	SAC Health System

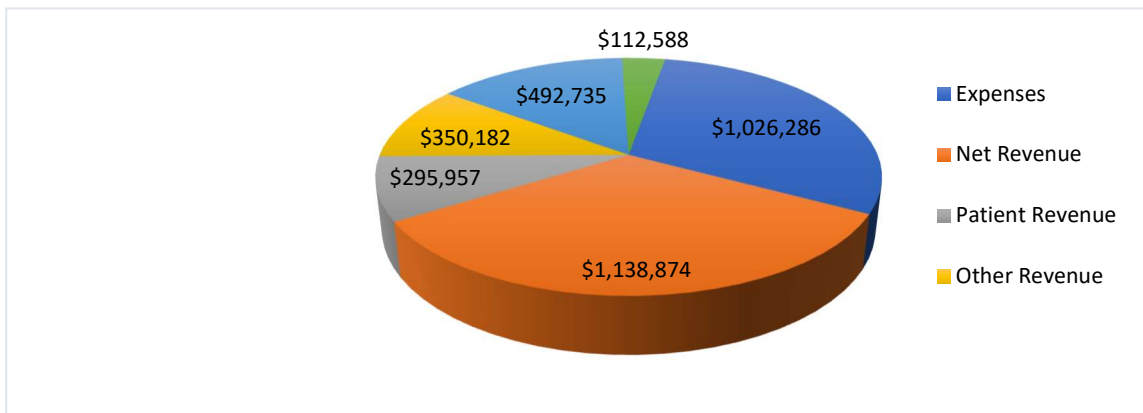
Total Visits: Historical 2020 to 2023

	2020	2021	2022	2023
Redlands Family Clinic	5,815	5,485	6,592	6,839

In 2023, we continued to see a steady increase in office visits. In addition, we were able to accommodate our vulnerable and at-risk population by providing visits either in person and or via Telehealth. The Redlands Family Clinic continues to provide accessible and low-cost high-quality healthcare services

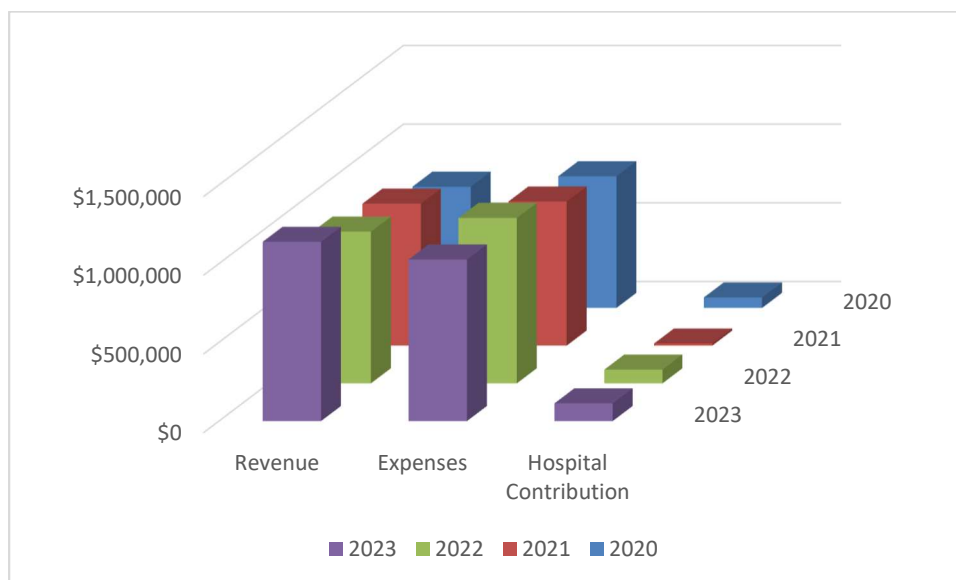
Financial Summary for the Redlands Family Clinic, 2023

The following graph shows the financial distribution and un-reimbursed costs. The Redlands Community Hospital contribution (un-reimbursed cost) for this program in 2023 was \$112,588



Expenses	\$ 1,026,286
Net Revenue	\$ 1,138,874
Patient Revenue	\$ 295,957
Other Revenue	\$ 350,182
IEHP Revenue	\$ 492,735
Hospital Benefit	\$ 112,588

Financial Summary Comparison 2020, 2021, 2022 and 2023



Year	Revenue	Expenses	Hospital Contribution/Benefit
2020	\$ 769,834	\$ 836,324	\$ - 66,490
2021	\$ 902,042	\$ 915,462	\$ - 13,419
2022	\$ 963,802	\$1,050,731	\$ - 86,929
2023	\$1,138,874	\$1,026,286	\$ +112,588

Goals and Objectives for 2024

- Continue to provide primary care services for low-income and underserved individuals
- Continue to support community-based programs and organizations
- Continue to provide no-cost seasonal flu vaccinations to the community-at-large
- Expand awareness of the services provided by the Redlands Family Clinic
- Maintain support for the Redlands Unified School District by providing employee TB screening
- Continue to collaborate with Inland Empire Health Plan (IEHP) to promote preventative services through their Pay for Performance (P4P) program
- Continue to expand the obstetrics program
- Endeavor on a new Electronic Medical Records to expand our performance capabilities
- Continue to collaborate with other community organizations to assist us provide high quality patient care
- Move to a new location in down town Redlands to allow for more services and expansion

Summary

Over the past three years, the healthcare landscape has faced unprecedented challenges due to COVID-19. Despite the pandemic receding, we're still witnessing a rise in healthcare costs, spanning from supplies to employee wages. Amidst dwindling healthcare budgets and heightened financial pressures on hospitals, Redlands Community Hospital has remained steadfast in its commitment to providing accessible healthcare resources to all. Recognizing the ongoing need for expanded services among underserved populations, the hospital has prioritized addressing critical early intervention needs through the provision of primary care services. By focusing on preventative measures and reducing reliance on emergency rooms for primary care, particularly for vulnerable demographics, the clinic staff have empowered patients to take charge of their healthcare journeys. Moreover, they've assisted individuals in navigating public assistance programs, ensuring access to necessary healthcare services, irrespective of eligibility for such programs.

The dedication of the staff has been bolstered by the positive feedback received from the patients and their families. In 2022, we transitioned our patient satisfaction survey to an external platform, concentrating on the "Care Provider" aspect. This adjustment has enabled a broader patient participation and facilitated comparisons with similar clinics. Building on these efforts, 2023 saw ongoing enhancements and expansions in this realm.

Looking ahead, our vision is to sustainably deliver high-quality, affordable healthcare services tailored to the needs of low-income, uninsured, and underinsured individuals and families within the community.

YUCAIPA FAMILY CLINIC

The Yucaipa Family Clinic, a sister clinic to the Redlands Family Clinic, continues to address the communities need for access to high-quality primary care services in the east end of San Bernardino County.

Purpose

Yucaipa Family Clinic's goal is to continue to provide high-quality, low-cost health care services to people who do not otherwise have access caused by barriers such as financial, transportation, cultural, lifestyle, or psychological. An equally important goal is to provide disease specific patient/family education, with emphasis on promoting health and wellness, and the support necessary to promote individualized health care decision making. On-going objectives are to: 1) Provide an opportunity for low-income, the uninsured and underinsured to receive primary and preventive care, early medical problem identification and treatment and access to health care resources; 2) Reduce disparity in health care services within the community; 3) Develop health related programs and enhance the quality of services provided; 4) Provide health care for all ages, children to the elderly; 5) Assist with the application process and obtaining eligibility for public assistance programs; 6) Provide and promote community resources, and 7) Provide and facilitate community health services such as flu shots and other health care screenings

Unique and Innovative Methods

We view our program to be unique and innovative based on the following characteristics:

- The services are provided by a not-for-profit Community Hospital based clinic utilizing skilled family practice nurse practitioners and support staff
- The services are managed by Redlands Community Hospital's Board of Directors
- Primarily funded, operated and managed by the hospital
- Collaborative relationships with community organizations providing a variety of services
- Serves a largely Hispanic population including recent migrants to the area
- Bilingual clinical staff
- Patients are uninsured or underinsured
- Provides access to other health care services offered by the hospital

Our Partners and Providers

- Community Health Association Inland Southern Region: A not-for-profit organization supporting community health centers and clinics located in the Inland Empire.
- Family Services Association of Redlands: A not-for-profit organization serving low-income and homeless families utilizing a management-based case management approach and personal contact. Their mission is to alleviate poverty, encourage self-sufficiency and promote the dignity of all people. Services provided include transitional housing, clothing, and food.
- Inland Empire Health Plan
- Lab Corp: provides clinical laboratory services
- Local Pharmacies
- Local Schools

Goals and Milestones Accomplished in 2023

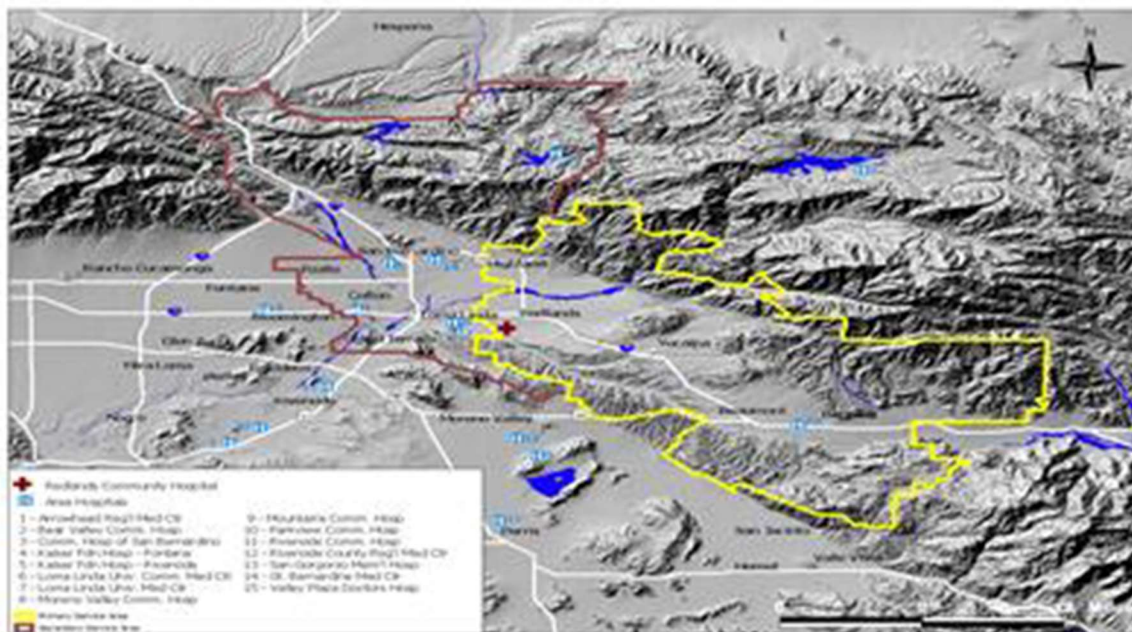
- Continue to partner with Inland Empire Health Plan (IEHP) to provide primary care services and access for community members for health care coverage
- Provided no-cost seasonal flu vaccinations to the community-at-large
- Expanded awareness of the services provided by the Yucaipa Family Clinic
- Maintained support for the Yucaipa Unified School District by providing employee TB screening
- Continue to collaborate with IEHP to promote preventative services for their patients through the Pay for Performance (P4P) program
- Continue to provide in-person and telemedicine services during the COVID -19 pandemic
- Continue to offer services to pregnant low-income patients
- Changed our physician contract group to enable us to expand our vision of providing additional services to meet out patients' needs

Top 10 medical diagnoses treated in clinic (highest to lowest)

Hypertension
Breast Exam
Diabetes
Intestinal
Fatigue
Colon CA screening
Cholesterol
UTI
Cough
Pre- Diabetes

Yucaipa Family Clinic

Serving communities of Redlands, Loma Linda, San Bernardino, Highland, Yucaipa, Calimesa, Beaumont, Banning and Mentone



Scope of Services

Hours of Operation	8:00-5:00 p.m. Monday through Friday
Personnel	Physician Nurse Practitioners Registered Nurses Licensed Vocational Nurses Medical Assistants Preventative Service Coordinator Patient Account Representative Executive Director Practice Manager, Bus. Development
Primary Services	Pediatrics (CHDP)
	Well Female Exams (FPACT and CDP)
	Young adult – school exams and primary care
	Adult/Middle Age (cancer screening and detection)
	Acute and chronic primary medical care – all ages
	Pregnancy (CPSP)
Other Services onsite	Laboratory
	Social Services
	Dietician
Other Services at RCH	Pharmacy
	Radiology
	Cardiopulmonary
	Emergency room
	Inpatient Services
	Special procedures
	Neurology
Referred Services	ARMC outpatient, acute and specialty care
	Specialty care providers within the community
	Community resource agencies

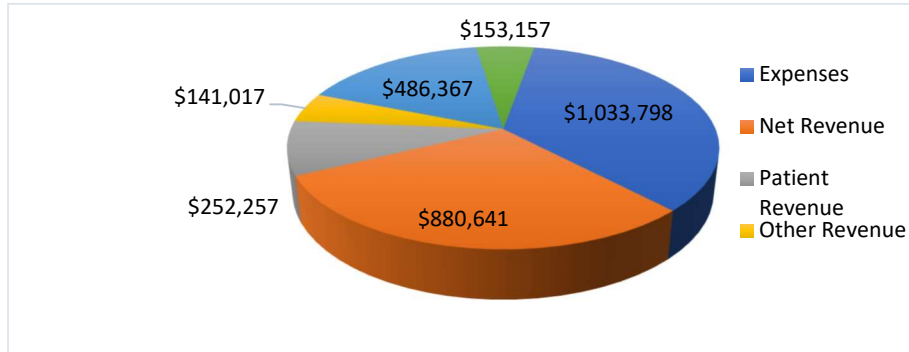
Total Visits: Historical 2020 - 2023

	2020	2021	2022	2023
Yucaipa Family Clinic	4,822	4,905	5,300	5,892

In 2023, Yucaipa family clinic continued to increase patient office visits and provided accessible, high-quality and low-cost healthcare services.

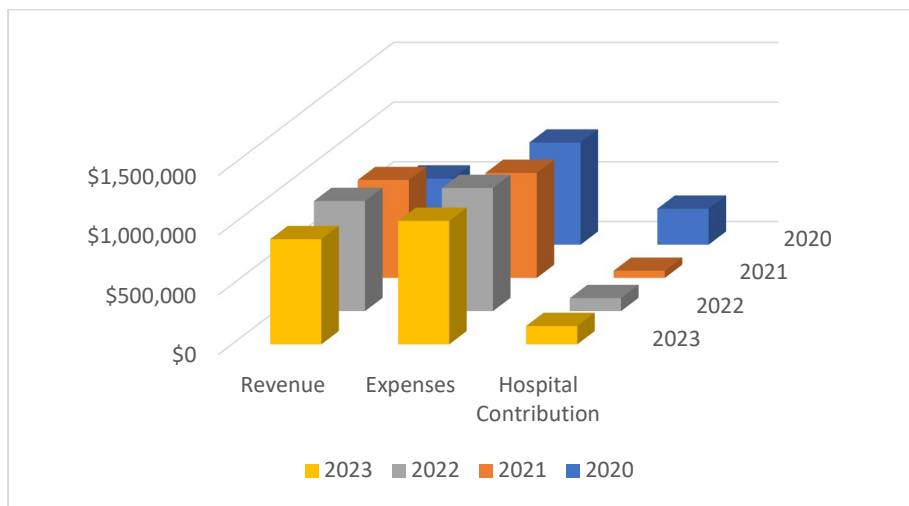
Financial Summary for the Yucaipa Family Clinic, 2023

The following graph shows the financial distribution and un-reimbursed cost. The Redlands Community Hospital contribution (un-reimbursed cost) for this program in 2023 was \$153,157



Expenses	\$ 1,033,798
Net Patient Revenue	\$ 880,641 Patient
Revenue	\$ 252,257 Other
Revenue	\$ 141,017 IEHP
Revenue	\$ 486,367
Hospital Contribution	\$ 153,157

Financial Summary Comparison – 2020, 2021, 2022, and 2023



Year	Revenue	Expenses	Hospital Contribution/Benefit
2020	\$553,980	\$856,028	\$ - 302,048
2021	\$819,608	\$879,687	\$ - 60,078
2022	\$922,549	\$1,031,345	\$ - 108,796
2023	\$880,641	\$1,033,798	\$ - 153,157

Goals and Objectives for 2024

1. Expand primary care services for low-income and underserved individuals
2. Continue to support community-based programs and organizations
3. Continue to provide no-cost seasonal flu vaccinations to the community-at-large
4. Expand awareness of the services provided by the Yucaipa Family Clinic
5. Maintain support for the Yucaipa Unified School District by providing employee TB screening
6. Continue to work with the Inland Empire Health Plan to promote preventative services for their patients through the Pay for Performance (P4P) program
7. Continue to expand our Electronic Medical Records capabilities
8. Continue to collaborate with other community organizations to assist us provider quality patient care

Summary

Redlands Community Hospital is dedicated to serving the community by offering affordable healthcare to low-income, uninsured, and underinsured individuals and families. In 2022, we transitioned our patient satisfaction survey to an external platform, emphasizing the "Care Provider" aspect. This change allowed for increased patient participation and facilitated comparisons with similar clinics. In 2023, we observed enhancements in our survey results, and we remain committed to leveraging this tool for continued growth and necessary adjustments moving forward.

PERINATAL SERVICES (MATERNAL/INFANT HEALTH)

Our Perinatal Services Program offers several outpatient specialty education programs, Comprehensive Perinatal Services Program (CPSP), diabetes, pregnancy education, breastfeeding education, and childbirth education.

Problem

Timely obstetrics access issues along with perceived barriers (access, financial, transportation, etc.) to pre- and post-natal care for low-income, uninsured, or underinsured women and teens continues to be a challenge for our patients.

Program Description

The Comprehensive Perinatal Services Program (CPSP) provides a variety of services and education to women prior to delivery and up to 2 months after delivery. In addition, due to the increase in mental Health, Medi-Cal has allowed providers to extend services for up to one year to address those needs. The goals of the program are to decrease the incidence of low birth weight in infants, to improve the outcome of every pregnancy, to give every baby a healthy start in life and to lower health care cost by preventing catastrophic and chronic illness in infants and children. The Comprehensive Perinatal Services Program is a Medi-Cal sponsored program for women who are pregnant and are enrolled in straight Medi-Cal or Medi-Cal Managed Care Plan.

The Diabetes and Pregnancy Education program provides education, evaluation, and intervention for pregnant women with diabetes or for women with diabetes planning to become pregnant. The goal of the program is to improve pregnancy outcomes for women and to reduce fetal deaths and neonatal and maternal complications. Services include an initial evaluation and follow-up by a registered nurse, certified diabetes educator, and dietician.

A resource for Redlands Community Hospital is the Breastfeeding program which provides breastfeeding education and support for groups, and individual one-on-one education. Services are provided by an International Board-Certified Lactation Consultant. The Childbirth preparation courses prepare pregnant women and family for childbirth. Classes are designed to provide practical and useful tools in preparation of childbirth. These classes are both face to face and web based.

Partnerships

1. California Diabetes and Pregnancy Program Sweet Success
2. County of San Bernardino (Public Health/CPSP)
3. Inland Empire Health Plan
4. Inland Women's Care, Dr. Hage
5. Loma Linda University Medical Center
6. High-risk Primatologist, Dr. Brar
7. Participating CPSP medical groups and community physician offices
8. SAC Health System
9. Other private insurances
10. Other local Ob/Gyn providers in the community

Goals and Outcomes Accomplished in 2023

1. Provided access to services at the Redlands perinatal services office
2. Expanded awareness of the education services provided by Perinatal Services to the local community and obstetric physicians
3. Achieved 99% patient satisfaction rating

Goals and Outcomes set for 2024

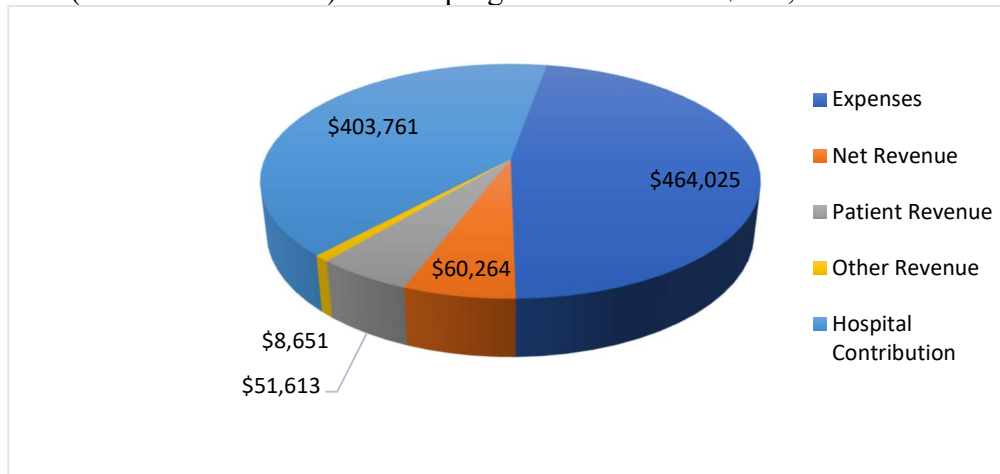
1. Meet or exceed patient expectations
2. Emphasize the benefit of the various education programs to our patients and the community- at-large
3. Promote breastfeeding initiatives
4. Continue to provide patient education through an app called Yo Mingo 24/7
5. Continue to expand the Electronic Medical Record capabilities
6. Expand services to other local insurances and medical groups
7. Move to a new location to expand services
8. Add a registered dietitian

Total Visits: Historical 2020-2023

2020	2021	2022	2023
2,750	2,973	2,914	2,636

Financial Summary for Perinatal Services, 2023

The following graph shows the financial distribution and un-reimbursed cost. The Redlands Community Hospital contribution (un-reimbursed cost) for this program in 2023 was \$403,761.



Expenses	\$ 464,025
Net Revenue	\$ 60,264
Patient Revenue	\$ 51,613
Other Revenue	\$ 8,651
Hospital Contributions	\$ 403,761

COMMUNITY CASE MANAGEMENT PROGRAM

The Community Case Management Program at Redlands Community Hospital is dedicated to our patients and community. The program exemplifies a unique extension of our mission statement: “Patients First.” The focus of the program is on “real life” issues and concerns that patients may be confronted with. Through the program, positive interventions are implemented on a patient population that would have otherwise been overlooked. The ultimate goal is to improve the health care of the population served as well as to improve their relationships with their health care providers.

Problem

Identifying real and perceived barriers, not limited to communication, financial, medical access, social, and transportation. Those identified as non-compliant, and those with complex and/or life threatening diagnoses.

Program Description

The purpose of the community case management program is to provide high quality service to a population who are unfamiliar how to navigate our complicated healthcare system due to communication, cultural, financial, lifestyle or psychological barriers. The process begins with a thorough assessment which includes assessing family dynamics and social resources which may be a lacking and hindering factor in the patient’s overall wellness. The goals of the program have always been to decrease the incidence of emergency room visits and hospital readmissions, to educate regarding disease specific processes and management, to provide community resources, and to facilitate the relationship between the patient and his/her health care providers thereby improving patient outcomes. Care transitions have become equally important. The importance of having a solid discharge plan is imperative along with stringent follow up with the prescribed plan of care especially for those vulnerable patients with multiple comorbidities. Consistent interventions are implemented to assist the patient to successfully navigate the system with the common goal being the patient will achieve an optimal level of function and will be able to identify and utilize available resources to promote positive health maintenance. Participants of the program are identified through multiple points of entry either by the hospitalist and/or case manager on the inpatient side, or by the primary care physician or by the ambulatory case management team on the medical group side. Criteria include but are not limited to multiple hospitalizations, multiple co-morbidities, new life threatening diagnosis, non-compliant patterns, requiring assistance with coordination of care and limited understanding of medical needs. Services include an assessment of needs, development of a plan of care identifying goals with implementation and collaboration with team members, and education of the patient/family to enable successful management of care.

Goals and Outcomes Accomplished in 2023

1. Referrals increased by over 8% over the past year due to collaborative efforts of our healthcare partners focusing on identifying at risk patients. Over 150 patients were involved in our community case management program.
2. Met/exceeded patient expectations especially in the areas of care transitions by facilitating referrals and securing appointments, providing solid contacts, in addition to assisting the patient/family in navigating through our health care system.
3. Inpatient days and/or emergency room visits continue to decrease significantly for those patients with a history of frequent hospitalizations and/or emergency room visits due to greater emphasis on care transitions.
4. Monthly monitoring and evaluation of our Medicare 30 day readmissions to improve communication and care coordination efforts with discharge planning. Monthly monitoring of our hemodialysis patients who are admitted to ensure optimal transition and compliance with the prescribed medical regimen.

5. Monthly monitoring of compliance, evaluation and reporting of outcomes of our heart failure program.
6. Increased focus on care transitions and improved communication between providers and their offices with our patients to decrease delays in care.
7. Disease specific resource lists are available for participants.

Goals for 2024

1. Continue to meet or exceed patient expectations especially in the areas of facilitating referrals and securing appointments, in addition to assisting and educating the patient/family on the process of navigating through our health care system.
2. Continued focus on decreasing inpatient days and emergency room visits.
3. Reinforce the benefits of the program to our physicians, patients, and community.
4. Continue to assess and explore the characteristics and needs of our patient population and define patient specific interventions and goals.

Financial Summary of the Community Case Management Program

The Redlands Community Hospital contribution (unreimbursed cost) for this program in 2023 including nursing salary, taxes, and benefits was **\$209,393.42**.

PASTORAL CARE – VOLUNTEERS PASTORAL CARE – LAY MINISTRY

Clinical Chaplain

Pastoral Services at Redlands Community Hospital supports a part-time chaplain and a per diem chaplain. The chaplain was very busy providing care for patients, families, and staff. The clinical chaplain created and provided multiple points of spiritual/emotional engagement, which has fostered a healthier emotional and spiritual outlook for individual within the hospital setting.

As the pandemic effects have lasted far more than anyone could have imagined, the efforts and time provided for spiritual/emotional support from the Clinical Chaplain for our hospital community has continue. The chaplain has continued to respond to the changing and growing spiritual needs of our hospital physicians, staff as well as our patients and their families.

The chaplain serves as part of the clinical team on all units from the intensive care unit, surgical services, to the emergency department, is part of the bio-ethics committee and Diversity Health Equity Inclusion and Belonging committee and providing spiritual assessment and support for patients and families. The chaplain responds to referrals from health care professionals throughout the hospital to assist with addressing life threatening illnesses, religious rituals affecting care and recovery, end of life concerns and issues of spiritual distress. Due to the structure of the RCH volunteer programs, there continues to be no pastoral care volunteer support available, which in the past had helped provide a broader patient visitation program to our hospitalized patients. With this lack of support, the chaplain continues to do as much as possible to meet the needs of patients referred for services. The Pastoral Care Department was able appreciate our community partners in October by hosting our 12^{3h} Annual Clergy Appreciation Luncheon which was well attended.

Pastoral Care's No One Dies Alone Program was initiated at the hospital about eleven years ago to provide a compassionate companion for patients who had no family or friends to be with them at the very end of their life.

Volunteer Pastoral Care Services Visiting Clergy/Lay Ministry

The Volunteer Chaplains along with the visiting clergy/lay ministry program remains dormant at this time after the onset of the pandemic.

Community Partners

Inter-faith communities in the Redlands and neighboring areas: Churches, mosques and temples who provide a spiritual support to those residing throughout the community.

Redlands Area Interfaith Council: helping to promote understanding and mutual respect of the diverse faith communities

Goals and Milestones Accomplished in 2023

1. Provided on-going purpose driven spiritual care.
2. Staff of all faiths utilize the chapel for spiritual reflection.
3. Provided continued engagement with previous Pastoral Care Volunteers.
4. Frequent in-person rounding in departments and nursing units to provide spiritual support for each area.
5. Provided spiritual care to surgical patients before and after their surgery – upon request.
6. Increased awareness to pastoral care support hospital-wide

Goals for 2024

1. Re-invigorate the pastoral care volunteer program and the No One Dies Alone Program
2. Provide on-going spiritual care to Redlands Community Hospital patients, families, and staff.
3. Increase pastoral care patient and staff visitation to promote spiritual wellness, awareness and visibility of services and programs

Financial Summary

The unreimbursed costs to Redlands Community Hospital for the Pastoral Care Program during 2023 was **\$54,688**.

BEHAVIORAL HEALTH PROGRAM

The Covid-19 pandemic has had a lasting impact on our community healthcare resources and on individuals that live within our communities. Those individuals in our community who suffer from severe mental illness may have found themselves with far less access to resources and connection to mental health care providers leading to increased isolation and an exacerbation of mental health symptoms. Others within the community may be challenged by overwhelming life stressors and managing the combined responsibilities of their work, home, childcare and school finding themselves struggling with a new onset of symptoms to include anxiety and depression that impair their functioning today. The Outpatient Program goals include increased community outreach and providing a safe and supportive treatment environment, promoting mental health education, and increasing community access to outpatient behavioral medicine programs.

We are committed to supporting individuals to build resilience and regain their footing within the community. We collaborate with the hospital to treat patients with positive regard, promote physical and mental health through therapeutic groups, education and intervention, providing respect, dignity and a safe environment to participate in their mental health treatment. We honor an individual's right to self-determination and privacy. We are intentional in our approach and authentic in our interactions with patients. We remain committed to our patient-centered goals as we move into 2024.

Purpose and Program Description:

The purpose of the Redlands Community Hospital Behavioral Medicine Program is to serve as a multi-disciplinary recovery-oriented program that focuses on the adult individual's positive attributes and strengths. We provide adult patients a safe, personalized supportive environment with the sensitive and intensive treatment they deserve. Our programs run from 10 a.m. – 2 p.m. For all of our outpatient programs we provide participants a meal as well as van transportation (if local) to and from the program

Redlands Community Hospital offers two Behavioral Health Programs:

- The Partial Hospitalization Program (PHP) is a comprehensive daytime treatment for patients who would benefit from daily, structured care for their mental health recovery and do not need the 24-hour supervision of an inpatient hospitalization and would benefit from daily, structured care for their mental health recovery. This personalized group therapy program runs five days a week and includes weekly psychiatric visits with a psychiatrist.
- The Intensive Outpatient Program (IOP) This program for patients who need more than routine office visits with a community psychiatrist or therapist and who do not meet the more stringent criteria of a PHP level of care. Patients commit to 2-4 days a week of group therapy and receive routine psychiatric follow up with a psychiatrist.

Unique Program Interventions:

Our programs are unique for the following reasons:

- Group therapy is a treatment approach that utilizes a community setting to facilitate specific interventions. It offers a sense of normalization for issues those in the group are encumbered by. Group therapy can provide helpful feedback that an individual can utilize in their action plan towards improved coping and mental health.
- Emphasis on the totality of mind-body-spirit as the philosophical premise for health and well-being.
- Recovery-oriented groups and interventions borrowed from evidence-based ideologies emphasizing an individual's positive attributes and strengths offering the patient hope and guidance.
- Licensed Clinical Social Workers (LCSW's) and Marriage –Family therapists (LMFT's) are on staff, providing group psychotherapy focused on individualized needs of patients. The therapists help to identify negative thought patterns that are impacting behaviors and emotions.
- “Teach Back” method is used for patient education in Community Meetings and RN run Medication Groups to increase self-management of personal diagnosis and medications through self-knowledge and self-awareness.
- A structured daily schedule is in place to provide quality services in a stable environment.
- The Outpatient Behavioral Medicine program services target symptom management, medication management, cognitive restructuring, psychoeducation, mood management, problem-solving skills, conflict resolution, mindfulness, interpersonal effectiveness, stress management, coping skills, life skills, and community reintegration.
- Complementary therapies, including horticulture therapy and aromatherapy, have been integrated into the structured groups to expose patients to a wide variety of stress management and coping skills.
- Wellness recovery- based groups are provided in the outpatient program and encourages the use of personal strengths in developing an action plan.
- Nurse-led groups for our patients with prediabetes or diabetic patients.
- Art and music are integrated into group therapy by Recreational Therapists.

Top Diagnoses treated in Behavioral Health:

1. Schizoaffective Disorder
2. Schizophrenia
3. Bipolar Disorder
4. Major Depressive Disorder
5. Substance Abuse Disorder

Financial Summary

The un-reimbursed cost of the Behavioral Health program is accounted for in the medical care services costs, Community Benefits, and Economic Value.

Goals/Outcomes Accomplished in 2023

- Continued to provide patient-centered care and the continued reintegration of patients to personalized in-person mental health settings.
- Continued improvement of collaboration and communication with the ED to increase department knowledge of and referral to outpatient behavioral medicine services.

Goals for 2024

- Continue to support Outpatient Behavioral Medicine Program to meet our community's, and the underserved clients in neighboring communities, growing mental health needs
- Educate inpatient hospital staff, physicians and community of our outpatient behavioral medicine services to improve knowledge of mental health resources and referral options
- Build community partnerships to increase awareness and support of the outpatient behavioral medicine program
- Evaluate program curriculum and components to remain aligned with identified community needs
- Continue to evaluate space for the outpatient needs

HOMELESS PATIENT DISCHARGE PLANNING INITIATIVE AND SOCIAL DETERMINATES OF HEALTH

Redlands Community Hospital provides discharge planning services for homeless patients seeking medical and psychiatric treatment. Services provided included medical examinations and screenings, meals, transportation, clothing, and community resources. The goal of this initiative is to improve health care for the homeless population by providing direct care and linkage to follow-up services within the community.

Problem

In the year 2023, the Redlands had the 3rd highest number of unsheltered homeless persons in San Bernardino County with 324 persons identified during the annual Point-In-Time Count. This is a 57% increase over the 2022 count, which was 184 unsheltered homeless persons. Volunteers administered 116 surveys to homeless in Redlands in which participants identified themselves as having the following health-related conditions:

Demographic Information	n=116	Number	Percent
Has a chronic health condition that is life threatening such as heart, lung, liver, kidney, or cancerous disease		12	11.2%
Developmental Disabilities		5	4.3%
Mental Health Disability or disorder that seriously limits ability to live independently		24	20.7%
Physical Disability that seriously limits ability to live independently		14	12.1
Substance Use Problem disability or Disorder that seriously limits ability to live independently		65	56%

Patients experiencing homelessness often have complex medical, psychological and social needs with limited resources such as shelter, housing and access to needed care. The Joint Commission along with CMS are focusing on the Social Determinates of Health and Equity as these all have an impact upon the health of those within our community. Senate Bill (SB) 1152 requires all acute care hospitals to comply with specific provisions for homeless patient discharge planning which include weather appropriate clothing, transportation within 30 miles/minutes of the hospital, and offer of a meal. While the hospital provides care for the immediate basic needs for this population, there are minimal resources throughout the City, County and State for the wrap-around services needed.

Program Description

During fiscal year 2023, Redlands Community Hospital identified and offered services to 881 homeless individuals who presented to the hospital for services. This is a 25% increase over those we served in 2022. The hospital utilized a multidisciplinary approach to meet the needs of the patients which included Physicians, Registered Nurses, Case managers, Social Workers, Dietary Services, and Patient Registration Staff. We continued to have collaboration with community agencies such as Family Services, Redlands Police Department, Public Health and the City of Redlands Homeless Resource Collaborative and HASC. The hospital receives grant funding for weather-appropriate clothing, shelter, as well as some transportation assistance through the hospital foundation as these services are not reimbursable from payors.

Goals and Outcomes Accomplished in 2023

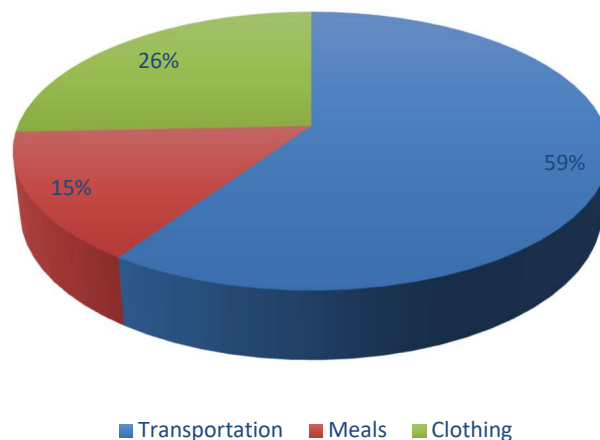
1. Met all requirements of California’s SB 1152
2. Received Grant for homeless services from Redlands Community Hospital Foundation
3. Developed community relationships with local programs servicing the homeless services including the City of Redlands, Redlands Family Services and the Redlands charitable Resources Coalition Inc.
4. Educated staff on homeless discharge planning, participated in the Hospital Association of Southern California’s taskforce, department of public health, California Hospital Association
5. Distributed inpatient questionnaire to identify social determinates of health and provided resources for assistance to avoid becoming homeless for 94% of the patients identified with near homelessness.

Goals and Outcomes established for 2024

1. Continue education on housing and health needs of the homeless/ near homeless population to promote better health and outcomes.
2. Collaborate with County and other community providers to promote whole person care to meet both physical and mental health conditions of the homeless/near homeless population.
3. Continue providing patient questionnaire to identify patients social determinates of health and offer assistance and resources.
4. Providing required and necessary services to improve health of homeless patients upon discharge.

Financial Summary for the Homeless Initiative, 2023

The following graph shows the categories by percent for the un-reimbursable costs of \$16291.28 used for providing homeless discharge services. Redlands Community Hospital received grant funding for \$4185.63 toward weather appropriate clothing.



ADDITIONAL COMMUNITY BENEFIT ACTIVITIES, 2023

Redlands Community Hospital is continually involved in a variety of activities and programs that benefit the community.

Health Fairs and Health Screenings

Redlands Community Hospital participated in a wide variety of virtual and in person community events and provided health related services for the community at Senior Centers, churches, large employers, children events, emergency preparedness conventions, community events, high schools, Community College/University and the YMCA. An array of health education and health services were offered to the public.

Community Health Education

During 2023, the Hospital participated in 24 community events, in person providing education on the hospital's programs and services:

- Blossom Grove Senior Health Fair
- Bright Water Assisted Living
- City of Beaumont State of the City
- Highland Care Center
- Micah House – Back2School Jam
- Noon Kiwanis Run Through Redlands
- Redlands Believe Walk
- Redlands Bicycle Classic
- Redlands Chamber – Rise and Shine Flu Shot Clinic
- Redlands State of the City
- Redlands Health Care
- Redlands Northside Impact- City of Redlands Health Fair
- Redlands Senior Community Center
- Sun Lakes Senior Living Community
- Sunrise Kiwanis
- The Lakes Assisted Living and Memory Care Health Fair
- Villas San Bernardino
- Veterans Affairs – Mental Health Summit, Loma Linda
- Veterans Affairs – Caregiver Support Summit – Loma Linda
- Youth Hope
- Yucaipa Post Acute
- Yucaipa State of the City
- Yucaipa Senior Center Health Fair
- Yucaipa Women's Club

Free Immunization Programs

The Hospital provided free immunizations at various times during the year with the assistance from Marketing and Public Relations staff, and the Family Clinic's medical and nursing staff.

Flu shots were administered in 2023 as follows:

- To Redlands Community Hospital employees, patients, and community leaders.
- Flu shots and other immunizations were offered to underprivileged individuals at homeless shelters, the Salvation Army, and churches.
- Free seasonal/H1N1 flu educational flyers, posters and brochures were distributed to the public; educational information and public screening locations were advertised in local newspapers and the hospital website.

Senior Citizen Activities

- The hospital offered a variety of health screenings such as skin cancer screenings, blood pressure screenings, and vascular screenings.

Charity Care and Emergency Department Services

No individual with urgent health care needs is turned away from the hospital's emergency department due to an inability to pay. Admitting clerks seek to obtain health insurance information or Medi-Cal coverage. After all avenues of financial payment are exhausted, charity care is provided.

Community Outreach/Co-sponsored or Supported Events:

- Blood Drives- Sponsored twice monthly blood drive events in collaboration with LifeStream Blood Bank
- Stroke Support Group- provided a meeting place monthly virtually for stroke survivors
- The Believe Walk
- Emergency Medical Services Appreciation Day - Emergency Response personnel, including personnel from the Redlands Police Department, Redlands Fire Department, and American Medical Response
- Community Outreach (Family Service Association)- Throughout the year, Redlands Community Hospital continued to serve the needy within the community by:
 - Hospital-wide Food and Toy Drives
 - Thanksgiving Basket Food Drive
 - Providing volunteers to assist at the Thanksgiving Adopt-A-Family and Holiday Adopt-A-Family distribution day and family pickup.
- Community Outreach (Micah House) – Redlands Community Hospital helped at-risk youth obtain backpacks and school supplies for the up-coming school year by:
 - Hospital-wide backpack and school supply drive
 - Providing volunteers to help distribute backpacks and school supplies on distribution day

Community Health Education Lectures

Throughout the year, the hospital organized and supported community health virtual and in person education awareness programs, including:

- Grief Recovery Classes
- Adult CPR classes in San Bernardino and Riverside County
- Infant CPR for new parents
- Stroke Support Group
- Various health-related topics such as:
 - Handling the Holidays - Grief seminar
 - The Spine and Joint Disease education
 - Heart Health education
 - Diabetes Education community education
 - Breast Cancer Awareness- women's health lecture
 - Living Above Stress and Anxiety – Cancer wellness
 - Infection prevention community lecture
 - Signs and Symptoms for Stroke health lectures

Community Sponsorships

Donated funds, gift baskets, purchased tickets and attended nearly 50 various community non- profit events and fundraising efforts for agencies that help the community, including:

- Boys and Girls Club of Redlands
- The American Heart Association
- The Believe Walk
- Redlands Police Department Foundation
- Rotary Scholarship
- Micah House
- Family Service Association of Redlands
- Yucaipa Senior Center
- The Children's Fund of San Bernardino County
- Bonnes Meres Auxiliary of Redlands
- YMCA of Redlands
- YouthHope
- The Redlands Bicycle Classic
- Kiwanis virtual "Run Through Redlands" Half Marathon/ 10K/5K
- Redlands Northside Impact
- Zonta Club
- Redlands Symphony
- St. Bernardines Medical Center
- Semper Fi and Americas Fund Golf Fundraiser
- Redlands Community Foundation
- Redlands High School
- Family Service Association Hunger Walk
- Redlands Symphony Annual Gala

- Redlands Bowl Children's Summer Festival
- Redlands Police Officer' Association
- San Bernardino County Medical Society
- Redlands Unified School District
- Loma Linda University Medical Center
- Lifestream (formally the Blood Bank of San Bernardino County) blood drives
- Beaumont Chamber of Commerce
- Calimesa Chamber of Commerce
- Highland Chamber of Commerce
- Redlands Chamber of Commerce
- Yucaipa Chamber of Commerce
- Yucaipa Women's Club

VOLUNTEER SERVICES

The volunteer program adds another dimension of care within the hospital setting and ultimately the community. The program has far-reaching affects both within and outside the hospital's walls. Internally, the volunteers touch the lives of the patients and their families providing comfort and support; they relieve staff of volunteer appropriate duties and provide themselves a mechanism to feel useful and give to their community. As one example of their community service, volunteers assist staff and community members at monthly blood donation drives. This involves supportive services to registered donors identified by the Blood Bank ensuring their wellbeing following donation. This valuable service ultimately impacts the lives of patients in our community.

Support of hospital programs extends to the Nancy Varner Center for Women's Health, the RCH Center for Cancer Care, the RCH Family Clinic and the RCH Foundation. As active community members, volunteers represent the hospital by supporting community functions and enhancing program partnerships. Volunteers and staff support hospital related projects and services including:

- Donation of 12,876 hours
- Providing personal notes and greetings cards for hospital patients and isolated community members;
- Craft sleeping mats for the homeless/indigent patient population;
- Assist in provision of clothing for homeless/indigent patient population;
- Performing outreach to isolated individuals;
- Mentorship for students of Redlands High School;
- Sewing quilts for NICU isolettes and hospice patients;
- Return of all hospital volunteer programs and creation of new programs
- Support of hospital sponsored events including the Redlands Bowl, RCH Center for Cancer Care, RCH Golf Classic and many others.

Emergency Planning

Redlands Community Hospital collaborates with area agencies to conduct County and City Emergency Drills. Hospital administrators, directors, safety, security and Emergency Department staff participated in numerous drills conducted throughout the year by the county, city and hospital. Different scenarios were staged to test cooperative functions between regional emergency agencies.

2023 - Year in Review

266	Free Flu Shots were given to the public by the hospital
25,500	People came to our booths at community health fairs (estimated)
1,638	Babies were born at the hospital
10,318	Patients stayed in the hospital
6,309	Patients received surgery at the hospital
55,890	Patients came through our 24-hour Emergency Department
109,903	Patients came in for outpatient visits, excluding emergency department visits
\$372,451	In work hours were donated to the Hospital by over 150 active volunteers.

COMMUNITY COLLABORATION

The hospital's community needs assessment (2022) demonstrated individuals are unaware of available health and human resources. Additionally, there may be a fear of the system and a lack of understanding on how to access services they may need. Community organizations are not aware of all the programs and services provided by other agencies and there are known gaps in the health care delivery system in the region. To address this challenge, the hospital participates in a lot of community building activities.

Problem

There are known and unknown gaps in the health care system in the region.

Program description

The hospital utilizes the community health needs assessment process to identify access to care issues and to develop strategies to address the gaps. The hospital is unique in that it provides access to primary care at two safety net primary care clinics as well as the acute care hospital. These clinics serve vulnerable community members and are a vital part of the hospital's mission. Additionally, the hospital is a member of the Community Health Association Inland Southern Region which allows an opportunity to network with regional health center and clinic executives with the aim to address gaps in services at the community level. To meet the broader challenge of sustainable healthcare in the region, hospital staff collaborate with numerous community agencies (refer to the partner list below).

Partners

Community Hospital of San Bernardino
Permanente, Fontana
Pomona Valley Hospital, Pomona
Medi-Cal health educators
Community Health Association Inland
Southern Region
Riverside Community Hospital, Riverside
Antonio Regional Hospital, Upland
Bernardine's Medical Center, San

Arrowhead Regional Medical Center
California State University, San Bernardino
Community Collaborative

Family Services Association of Redlands Kaiser
Parkview Community Hospital, Riverside
Riverside County Public Health Officer
HASC – Inland Empire CHNA Taskforce
Hospital Association of Southern California
Loma Linda University Health
San Bernardino County Public Health Officer San
Corona Regional Medical Center, Corona St.
Loma Linda University Medical Center Bernardino
Murrieta
Loma Linda University Medical Center
Community Health Coalition of San Interfaith
Bernardino County

Goals / Outcomes for 2024

Continued the collaboration to identify gaps in the health care system and develop strategies to fill the voids.

COMMUNITY BENEFITS AND ECONOMIC VALUE

Summary information below identifies community benefit programs and contributions for fiscal year ending September 2023 for Redlands Community Hospital.

A. Medical Care Services	Audited 2023	
Medicare	\$ 21,891,356	
Medi-Cal, Co.-indigent & Other	\$ 31,725,478	
Unreimbursed care		\$ 53,616,834
B. Community Outreach unreimbursed care		\$ 669,506
Redlands Family Clinic	\$ 112,588	
Yucaipa Family Clinic	\$ 153,157	
Perinatal Services	\$ 403,761	
C. Community Case Management		\$ 209,393
D. Pastoral Services		\$ 54,688
E. Homeless Patient Discharge Planning		\$ 13,551
F. Community Benefits		\$ 487,193
Sponsorship of specific community benefit programs		
In-kind sponsorship to general community benefit		
In-kind staff hours for community benefit		
G. Volunteer Services value of 12,876 hours donated*		\$ 432,762
H. Hospital Board value of volunteer hours*		\$ 56,253
I. Medical Staff value of volunteer hours*		\$ 65,015
J. Funds donated to hospital by employees		\$ 65,337
K. Funds donated to hospital by Volunteer Services		<u>\$ 100,000</u>
TOTAL		\$ 55,770,532

This value is based on the “independentsector.org” national estimated hourly value for hospital volunteer service: \$33.61 per hour (California, December 21, 2021).

Non-quantifiable Benefits

The non-quantifiable benefits are the costs of bringing benefits to the at-risk and vulnerable populations in the community that are not listed above and are estimated at \$327,000 annually. Hospital staff who are providing leadership skills and bringing facilitator, convener and capacity consultation to the community collaboration efforts, incurs these expenses. These skills are an important component to enable the hospital to meet their mission, vision and value statements and community benefit plan. Leadership, advocacy and participation in community health planning costs are \$327,000.

II. COMMUNITY NEEDS ASSESSMENT 2022

California's Community Benefit Law (Senate Bill 697), sponsored by California Association of Hospitals and Health Systems (CAHHS) and the California Association of Catholic Hospitals (CACH), passed in 1994. It required all private, not-for-profit hospitals in California to conduct a community needs assessment every three years and develop community benefit plans that are reported annually to the California Office of Statewide Health Planning and Development (OSHPD).

Redlands Community Hospital (RCH) conducted Community Needs Assessments for reporting periods 1995, 1998, 2002, 2005, 2008, 2011, 2013, 2016, 2019 and 2022. Communities of vulnerable and at-risk populations were identified and participated in the surveys.

Redlands Community Hospital, in collaboration with the Hospital Association of Southern California and seven hospital systems, performed a coordinated regional, Riverside and San Bernardino County, Community Health Needs Assessment in 2022. The regional needs assessment concept has been performed every three years since 2022. Having a regional assessment and continued collaboration amongst the health systems allows for a coordinated effort to address the regions health and social determinants of health issues.

The goal for Redlands Community Hospital was to collect information which could enable the hospital to identify:

- Unmet health needs and problems
- Social determinants of health issues
- Vulnerable and at-risk populations
- Resources and services available
- Barriers to service and unmet needs
- Possible solutions to the identified needs and challenges

Mission Statement

The hospital's Mission, Vision and Values statements are integrated into the hospital's policy and planning processes including the Community Health Needs Assessment and Community Benefit Plan. A part of this planning process was to incorporate community benefits in the hospital's strategic plans.

Our mission is to promote an environment where members of our community can receive high quality care and service so they can be restored to good health by working in concert with patients, physicians, RCH staff, associates and the community.

Vision

Our vision is to be recognized for the quality of service we provide and our attention to patient care. We want to remain an independent not-for-profit, full-service community hospital and to continue to be the major health care provider in our primary area of East San Bernardino Valley as well as the hospital of choice for our medical staff. We recognize the importance of remaining a financially strong organization and will take the necessary actions to ensure that we can fulfill this vision.

Values

- We are Committed to Serving Our Community
- Our Community Deserves the Best We Can Offer
- Our Organization Will Be A Good Place to Work
- Our Organization Will Be Financially Strong

III. BACKGROUND

Redlands is located in Southern California in the east valley of the San Bernardino Mountains. This century-old city is known for its Victorian homes and historic public buildings, a thriving downtown, tree-lined streets, orange groves, mountain views, and cultural richness. It is home to the University of Redlands, a top-ranked private university, which offers the community a full array of social and cultural events.

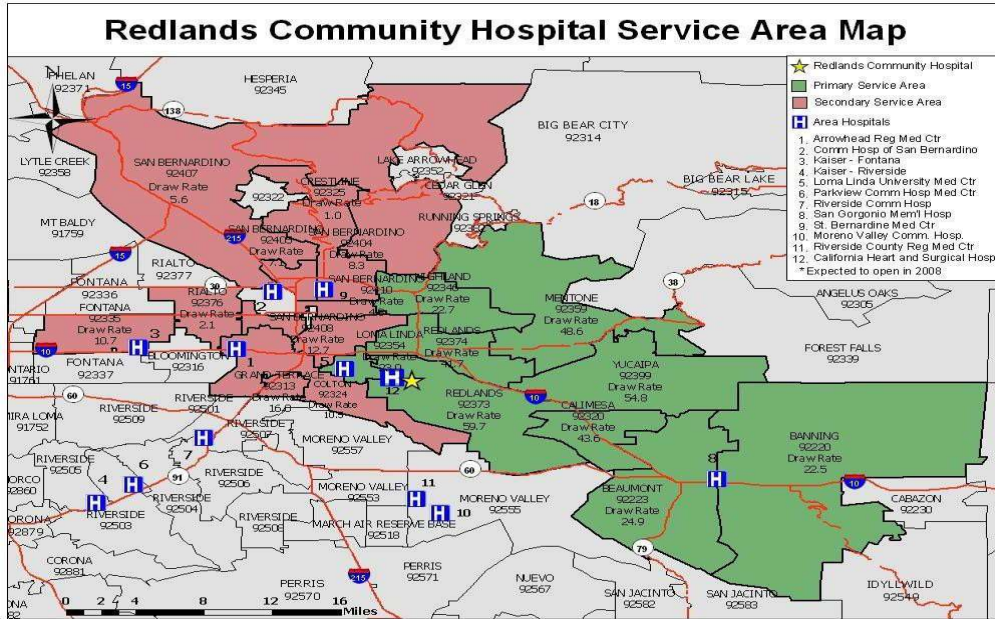
Yet, just like many other communities, there are groups of people, neighborhoods, or individuals who are struggling financially and lack adequate healthcare. As our service to the community, we strive to reach out to those in need of healthcare through a variety of community service programs.

Founded in 1904, Redlands Community Hospital is a non-profit, 229 bed healthcare facility located in the east San Bernardino Valley of Southern California. The hospital offers acute healthcare, diagnostic testing, outpatient and home healthcare services. The hospital operates two community-based Family Clinics for low-income and underinsured community members. The Redlands Family clinic originated in an elementary school, however it out grew the location and now resides at a free-standing location in a high-risk area of Redlands. To further meet the needs of the community, a second family clinic, the Yucaipa Family Clinic, was opened in 2013. As a community hospital, we take pride in our ability to provide personal care, comprehensive care, and, high quality services. Our public relations department, Emergency Department, Redlands Family Clinic, Yucaipa Family Clinic, Perinatal Services Program, and several other departments throughout the hospital are involved in offering and providing a variety of community services and charity care. Individuals throughout our large service area depend on us for 24-hour emergency care, the professional delivery of healthcare and community outreach programs.

COMMUNITIES SERVED

Analyzing historical patient origin data derived from the hospital's statistical information identified the geographic service area of Redlands Community Hospital. Located in the most densely populated area of San Bernardino County, communities identified as being in the primary service area of the hospital are Banning, Beaumont, Calimesa, Highland, Loma Linda, Mentone, Redlands and Yucaipa. The secondary service area is comprised of the cities of Colton, Crestline, Fontana, Grand Terrace, Rialto, San Bernardino, and several mountain communities.

Figure 1.
Redlands Community Hospital Service Area Map



DEMOGRAPHIC CHARACTERISTICS PRIMARY AND SECONDARY SERVICE AREA

Figure 2.
Redlands Community Hospital Patient Origin

**Redlands Community Hospital
Primary Service Area -
Calendar Years 2019-2021**

Zip Code	Community	Calendar Year 2019			Calendar Year 2020			Calendar Year 2021		
		Discharges	Percent of Total	Cumulative Percent	Discharges	Percent of Total	Cumulative Percent	Discharges	Percent of Total	Cumulative Percent
Primary Service Area										
92399	Yucaipa	2,341	16.2%	16.2%	2,079	16.4%	16.4%	2,055	16.8%	16.8%
92373	Redlands	1,597	11.1%	27.3%	1,456	11.5%	27.8%	1,395	11.4%	28.3%
92374	Redlands	1,592	11.0%	38.4%	1,460	11.5%	39.3%	1,446	11.9%	40.1%
92346	Highland	1,010	7.0%	45.4%	933	7.3%	46.7%	955	7.8%	48.0%
92223	Beaumont	981	6.8%	52.2%	892	7.0%	53.7%	790	6.5%	54.4%
92220	Banning	655	4.5%	56.7%	557	4.4%	58.1%	526	4.3%	58.8%
92320	Calimesa	359	2.5%	59.2%	292	2.3%	60.4%	320	2.6%	61.4%
92354	Loma Linda	325	2.3%	61.5%	252	2.0%	62.4%	234	1.9%	63.3%
92359	Mentone	313	2.2%	63.6%	318	2.5%	64.9%	277	2.3%	65.6%
92350	Loma Linda	1	0.0%	63.6%	3	0.0%	64.9%	-	0.0%	65.6%
Subtotal		9,174	63.6%		8,242	64.9%		7,998	65.6%	
Secondary Service Area										
92324	Colton	419	2.9%	2.9%	417	3.3%	3.3%	394	3.2%	3.2%
92404	San Bernardino	412	2.9%	5.8%	379	3.0%	6.3%	390	3.2%	6.4%
92407	San Bernardino	328	2.3%	8.0%	295	2.3%	8.6%	269	2.2%	8.6%
92376	Rialto	226	1.6%	9.6%	185	1.5%	10.0%	177	1.5%	10.1%
92410	San Bernardino	202	1.4%	11.0%	194	1.5%	11.6%	197	1.6%	11.7%
92313	Grand Terrace	170	1.2%	12.2%	165	1.3%	12.9%	172	1.4%	13.1%
92405	San Bernardino	160	1.1%	13.3%	128	1.0%	13.9%	150	1.2%	14.3%
92408	San Bernardino	100	0.7%	14.0%	113	0.9%	14.8%	104	0.9%	15.2%
92335	Fontana	93	0.6%	14.6%	78	0.6%	15.4%	84	0.7%	15.9%
92325	Crestline	87	0.6%	15.2%	74	0.6%	16.0%	69	0.6%	16.4%
92411	San Bernardino	80	0.6%	15.8%	70	0.6%	16.5%	76	0.6%	17.1%
92401	San Bernardino	4	0.0%	15.8%	5	0.0%	16.6%	4	0.0%	17.1%
Subtotal		2,281	15.8%		2,103	16.6%		2,086	17.1%	
All Other		2,963	20.6%	100%	2,355	18.5%	100%	2,113	17.3%	100%
Total		14,418	100%		12,700	100%		12,197	100%	

Figure 3.

Primary Service Area – Ethnic Profile, Population by Age Cohort

Redlands Community Hospital
 Primary Service Area – Gender, Race, Ethnicity, Population by Age Cohort
 Calendar Years – 2023 - 2027

Gender	2023	2024	2025	2026	2027	% Change
Female	169,435	170,907	172,436	174,156	175,724	3.7%
Male	159,409	160,991	162,393	163,823	165,165	3.6%

Race	2023	2024	2025	2026	2027	% Change
American Indian / Alaskan Native / Eskimo / Aleut	2,420	2,441	2,463	2,483	2,500	3.3%
Asian / Pacific Islander	25,823	25,992	26,135	26,312	26,434	2.4%
Black / African American	19,218	19,459	19,636	19,828	20,000	4.1%
Hispanic or Latino	109,970	111,002	112,064	113,175	114,259	3.9%
Multiracial	8,542	8,687	8,774	8,977	9,141	7.0%
Native Hawaiian / Other Pacific Islander	774	775	786	784	785	1.4%
Other Race	498	498	498	498	498	0.0%
White	161,599	163,044	164,473	165,922	167,272	3.5%

Ethnicity	2023	2024	2025	2026	2027	% Change
Hispanic or Latino	109,970	111,002	112,064	113,175	114,259	3.9%
Non-Hispanic or Non-Latino	218,874	220,896	222,765	224,804	226,630	3.5%

Age Range	2023	2024	2025	2026	2027	% Change
Under 1 Year	3,747	3,782	3,826	3,861	3,914	4.5%
1-17 Years	66,395	66,084	65,881	65,771	65,656	-1.1%
18-34 Years	76,936	77,400	77,584	77,760	77,527	0.8%
35-64 Years	114,484	115,093	115,802	116,530	117,692	2.8%
65 Years or Greater	67,282	69,539	71,736	74,057	76,100	13.1%

Total Population Trend	328,844	331,898	334,829	337,979	340,889	3.7%
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Source: 2022 CHNA - Redlands Community Hospital PSA Population Projections by Demographic Cohort , Page 40

HISPANIC HEALTH STATUS INDICATORS

- The Hispanic population in the primary service area is expected to grow 3.9%(comparing 2023 to 2027), which is below the growth rate for the state at 8.1% (Community Health Needs Assessment, page 40).
- For the State of California, the Hispanic population accounted for 35% of all reported cases of Tuberculosis during 2018, in comparison to White 6% and Black 4%. https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/TBCB_Report_2018.pdf, January 5, 2020).
- In San Bernardino County Latinos were the second more likely (10.1%) to be uninsured compared to other racial/ethnic groups. (Community Indicators Report, San Bernardino County, 2018).
- According to the CDC, 2012-2016 the United States incidence of cervical cancer for Hispanic women was 9.6/100,000 cases which represents the highest incidence amongst all ethnicities. In California for the San Bernardino County geographical region, the incidence of new cervical cancer for Hispanic women ranked highest at 9.8/100,000 cases. (<https://gis.cdc.gov/Cancer/USCS/DataViz.html>), January 5, 2020).
- In San Bernardino County, 2016, Hispanic women (83.4%) were less likely than White (83.9%) to receive prenatal care during their first three months of pregnancy. Access to and receiving prenatal care can improve birth outcomes and decrease negative outcomes of pregnancy. During this same time period San Bernardino County achieved an 82.3% early prenatal care rate which exceeds the Healthy People 2020 goal of 77.9%. (Community Indicators Report, San Bernardino County, 2018).
- The Hispanic birth rate of 57% in San Bernardino County during 2016 is the largest amongst all ethnic groups (Community Indicators Report, San Bernardino County, 2018).

DEMOGRAPHIC ANALYSIS

With the variety of ethnic groups representing all age ranges, healthcare shall be provided in concert with cultural values, in various languages, and accessible to all. The following analysis is drawn from a review of the data:

- The Hispanic population continues to be the fastest growing population in our primary service area. The Hispanic population in our Primary Service Area was estimated as 68% in 2023 and is projected to increase to 3.9% by 2027 (CHNA, page 40).
- The percentage of the total population over the age of 45 in the primary service area is estimated to increase by 2.8%, with the largest growth estimated at 13.1% over the five year period for individuals 65 years of age and older (CHNA, page 40). This growth will require sustained healthcare services and availability. As shown on page 40, the 15-44 age group will increase at 1.7% with an estimated 78% of the total population in 2022; and the 45-64 age group is estimated to increase by 13.1% by 2027.
- The population growth in our primary service area is expected to increase by 3.7% (comparing 2023 to 2027, CHNA page 40). For the State as a whole, households and population growth is estimated at 4.8% and 4.7% respectively. The primary service area median and average household incomes will be below those of the State in 2023. See graph below.

Redlands Community Hospital
RCH - Service Area Household Income Trends
Projected Years 2022 - 2027

	2022 Average Household Income	2027 Average Household Income	RCH 5-Year Household Income Change
Primary Service Area	\$107,111	\$112,532	2.7%
Secondary Service Area	\$77,810	\$89,300	2.8%
California	\$129,702	\$146,454	2.5%

Source: Demographic Analyzer 2022-2027, Guidehouse Analytics 2022

- Women’s health programs are imperative to prevent morbidity and mortality related to negative outcomes of pregnancy and breast and cervical cancer. Prenatal screening and education is a valuable resource and should be available to the community-at-large. Breast and cervical cancer screening is essential for early detection and treatment.

COMMUNITY HEALTHCARE NEEDS ASSESSMENT PROCESS

METHODOLOGY

The following highlights the methodology for the 2022 needs assessment process, the participants, and the outcomes.

Executive Summary

During 2016 the Community Health Needs Assessment Report (CHNA) represented the Hospital Association of Southern California, Inland Counties' (HASC) first coordination of the CHNA for 11 local hospitals. HASC works with hospitals to advance quality healthcare delivery and supported the CHNA process with an Inland Area Community Benefit Stakeholder Committee representing the major hospitals in each county. For the 2022 Community Health Needs Assessment Redlands Community Hospital (RCH) participated in the third regional process hosted by HASC. In collaboration with 5 hospital systems, RCH worked collectively to design the overall 2022 CHNA strategy and the coordination of primary and secondary data collection. The complete CHNA may be found in Appendix B (page 76). The hospitals that participated in the 2022 regional CHNA included:

- Inland Empire Health Plan
- Montclair Hospital Medical Center
- Redlands Community Hospital
- San Antonio Regional Hospital
- San Geronio Memorial Hospital
- Mountains Community Hospital

Purpose of Community Health Needs Assessment (CHNA) Report

The Patient Protection and Affordable Care Act (ACA) of March 23, 2010 included new requirements for nonprofit hospitals in order to maintain their tax-exempt status. The final regulations and guidance on these requirements, which are contained in section 501(r) of the Internal Revenue Code, were published on February 2, 2015 in Internal Revenue Bulletin 2015. Included in the new regulations is a requirement that all nonprofit hospitals must conduct a Community Health Needs Assessment (CHNA) and develop an Implementation Strategy (IS) to address those needs every three years. Each hospital will develop its own IS using the data from the 2022 report. There may also be identified areas that the region will work on collectively, including partners outside of the healthcare system.

Sources of Data

Primary and secondary data sources in the report include publicly available state and nationally recognized data sources available at the zip code, county and state level. Health indicators for social and economic factors, health system, public health and prevention, and physical environment are incorporated. The top leading causes of death as well as conditions of morbidity that illustrate the communicable and chronic disease burden across San Bernardino and Riverside counties are included. A significant portion of the data for this assessment was collected through a custom report generated through Community Common's Engagement Network CHNA (<https://engagementnetwork.org/assessment/>). Other sources include California Department of Public Health, County Health Rankings & Roadmaps, and California Environmental Protection Agency's Office of Environmental Health Hazard Assessment. When feasible, health metrics have been further compared to estimates for the state or national benchmarks, such as the Healthy People 2020 objectives.

Inpatient hospitalization discharge data for 2020 and 2021 was derived from Redlands Community Hospital's internal data source. Hospitalization discharge data is stratified by gender, race/ethnicity and age, and data containing an n-value of 10 or less were not included and are identified with an * in the table and graphs were not generated.

Voices from the Community

The hospitals participating in the two-county assessment worked to identify relevant key informants and topical focus groups to gather more insightful data and aid in describing the community. Key informants and focus groups were purposefully chosen to represent medically under-served, low-income, or minority populations in our community, to better direct our investments and form partnerships.

Prioritization Process and Identified Health Needs

During April 2022 a strategy meeting was held with the members of the Inland Empire Regional CHNA Taskforce to review the results of the CHNA and determine the top three priority needs that the hospitals will address over the next three years. To aid in determining the priority health needs, the Taskforce members agreed on selection criteria.

The top health needs across the region identified for 2023-2026 include mental health and alcohol/drug substance abuse; chronic diseases including asthma, cancer, diabetes, heart disease, obesity, and access to health care including provider shortage and insurance

Redlands Community Hospital’s Prioritized Health Needs

Analyzing historical patient origin data derived from the hospital’s statistical information identified the geographic service area of Redlands Community Hospital. Located in the most densely populated area of San Bernardino County, communities identified as being in the primary service area of the hospital are Banning, Beaumont, Cabazon, Colton, Calimesa, Forest Falls, Highland, Mentone, Redlands and Yucaipa. The secondary service area is comprised of the cities of Bloomington, Bryn Mawr, Crestline, Fontana, Grand Terrace, Hemet, Loma Linda, Patton, Rialto, San Bernardino, and several mountain communities.

Table 2 shows the priority areas Redlands Community Hospital addressed in 2022 and will continue to address during 2024. Access to outpatient behavioral health was selected as one of the focus areas. Behavioral health care is a critical issue that remains a priority for the hospital, and mental health and alcohol/drug substance abuse was a key finding with the 2022 regional needs assessment. To address the behavioral health needs of the community, the hospital provides acute psychiatric services in our emergency department as well as an outpatient program. Two Access to Care clinical care areas were also identified as priority focus areas: access to primary care and access to prenatal care.

Table 2.
Redlands Community Hospital’s Prioritized Needs for 2022

Health Outcomes	Clinical Care
Access to Behavioral Health	Access to primary care Access to prenatal care

The hospital continues to own and operate two primary care medical clinics and a community- based perinatal outreach program. Both programs offer access to care for vulnerable populations and the facilities are located in high-risk areas of the community. The hospital continues to explore opportunities for partnerships and opening additional medical clinics to increase access.

The hospital continues to support individuals suffering from behavioral health issues within the community through the provision of behavioral medicine programs and services. The hospital has an outpatient programs; Partial Hospital Program and Intensive Outpatient Program. The outpatient program offers transportation to and from the facility.

In the area of community outreach and education the hospital continues to reach out using multiple methods. The staff provides community education, facilitate education, and distribute a quarterly community-wide newsletter. Multiple events were held and participated in throughout the Inland Empire. We recognize that there are many other community health needs outlined in the complete CHNA. These needs or challenges will be reviewed for future consideration.

Acknowledgements

The complete 2022 CHNA report was made possible through the contributions of the Hospital Association of Southern California Inland Empire Regional CHNA Taskforce, Communities Lifting Communities, Inland Empire Health Plan, IP3 (Institute for People, Place and Possibility) and HC2 Strategies, Inc. under the leadership of Megan Barajas, MPA, HASC Inland Empire. The taskforce collaborated with Dora Barilla, DrPH, of HC2 Strategies, Inc. HC2 Strategies, Inc. conducted key informant interviews, focus groups, and facilitated establishing priority health needs for the 2023-2026 community health needs cycle.

Additionally, the taskforce worked with the Inland Empire CHNA Stakeholder Committee worked with HC2 and IP3, and SpeedTrack, Inc. to gather health indicator data, analyze quantitative and qualitative data, and publish the final report. Many of the critical health indicators presented in this report were collected from the Engagement Network CHNA report provided by Community Commons, which is managed by the Institute for People, Place, and Possibility, the Center for Applied Research and Environmental Systems (CARES), and the Community Initiatives Network. The data gathered from Community Commons ensured an efficient and accurate method of collecting data from numerous sources.

Hospital Association of Southern California

The Hospital Association of Southern California (HASC), working in partnership with the California Hospital Association (CHA), provides leadership at the local, state, and federal levels on legislation, budget concerns, and regulatory issues. Their mission is to lead, represent, and serve hospitals, and to work collaboratively with other stakeholders to enhance community health.

Consultants

HC2 Strategies, Inc. is a strategy consulting company that works with health systems and hospitals, physician groups, communities and other non-profit organizations across the country to connect and transform the health and well-being of their communities. They work to integrate the clinical and social aspects of community health to improve equity and reduce health disparities.

IP3 – Institute for People, Place and Possibility

SpeedTrack, Inc.

REDLANDS COMMUNITY HOSPITAL CHARITY CARE POLICY

RCH is committed to caring for patients in need of urgent or emergent service regardless of their ability to pay. This commitment reflects RCH's value of providing services to residents of our community. RCH will balance its obligation to provide charity with its need to remain financially strong.

The Redlands Community Hospital's Administrative Policy No. A.F2, Financial (Patient) Policy, is provided in Appendix A.



TITLE:

REF #:

Financial (Patient) Policies

PAGE 49 of 72

MANUAL:

ORIGINATION DATE:

REVIEW DATE:

OWNER:

ADMINISTRATIVE

09/01/1980

12/19/22

Director, Patient Financial Services

PURPOSE

To define Redlands Community Hospital's ("RCH's") philosophy and rules governing charitable care, special payment arrangements and general hospital business practices regarding patient financial responsibilities.

POLICY

- 1. RCH recognizes to the extent that it is financially able, a responsibility to provide quality health care services to persons regardless of their source of payment.
2. It is RCH's philosophy that the need for charitable care or for special payment arrangements should be determined prior to the delivery of that care whenever possible.
3. The cost of accounts not paid must be borne by the paying patient.
4. RCH has a written Emergency Medical Care Policy (T-140) that provides that all patients will receive care for emergency medical conditions without discrimination or whether or not eligible for financial assistance.
5. Hospital business practices regarding patient financial responsibilities shall be defined as follows:

I. General Guidelines for All Patients

The billing of private insurance is considered a courtesy to the patient; however, the

patient/guarantor remains responsible for the balance.

- A. RCH will bill secondary and supplemental carriers as a courtesy; however, the patient/guarantor remains responsible for the balance.
- B. New patients are to be pre-registered and receive financial counseling regarding insurance verification and co-payments, coinsurance, and/or deductibles due prior to services being rendered. Description of services and estimated costs of services are to be available to all outpatients from the departments.
- C. Extended Terms - Patients with an outstanding balance post discharge will be referred to the Business Office for counseling.
 1. Payment arrangements without interest can be extended to all Self Pay patients by the department staff not to exceed 6 months from the date of service. Upon a supervisor's review and approval, these payment arrangements without interest can be extended to 12 months. RCH reserves the right to extend payment arrangements beyond these thresholds based on patient circumstances. In addition to the above stated internal payment arrangement plans, RCH also offers its patients the ability to sign up for an Interest Free Loan program offered through Clear Balance for extended repayment periods.
 2. In the event that RCH staff and the patient fail to agree on the terms of a payment plan, the Reasonable Payment Formula as cited in SB 1276 and AB 1020 will be implemented. Monthly payments under this formula will not exceed 10% of the patient's family income for a month, excluding deductions for Essential Living Expenses. Patients will be required to produce written documentation in support of their Essential Living Expenses.
 3. RCH will not revoke a patient's eligibility for extended payment terms unless the patient has failed to make all consecutive payments due in a 90-day period. Before revoking eligibility for extended payment terms, RCH, or any collection agency or other assignee of the patient's account, will make a reasonable attempt to contact the patient by phone and give notice by writing that the extended payment plan may be revoked and the patient has the opportunity to renegotiate the extended payment plan. RCH, the collection agency or other assignee will attempt to renegotiate the extended payment plan if requested by the patient. Adverse information shall not be reported to a consumer credit reporting agency and civil action shall not be commenced against the patient or other responsible party prior to the time the extended payment plan is revoked.
 4. In the event that the patient has a pending appeal for coverage of services, so long as the patient makes a reasonable effort to communicate with the hospital about

the progress of the pending appeal, the 90-day nonpayment period described above shall be extended until a final determination of the appeal is made. "Pending appeal" includes the following:

- 1) A grievance against a contracting health care service plan, as described in Chapter 2.2 of Division 2 of the Insurance Code, or against an insurer, as described in Chapter 1 of Part 2 of Division 2 of the Insurance Code;
- 2) An independent medical review, as described in Section 10145.3 or 10169 of the Insurance Code; A fair hearing for review of a Medi-Cal claim pursuant to Section 10950 of the Welfare and Institutions Code;
- 3) An appeal regarding Medicare coverage consistent with federal law and regulations.

II. Insurance Coverage

RCH will accept insurance benefits as follows:

- A. Medicare - with proper eligibility.
- B. Medi-Cal - with proper eligibility.
- C. Commercial Insurance - with verified coverage and assignable benefits.
- D. Private Insurance - with verified coverage and assignable benefits.
- E. Workers' Compensation - with verified coverage.
- F. HMO/PPO/Capitation - with verified coverage.
- G. Other State- or County-funded health coverage – with verified coverage.

III. Bad Debt/Collection Policy

When required insurance coverage documentation and/or patient balance payments per agreement are not provided, RCH will transfer the account to a Bad Debt file and the reserve for Bad Debt will be charged. Solely in a manner consistent with Section 501(r) of the Code and applicable state laws, Bad Debt accounts may be referred to a collection agency at the discretion of the Collection Supervisor and Director of Patient Financial Services.

- A. RCH will recognize any account as a Bad Debt when the account is older than 120 days except as follows:
 1. The account is pending insurance payment for a known reason.

2. Extended payment terms have been authorized. Payment arrangements can be extended to all Self-Pay patients by department staff not to exceed 6 months from the date of service. Upon a supervisors review approval these payment arrangements without interest can be extended to 12 months. RCH reserves the right to extend payment arrangements beyond these thresholds based on patient circumstances.
 3. The Director of Patient Financial Services or Collection Supervisor has documented a good reason for maintaining the account.
 4. The account has been recognized and documented as “high risk” and a prior determination made by the Director of Patient Financial Services or Collection Supervisor that the account should be aggressively followed by an outside agency.
 5. The patient applies for financial assistance under the FAP within the Application Period as defined in Attachment A to this Policy.
- B. RCH and its assignees of any patient Bad Debt, including collection agencies, will not report adverse information to any consumer credit reporting agency until RCH has made reasonable efforts, which efforts shall be documented, to notify the patient as to the availability of financial assistance and the actions that may be taken in the event of nonpayment. Notwithstanding the forgoing, the earliest under any circumstance that such actions may be taken is the date that is 180 days from initial billing.
- C. RCH will require all assignees of any patient Bad Debt, including collection agencies, to agree to comply with the AB 774, SB 350, SB 1276 and AB 1020 requirements regarding all collection activity. A written agreement requiring compliance with AB 774, SB 350, SB 1276, AB 1020, IRS 501r and RCH’s standards and scope of practice will be required on all collection agency agreements.
- D. RCH and its assignees of any patient Bad Debt, including collection agencies, will not use wage garnishments or liens on primary residences as a means of collecting unpaid hospital bills for patients whose income is below 400% of the Federal Poverty Level.
- E. A collection agency, or other assignee that is not an affiliate or subsidiary of RCH, shall not use sale of the patient’s primary residences as a means of collecting unpaid hospital bills of patients whose income is below 400% of the Federal Poverty Level unless both the patient and his or her spouse have died, no child of the patient is a minor and no adult child of the patient who is unable to take care of himself or herself is residing in the house as his or her primary residence.
- F. Bad Debt approval thresholds:

Account Balances between 0.01 – 999.99	Patient Account Rep.
Account Balances between 1,000.00 – 9,999.99	Supervisors
Account Balances between 10,000.00 – 19,999.99	PFS Manager
Account Balances between 20,000.00 – 99,999.99	Director of PFS
Account Balances over \$100,000.00	Vice President/Chief

G. Prior to commencing collection activities against a patient, RCH and its assignees of any patient Bad Debt, including collection agencies, shall provide the patient with a clear and conspicuous notice containing all of the following items:

A plain language summary of the patient's rights pursuant to AB 774 and SB 350, the Rosenthal Fair Debt Collection Practices Act, and the federal Fair Debt Collection Practices Act of Chapter 41 of Title 15 of the United States Code, and a statement that the Federal Trade Commission enforces the federal act.

- 1) A statement that nonprofit credit counseling may be available.
- 2) The Date of service of the bill that is being assigned to collections.
- 3) The name of the Collection Agency that the account is being assigned to.
- 4) Notice on how to obtain an Itemized bill from the hospital.
- 5) The name and type of health coverage plan for the patient on record with the hospital at the time of services or a statement that the hospital does not have that information.
- 6) An application for the hospital's Financial Assistance program.
- 7) The date or dates that the patient was originally sent a notice about applying for financial assistance.
- 8) The date or dates that the patient was sent a Financial Assistance Application and if applicable, the date a decision on the application was made.

IV. Endowment

Application of Endowment Funds for Charity Care, see **Attachment B**.

V. Charity Care, AB 774, SB 350, SB 1276, Prop 99 and AB 1020

Application for Self-Pay/Charity Care/Prop 99 Funds see **Attachment A**.

VI. Employment and Medical Staff Courtesy Allowances

No courtesy allowances for RCH employees, medical staff or their dependents are allowed except as otherwise provided in this policy and Attachments.

VII. Other Courtesy / Administrative Allowances

From time to time, it is necessary to adjust patient accounts on case by case based on a patient's financial ability, physical ability, mental capability or other related circumstances to make payment, as a courtesy. Approvals are as follows:

Allowance amount 0.01 – 499.99	Patient Accounting Rep.
Allowance amount 500.00 – 1,499.99	Supervisor
Allowance amount 1,500.00 – 4,999.99	PFS Manager
Allowance amount 5,000 – 99,999.99	PFS Director
Allowance amount => 100,000.00	Vice President/ Chief Financial Officer or President/CEO

- A. Small balance allowances of \$14.99 and under that have been billed at least once may be written off by the Patient Financial Services Department.
- B. OB Cost-Saver Package Plan, see **Attachment C**.
- C. Self-Pay and Charity Care Discounts see **Attachment A**.
- D. Perinatal Services, Center for Surgical and Specialty Care, Redlands Family Clinic and Yucaipa Family Clinic, see **Attachment D**.

IX. Overpayment on Patient Accounts

A. Insurance Overpayments

RCH will refund insurance overpayments in a reasonable manner, after review and a determination that refund is appropriate. Interest will be applied at the rate set forth in Section 685.010 of the Code of Civil Procedure, beginning on the date of the verified credit balance.

B. Patient Overpayment

RCH will refund overpayments of \$5.00 or more to the responsible party after determining that no accounts for which the party is responsible have an outstanding balance. Interest will be applied at the rate set forth in Section 685.010 of the Code of Civil Procedure, beginning on the date of the patient's payment that created a credit balance. For patients retroactively presenting valid Medi-Cal cards, patient payments may be refunded after all retroactive documentation has been approved by the Department of Health Services. RCH reserves the right not to accept retroactive Medi-Cal. In the event that a patient applies for Financial Assistance and is approved for Financial Assistance, any payments made by the patient will be reviewed and processed within 30 days of the approval date.

C. Deviations from Policy

The President/CEO, Vice President/CFO or designee may authorize a deviation from any of the above policies.

Responsibility for review and maintenance of this policy is assigned to Vice President/Chief Financial Officer.

Attachments:

- A. Self-Pay and Charity Care Discounts
- B. Endowment Funds for Charity Care
- C. OB Cost Saver Package Plan
- D. Service / Location Specific Policies

ATTACHMENT A

SELF-PAY AND CHARITY CARE DISCOUNTS

The Self-Pay and Charity Care Discount policies provided herein is intended to comply with California Assembly Bill 774 (Health and Safety Code § 127400 *et seq.*) and California Senate Bill 350 (Chapter 347, Statutes of 2007) effective January 1, 2008, SB 1276 (Chapter 758) effective January 1, 2015, AB 1020 (Chapter 473) effective 1/1/2020 and Section 501(r) of the Code.

A. DEFINED TERMS

1. “*Amounts Generally Billed*” (“AGB”). Charges for emergency and medically necessary services shall be limited to no more than amounts generally billed (“AGB”) to individuals who have insurance covering such care. In calculating AGB, RCH has selected the “prospective” method, which is one of the two permissible methods identified by the IRS, whereby the AGB is determined based on a percentage of the applicable Medicare reimbursement for the services provided. Following a determination of approval for financial assistance, a FAP-eligible individual may not be charged more than the amounts generally billed for emergency or medically-necessary care. In addition, RCH will not charge FAP eligible individuals gross charges (or higher) for any medical care (that is not emergency or medically necessary care).
2. “*Application Period*” means the time period in which patients may submit an application for financial assistance under this Policy by completing a FAP Application. The Application Period begins on the date on which care was rendered to the patient and continues until the 240th day after the patient receives his or her first post-discharge billing state for the care provided at RCH.
3. “*Bad Debt*” means an account of a patient who demonstrates an ability to pay but who has not done so after repeated requests for payment.
4. “*Charity Care*” means any emergency or medically necessary inpatient or outpatient hospital service provided to a patient whose responsible party has an income does not exceed 400% of the “*Federal Poverty Level*” or “*FPL*” (as defined below).
5. “*Federal Poverty Level*” or “*FPL*” means the poverty guidelines updated periodically in the Federal Register by the United States Department of Health and Human Services.
6. “*Financially Qualified Patient*” means a patient who is: (1) a “*Self-Pay Patient*” (as defined below) or a “*Patient with High Medical Costs*” (as defined below), and (2) a patient who has a family income that does not exceed 400% FPL.
7. “*High Medical Costs*” means: To include annual out of pocket costs at the hospital that exceed the lesser of 10% of the patient’s current family income or the family income in the prior 12 months.
8. “*Patient’s Family*” for the purpose of determining family income and size, means, for persons 18 years of age or older: spouse, domestic partner and dependent children under 21 years

of age, whether living at home or not, and for persons under the age of 18: parent or caretaker and other children under 21 years of age.

9. "*Patient with High Medical Costs*" means a patient with High Medical Costs whose family income does not exceed 400% FPL.
10. "*RCH*" means Redlands Community Hospital.
11. "*Self-Pay Patient*" means a patient who does not have third-party health coverage.
12. "*Self-Pay Discount*" means a discount applied by RCH for any medically necessary inpatient or outpatient hospital service provided to a patient with High Medical Costs who is uninsured or whose documented income exceeds 400% FPL.
13. "*Reasonable Payment Formula*" means monthly payments that are not more than 10% of a patient's family income for a month, excluding deductions for essential living expenses.
14. "*Essential Living Expenses*" means expenses for any of the following: rent or house payment and maintenance, food and household supplies, utilities and telephone, clothing, medical and dental payments, insurance, school or child care, child or spousal support, transportation and auto expenses, including insurance, gas and repairs, installment payments, laundry and cleaning and other extraordinary expenses.
15. "Underinsured Patient" means a patient with insurance coverage who has charges for services not covered by their health care coverage.

B. SELF-PAY POLICY

All Self-Pay Patients or Underinsured Patients who have ability to pay and whose income exceeds 400% FPL will receive the standard Self-Pay Discount. All Self-Pay Patients and Underinsured Patients whose documented income falls below the 400% FPL threshold will be considered for Charity Care. All Self-Pay Patients will be screened for linkage to and provided with an application (or instructions on how to obtain an application) for any appropriate form of assistance, including but not limited to California Health Benefit Exchange, Medi-Cal, Healthy Families, San Bernardino Medically Indigent Adult program, Section 1011 or, any 3rd party liability insurance (Automobile Insurance, Workers' Compensation, Home Owners Insurance, etc.). Any such linkage that is not pursued by the patient or if the patient is denied eligibility for failure to comply may result in the patient not being eligible for RCH's Charity Care / Self-Pay Discount programs. RCH reserves the right to review these instances on a case by case basis. A pending application for another health coverage program shall not preclude eligibility for RHC's Charity Care or Self-Pay Discount programs.

C. STANDARD SELF-PAY DISCOUNT

For qualifying Self-Pay and Underinsured Patients who receive medical procedures (excluding implants and high cost drugs, which are billed at cost plus 5%) a 76% discount will be applied to charges at the time of final billing. Additional Self-Pay Discounts offered by RCH may be provided based on financial ability, mental capability, physical ability, or other related reasons.

An additional prompt-pay discount of 10% may also be provided if full payment is made promptly. Any Self-Pay Discounts that exceed the standard Self-Pay Discount and prompt-pay discount must be approved by the Business Services management team.

D. CHARITY CARE / PROP 99

RCH is committed to providing appropriate medical care to patients in its service area to ensure that a patient in need of non-elective care will not be refused treatment because of his or her inability to pay. Therefore, it is the policy of RCH to provide charity care for those who demonstrate an inability to pay.

E. CHARITY CARE

1. Services Eligible under this Policy

The following healthcare services are eligible for Charity Care:

- a. Emergency medical services provided in an emergency room setting;
- b. Services for a condition which, if not promptly treated, would lead to an adverse change in the health status of an individual;
- c. Non-elective services provided in response to life-threatening circumstances in a non-emergency room setting; and
- d. Other medically necessary services, evaluated on a case-by-case basis at RCH.
- e. Non-covered and denied medically necessary services for all payors.

2. Eligibility Criteria for Charity Care

Self-Pay Patients, Underinsured Patients and Patients with High Medical Costs will be considered for Charity Care.

- a. The granting of Charity Care shall be based on an individualized determination of financial need, and shall not take into account age, gender, race, social or immigrant status, sexual orientation or religious affiliation.
- b. In determining eligibility for Charity Care, RCH may consider income and monetary assets of the patient and/or family. The assets include bank accounts and assets readily convertible to cash including stocks. Monetary assets shall not include retirement or deferred compensation plans. The first \$10,000 for patient monetary assets shall not be counted in determining eligibility, nor shall 50% of the patient's monetary assets exceeding the first \$10,000. Waivers or releases from the patient and/or the patient's family authorizing RCH to obtain account information from financial institutions or other entities that hold monetary assets may be required. Information obtained shall not be used in collection activities.

Charity Care for Insured patients

Financial Assistance may be applied to uninsured patients, as well as the patient liability for patients with insurance, including charges determined uninsured for the hospital stay, coinsurance, copayment, deductible amounts, and other liabilities for medically necessary hospital services.

Eligibility for this form of charity is determined according to the patient's income in relation FPL requirements in Section H.

3. Method by Which Patients May Apply for Charity

- a. Financial need will be determined in accordance with procedures that involve an individual assessment of financial need. Such procedures will include:
 - i. An application process, in which the patient or the patient's guarantor are required to cooperate and supply personal, financial and other information and documentation relevant to making a determination of financial need. Required documents include: Proof of identity, (Driver's License, ID card, US Citizenship, Passport, or Social Security Card), Proof of Income (Pay stubs, Social security, unemployment, disability, child support, alimony or other payments) Tax Return, W2 form, Bank statements. Financial assistance may not be denied based on failure to provide information or documentation not specified in this policy or on the FAP Application. Information obtained during the collection of Eligibility documents shall not be used in Collection Activities.
 - ii. Reasonable efforts by RCH to verify information submitted and explore appropriate alternative sources of payment and coverage from public and private payment programs, and to assist patients to apply for such programs. Whether such reasonable efforts have been made shall be determined by the Patient Financial Service Department;
 - iii. The use of external publicly available data sources that provide information on a patient's or a patient's guarantor's ability to pay
(such as credit scoring) to verify financial information provided;
 - iv. A review of the patient's and/or family's available assets, and all other financial resources available to the patient; and
 - v. A review of the patient's outstanding accounts receivable for prior services rendered and the patient's payment history. If approved upon a manual submitted application, all prior accounts will be evaluated for possible charity reclassification.
- b. The need for financial assistance shall be re-evaluated at each subsequent time of services if the last financial evaluation was completed more than 6 months prior, or at any time additional information relevant to the eligibility of the patient for Charity Care becomes known.

- c. RCH may deny Charity Care on the grounds of failure to provide required requested information. In the event the patient or the patient's representatives provide the requested information at a later date, RCH shall reopen their applications. Patient who have had their Charity Care application denied have the right to appeal the denial and can do so by submitting their appeal in writing to the attention of the Director of Patient Financial Services(PFS) or the PFS Manager at RCH at any time. If denied, the patient will be informed as to the basis for the denial of Charity Care.
- d. RCH values of human dignity and stewardship shall be reflected in the application process, financial need determination and granting of charity. Requests for charity shall be processed promptly and RCH shall notify the patient or applicant in writing once the application has been approved or denied.
- e. The emergency physician who provides emergency medical care at RHC is also required by California law section 127450 to provide discounts to SelfPay Patients and Patients with High Medical Costs who are at or below 400 percent of the federal poverty level. The processing, determination and application of discounts for emergency physician services is the sole responsibility of the providing emergency physician and shall not be construed to impose any additional responsibilities upon the hospital. RCH shall provide contact information for the treating emergency room physician to each SelfPay Patient and Patient with High Medical Costs.

4. Presumptive Financial Assistance Eligibility

There are instances when a patient may appear eligible for Charity Care, but there is no financial assistance form on file due to a lack of supporting documentation. Often there is adequate information provided by the patient or through other sources, which could provide sufficient evidence to provide the patient with Charity Care. In the event there is no evidence to support a patient's eligibility for Charity Care, RCH reserves the right to use outside agencies in determining estimated income amounts as the basis of determining charity care eligibility and potential discount amounts. Any patient approved for Charity Care on a presumptive basis shall receive free care (100% discount). Examples of these exceptions where documentation requirements are waived include, but are not limited to:

- An independent credit-based financial assessment tool indicates indigence;
- An automatic financial assistance determination of 100% assistance is applied in the following situations provided other eligibility criteria are met:
 - Patient has an active Medicaid plan
 - Patient is eligible for Medicaid
 - or patients with current active Medicaid coverage will have assistance applied for past dates of service."
 - Patient is deceased
- Determination of patient financial assistance eligibility by director of patient financial services

Presumptive eligibility tools may not be used for indigent Medicare patients

5. Non-Covered/Denied Medicaid or Indigent Care Program Service

Non-covered and denied services provided to Medicaid eligible beneficiaries are considered a form of charity care. Medicaid beneficiaries are not responsible for any forms of patient financial liability and all charges related to services not covered, including all denials, are charity care.

Examples may include, but are not limited to:

- Services provided to Medicaid beneficiaries with restricted Medicaid (i.e., patients that may only have pregnancy or emergency benefits, but receive other hospital care)
- Medicaid-pending accounts
- Medicaid or other indigent care program denials
- Charges related to days exceeding a length-of-stay limit
- Medicaid claims (including out of state Medicaid claims) with “no payment”
- Any service provided to a Medicaid eligible patient with no coverage and no payment

6. Non-Covered/Denied Charges for all Payors

Any unreimbursed charges from non-covered or denied services from any payor, such as charges for days beyond a length-of-stay limit, exhausted benefits, balance from restricted coverage, Medicaid-pending accounts, and payor denials are considered a form of patient financial assistance at RCH. Charges related to these denials/non-covered amounts written off during the fiscal year are reported as uncompensated care.

7. Examples of Intended Beneficiaries

- a. The following are examples of patients intended to benefit from RCH’s Charity Care policy:
 - i. Uninsured or underinsured patients who do not have ability to pay and have income at 400% or lower of the FPL based on means testing according to RCH’s Charity Care policy.
 - ii. Patients with High Medical Costs
 - iii. Patients who qualify for the Medically Indigent Adult program through the State of California or the County of San Bernardino.
 - iv. Patients who have applied to the Medi-Cal program and have been denied for reasons other than failure to comply or noncompliance with requested information.
 - v. Patients who have been referred to outside collection agencies and who are later determined to be unable to pay according to RCH’s Charity Care eligibility guidelines.

- vi. Patients who are undocumented aliens from other countries who have demonstrated no ability to pay or who did not or were not able to provide RCH adequate demographic information.
- vii. Patients who have a green card or other Immigration Department issued Identification ("ID") Card allowing them to be in this country legally but who have demonstrated no ability to pay or who did not or were not able to provide RCH adequate demographic information, provided that the patient complies with all Section 1011 requirements and applications.
- viii. Patients who are homeless.
- ix. Patients who, due to their condition, are unable or unwilling to provide adequate demographic information for billing.
- x. Patients who are able to pay a portion but not all of their outstanding balance due to financial constraints.

b. Proposition 99 (Prop 99) Charity:

- i. Prop 99 Charity includes individuals listed in subsection E.4.a (above) with the exception of patients whose accounts have been partially paid by other insurance or partially paid by the patient. The State of California requires the following information for filing Prop 99 funds:
 - (1) Name, Address, Social Security Number, Sex, Age, Race, and diagnosis for both inpatients and outpatients.
- ii. A log will be kept on all Prop 99 and non-Prop 99 charity writeoffs by the Business Office.
- iii. Prop 99 accounts will be reviewed for approval by either the Director of Business Office or the Vice President of Finance.

F. IRS Section 501(r) Compliance

In order to meet the Section 501(r) of the Code and the regulations thereunder, RCH has implemented the following practices:

- i. A plain language summary of our Financial Assistance Program (FAP) will be issued to all patients post discharge that have a verified patient responsibility due. The summary document will include information on how to apply, eligibility requirements and whom to contact for assistance.
- ii. A conspicuous statement identifying the fact that RCH has a FAP will be included on all billings and statements. The statement will identify that financial assistance is available to our patients and whom to contact for assistance.

- iii. RCH will widely disseminate its FAP, FAP Application and plain language summary through a variety of means including, but not limited to: posting the FAP, FAP Application and a plain language summary of the FAP on an RHC's website dedicated to financial assistance (all downloadable in pdf or equivalent format). The website will also provide a link to download a PDF application along with information on whom to contact for assistance
- iv. RCH will ensure that all vendors and collections agencies are in full compliance with the Section 501(r) of the Code and the regulations thereunder.
- v. At least thirty (30) days prior to initiating Extraordinary Collections Actions (ECA's) RCH's Patient Financial Services staff will ensure that reasonable efforts were made to notify the patient/guarantor of our FAP and how to apply. These efforts will include letters, statements and phone attempts.
- vi. RCH's FAP only pertains to the services provided by RCH employed staff. All Physicians and other non RCH Medical Professionals are not employed by RCH and have not adopted RHC's FAP. Accordingly, patients who receive financial assistance under this policy may still have financial obligations to RCH Medical Professionals and physicians for the care provided. A list of providers (listed by individual or by group name) who are covered under this policy and those that are not covered under this policy is contained at **www.redlandshospital.org**.

G. ADMINISTRATIVE MATTERS

1. Questions about this Financial Assistance Policy may be directed to Patient Financial Services, (909) 335-5534.
2. Administrative or courtesy write-offs are the sole discretion of RCH and are not included in this policy.
3. Accounts which develop a credit balance due to a Charity Care or a Self-Pay Discount write-off and a subsequent payment from any source must have the Charity Care or Self-Pay Discount write-off reversed before any refunds are disbursed.
4. RCH will make available a plain language summary of our Charity Care policy that is clear, concise and easy to understand at the time of all registrations or admissions. This information will also be made available on the hospitals web site. The summary will include basic eligibility guidelines, instructions on how to obtain an application for financial assistance and who to contact for assistance as well instruction on how to access it on the website.
5. When RCH bills a patient that has not provided proof of coverage by a third-party at the time care is provided or upon discharge, as a part of that billing, RCH will provide the patient with a written notice, which shall include the following:
 - A. A statement of charges for services rendered by RCH.
 - B. A request that the patient inform RCH if the patient has third party health coverage.

- C. A statement that if the patient does not have health insurance coverage the patient may be eligible for California Health Benefit Exchange, Medicare, Healthy Families, Medi-Cal, other State- or County-Funded Health Coverage Programs, Charity Care or SelfPay discount.
 - D. A statement indicating how a patient may obtain an application for the California Health Benefit Exchange, Medicare, Healthy Families, Medi-Cal, or other State- or County-Funded Health Coverage Programs and that RCH will provide such applications;
 - E. A referral to a local consumer assistance center housed at legal services offices; and
 - F. Eligibility information for RCH's Self-Pay Discount and Charity Care programs and who to contact for assistance is given to patients at time of service and at time of first billing to uncompensated patients.
6. If a patient does not provide information indicating coverage by a third-party payor or request a discounted price or charity care, prior to discharge (if the patient has been admitted) or when receiving emergency or outpatient care, RCH shall provide the patient with an application for the Medi-Cal program, the Healthy Families Program, or other State- or County-Funded Health Coverage Programs.
7. RCH will provide posted written notice of its Charity Care / Self-Pay Discount policy in all areas that are visible to the public including:
- A. The ER department.
 - B. The Admissions department.
 - C. The Cashier and Business Office.
 - D. Other outpatient settings.
8. RCH will provide all required written notices and correspondence, including the FAP, FAP Application and plain language summary of the FAP, to patients related to the Self-Pay Discount and Charity Care programs in English and in any language that exceeds 5% of our patient population. Required written correspondence includes: requests for information to determine eligibility for the Self-Pay Discount, Charity Care, or insurance programs; information concerning potential eligibility for the Self-Pay Discount, Charity Care, and public insurance programs and how to apply for such programs; statements of estimated or actual charges; notice of expiration of an extended payment plan; notice of intent to commence collection activities; and notice of collection policies.

H. CHARITY CARE / SELF PAY DISCOUNT METHODOLOGY

1. Documented income for all Charity Care must be at or below 400% of the FPL.
2. Discounted amounts will be based on the government fee schedules from Medicare or Medi-Cal, whichever is greater. At no time will a patient with documented income at or below 400% of the FPL be charged for any amounts in excess of the Medicare or Medi-Cal fee schedule, whichever is greater.
3. If there is no established government fee schedule amount for a service provided to a patient eligible for Charity Care, RCH shall establish an appropriate discount on a case-by-case basis.
4. Reimbursement to be applied is as follows:

FEDERAL POVERTY LEVELS

Family Size	100%	200%	300%	350%	400%
1	A	A	B	C	D
2	A	A	B	C	D
3	A	A	B	C	D
4	A	A	B	C	D
5	A	A	B	C	D
6	A	A	B	C	D
7	A	A	B	C	D
8	A	A	B	C	D

Federal Poverty Levels are available at:

<https://www.healthcare.gov/glossary/federal-povertylevel-FPL/>

Income must be equal to or below the amount in each column.

Family Size is defined as:

For persons 18 years of age and older, the patient's spouse, domestic partner and dependent children under 21 years of age, whether living at home or not.

For persons under 18 years old, a parent, caretaker relatives and other children under the age of 21 that belong to the parent or caretaker.

REIMBURSEMENT MATRIX

INCOME INDICATOR	REIMBURSEMENT
A	Free Care - Charity Care
B	50% of Medicare Fee Schedules
C	75% of Medicare Fee Schedules
D	100% of Medicare Fee Schedules

ATTACHMENT B

APPLICATION OF ENDOWMENT FUNDS FOR CHARITY CARE

POLICY

Redlands Community Hospital (“RCH”) has funds available, through bequests as well as from Board Designated Assets, to be used to pay for the care of the deserving patients. This policy is to outline the procedure for applying these funds to a patient’s account.

PROCEDURE

I. RCH Endowment Funds

These are monies that are held by RCH. The use of these funds is restricted as follows:

AID Fund - Established in 1951, the Board of Directors of RCH set aside these funds. The interest of the AID Fund is to be used for patients unable to pay their bills.

- A. Edith Bates Fund - In 1961, the estate of Edith Bates established this fund to pay the hospital expenses of worthy persons who do not have and cannot obtain money to pay for their care.
- B. Anna Throop Memorial Fund - Funds were given to RCH to be used solely for the use and care of “crippled children” in the Pediatrics Department of the hospital.

II. Procedure for Applying Endowment Funds

- A. At the end of the fiscal year, an amount not to exceed the Endowment Fund prior years earnings will be established for the provision of care to needy patients. This amount shall be established by President/CEO or Vice President/CFO of RCH.
- B. Prospective patients will be screened by personnel from the Admitting or Business Office Departments. Financial screening will be based upon the financial criteria that are discussed in RCH’s Charity Care policy.
- C. After the appropriate signatures of approval have been obtained, the Business Office will prepare a check request for each patient account utilizing the patient account number and the fund accounting number.
- D. The Accounting Department will process a check for the individual patient account and deliver to the Cashier Department for posting of the payment to the patient account.

ATTACHMENT C

OB COST-SAVER PACKAGE PLAN

REQUIREMENTS FOR ELIGIBILITY:

The entire cost must be paid on or before discharge. Please be advised that prices will apply to the

date of admission, not the date of payment. The Cost-Saver Package Plan applies to patients having normal vaginal deliveries or Cesarean section patients, with no complications. Should either the mother or baby become ill, regardless of whether payment has been made or not, the discount will be nullified and the patient's financial class reverts to self-pay. Patients covered under insurance plans with **NORMAL MATERNITY COVERAGE** are **not eligible** for the OB Cost-Saver Package Plan. **No itemized billing will be provided.**

- Charges incurred for conditions unrelated to the maternity visit are not included in the original OB Cost-Saver Package Plan, *i.e.*, Tubal Ligations and OBSERVATION visit.
- The hospital does not bill for, or include in its charges, fees for professional services rendered by independent contractors and more specifically those physicians and surgeons furnishing professional services to the patient, including the radiologist, pathologist, emergency room physicians, anesthesiologist, dentist, hearing screenings, podiatrist, and the like. **The undersigned understands that all such professional services will be billed separately.**

SUMMARY OF ELIGIBILITY REQUIREMENTS:

- A. Payment in full on or before discharge. (Cash, Check, Cashier's Check, Money Order, Visa, MasterCard or American Express).
- B. Normal delivery and a well-baby, or Cesarean section and a well-baby.
- C. No insurance involved.

CASH PAYMENT SCHEDULES (Mother and baby charges combined):

		<u>Mom & Baby</u>
1 Day	Normal Delivery	\$4,200
2 Days	Normal Delivery	\$5,850
3 Days	Normal Delivery	\$7,425
2 Days	Cesarean Section	\$8,450
3 Days	Cesarean Section	\$10,500

NOTE: Patients who elect to have tubal ligation must pay for this service on or before discharge along with the OB Cost-Saver Package Plan discount.

Any payment made by check written to Redlands Community Hospital and returned unpaid by the bank will void the OB Cost-Saver Package Plan discount. Prices are subject to change without notice. If you have any questions, please call (909) 335-6414.

ATTACHMENT D

PERINATAL SERVICES

1. Administrative Policy A.F2 (Financial (Patient) Policies) does not apply to the Perinatal Services program because the Perinatal Services program provides professional services only.
2. Lactation services are provided and billed using a fee-for service flat rate fee schedule. No self-pay discount is available for the professional fees for lactation services. Diabetes education and comprehensive perinatal education is provided using a hospital approved fee schedule. Self-Pay Patients with incomes at or DEPARTMENT/SCOPE: Administration OWNER: Director, Patient Financial Services below 400% FPL receiving diabetes education may receive a 50% self-pay discount. Comprehensive perinatal services are provided for Medi-Cal patients only and therefore do not qualify for a self-pay discount. When supplies are purchased as a self-pay/cash-pay, a 50% self-pay discount may apply.
3. Patients indicating they qualify for and request a self-pay discount shall provide documentation of income as requested prior to service being rendered. Pay stubs and income tax returns, or other forms of income verification shall be provided to RCH as requested. In the event that the required documentation is not provided by the patient or patient representative, the discount may be denied on the grounds of failure to provide the requested information.

CENTER FOR SURGICAL AND SPECIALTY CARE

1. Administrative Policy A.F2 (Financial (Patient) Policies) applies to the Center for Surgical and Specialty Care, except as described below.
2. Self-Pay patients with incomes at or below 400% FPL may receive a 50% discount off of hospital charges related to services furnished at the Center for Surgical and Specialty Care. RCH does not establish the professional fees or discount policies related such professional fees.
3. At no time will a Financially Qualified Patient be charged for any amounts in excess of the Medicare fee schedule. If there is no established government fee schedule amount for a service provided to a Financially Qualified Patient, RCH will establish an appropriate discount on a case-by-case basis.
4. Patients indicating they qualify for and request a self-pay discount shall provide documentation of income as requested prior to service being rendered. Pay stubs and income tax returns, or other forms of income verification shall be provided to RCH as requested. In the event that the required documentation is not provided by the patient or patient representative, the discount may be denied on the grounds of failure to provide the requested information.

REDLANDS FAMILY CLINIC & YUCAIPA FAMILY CLINIC

1. Administrative Policy A.F2 (Financial (Patient) Policies) applies to the Redlands Family Clinic and Yucaipa Family Clinic, except as described below.
2. Financially Qualified Patients are eligible for sliding-scale discounts based on the matrix below. Some professional services and/or supplies may not be discounted and include, for example: a) the cost for external laboratory testing services, b) vaccines, c) immunizations, and d) tuberculosis screening and testing.
3. Documented income must be at or below 400% of the most current Federal Poverty Guideline (maintained at the clinic and available at: <https://www.healthcare.gov/glossary/federal-poverty->

level-FPL/.) to qualify for a discount. A patient with reported and/or verified income higher than 400% of the guideline would not qualify for a discount.

4. At no time will a Financially Qualified Patient be charged for any amounts in excess of the Medicare fee schedule. If there is no established government fee schedule amount for a service provided to a Financially Qualified Patient, RCH shall establish an appropriate discount on a case-by-case basis.

SLIDING-SCALE DISCOUNT MATRIX

Family Size	100%	200%	300%	350%	400%
1	1	1	1	2	3
2	1	1	2	2	3
3	1	1	2	2	3
4	1	2	2	3	4
5	1	2	3	3	4
6	1	2	3	3	4
7	1	3	3	3	4
8	1	3	3	3	4

- Federal Poverty Levels are available at:
<https://www.healthcare.gov/glossary/federal-poverty-level-fpl/>
- Income must be equal to or below the amount in each column.
- Family Size is defined as:
 - For persons 18 years of age and older, the patient's spouse, domestic partner and dependent children under 21 years of age, whether living at home or not.
 - For persons under 18 years old, a parent, caretaker relatives and other children under the age of 21 that belong to the parent or caretaker.
- **DISCOUNT MATRIX** - Income for all family members included in the family size (per above definitions). Apply the appropriate discount percentage based on the patient's income and family size using the sliding-scale discount matrix above.

PERCENTAGE DISCOUNT LEVELS

Discount Level	Discount Percent
1	Eighty Percent (80%) Discount Applied
2	Seventy Percent (70%) Discount Applied
3	Sixty Percent (60%) Discount Applied
4	Fifty Percent (50%) Discount Applied

REFERENCE(S)

California Administrative Code, Title 22, Section 707179(a)

2022 Hospital Association of Southern California (HASC) Regional Community Health Needs Assessment – Inland Empire

The 2022 HASC Regional Community Health Needs Assessment - Inland Empire is provided in Appendix B

Appendix B