



*Caring for Generations.*

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# EXECUTIVE SUMMARY

## COMMUNITY HEALTH NEEDS ASSESSMENT

## IMPLEMENTATION PLAN

### 2020-2022

Note: The comprehensive plan can be found in the 2020 Community Healthcare Needs Assessment and Community Benefit Plan Update.

## INTRODUCTION

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, 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 2019. The regional needs assessment concept has been performed every three years since 2016. 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

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

## BACKGROUND

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.

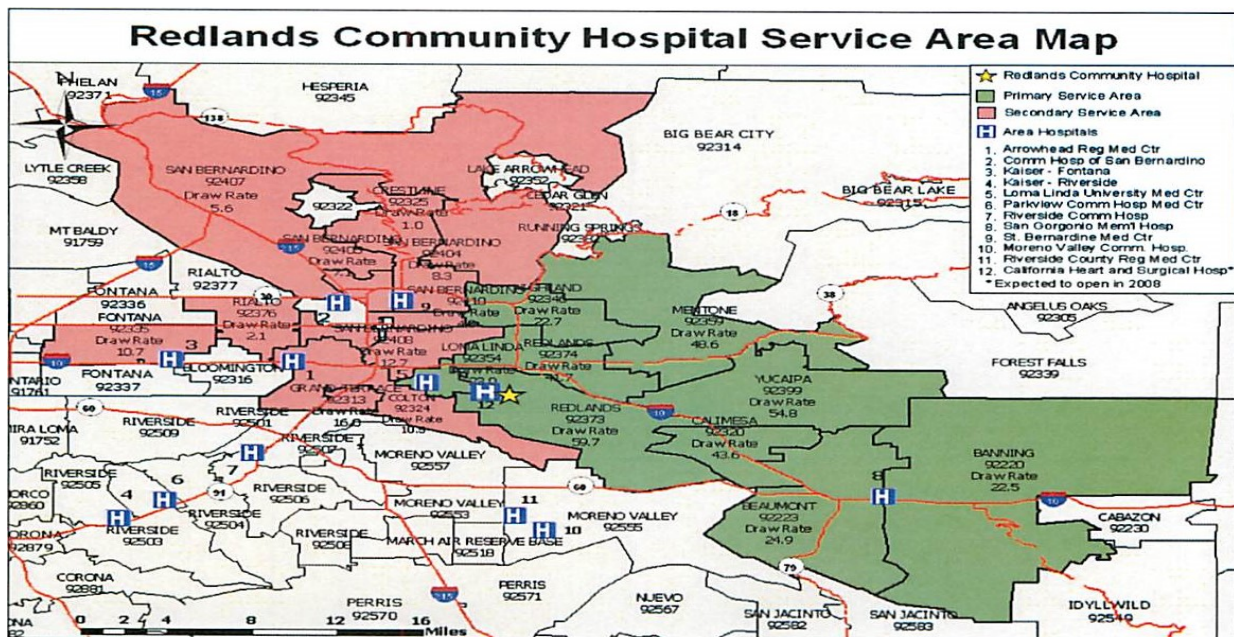


Figure 1. Redlands Community Hospital's Service Area

## PRIORITIZED HEALTH NEEDS

After a review of the data contained in the 2019 Community Health Needs Assessment (CHNA) Redlands Community Hospital (RCH) selected priority focus areas for 2020 - 2022. The comprehensive regional CHNA provided a detailed review of health in the Inland Empire with clear similarities and variability across the two counties and hospital service areas. Several health indicators stand out as desirable and others indicate an opportunity for additional study and outreach. The regional approach to the CHNA allowed each hospital system to determine which priority needs they would address based on their unique situation. Redlands Community Hospital could not address each need highlighted in the CHNA due to fiscal constraints. Redlands Community Hospital is committed to reviewing the need areas and giving consideration for employing additional strategies to positively impact the health of the communities served by the hospital. The top health needs across the region identified through data compilation include (in alphabetical order):

- Access to Health Care, Including Provider Shortage and Insurance
- Asthma
- Cancer
- Diabetes
- Heart Disease
- Mental Health and Alcohol/Drug Substance Abuse
- Obesity

Table 1 shows the priority areas Redlands Community Hospital addressed in 2019 and will continue to address during 2020. Access to 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 2019 regional needs assessment. To address the behavioral health needs of the community, the hospital provides inpatient acute psychiatric services 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 1.

*Redlands Community Hospital's Prioritized Needs for 2020*

<b>Health Outcomes</b>	<b>Clinical Care</b>
Access to Behavioral Health	Access to primary care Access to prenatal care

## IMPLEMENTATION PLAN

### *Access to Behavioral Health*

Behavioral health care is a critical issue that will remain a priority for the hospital. Psychoses, as a diagnostic related group (DRG), ranked number one in the 2019 CHNA with 5,777 of all service area hospital discharges (pg. 14, RCH 2020 CHNA CBP). To address the mental health priority need, the hospital will continue to support individuals suffering from mental health issues within the community through the provision of behavioral medicine programs and services. The hospital will maintain an inpatient acute psychiatric unit and an outpatient partial program. To assist with direct access to the outpatient program, the hospital will continue to offer transportation to and from the outpatient facility.

### *Access to Health Care – primary care and prenatal care*

Two clinical care areas were also identified as priority focus areas: 1) access to primary care, and 2) access to prenatal care. To address these priority areas, RCH will continue to operate two primary care medical clinics and the community-based perinatal outreach program. The primary care clinics are in Redlands and Yucaipa. To assist with meeting the mission of RCH and to meet the demands for primary care and perinatal outreach grant funding opportunities are explored and sought.

## 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. To support broader community outreach, the hospital sponsors and supports many events, such as:

- Blood Drives
- Community Health Education - Grief Recovery Classes, Adult CPR classes, Infant CPR for new parents, and many more health-related education
- Family Service Association of Redlands - Food and Toy Drives
- Health and Wellness Fairs
- Hospital tours

- Redlands Believe Walk
- Run Through Redlands– First aid treatment and water stations
- Susan G. Komen Race for the Cure
- The Redlands Bicycle Classic
- YMCA Family Health Fair
- YMCA Kids Fair

### 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/boards that includes:

- Boys and Girls Club
- Community Health Association Inland Southern Region
- Family Service Association of Redlands
- HASC Inland Empire Regional Community Health Needs Assessment Taskforce
- Interfaith Community collaborative
- Zonta Club of Redlands

### 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.

### Financial Assistance Program/Charity Care

Redlands Community Hospital recognizes to the extent that it is financially able, responsibility to provide quality health care services to persons regardless of their source of payment. RCH maintains financial policies that address access to the various financial programs and eligibility for charity care ([www.redlandshospital.org](http://www.redlandshospital.org)).