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Adventist Health Overview

Adventist Health Feather River is an affiliate of Adventist Health, a faith-based, nonprofit integrated health system serving more than 75 communities on the West Coast and Hawaii.

Adventist Health entities include:

- 19 hospitals with more than 2,800 beds
- More than 280 clinics (hospital-based, rural health and physician clinics)
- 13 home care agencies and seven hospice agencies
- Four joint-venture retirement centers
- Workforce of 33,000 includes more than 24,600 employees; 5,000 medical staff physicians; and 3,700 volunteers

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

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

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

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

OUR VISION:
Adventist Health will be a recognized leader in mission focus, quality care and fiscal strength.
Dear Friends and Colleagues,

Caring for our community is our highest priority, and we take that responsibility very seriously. Throughout our long history of serving this community, we have focused on providing important services designed to meet the needs of our residents right here on the ridge – services like our Cancer Center and our certification as a Stroke Center, which ensures that an accessible resource is right here when time is most critical.

We have also held true to our heritage by providing numerous health education and prevention programs, such as cardiac rehab, diabetes education, health and wellness screenings, free flu shots, and community wellness events like our monthly Dinner with the Doctor. These efforts come from the part of our mission that focuses on creating health and inspiring wholeness and hope for those we serve.

Sometimes we partner with community groups to ensure that our efforts are multiplied, and we are working to expand those partnerships to enable us to reach our community members with the resources and programs they need. This is part of our focus on improving access to care. As we find new ways to share information to meet your unique needs, we will continue to work with our colleagues and friends to improve access to health care resources throughout our broader community.

Here at Feather River Hospital, ensuring that you can find a provider here in our community is important to us, and we have a dedicated resource for recruiting providers for our community which includes the rural health clinics for the underserved. As we assess our broad community needs, our provider recruitment efforts help us to bring the right primary care and specialty providers to serve your needs. We have a commitment to build a clinically integrated network, which offers a continuum of care that provides a better experience for our patients and, ultimately, enhances your health and wellness.

Diabetes and its complications are a cause of many other medical issues. The growth of diabetes in our community is a concern, because this chronic health issue leads to decades of poor health. People with diabetes can benefit from exercise, nutrition counseling, and help with breaking habits such as smoking and using recreational drugs and alcohol.

Another very serious and important community challenge we face is the increase in mental health and substance abuse issues that we have seen in our community. We are focused on helping our community get better at preventing these problems, and by investing in education and programs such as counseling and psychiatric care, we are working closely with our community partners to find solutions to address these issues now and for the future.

As we continue to develop new programs to meet these challenges head on, we ask for your support and your input. We want to be a catalyst for change in improving health and wellness, as we inspire health, wholeness and hope for you, our friends and neighbors.

Monty Knittel
President
Number of Beds: 100

Mailing Address: 5974 Pentz Rd., Paradise, CA 95969

Contact Information: Jean Aldridge – 530-327-5730

Existing healthcare facilities that can respond to the health needs of the community:

- Feather River Hospital

  - Rural Health Clinics:
    - Canyon View Clinic
    - Corning Health Center (located in Corning, CA)
    - Family Health Center
    - Feather River Health Center

  - Hospital Based Outpatient Clinics:
    - Chico Specialty Health & Diagnostics Center
      - Pulmonology
      - Colorectal Surgery
Community Health Development Team

Jean Aldridge
Manager, Community Outreach

Brad Brown
Director of Mission Integration

Rick Aldridge
Hospice Chaplain

CHNA/CHP contact:
Jean Aldridge
(530) 327-5730
aldridj@ah.org

5974 Pentz Rd, Paradise, CA 95969

Request a paper copy from Administration/President’s office. To provide comments or view electronic copies of current and previous community health needs assessments go to: Adventisthealth.org/community.benefit or https://www.adventisthealth.org/pages/about-us/community-health-needs-assessments.aspx
Invitation to a Healthier Community

Fulfilling AH’s Mission

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

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

Identified Community Needs

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

- Access to Health Care
- Chronic Disease
- Substance Abuse

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

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

Building a healthy community requires multiple stakeholders working together with a common purpose. We invite you to explore how we intend to address health challenges in our community and partner to achieve change. More importantly though, we hope you imagine a healthier region and work with us to find solutions across a broad range of sectors to create communities we all want for ourselves and our families.
2017 Community Benefit Update

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

**Priority Need – Access to Health Care**

**Intervention:** Adventist Health Feather River opened the Wellness Center: Center for Health, Wholeness and Hope in October 2017. It is a whole person health and wellness resource hub and education center dedicated to inspiring, supporting, promoting and improving the health and well-being of the residents of Paradise and surrounding communities. It has become a community center for education, services, programs and events. It was opened during severe hot weather to our community members as a cooling station. Non-profit community groups use the center to hold meetings, educational programs and support groups for patient populations with special needs such as cancer, COPD, grief and loss, smoking cessation, weight loss, nutrition, plant based meal preparation, diabetes prevention and ministerial association. It is connected to the local gym which increases foot traffic.

- Number of Community Members Served: 1,500

**Intervention:** Adventist Health Feather River recruited and hired new physicians, advanced practitioners, and locums to better serve the communities healthcare needs by providing access to care. This included the addition of 5 locums; 7 Allied Health Professionals; 23 Telemedicine Providers; and 36 Physicians. New clinics such as Gastroenterology and General Surgery were added along with numerous additional physician and mid-level providers to support existing clinics and departments.

- Number of Community Members Served: 7,897

**Intervention:** Transportation can be a barrier to accessing health care services. Insufficient public transportation service or special transportation needs are all potential factors preventing community members from attending scheduled medical appointments or even making timely medical appointments thereby delaying critical medical care. Adventist Health Feather River offers free transportation to our community members to access our rural health center.

- Number of Community Members Served by Clinic Van Service: 3,999
- Number of Community Members Served by Merit Medi-Trans: 1,151

**Intervention:** Adventist Health Feather River participates in the Health Information Exchange to improve access to care. The HIE is the mobilization of health care information electronically across community organizations. This allows for continuity and efficiency of access to care.
Intervention: A common barrier to accessing health care is the cost of care and the lack of medical insurance. Often this is a matter of community members not knowing how to apply for programs that might be available to them. AHFR employs Patient Financial Services Application Specialists who assist eligible uninsured patients obtain insurance thereby increasing their ability to meet medical needs.

Program Highlight:

It was just another day in Paradise at Adventist Health Feather River for Susan Burke, Lead Eligibility Specialist for Medical access. But for Susan and her counterpart Roger Cummings, every day is different. The goal of their department is to make the financial connection for patients who are either uninsured or underserved by insurance. On this day a young couple came in to Susan’s office because they had some disturbing news. The young man had been recently diagnosed with a heart condition which would require extensive medical treatment. But just as looming in their life was the potential cost for this health care on their limited budget. These are the people Susan lives to connect with the appropriate insurance so that patients and families can focus on the immediate health care crisis at hand. Susan spent a few minutes researching this patients’ specific insurance qualifications through Medicare, and shared with this young couple the results. She confirmed that presumptive eligibility with Medicare was available. What that meant was the patient is eligible to start healthcare benefits before they actually qualify. The couple were in tears hearing that the total health care cost would not fall completely on their limited finances. They were relieved to know they had medical coverage for the procedure and could not thank Susan enough. Those are the rewards of her job, she said. I love helping relieve the burden of health care costs which can change someone’s present and future financial realities.

Partners

- Merit Medi-Trans
- Health Information Exchange
- Paradise Medical Group
- Anthem Blue Cross
- Medi-Cal

The results of our interventions increased access to care through the provision of more providers, transportation, more efficient access to health care information, and increased the number of insured individuals.
**Priority Need – Chronic Disease** which includes but is not limited to:

**Need:** General chronic disease support.

- Intervention: Many of our community lack understanding and support for basic dietary and nutritional wellness. One way that we are addressing this need is through nutritional counseling by Registered Dietitians:
  - Number of Community Members Served: 911 outpatient

**Need:** Increase awareness of health principles and health measures to prevent diabetes.

- Intervention: On going diabetes education and support by diabetic education which includes a Diabetes Survival Camp and support group with two Lifestyle coaches trained to conduct CDC approved diabetes prevention education.
  - Number of Community Members Served: 1,954
- Intervention: Organize and participate in Strides for Diabetes scholarship fundraising event.
  - Number of Community Members Served: 180
- Intervention: Nutritional Services providing education through specialty food for community such as healthy edible centerpieces and buffets for community events.
  - Number of Community Members Served: 150
- Intervention: A Meals on Wheels program for those in our community who lack access and/or ability to meet their own nutritional needs.
  - Number of Community Members Served: 19,853
- Intervention: Educational and service opportunity provided to a local high school Culinary Arts class.
  - Number of Community Members Served: 500
- Intervention: Adventist Health Feather River Community Wellness Center Grand Opening.
  - Number of Community Members Served: 100
- Intervention: Monthly Dinner with the Doctor program providing education and opportunities to dialogue with health professionals on a variety of health topics and showcasing a healthy dinner.
  - Number of Community Members Served: 495

**Need:** Increase awareness of health principles and preventative measures to obesity:

- Intervention: Provided Dinner with the Doctor events on topic of heart disease and related conditions.
  - Number of Community Members Served: 200
- Intervention: Piloted Plant Based Cooking Classes to be expanded on in 2018.
  - Number of Community Members Served: 4
- Intervention: Piloted Mindfulness Based Weight Reduction Class
  - Number of Community Members Served: 12
- Intervention: Medical nutritional counseling provided by Registered Dieticians for both inpatients and outpatients.
  - Number of Community Members Served: 1471
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- Intervention: Assisted in enrollment in the government subsidized program for Women, Infants and Children (WIC)
  - Number of Community Members Served: 6750

**Need**: Increase awareness of health principles and measures to improve mental health:

- Bereavement Support services including annual Day of Remembrance and Light Up a Life, weekly Brunch Bunch, various grief support groups, personal phone calls from the bereavement programs
  - Number of Community Members Served: 3797

**Need**: General resources to meet the needs of chronic diseases:

- Intervention: Created community location to house health and wellness education and resource navigation
  - Number of Community Members Served: 1000
- Intervention: Participated in forming a taskforce in initiating a Blue Zone Project in Paradise
  - Number of Community Members Served: Entire Community

**Partners**

- The Hub
- Butte County Behavioral Health for Youth and Adult
- Paradise Adventist Church
- Paradise Adventist School

**Priority Need – Substance Abuse**

Intervention: Offered Smoking Cessation classes to the Ridge community through one of our rural health clinics and laid the ground work for offering free Smoking Cessation classes through the Wellness Center in 2018

  - Number of Community Members Served: 8

Intervention: We offered a special Dinner with the Doctor session with Dr. Otani on opioid addiction. Dr. Otani is a physician who focuses on a holistic and integrative approach to pain management.

  - Number of Community Members Served: 25 on site and community; News Channel 7 Coverage and 1 News Channel Interview

Intervention: Recruited an Integrated Pain Management Doctor, Dr. Pope, to help provide additional approaches to pain management than are currently available in our community

  - Number of Community Members Served: None in 2017

Intervention: Integrated Pain Management Support Group with Dr. Otani continues to grow each year

  - Number of Community Members Served: 700
Intervention: Participation in Butte County Health Coalition Opioid taskforce

- Number of Community Members Served: Jean Aldridge attends regularly

**Partners**

- Butte County Health Coalition Opioid Taskforce
- American Lung Association
- Butte County Tobacco Coalition
- Butte Glen Medical Society
- Enloe Hospital
- Oroville Hospital
- Feather River Tribal Health
- The Hub
- Chico Drug & Alcohol Services
- Oroville Drug & Alcohol Services
- Stepping Stones Perinatal Program

**Other Community Benefits**

These are identified needs from the CHNA that were not selected as priorities by AHFR because we felt we were not positioned to appropriately address these issues on their own. However, they are important elements of the health of our community and we will be keeping them in mind as we focus on our priority areas and continue to build relationships with partners that may be more prepared to address these issues with our support. In addition, our priority areas are connected to the above listed needs and we will making contributions to them as we understand more about improving the health of our community.

**Need:** The communities we serve have socio-economic risk factors that have a negative influence on health

Intervention: Adventist Health Hospice Thrift Store provides low cost clothing and household to a low-income community.

- Number of Community Members Served: 74,000

**Need:** Public safety and violence
Intervention: Lifeline medical alert system services provided through AHFR
  o Number of Community Members Served: 225

Intervention: Annual Health and Safety Fair to increase community awareness of health services available to this community both through Adventist Health and other local community resources
  o Number of Community Members Served: 375

Intervention: Adventist Health Feather River partners biannually with Every 15 Minutes to provide education to high school students regarding the risks of driving under the influence
  o Number of Community Members Served: 200

Need: Environment

Intervention: Partnered with and supported Love Paradise with the Blue Zones initiative -- two local programs to improve the physical environment of Paradise

Number of Community Members Served: Entire Community

Need: Seniors and Aging

Intervention: Provided support, education and planning on topics of interest in an aging population such as grief and loss, respiratory health and female-specific issues through programs including Brunch Bunch, Better Breathers, and Midlife Matters
  o Number of Community Members Served: 1870

Partners

- Love Paradise
- Blue Zones Project
- Salvation Army
- Youth for Change
- First 5 Butte County
- Quota International
- Butte County California
- Active 20-30 International
- California Highway Patrol
Connecting Strategy and Community Health

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

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

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

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

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

Improving population health requires effective initiatives to:

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

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