To our community:

As a community based healthcare organization, we are proud to be a pillar of healthcare innovation and services in the Central Valley. At Delano Regional Medical Center (DRMC) we take sincere responsibility of being a trusted resource in the communities we serve.

Through our vision of being recognized as a leader in rural health, we are working diligently on creating a healthier community through effective partnerships with the advancement of hospital and rural clinic services.

In 2018, DRMC absorbed more than $12,294,577 in caring for our community through charity care, financial assistance, and unpaid medical care for both Medicare and Medi – Cal patients in our area. In addition, DRMC also invested more than $855,575 back into the greater Delano area though donations and community partnerships, all of which contributed to our mission of being a viable and dedicated healthcare partner in Delano and surrounding areas.

As a nonprofit organization, we value the responsibility of being a trusted community partner and resource to our residents. This 2018 Community Benefits Report will illustrate how we have continued to advance our mission of giving back to our community and the area in which we serve.

As we look to the future, we are optimistic of our mission and vision. Though advancement of our mission and commitment to our area, we will continue to build a healthier community for all.

With Warmest Regards,

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Delano Regional Medical Center

OUR HOSPITAL

Delano regional medical Center (DRMC) is a full-service community and regional hospital governed by the Central California Foundation for Health. Founded in 1974, DRMC serves 10 rural central California towns in Kern County. DRMC is a not-for-profit hospital with 156 licensed beds. Services include an Intensive Care Unit, Emergency Services, Outpatient Services, Sub-Acute Care Unit, Medical Surgical Unit, Obstetrics/Gynecology Unit and Surgical Pavilion. DRMC provides services through three rural health clinics: Delano Women’s Medical Clinic, Delano Urgent Care and Wasco Medical Plaza.

Our team of 695 dedicated employees, 12 volunteers and 118 physicians work together to offer personalized patient care in a warm and caring environment.

Delano Regional Medical Center is accredited by the Healthcare Facilities Accreditation Program (HFAP), and is designated a Blue Distinction Center for Bariatric Surgery by Blue Cross Blue Shield.
Delano
Cultural diversity located in the heart of California

Located 31 miles north-northwest of Bakersfield, Delano is the home to the only major not-for-profit medical facility in northern Kern County. Delano Regional Medical Center.

Delano, California is home to a population of 52.7k people, from which 74.1% are citizens. As of 2017, 37.5% of Delano, California residents were born outside of the country.

The ethnic composition of the population of Delano, California is composed of 40.4k Hispanic or Latino residents (76.7%), 6.07k Asian Alone residents (11.5%), 2.98k White Alone residents (5.66%), 2.5k Black or African American Alone residents (4.73%), 538 Two or More Races residents (1.02%), 129 American Indian & Alaska Native Alone residents (0.245%), 68 Native Hawaiian & Other Pacific Islander Alone residents (0.129%), and 9 Some Other Race Alone residents (0.0171%).

The most common foreign languages spoken in Delano, California are Spanish or Spanish Creole (32,510 speakers), Tagalog (2,653 speakers), and Other Pacific Island Languages (1,874 speakers).

https://datausa.io/profile/geo/delano-ca/#demographics
We know that having limited or no access to healthcare is a serious issue for many individuals and families. People who can’t afford a doctor visit often put off getting help until serious problems arise and then go to hospital emergency rooms or go without care. Underlying conditions go untreated and chronic conditions go unmanaged. Through a variety of hospital services and community programs, like our Diabetes Support Groups, this group gives those with diabetes the opportunity to meet others facing similar challenges, as well as to share information and experiences related to the disease and insulin-pump related issues. Led by one of our diabetes educators, the group meets monthly and features occasional guest speakers focused on helping individuals maintain or improve their health.

Hospitals are a vital setting for medical and clinical education for healthcare professionals. Delano Regional Medical Center strongly supports various colleges with Medical Career programs by offering our hospital and clinics for the students to gain valuable and necessary clinical experience prior to completing their degrees. This experience is structured so the students get one-on-one experience with a licensed staff member and or Clinical Instructor who is able to guide and mentor the students to become a productive member of the healthcare team upon graduation. CalWORKs is a comprehensive employment program assistance applicants and recipients which requires counties to provide nonsalaried Work Experience assignments (training) through our hospital.

ASSURES that cost is not a barrier to care

Uncompensated costs of patient care

As part of its not-for-profit mission, DRMC treats all patients who enter our doors, regardless of ability to pay. In addition, we care for numerous patients each year on government health programs such as Medicare and MediCal. All three programs—charity care, Medicare, and MediCal—pay hospitals for that care at rates that are below the actual costs of delivery of the services. DRMC absorbs those losses as well as uncollectable patient care costs as part of our community commitment.
Breast Cancer education and early detection services for women in the community. Educators promote in the community and schools the Family PACT Program which ensure that low-income women and men have access to health information, counseling and family planning services to reduce the likelihood of unintended pregnancy and to allow clients to establish the number and spacing of their children, as well as maintain optimal reproductive health.

In 2017, Delano Regional Medical Center conducted a Community Health Needs Assessment (CHNA) to comply with state and federal regulations guiding tax exempt hospitals. The CHNA is posted on the hospital website and can be accessed at www.drm.com/about-drm/community-benefits-reports.php. Public comment on the CHNA is encouraged and comments are used to inform this work.

Significant health needs were identified from issues supported by primary and secondary data sources gathered for the Community Health Needs Assessment. The needs were indicated by secondary data sources, stakeholder interviews and community surveys. Health indicators were considered significant health needs when they exceeded benchmark data, specifically county or state rates or Healthy People 2020 objectives.

Programs for Identified Community Needs:

ACCESS TO HEALTH CARE
Delano Regional Medical Center provides a variety of community-based health screenings and wellness events like Wellness Check blood screenings, blood pressure, glucose, and body mass index screenings. The DRMC team conducts workshops, health fairs, health screenings, and educational forums on a variety of health topics, including diabetes, high blood pressure, women’s and men’s health, senior health, nutrition, and many others.

CARDIOVASCULAR DISEASE
We partner with organizations in the community to Educate and engage the community with interactive tools, educational materials, and other resources from the American Heart Association. We visited farm sites and tested blood pressure on farmworker while educating them on High Blood Pressure and Stroke.

DIABETES
These groups give those with diabetes the opportunity to meet others facing similar challenges, as well as to share information and experiences related to the disease and insulin-pump related issues. Led by one of our diabetes educators, the group meets monthly and features occasional guest speakers focused on helping individuals maintain or improve their health.

DRMC: Community Benefit and Wellness Initiatives

<table>
<thead>
<tr>
<th>Program</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diabetic Support Groups</td>
<td>Monthly Diabetic Support Groups are offered through a Diabetic Educator with monthly health topics around prevention and lifestyle initiatives.</td>
</tr>
<tr>
<td>Women’s Health Education</td>
<td>Breast Cancer education and early detection services for women in the community. Educators promote in the community and schools the Family PACT Program which ensure that low-income women and men have access to health information, counseling and family planning services to reduce the likelihood of unintended pregnancy and to allow clients to establish the number and spacing of their children, as well as maintain optimal reproductive health.</td>
</tr>
<tr>
<td>Stroke &amp; High Blood Pressure Workshops</td>
<td>DRMC partners with organizations in the community to Educate and engage the community with interactive tools, educational materials, and other resources from the American Heart Association. We visited farm sites and tested blood pressure on farmworker while educating them on High Blood Pressure and Stroke.</td>
</tr>
<tr>
<td>Community Flu Shot Clinics</td>
<td>DRMC provides flu shots through our community-wide Flu Shot Program conducted in the fall and winter each year. This program helps better health and well-being for the residents of our community. Flu vaccines are provided by the Department of Health, and DRMC provides licensed staff.</td>
</tr>
<tr>
<td>Community Health Fairs</td>
<td>DRMC provides a variety of community-based health screenings and wellness events like Wellness Check blood screenings, blood pressure, glucose, and body mass index screenings. The DRMC team conducts workshops, health fairs, health screenings, and educational forums on a variety of health topics, including diabetes, high blood pressure, women’s and men’s health, senior health, nutrition, and many others.</td>
</tr>
<tr>
<td>Transportation Program</td>
<td>DRMC provides safe &amp; reliable transportation to patients in which lack reliable transportation after discharge.</td>
</tr>
<tr>
<td>Community Benefit Coordinator</td>
<td>The employment of a full-time community benefits coordinator to serve as community wellness project coordinator and the responsibility of executing initiatives that improve the health of the community.</td>
</tr>
<tr>
<td>Cash &amp; In-kind Donations</td>
<td>Financial and in-kind support to community organizations, school districts, and other community service groups that benefit the wellbeing of the community.</td>
</tr>
</tbody>
</table>
Outreach: Local Sponsored Events

**COMMUNITY SPONSORED:**
- American Heart Association
- American Legion Family
- CCHS Titaneer Yearbook
- Central Valley Farmworker Foundation
- Cesar E. Chavez High School
- Crab Feed
- Delano Chamber Of Commerce
- Delano Community Connection Center
- Delano First Assembly
- Delano High Cheerleaders
- Delano Police Explorer Program
- FANHS, Delano Chapter
- Greater Delano Area Youth Foundation
- Junior Livestock
- Kiwanis Club of Delano
- McFarland Annual Egg Hunt with Cops
- Soroptimist of Delano
- Toys For Tots

**DRMC SPONSORED:**
- Delano Tigers
- Delano Harvest Holiday Association
- Delano Christmas Parade
- Delano Chamber Of Commerce - Street Fairs
- Rotary Club Of Delano
- Wasco Orange Hearts Foundation
- CCHS Boys Basketball
- DELANO CITY WALK
- Kern County Hispanic Chamber Of Commerce
- North Kern State Prison
- Philippine Weekend
- CSF Medical Non Profit Foundation
- Greater Delano Area Youth Foundation
- Junior Livestock Committee
- Kiwanis Club of Delano
- Annual Egg Hunt with Cops - McFarland Police
- Soroptimist of Delano
- RFK Cheerleading
- Delano Rotary Club
- Delano Thunder Youth Football
- CVFF’S Sweater Drive
- Cars Seat Safety Check and Breast Cancer Health Fair
- Trunk or Treat Delano Police Department
- Delano Harvest Holiday Association
- American Cancer Society
Building a Community: Investment and Partnership

D RMC knows it takes more than healthcare services to ensure a strong community. Education, safety and other services are part of the hospital’s broad commitment to the people we serve. These services cover a wide array of community benefits such as financial donations and sponsorships to local organizations, development of local partnerships to address unique community needs, involvement in community building activities and donations of physical resources that enhance the well-being of the community.

- Richgrove Community Collaborative
- Safely Surrender
- Richgrove food distribution
- Delano Union School District
- POWER Program Collaborative
- Delano Community Alliance
- Wasco Community Coalition

It’s an Investment:
Financial Assistance & Means tested Government Programs at Cost

<table>
<thead>
<tr>
<th>Amount</th>
<th>Description</th>
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<tbody>
<tr>
<td>$712,065</td>
<td>Financial Assistance - Charity Care</td>
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<tr>
<td>$12,294,377</td>
<td>MediCal - MediCare</td>
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<tr>
<td>$13,006,442</td>
<td>Subtotal</td>
</tr>
<tr>
<td>$10,150</td>
<td>Community Health Education</td>
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<tr>
<td>$17,588</td>
<td>Community Health Screenings</td>
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<tr>
<td>$12,145</td>
<td>Transportation Program</td>
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<tr>
<td>$794,895</td>
<td>Workforce Development/Job Training</td>
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<tr>
<td>$20,797</td>
<td>Cash &amp; In-kind Donations</td>
</tr>
<tr>
<td>$855,575</td>
<td>Subtotal</td>
</tr>
<tr>
<td>$13,862,017</td>
<td>Total 2018 Community Benefits</td>
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</tbody>
</table>