Adventist Health Tehachapi Valley

2018 Community Plan Update/Annual Report
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Adventist Health Overview

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

Adventist Health entities include:

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

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

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

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

When folks think of Adventist Health, it’s likely they think only of the hospital. I can’t blame them. Opening a state-of-the-art hospital in November 2018 in a rural community was a feat — especially during a time when rural hospitals across the nation are cutting services and, in many cases, shuttering altogether.

But Adventist Health Tehachapi Valley is more than just a hospital — we’re a whole health provider that includes a network of medical offices offering primary care services in California City, Mojave and Tehachapi. That means we’re here not only to treat you when you have an emergency, but also to provide preventive care. Our mission — “Living God’s love by inspiring health, wholeness and hope” — compels us to do just that.

We’re constantly seeking ways to expand our services to better serve our friends and neighbors.

Since opening, we’ve seen incredible growth. Emergency Department volumes have increased more than 30 percent, a sure sign that our community trusts us as its No. 1 health care provider. Almost 90 percent of patients surveyed said they would recommend Adventist Health Tehachapi Valley to others, well above the national average of 72 percent.

We’ve recognized a need for behavioral health services and hired a full-time licensed clinical social worker to work with patients on social determinants of health and provide a deeper level of care.

Our community should be proud of these accomplishments — after all, this is your hospital.

Sincerely,

Jeff Lingerfelt
President
Adventist Health Tehachapi Valley
Number of Beds: 25
Mailing Address: 111 Magellan Drive, Tehachapi, CA 93561
Contact Information: Harold Pierce, Communication Manager, 661-771-8608

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

1. **Adventist Health Tehachapi Valley:**
   
   111 Magellan Drive
   
   Tehachapi, CA 93561

2. **Adventist Health Medical Office-Mojave:**
   
   2041 Belshaw St.
   
   Mojave, CA 93501

3. **Adventist Health Medical Office-Tehachapi:**
   
   105 W. "E" Street
   
   Tehachapi, CA 93561

4. **Adventist Health Medical Office-California City:**
   
   9350 N. Loop Blvd. A
   
   California City, CA 935
Community Health Development Team

Jeff Lingerfelt
President
Adventist Health Tehachapi Valley

Kiyoshi Tomono
Vice President
Partnership

CHNA/CHP contact:
Kiyoshi Tomono
Partnership Executive
115 West “E” St., Tehachapi, CA 93561
Email: Tomonock@ah.org
661-869-6563

Request a paper copy from Administration/President’s office. To provide comments or view electronic copies of current and previous community health needs assessments go to:

https://www.adventisthealth.org/about-us/community-benefit/
Invitation to a Healthier Community

Fulfilling Adventist Health’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

As of Nov. 1, 2016, Adventist Health took over operations of the current hospital facility from the Tehachapi Valley Healthcare District. Construction continued for a new, state-of-the-art, 25-bed critical access hospital that opened its doors late 2018. Meanwhile, Adventist Health Medical Center Tehachapi Valley has adopted the following priority areas for our community health investments for 2015-2018:

- Local access to community health and wellness events with emphasis on prevention, education, early detection and treatment of chronic conditions, such as: diabetes, heart disease, stroke and cancer.
- Free or low-cost screenings, performed in conjunction with sister hospital facilities

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.
2018 Community Benefit Update

Adventist Health took over operations of the existing hospital facility in Tehachapi on Nov. 1, 2016. In November 2018, Adventist Health Tehachapi Valley officially opened its new, state-of-the-art, 25-bed critical access hospital. The following significant health needs were determined from the 2015 Community Health Needs Assessment:

- Access to Health Care
- Asthma
- Cancer
- Cardiovascular Disease
- Dental Care
- Diabetes
- Environmental Health (air quality and water safety)
- Lung Disease
- Maternal and Infant Health
- Mental Health
- Overweight and Obesity
- Sexually Transmitted Infections
- Substance Abuse

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

Downtown Farmers Market

Intervention: The Tehachapi Farmer's Market was held on Green Street in Downtown Tehachapi and was open to the public. The market included fresh produce and Adventist Health Tehachapi Valley dietitians were on hand at many markets to help educate shoppers about the importance of a healthful diet. Staff also provided smoking cessation information and offered biometric screening tests.

- Number of Community Members Served: 300

Photo Courtesy: Tehachapi News
Tehachapi Senior Health Fair

**Intervention:** This event was targeted to the public, and specifically seniors, and offered services including blood draw/lab testing and mammogram appointments. The free event also includes preventative and other health-related information.

- Number of Community Members Served: 28

*Photo Courtesy: Tehachapi News*

Tehachapi Apple Festival

**Intervention:** At this public event, Adventist Health Tehachapi Valley handed out health information and provided free first aid kits.

- Number of Community Members Served: 100

*Photo Courtesy: Tehachapi News*
Children’s Mobile Immunizations Program

**Intervention:** Since 1996, we’ve been providing free immunizations to Kern County children as part of our commitment to community health in partnership with First 5 Kern. Today, we’re the only health care system in the area that offers a mobile immunization clinic. The mobile unit travels to all reaches of Kern County also offering free hemoglobin testing, a key requirement of the WIC food program.

**Number of Community Members Served:** 1,852 children served in 2018.

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**Partners**

- Guild of Tehachapi Hospital
- Wood Family Funeral Services
- Omni Family Health
- First 5 Kern
### Evaluation Metrics

<table>
<thead>
<tr>
<th>Objective</th>
<th>Baseline Measurement</th>
<th>Performance Target</th>
<th>2018 Actual</th>
<th>Indicator</th>
<th>Data Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immunizations for children ages 0-5</td>
<td>Not available</td>
<td>N/A</td>
<td>12</td>
<td>Total IMMS shots given to patients</td>
<td>First 5 Kern monthly reports</td>
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<td>Community Screenings</td>
<td>Not available</td>
<td>200</td>
<td>428</td>
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</table>
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.
Community Benefit & Economic Value for Prior Year

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

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

Valuation of Community Benefit

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<tr>
<th>Adventist Health Tehachapi Valley</th>
<th>Year 2018</th>
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<tbody>
<tr>
<td></td>
<td>Community Benefit</td>
</tr>
<tr>
<td>Traditional charity care</td>
<td>$2,099,160</td>
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<tr>
<td>Public programs - Medicaid</td>
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<td>Medicare</td>
<td>$0</td>
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<tr>
<td>Other means-tested government programs (Indigent care)</td>
<td>$0</td>
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<tr>
<td>Community health improvement services</td>
<td>$21,831</td>
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<tr>
<td>Health professions education</td>
<td>$26,048</td>
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<tr>
<td>Non-billed and subsidized health services</td>
<td>$2,594,008</td>
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<tr>
<td>Generalizable Research</td>
<td>$0</td>
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<tr>
<td>Cash and in-kind contributions for community benefit</td>
<td>$60</td>
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<tr>
<td>Community building activities</td>
<td>$10,828</td>
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<tr>
<td>TOTAL COMMUNITY BENEFITS</td>
<td>$11,173,277</td>
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