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Adventist Health Overview

Adventist Health Ukiah Valley 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 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.
Hospital Identifying Information

Number of Beds: 69 licensed; 50 operated
Mailing Address: 275 Hospital Drive, Ukiah, CA 95482
Contact Information:
Jason Wells – AHUV President
(707)463-7637

Adventist Health Ukiah Valley

Acute Care:  19-bed ER, 6-bed ICU, Birthing Center with Level II Neonatal Intensive Care, Perioperative Services

Outpatient Diagnostic, Rehabilitation & Surgical Services:
Laboratory Draw Stations (1)
Medical Imaging Outpatient Locations (3)
PT/OT/ST outpatient rehab services and outpatient endoscopy suite

Advanced Wound Care Center with Hyperbaric Chambers

Rural Health Clinics:
Ukiah Valley Rural Health Centers with locations in Ukiah, Ft. Bragg (secondary service area), and Lakeport (secondary service area) providing primary and specialty care.

Hospital Based Outpatient Clinics

General Surgery
Ophthalmology
Oncology with Infusion/Chemo Services
Behavioral Health
Patient Management
Gastroenterology

Cardiology (Ukiah & Lakeport)
Orthopedic Surgery
Urology
ENT
Pulmonology

Population Health Services

Outpatient Case Management/Population Health for MediCal, Blue Shield, Blue Cross
Clinically Integrated Network for Mendocino County for Blue Shield Commercial
LiveWell Program
Street Medicine & Complex Care Clinic
Dear Friends and Colleagues,

Mendocino County has a long tradition of exceptional care and community support that continues today with Adventist Health Ukiah Valley. We are proud to bring primary and specialty care closer to home. We are ever more inspired to bring our community nothing but the best care and that means reaching beyond our walls every day to provide programs and services to make our friends and neighbors safer and healthier where they live. Our commitment to caring for the community is our passion, our duty and our privilege.

Caring for the children and families in our region means working with and within our community to create healthier places to live. We recognize the importance of addressing the social determinants of health for the overall well-being of a community – where you live, learn, work and play. That’s why our comprehensive approach to improving community health is based on this premise -- supporting the efforts of agencies that share our health mission and fostering partnerships and opportunities to connect members of our community with programs to meet their needs.

Our multi-pronged initiatives to improve community health include improving access to care by bringing in much-needed providers, offering a range of prevention and health improvement programs conducted by our hospitals with community partners, and investing in efforts that address social determinants of health.

We continue to strengthen these community partnerships and create new ones to achieve these goals. As we look back on the past years of service to our community, we are excited and even more inspired to grow in our impact and be more strategic in our work to create a better, healthier community for Mendocino County and beyond.

Sincerely,

Jason Wells
President
Community Health Development Team

Jason Wells
President Adventist Health Ukiah Valley

Leanna Sweet, RN
Manager, Outpatient Care Management
COMPASS Team

Tiffany Gibson
Director Community Wellness

CHNA/CHP contact:
Tiffany Gibson, Wellness Director
275 Hospital Drive, Ukiah, CA 95482
Phone: 707-463-7523

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 the Adventist Health 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 consider health behaviors and risks, the physical environment, the health system, and social determinants of health. Each component influences the next and through strategic and collective action improved health can be achieved.

The Community Health Implementation Strategy 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, Adventist Health Ukiah Valley has adopted the following priority areas for our community health investments for 2017-2019:

- Mental Health
- Childhood Obesity & Family Wellness
- Childhood Trauma

Adventist Health Ukiah Valley will also provide support, as appropriate, to the following community-identified priority areas: 1) Housing, 2) Poverty.

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

In 2016, Adventist Health Ukiah Valley, conducted a community health needs assessment and was followed by a 2017 Community Health Plan (Implementation Strategy) 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 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 - Mental Health**

Intervention: **Homeless/Street Medicine Outreach**: Addresses the complex care of patients with high impact social determinants of health. A team of staff and volunteers bring healthcare to homeless individuals and families in the Ukiah area. Scheduled clinic referrals from Mendocino County Health Clinic and Rural Health Clinics are made to homeless shelters, medical respite units, social services, Project Sanctuary, Manzanita and Mendocino County Aids and Viral Hepatitis Network (MCAVHN).
In addition, an RN case manager was placed in the Emergency Department (ED) and the EDie/PreManage software has been implemented in the ED to provide exchange of critical information, facilitate coordination of care and alignment with the plan of care across the continuum.

  - Number of Community Members Served by the Outreach Team: 650 (125 clinics)

Intervention: **Live Well Programming**: Launched in 2017 the Live Well Program is focused on helping patients address their chronic disease using the tools of lifestyle change. A team including the patient works to determine specific health goals and map a plan including fitness training, nutrition counseling, behavioral health counseling, diabetes education, pain management and more. This program is open to all through self-referral or provider referral.

  - Number of Community Members Served in the Live Well Clinic: 716

Intervention: **Vertical Change Platform**: In 2018 the AHUV Street Medicine team began working with a program called Vertical Change. This health record program allows for care coordination across organizations for the purpose of expediting appropriate care. With grants from the Community Foundation, AHUV was able to create a platform to share Vertical Change with interested agencies within the Ukiah Valley. During 2018, 130 clients through the Health and Human Services Department’s Whole Person Care Program were signed up in Vertical Care and plans have been made to extend the program to other interested agencies in May of 2019.

  - Number of Community Members Served by the Vertical Change Platform: 130

Intervention: **Pharmacy for Street Medicine**: Working with the AHUV Pharmacy staff, the Street Medicine Team was able to create a program where basic medicines were included in the team backpacks for use at community pop-up clinics. Medicines such as stool softener and antibiotics are now available to patients at the clinics reducing their need to access emergency departments.

  - Number of Community Members Served in the Pharmacy for Street Medicine Program: 19
Partners in services to address Mental Health

- Redwood Quality Management Company (RQMC)
- MCAVHN (Mendocino County Aids/Viral Hepatitis Network)
- Redwood Community Services, Inc. (RCS)
- Project Sanctuary
- Department of Health and Human Services
- Food Bank
- Ford Street Project
- Mendocino County Health Clinic (MCHC)
- Manzanita Services
- Employment Development Department (EDD)
2018 Evaluation Metrics

<table>
<thead>
<tr>
<th>Health / Mental Health &amp; Mental Disorders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults Needing and Receiving Behavioral Health Care Services</td>
</tr>
<tr>
<td>55.0% (2013-2014)</td>
</tr>
<tr>
<td>CA Counties</td>
</tr>
<tr>
<td>Adults with Likely Serious Psychological Distress</td>
</tr>
<tr>
<td>9.5% (2013-2014)</td>
</tr>
<tr>
<td>CA Counties</td>
</tr>
<tr>
<td>Age-Adjusted Death Rate due to Suicide</td>
</tr>
<tr>
<td>23.6 deaths per 100,000 population (2013-2015)</td>
</tr>
<tr>
<td>CA Counties</td>
</tr>
<tr>
<td>Depression: Medicare Population</td>
</tr>
<tr>
<td>15.6% (2015)</td>
</tr>
<tr>
<td>CA Counties</td>
</tr>
<tr>
<td>Frequent Mental Distress</td>
</tr>
<tr>
<td>12.9% (2016)</td>
</tr>
<tr>
<td>CA Counties</td>
</tr>
</tbody>
</table>

*http://www.healthymendocino.org/

Program highlights

**Social Worker for COMPASS Program:** With the addition of a Social Worker position, the COMPASS program is able to provide a more comprehensive menu of services. The Licensed Clinical Social Worker (LCSW) assists with forms, facilitates community connections and focuses on the social needs of patients. As a newly designated Coordinated Entry Site, the COMPASS Program can now assist clients needing assistance in applying for housing programs.
Priority Need - Childhood Obesity & Family Wellness

Intervention: Healthy Mendocino: Family Wellness & Childhood Obesity Team. AVUV is an active member of the Family Wellness & Childhood Obesity Action team with the goal to help improve the quality of life in Mendocino County for children and families.

- Kids Triathlon – Swimming, biking and running for all levels of fitness to help fight childhood obesity and encourage physical activity in Mendocino County.
- Number of Community Members Served: 300

Intervention: Children’s Health Fair. A free children’s health fair with the goal to connect local families with community resources that have a positive impact on the lives of their children and families. A bilingual event, this health fair includes screenings for diabetes, vision, hearing, and an emphasis on healthy eating with interactive community partner booths.

- Number of Community Members Served: 300

Intervention: Ukiah on Ice. Partnership with the City of Ukiah to host an open-air ice-skating rink downtown Ukiah. The rink was used by individual citizens, ice hockey teams and area schools for field trips.

- Number of Community Members Served: 2000

Partners

- Alex Rorabaugh Recreation Center (ARRC)
- Bikers Against Child Abuse (BACA)
- Boys & Girls Club of Ukiah
- California Mentor Network
- Childhood Trauma Action Team Mendocino
- California Highway Patrol
- City of Ukiah Recreation Department
- Costco Wholesale
- Healthy Mendocino
- MCHC - Hillside Health Center
- Mendocino County Health & Human Services Agency (HHSA)
- Mendocino County Sheriff’s Office
- North Coast Opportunities (NCO)
- Northwest Insurance Agency
- Pinoleville Native American Head Start & Early Head Start
- Pomo Shrine Club - Ridgewood Masonic Lodge
- Redwood Community Services, Inc. (RCS)
- Savings Bank of Mendocino County
- Soroptimist International of Ukiah
- Tapestry Family Services
• Ukiah Lions Football and Cheer
• Ukiah Unified School District (UUSD)
• Ukiah Valley Athletic Club
• AHUV - Diabetes & Nutrition Education
• Ukiah Valley Rural Health Clinic Pediatrics
• Walk & Bike Mendocino
• Women, Infants & Children (WIC)
• Yokayo Bowl

2018 Evaluation Metrics

While metrics for 5th grade students at a healthy or under weight remained the same, Mendocino County saw an almost 1.5% increase in the number of 7th graders who were physically fit. This, along with a slight increase in metrics for 9th grade students at a healthy or under weight indicates a shift in overall health among our youth.

**Health / Exercise, Nutrition, & Weight**

<table>
<thead>
<tr>
<th></th>
<th>Value</th>
<th>Compared To:</th>
</tr>
</thead>
<tbody>
<tr>
<td>5th Grade Students who are at a Healthy Weight or Underweight</td>
<td>52.4% (2017-2018)</td>
<td>CA Counties (59.5%)</td>
</tr>
<tr>
<td>7th Grade Students who are Physically Fit</td>
<td>58.1% (2017-2018)</td>
<td>CA Counties (63.5%)</td>
</tr>
<tr>
<td>9th Grade Students who are at a Healthy Weight or Underweight</td>
<td>60.2% (2017-2018)</td>
<td>CA Counties (62.7%)</td>
</tr>
</tbody>
</table>

*http://www.healthymendocino.org/

Program highlights

The Free Children’s Health Fair was a collaboration with Savings Bank of Mendocino County and a coalition of community partners. This partnership highlights the commitment our community has to the health and wellness of our children and families. While the number served counts children attending, the number of community members positively impacted by this event is far greater including parents, grandparents and extended family members.
Priority Need - Childhood Trauma

Intervention: Community Christmas. AHUV hosts a Christmas dinner and party for identified families who otherwise would not have the means to provide for their children and those in their care.

  o Number of Community Members Served: 21

Intervention: Dream It Be It: A free program hosted by Soroptimist International of Ukiah in partnership with AHUV and other community partners to provide a day-long workshop for at-risk teen girls focused on empowerment and career readiness.

  o Number of Community Members Served: 60

Partners

  • Soroptimist International of Ukiah
  • Ukiah Education Foundation
  • Savings Bank of Mendocino County
  • The Food Depot
  • South Valley High School
  • Little Caesars Pizza
  • Mountain Mike’s Pizza
  • Community Foundation of Mendocino County

2018 Evaluation Metrics

Based on statistics from the University of California at Berkeley our total population of children in child welfare programs did not change although, as would be expected the age ratios changed. Most pronounced was the increase of under 1-year old’s from eleven to twenty.
Program highlight

Focused on providing a Christmas for those that may not otherwise be able to, AHUV hosted for the second year a Community Christmas Party. Families identified through the COMPASS program and local foster care agencies were invited to a catered holiday dinner complete with Santa and his side-kick elf. Families enjoyed dinner, music and games. Each family member also received Christmas gifts to take home following this event. Families participating in this event came from various backgrounds including fire survivors, homelessness and recent family reunification.
AHUV partnered with Soroptimist International of Ukiah to host the fourth Dream It Be It Conference for teen girls attending South Valley High School. This program prioritizes working with girls who have obstacles such as poverty, unstable home lives, living in foster care, or teen motherhood. The program includes speakers and a curriculum that works with the girls to provide them with the information and resources they want and need to be successful and realize their dreams.

**Other Community Benefits**

**Intervention:** Diabetes Education: Conducted no cost diabetes education classes and support groups to community members. Classes included instruction and food sampling.

- Number of Community Members served: 509

**Intervention:** Focus on Healing Programming: A no cost community service provided to any community member going through the cancer experience by bringing healing arts into the interventions and support for healing.

- Number of Community Members served: 48

**Intervention:** Pet Therapy: Animal assisted therapy available at no cost to assist patients, staff, visitors and the public with stress reduction and healing in addition to strokes survivors.

- Number of Community Members served: 950

**Intervention:** Caring Kitchen: Sponsored and provided administrative guidance to community program that provides nutritious meals to cancer patients and their families. Food is prepared by students and volunteers and delivered to homes weekly.

- Number of Community Members served: 75

**Intervention:** Colors for Cancer Fun Run/Walk: A family fun event to educate and raise awareness of cancer benefiting the Focus on Healing program.

- Number of Community Members Served: 240

**Intervention:** Community Health Fairs: Conducted health fairs which included diabetes education, blood pressure and body composition testing at various local businesses and events.

- Number of Community Members Served: 500

**Intervention:** Smoking Cessation: No cost smoking cessation classes for community members based on the American Lung Association guidelines.

- Number of Community Members Served: 37
Intervention: **Health Careers Exploration Summer Institute**: A program designed to promote the advancement of health care workforce through quality education and service. AHUV partnered with Ukiah Unified School District to introduce local high school students to a career in the health care field. Students participated in a three-week course to observe the roles and responsibilities, scope of practice and educational requirement of 10 different hospital rotations.

- Number of Community Members Served: 10

Intervention: **Food with Friends**: Making the most of summer bounty from the garden. Sharing easy and healthy recipes. Staying hydrated during the summer months.

- Number of Community Members Served: 200

**Partners**

- Duckhorn Wine Group
- El Azteca Restaurant
- Goodview Medical
- Gregg Simpson Trucking
- Mendocino Redwood Company
- MendoLake Home Respiratory Services
- North Coast Opportunities (NCO)
- Paramount Sign Contractors, Inc.
- Savings Bank of Mendocino County
- Sue Sweet, MFT, Registered Art Therapist
- Thompson Party Rentals
- Ukiah High School
- Ukiah Unified School District (UUSD)
- Valley Paving

**Program highlight**

**Diabetes Education**: Our Outpatient Diabetes Self-Management program is an American Diabetes Association recognized program. The English program consists of four 2.25-hour classes, team taught by a Certified Diabetes Educator Dietitian, and a Registered Nurse. The Spanish program consist of two 2.25-hour classes. These classes are offered free of charge as a community benefit. All supplies and food samples are provided at no cost to the clients. The food sampling includes delicious foods from our hospital chefs and local markets. Clients are encouraged to bring support people with them. These classes are offered in English on an ongoing basis and in the Spring and Fall for Spanish speakers.

Subjects covered include but are not limited to, what diabetes is, blood glucose goals, hypoglycemia (low blood sugar), hyperglycemia (high blood sugar) how to prevent and how to treat, carbohydrate counting,
shopping lists and goal setting for success, stress and sleeps role in diabetes management, understanding food
labels, portion size, exercise as free medication, alcohol and blood sugar control, sick day management,
reducing the risk of complications, routine care, dietary fats, protein, medications, weight management, fiber
and diet, eating out, diabetes and pregnancy and disaster preparedness.

In 2018 our English classes had 216 participants and 45 support encounters. Our Spanish classes had 51
participants and 42 support encounters for a total of 354 encounters.

Our clients do very well. Their A1C's (a measurement of average blood glucose level for last three months) are
often lowered, our clients lose weight which is a great thing since FAT is the cause of insulin resistance and
Type 2 diabetes. Our clients can often reduce and even discontinue medication for their diabetes. The lifestyle
changes they make may also help with other chronic conditions such as hypertension and dyslipidemia.
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

<table>
<thead>
<tr>
<th>Adventist Health Ukiah Valley</th>
<th>Community Benefit</th>
<th>% of Total Hospital Expense</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 2018</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Traditional charity care</td>
<td>$3,558,340</td>
<td>1.98%</td>
</tr>
<tr>
<td>Public programs - Medicaid</td>
<td>$0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Medicare</td>
<td>$21,073,525</td>
<td>11.74%</td>
</tr>
<tr>
<td>Other means-tested government programs (Indigent care)</td>
<td>$0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Community health improvement services</td>
<td>$918,686</td>
<td>0.51%</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$319,874</td>
<td>0.18%</td>
</tr>
<tr>
<td>Non-billed and subsidized health services</td>
<td>$3,657,183</td>
<td>2.04%</td>
</tr>
<tr>
<td>Generalizable Research</td>
<td>$0</td>
<td>0.00%</td>
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<tr>
<td>Cash and in-kind contributions for community benefit</td>
<td>$119,290</td>
<td>0.07%</td>
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<tr>
<td>Community building activities</td>
<td>$342,987</td>
<td>0.19%</td>
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<tr>
<td><strong>TOTAL COMMUNITY BENEFITS</strong></td>
<td><strong>$29,989,884</strong></td>
<td><strong>16.71%</strong></td>
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