Parkview Community Hospital Medical Center

2018 Community Benefit Plan
(Submitted to OSHPD June 2019)

Prepared in Compliance with
California Community Benefit Law S697

Executive Summary

Parkview, the Hospital that Serves You

Parkview Community Hospital Medical Center is located in a community which is rich in history and tradition. A group of physicians, who were concerned with the increasing need for medical services in the Arlington and surrounding area, combined to form the Arlington Medical Center. These physicians who conceived, planned and constructed the hospital established a tradition, “Parkview, the Hospital that serves you.”
Parkview Community Hospital, a not-for-profit public benefit corporation, operates a 193-bed acute care hospital in Riverside, California. For over fifty years, Parkview Community Hospital has provided healthcare to Riverside residents and the surrounding communities. As the only not-for-profit hospital in Riverside, it serves the healthcare needs of the growing community through all stages of life, from newborns to seniors, including weight loss surgery, a joint replacement center and maternal child services. The hospital has 193 beds and is licensed as follows:

- 28 Perinatal Beds
- 15 Pediatric Beds (in suspension)
- 13 Intensive Care Beds
- 12 Neonatal Intensive Care Beds
- 125 General Medical / Surgical Beds

Inpatient Programs

- 24 Hour Emergency Services: The Emergency Room is a designated paramedic receiving center and is capable of treating emergencies in all age groups. All patients requesting treatment are seen regardless of their ability to pay for the service.
- Joint Commission Advanced Certification as a Primary Stroke Center
- Intensive Care Unit
• Best Beginnings: Maternal & Children services. Parkview is Baby Friendly and is included in an elite group of hospitals in the United States. Baby Friendly USA is a global program sponsored by the World Health Organization and United Nations Children’s Fund (UNICEF) and recognizes hospitals and birthing centers that offer an optimal level of care for breastfeeding.

• Neonatal Intensive Care Unit (NICU): For babies who have been born prematurely or show any medical problems that require intensive care. Parkview is proud to be affiliated with Children’s Hospital of Orange County (CHOC) Pediatric Subspecialty Faculty (neonatologists).
  o Level III: Community level designation by CCS
  o Nicview webcam system
  o 24/7 Transportation Team

• Pediatric Unit

• Surgery: Inpatient Surgery which includes specialty programs:
  o The Joint Replacement Center which offers a comprehensive treatment program for hip and knee surgery patients. The focus is on exceptional outcomes and service. The Center is designated as a Blue Distinction Center by Blue Cross and Blue Shield for outstanding outcomes
  o Bariatric Surgery: Parkview is a designated Center of Excellence for ASBMS, the Association of Bariatric and Metabolic Surgery. This designation ensures that our program meets quality standards, including outstanding patient outcomes, a high number of surgeries performed annually and long term follow-up and support. Parkview’s Center is also a designated center of excellence for several insurance plans including Cigna and Aetna.

• Palliative Care: The goal of the Palliative Care Program is to relieve our patient’s pain and suffering and improve their quality of life. The program treats the whole person; addressing the patient’s medical, emotional, spiritual and social needs.
  o Certificate of Distinction for Palliative Care by the Joint Commission

Outpatient & Outreach Services

• Ambulatory Surgery Center (Outpatient Surgery)
• Lactation Clinic
• Community Education & Wellness Programs
  o Maternity Tours and Educational Classes
  o Senior Programs
  o Diabetes Education
  o Better Breathers Support Group
  o Senior exercise classes; Tai Chi, PACE(for people with arthritis), chair yoga
This Community Benefit Plan is a summary of the programs, services and activities for the 2018 fiscal year. The Community Advisory Board, the Latino Advisory Board, The African American Advisory Board, the Board of Directors and executive leadership participated in the review process.

Demographics
The population in the State of California is 39,557,045. The population in Riverside County is 2,450,758 and is about six percent of the total population in the State of California. The population in Riverside County increased 11.9% between 2010 and 2018. The populations are equally distributed among men and women in the State of California and Riverside County; each gender representing 50% of the population.

Ethnicity
- Hispanics are approximately 39% of the total population in the State of California and comprise 49% of the population in Riverside County and 53% of the city of Riverside.
- African Americans represent 6.5% of the State of California’s population and 7.2% in Riverside County. The city of Riverside has 6%.
- Asian/Pacific Islanders represent 15.7% of the California total population which is more than twice the percentage in Riverside County (7.4%). This is comparable to the city of Riverside with 7.5%

Distribution of Population by Age Group
The city of Riverside and Parkview Community Hospital’s primary service area is a younger population with the median age of 31. The 65 and older population in California and Riverside County represents around 14% while Riverside City is 10%.

Community
Parkview Community Hospital is located in the city of Riverside in Riverside County. Riverside County is one of fiftyeight counties in the state of California and is located inland of Los Angeles County sharing boundaries with Orange County on the west, La Paz County, Arizona on the east, San Diego County on the southwest, Imperial County on the southeast and San
Bernardino County on the north. Together, Riverside and San Bernardino Counties are identified as the Inland Empire.

The city of Riverside, located within one hour of the city of Los Angeles, began as the center for the navel orange growing industry in the United States. Riverside has a total area of 81.14 square miles. The city is located in the northwest section of Riverside County, ten miles south of the city of San Bernardino, forty miles east of the Pacific Ocean, forty-five miles west of Palm Springs and fifty-five miles southwest of Los Angeles. Riverside is the 57th largest city in the United States, the largest city in the County of Riverside and the largest city in the Riverside-San Bernardino-Ontario metropolitan area of Southern California.

Riverside is served by three major freeways, the I-215, the State Route 60 and the State Route 91. Riverside is one of the most congested cities because of heavy traffic due to continued construction near the 60/91/215 interchange. The city contains two Metro link commuter rail stations, the Riverside-Downtown and the Riverside-La Sierra. The local bus service is provided by the Riverside Transit Agency. The Riverside Municipal Airport is located four miles away from the hospital. It covers 525 acres and has two runways and one helipad. The nearest major airport is the LA/Ontario International Airport in the city of Ontario about 20 miles northwest of Riverside.

Demographic changes and trends in population size, age and ethnicity impact the type of healthcare resources needed and the cost of the care provided to the community.

Service Area

The total population in the primary and secondary service area is 993,992. The primary service area is comprised of six zip codes and represents 37% of the total population.

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<th>Zip Codes</th>
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<td>75,958</td>
<td>76,115</td>
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The secondary service area is comprised of fifteen zip codes and represents 63% of the total population:

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<tbody>
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<td>Mira Loma</td>
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<td>92501</td>
<td>Riverside</td>
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<tr>
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<td>Riverside</td>
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<td>March Air Force Base</td>
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<td>1,042</td>
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<td>Norco</td>
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<td>Moreno Valley</td>
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### City of Riverside

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>White alone, not Hispanic or Latino</td>
<td>31.1%</td>
</tr>
<tr>
<td>Hispanic*</td>
<td>52.8%</td>
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<tr>
<td>African American</td>
<td>6.0%</td>
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<tr>
<td>Asian</td>
<td>7.2%</td>
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<tr>
<td>Mixed</td>
<td>4.8%</td>
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<tr>
<td>Other</td>
<td>1.5%</td>
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</tbody>
</table>

*Hispanics may be of any race, so also are included in applicable race categories

Parkview Community Hospital is located in the Arlington neighborhood, one of twenty-five neighborhoods that make up the City of Riverside. The Hispanic population is Riverside’s largest ethnic group (52%) and it’s even larger in the Arlington neighborhood (62.8%).

### Arlington Neighborhood, Riverside

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>White alone, not Hispanic or Latino</td>
<td>25.1%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>62.3%</td>
</tr>
<tr>
<td>African American</td>
<td>5.3%</td>
</tr>
<tr>
<td>Asian</td>
<td>4.2%</td>
</tr>
<tr>
<td>Mixed</td>
<td>1.8%</td>
</tr>
<tr>
<td>Other</td>
<td>0.2%</td>
</tr>
</tbody>
</table>

The city of Riverside is served by three general acute care hospitals. Parkview is a free standing community acute care hospital with basic emergency room services. Riverside Community Hospital (RCH) is a tertiary care facility with a level 2 trauma emergency room and is part of Hospital Corporation of America (HCA), a large for profit hospital system. Kaiser Permanente Medical Center is a self-contained system which treats patient/members through its own insurance plan.
<table>
<thead>
<tr>
<th>Name</th>
<th>Zip Code</th>
<th>Owner</th>
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<tbody>
<tr>
<td>Parkview Community Hospital</td>
<td>92503</td>
<td>Private Non Profit</td>
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<td>Riverside Community Hospital</td>
<td>92501</td>
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<tr>
<td>Kaiser Foundation Hospital</td>
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<td>Kaiser Permanente</td>
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The three hospitals are located within the boundaries of three freeways (Interstate 215, Route 60 & Route 91) and are each within a couple of miles of Route 91. The other hospitals that are represented on the map below are not direct competitors of Parkview due to distance and ease of access. They include:

- Loma Linda University Medical Center: Loma Linda is a Seventh Day Adventist educational health sciences institution. The Loma Linda campus includes Loma Linda University Medical Center and Children’s Hospital plus a facility in Murrieta in southwest Riverside County.
- Riverside County Regional Medical Center: Located in the city of Moreno Valley.
- Corona Regional Medical Center: Corona is owned by Universal Health Services, Inc.

The elderly population (age 65 and over) in Parkview’s primary service area is projected to increase by 15.20 percent from 2014 to 2019. In the secondary service area, the 45 to 64 age category is projected to increase by 9.11 percent and the elderly population is projected to increase by 21.40 percent. The breakdown of gender of the total population is 49.4% male and 50.6% female.

Unemployment Rate
Since 2010, the unemployment rate has decreased in the City of Riverside. The average unemployment rate in the City of Riverside was 6.3% in 2015 and 4.5% year to date 2019.

**Organizational Structure**

Parkview Community Hospital is an IRS 501(c) (3) entity. Parkview is also a Safety Net Hospital, a Medicaid Disproportionate Share Hospital (DSH), and a Medicare DSH Hospital and is a recipient of Medi-Cal Hospital Quality Assurance Fee (QAF) funds.

A thirteen member Board of Directors comprised of volunteers from the community governs Parkview Community Hospital and is responsible for the oversight of clinical and financial operations ensuring that the hospital continues to meet the mission of the hospital. In addition the Board is responsible for the safety, quality of care, treatment and services at Parkview. The criterion for selection of Board Members is as follows:

- Community leader with knowledge in one or more of the following: health care matters, local Government affairs, State and Federal Government affairs and civic affairs.
- Community leader with expertise in one or more of the following areas: law, accounting, business, finance and management.
- Medical leader selected by the Medical Staff with the following qualities: interest in the hospital, appropriate privileges at the hospital, active in Medical Staff functions and knowledge in medical administration functions.

Ad-Hoc committees may be appointed by the Chairperson for special tasks as circumstances warrant. It is the responsibility of the Board of Directs to organize the physicians, psychologists, dentist, psychiatrists, podiatrists and allied staff exercising clinical privileges at Parkview into a Medical Staff. In no event, shall any person be authorized to practice unless such person has been duly appointed to the Medical Staff in accordance with the provisions of the Board of Directors Bylaws.

The Board of Directors establishes standing committees which include:

- Executive Committee
- Finance Committee
- Long Range Planning Committee

The Long Range Planning Committee is responsible for ensuring that a Community Needs Assessment is completed at three year intervals. Based on the Needs Assessment, the Committee will make recommendations of health care services to the Board of Directors that meet the needs of the patient population served.

**Mission Statement**
Our mission is to provide safe, high-quality, high value, patient centered health care services that are responsive to the diverse population of our Community.

Vision

Our Vision, as an independent not-for-profit hospital, is to enhance the health status of our Community, and exceed the expectations of our customers by incorporating the principles of continuous process improvement into our culture.

Values

Respect
- Ability to see and celebrate the value and worth of each person

Integrity
- Acting with honor & truthfulness at all times

Professionalism
- Providing quality care and an exceptional experience to every person we touch

Compassionate Care
- Delivering care with empathy, and meeting patient’s individual needs

Efficiency
- Being good stewards of the resources allocated to us

Community Benefit Plan Initiatives, Programs & Services

The hospital serves the individuals residing within the hospital service area and we welcome low income and the underserved population. Hospital administration works closely with the Governing Board and the 3 Community Advisory Boards to help identify programs and services to continue to serve the needs of the target populations with a goal of improving overall community health and wellness. The members of the Community Advisory Board represent a
diverse group of public and private organizations and businesses in the City of Riverside. The Advisory boards include a community Board, an African American Board and a Latino Board. Along with the identification of the unmet healthcare needs of the community, the focus is to deepen Parkview’s engagement to better align and complement services and outreach efforts in a strategic manner for the benefit of the community.

Goals

- Improve access to primary care services for underinsured and culturally diverse populations through hospital sponsored events.
- Continue to collaborate to promote community health education through partnerships.
- Direct resources and services to the needs of vulnerable populations in the community.
- Continue to engage community leader’s involvement in the Advisory Boards to participate in the continuing needs assessment process and evaluation of ongoing program activities.
- Partner with local schools and churches to provide outreach to the underserved members of the community.

2018 COMMUNITY PROGRAMS AND SERVICES

Management of Chronic Illness

Diabetes

Diabetes is considered to be at epidemic levels and has an especially high incidence rate among the Latino population, which comprise over 50% of Parkview’s service area. Over two thirds of Parkview’s adult population had diabetes as either a primary diagnosis or co-morbidity. Diabetes contributes to heart disease, stroke, hypertension, kidney disease, blindness, nervous system disease, amputations and many other complications.

The goal is to implement programs which will coordinate with and enhance services currently provided to our patients with the belief that behavior change is the desired outcome of diabetes education.

In partnership with the Riverside Chronic Disease Collaborative, Parkview hosts monthly Diabetes Cooking Classes (one in English, one in Spanish). A registered dietitian demonstrates a new recipe each week, and participants are educated on nutritional aspects of a healthy diet. Also on a monthly basis, Parkview hosts a Diabetes Support Group, facilitated by a registered dietitian and presented in English with Spanish translation available.
Obesity

The terms overweight and obese refer to body weight greater than what would be considered healthy for a specific height as measure by BMI (Body Mass Index). The health implications of obesity include heart disease, high blood pressure, diabetes, depression and certain cancers. Nutrition and dietary practices play a major role in the prevention of this disease.
Informational sessions are held to provide information about the surgical procedures and the comprehensive program offered. The program support group meets monthly at the Parkview Founders Center and is an integral part of the weight loss program. Most bariatric surgeons report that ongoing post-surgical support helps produce the greatest level of success. The group is led by a health care professional and speakers are invited to present information on pertinent topics. Patient interaction and discussion of successes and challenges are an integral part of the support group.

Our free Bridge Program was introduced to assist patient who require nutritional education and weight loss prior to considering surgery as an option.
Better Breather’s Support Group

Chronic lower respiratory disease (CLRD) and chronic obstructive pulmonary disease (COPD), includes asthma, chronic bronchitis, emphysema and other lower respiratory illnesses. According to the American Lung Association, deaths from chronic lung disease are on the rise surpassing stroke as the third leading cause of death in the United States.

Asthma is a chronic condition that affects the lungs. It is characterized by inflammation and constriction of the airways, causing wheezing and coughing and chest tightness. Although the cause is unknown, specific exposures such as tobacco smoke, allergens and respiratory infection can trigger and exacerbate symptoms.

Parkview Community Hospital offers a free monthly educational and support meeting for individuals and their families living with chronic lung conditions. Better Breather’s Support Groups are a core program and resource of the American Lung Association in California. The purpose of the group is to offer patient-centered and community based educational opportunities and support to persons with chronic lung disease (especially COPD), but also asthma, idiopathic pulmonary fibrosis (IPF), lung cancer, and other chronic lung diseases. The Better Breathers Group meets every second Wednesday of the month in the Founders Center and is facilitated by a respiratory therapist. The goal is to give participants tips and techniques to help manage their disease.

Hospital to Home Program
The goal of the Hospital to Home Transitions program is to prevent inappropriate readmissions resulting from patients not understanding and/or following hospital discharge instructions, or a lack of resources at home. Our social worker provides a free home visit to ensure that there are no obstacles to the patient’s recovery at home.

**Services for Seniors**

**Palliative Care**

Palliative Care is offered free to patients with serious, chronic illnesses, through a multidisciplinary team, which focuses on providing patients with relief from symptoms and improving quality of life. The program:

- Manages the patient’s symptoms and assists with pain management. Identifies and coordinates services to support the patient and family after discharge.
- Explores treatment goals and options with the patient and family members.
- Allows the patient to choose the appropriate treatments and therapies.
- The team, which includes a social worker, nurse, physician, and chaplain, provides emotional support to the patient and family members.
- The team provides care in collaboration with the patient’s primary care physician.
maintaining a healthy life style. These seminars, which focus on diseases and conditions common in seniors, are presented by a physician or healthcare provider to help participants understand illness and treatment options. Health screenings and health fairs are offered to help identify conditions including diabetes, hypertension and heart disease. Community outreach includes the following activities. Some programs are offered on site in the hospital’s education center while others are offered out in the community at community centers and senior housing.

- Lectures, seminars and ongoing classes (arthritis, nutrition, podiatry, men’s and women’s health, Alzheimer’s, depression, diabetes, exercise and more)
- Monthly educational seminars held at local senior communities, providing information on health topics that are of interest to seniors (stroke, nutrition, exercise, heart health, etc.)
- Health Screenings and Health Fairs (blood pressure, hearing screening, cholesterol, diabetes, general health screening)
Health Care Access

We identified two areas as barriers to accessing health care: language and financial coverage for services. Over 50% of Parkview’s service area is Latino. As a non-profit hospital our mission is to improve access to health services for our community. This includes having informational material and providing programs and classes in Spanish.

Translation of Hospital Information and Educational Material

With the rising number of individuals in the Riverside Community being from Mexico or other Latin American countries it has become imperative to have all hospital forms and educational material translated into Spanish. To guarantee equal access to all patients and community members, Parkview provides all materials from brochures and educational material to admitting forms and information given to patients during their hospital stay. In addition to ensuring that bilingual staff work in multiple capacities throughout the hospital, we also contract with a translation service to ensure that there is good communication. A dedicated page on our website offers information in Spanish as well:
https://www.pchmc.org/#Información_en_Español
Community Outreach to the Latino Community

With the guidance of our Latino Advisory Community, we held an education series in Spanish which included programs on Family Health, Stress, Obesity, Cancer, as well as our annual Latina Women’s Conference which focused on Healthy Women, Healthy Families. Additionally, weekly seminars were held in Spanish on a variety of health topics.
Mejora Tu Bienestar
Septiembre a Diciembre 2018
los jueves de
9am - 10am

<table>
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<tr>
<th>Septiembre</th>
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<tr>
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Parkview Community Hospital
FOUNDEES CENTER
3865 Jackson Street • Riverside, CA 92503
Para mas información: Patty Trujillo 951-352-5355

PARKVIEW COMMUNITY HOSPITAL PRESENTA
SEMINARIOS PARA PADRES

USTED Y SU ADOLESCENTE: AUTOESTIMA Y COMUNICACIÓN
20 DE JUNIO DE 2018
5:30pm a 7:30pm
(Seminario con los padres y sus jóvenes)
Trabaja con su adolescente y aprendan estrategias y técnicas para mejorar la comunicación entre padres e hijos. También hablaremos sobre signos de baja autoestima en sus adolescentes y cómo construir una relación mejor con ellos.

CONSEJOS PARA PADRES EN LA ERA DIGITAL
23 DE MAYO DE 2018
5:30pm a 7:30pm
Conozca más de las redes sociales que están usando los adolescentes y reciba consejos en cómo hablar con sus hijos sobre estas redes.

Juego y Seminario GRATIS!
Parkview Community Hospital
FOUNDEES CENTER
3865 Jackson Street • Riverside
Para Reservas: 951-352-5355
o. reservar en línea
www.pchcm.org/events

PARKVIEW COMMUNITY HOSPITAL PRESENTA
LA CONFERENCIA ANUAL DE LA MUJER LATINA 2018

mujeres
FUERTES
familias
FUERTES

encontrar maneras de fortalecer sus relaciones, sus hijos y usted misma

Conferencia Gratuito • Revisiones de Salud • Se Sirve Desayuno • Expositores

sábado 02 de junio
8:30am a 12:00pm
presentado en español
Haga su reserva antes del 25 de mayo
951-352-5355
www.pchcm.org#events
ASIENTOS LIMITADOS

no se permiten menores de edad

Parkview Community Hospital
FOUNDEES CENTER
3865 Jackson Street • Riverside
Financial Assistance Policy

Parkview Community Hospital is committed to meeting the health care needs of all patients in the community, including those who may be uninsured or underinsured. As part of fulfilling this commitment, Parkview provides medically necessary services, without cost or at a reduced cost. Financial assistance, often referred to as Charity Care, is defined as any necessary inpatient or outpatient hospital service provided at Parkview to a patient who is unable to pay for care. Patients unable to pay for their care must establish eligibility in accordance with requirements contained in the Parkview Community Hospital Medical Center Financial Assistance Policy (see attached). Notices are posted informing the public of the Financial Assistance Program in English and Spanish.

Maternal & Infant Health Services

Best Beginnings Maternal Child Program

The Maternity Staff at Parkview Community Hospitals Best Beginning Program are here to help with the challenges and changes faced during pregnancy, delivery and postpartum care.
The staff at bestBeginnings is committed to helping all of our parents before, during and after their pregnancy. The medical staff include newborn specialty physicians (board certified neonatologists) to care for the baby should the need arise. Maternal and Children’s Health Services include:

- Labor, Delivery & Recovery Rooms
- Level 3 NICU
- Community Education classes are provided free to the community.

Patients also receive a complementary Best Beginnings Convertible Backpack Diaper Bag and a car seat.

**Tours & Childbirthing Classes**

A key focus of Parkview Hospital’s community outreach is on the health care needs of pregnant women, new moms and their babies.

Parkview offers many free classes and tours in an effort to promote a healthy pregnancy and ensure a safe delivery for the baby. All classes are held in the Founders Center. These classes are offered every month in a series of four classes, once a week. The classes follow the following topics: introduction to childbirth anatomy and physiology, relaxation and breathing techniques of contractions, true vs. false labor and when to come to the hospital.

**Breastfeeding / Lactation Clinic**

As a Baby-Friendly Designation, Parkview supports and encourages breastfeeding. Baby Friendly hospitals are recognized for providing an optimal level of care for infant feeding through a health care culture that reinforces and encourages breastfeeding for newborns.

Newborns that are breastfed receive more health benefits than those who are formula fed. Breastfeeding has many proven benefits for babies, including a reduced risk for obesity and diabetes, meaning healthier children and adults in the long term.

Our Board Certified Lactation consultants are available in the Mother Baby unit to educate, answer questions and assist with breastfeeding. The goal of this program is to increase breastfeeding rates through education and practice. The Lactation Clinic offers personalized, one-on-one assistance to breastfeeding women post discharge and provide resources for the new mother.
The Lactation Clinic also offers classes that cover the information needed to get mom and baby off to a great start for breastfeeding, proper position and latch to avoid breastfeeding problems and how to breastfeed and return to work. Walk-in patients are also welcomed. Clinic visitors are given Health Baby Bags to support Breastfeeding. Services are available seven days a week.

Baby Basics

This is a two and a half hour class offered once a month. This class provides instruction in caring for the newborn while in the hospital and after you are home. Topics include newborn appearance, breathing, feeding, diapering, how to tell when your baby is ill, and umbilical cord care.
Pregnant and Postpartum Support Group

This group was designed for pregnant or parenting women suffering from symptoms of anxiety, depression or stress. This community group provides support, resources, a listening ear and a connection to other mothers and mothers-to-be experiencing similar feelings. Support groups are held in English and Spanish.
Community Health Education

The goal of these health education programs and services is to improve health and prevent disease in families and individuals in the community. Parkview is pleased to offer free community outreach lectures and workshops. Events highlight a wide variety of topics related to health education for the community.

The Pink Ribbon Place

The Pink Ribbon Place offers support to women going through breast cancer and their families by providing support groups, counseling, meditation groups, children's programs and health and wellness workshops. Parkview and The Pink Ribbon Place partnered to host the annual Professionals Panel, which benefits women who have recently received a diagnosis of breast cancer.
Stroke Awareness

Once a month, Parkview’s stroke coordinator facilitates a stroke support group at the Janet Goeske Senior Center. Additionally, the hospital hosted a stroke awareness seminar featuring staff physician Dr. Sameer Ohri. Stroke Risk Assessments were performed at multiple on- and off-site health fairs. A banner with the BEFAST acronym was hung at the Emergency Department entrance, and two pull-up banners are displayed in our ED and main lobbies.
Joint Replacement

A seminar was offered on Arthritis and Shoulder Pain and treatments including surgical/non-surgical intervention. Dr. Lee Blanton, Jr. was the presenter.
African American Health Series

With the assistance of the African American Advisory Board, we continued our health education series which focused on health issues of concern to the African American community. Topics included Stroke Treatment and Research, Arthritis and Shoulder Pain, and Depression Among African Americans.
Participation in Community Health Fairs

Parkview Community Hospital was represented at the following health fairs:

- Goeske Senior Conference (resources)
- MVUSD Health Fair (glucose)
- Riverside City Employees (glucose screening)
- Riverside County Office of Education (glucose screening)
- United Technologies (Stroke Risk Assessment)
- Skechers (Stroke Screening)
- RCC (resources)
- Parkview Spring Health Fair
- Goeske 50 and Better (Stroke Risk Assessment)
- Superform (Glucose screening)
- Country Village Senior Community (Blood pressure, BMI & glucose screening)
- Riverside Superior Court (Stroke Risk Assessment)
- Luxfer (Glucose screening)
- CBU (Glucose screening)
- Welbrook Senior Living (Parkview information)
- Riverside Convention Center Flu Clinic (flu shots)
- Inland Community Health Fair (resources)

The following seminars were held in 2018:

**ENGLISH**

1/29  Byron Ford, PhD, *Advances in Stroke Treatment and Research at UCR*
2/12  Panel Presentation, *Understanding the Opioid Crisis*
3/28  Dr. Sameer Ohri, *Diabetes: Exploring Alternative Treatments*
3/28  Dr. Jeremy Busch, *Focus on Your Feet*
4/3   Dr. Sopheap Ly, *Health and Nutrition*
4/17  Gold Member Health Fair
4/18  Dr. Lee Blanton, *Shoulder Arthritis*
5/1   Dr. Wayne Dysinger, *Reversing Diabetes Using Lifestyle Medicine to Get Rid of it Completely*
5/7   RCHF Women’s Health Seminar, Dr. Dipika Pandit, *Hormones and Chronic Disease*
6/5   Dr. Wayne Dysinger, *UnCancer Preventing and Treating Cancer with Lifestyle Medicine*
6/11  Dr. Andrea Anderson, *Healthy Legs & Feet with Diabetes or Peripheral Arterial Disease*
6/19  Jill Johnson-Young, LCSW, *Grief Support Education: Loving Someone with Dementia*
8/6   Esther Wang, Esq., *Legal and Financial Planning Workshop for Alzheimer’s and Related Dementia*
8/29  Dr. Mikio A. Nihira, *Women’s Health Series #1, Menopause and Bladder Dysfunction*
9/5 Dr. John Geiss, Alzheimer’s From Diagnosis to Decision
9/17 RCHF Men’s Health Seminar, Dr. Sameer Ohri, Men’s Health
10/1 Dr. Megha Patel, Women’s Health Series #2, Uterine Fibroids
10/8 Dr. Wayne Dysinger, What Does It Take to Sleep Like a Baby Again
10/15 Krystal Hays, PhD, Depression Among African Americans
11/5 The Alzheimer’s Association Panel Discussion: Ask the Doctor
11/12 Dr. Wayne Dysinger, How to be like the Tsimane Indians and Never Have a Heart Attack
12/5 Dr. Samar Nahas, Women’s Health Series #3, Women’s Cancer

SPANISH

2/6 Dr. Dipika Pandit, Mental Health and Stress
2/21 Men & Women and Sexual Response Differences
3/21 Alzheimer’s Association, Alzheimer’s
4/10 Dr. Daniel Ludi, Breast Cancer
6/2 Latina Women’s Conference: Happy Women, Happy Families
5/23, 6/20 RCHF, Seminars for Parenting
7/18 Adolescents and Depression
8/7 Dr. Dipika Pandit, Depression
9/26 Dr. Rios, Ask the Doctor
10/24 Depression among Men
11/20 Women and Hormones

Health Care Provider Education, Training & Volunteer Program

Parkview provides education and training programs for nursing and other health care professionals through contracts with Universities, Community Colleges and professional training schools. The nursing school students complete a semester long rotation in the inpatient units of the hospital. The nursing staff provides supervision and guidance during the rotation. The students from other disciplines are also supervised by hospital staff during their internship.
Continuing Education

Parkview offers Continuing Education Unit (CEU) opportunities for nurses and other health professionals. In addition, CEU courses are offered to the nursing staff for licensing and certification at no cost to the individual. The nursing department also offers training programs to help recent nursing graduates.

In support the University of California, Riverside, School of Medicine, Parkview has entered into an affiliation agreement for third year student rotations. The students will complete the rotation under the supervision of a member of the Medical Staff starting in 2015. We are hopeful the medical students will return to practice in the Riverside community when they have completed their medical training since recruitment of physicians to this area has been difficult.

Parkview also provides the following:

- **Health Information Material**: Numerous brochures on health issues that impact the community.

- **Parkview Community Hospital Internet Site** is a resources for the public and health care professionals which offers:
  
  o Links to programs, classes and events available to the community.
  o Volunteer and career opportunities
  o Online Medical Staff Directory with access to more than 550 physicians in specialties including Internal Medicine, Orthopedics, Cardiology Bariatric Surgery, OB/GYN and many others.
  o Physician Referral Service contact information for personalized service.
  o General information for patients and visitors including a telephone directory, directions to the hospital and information regarding access to the medical record, privacy, complaints, concerns, patient rights and responsibilities.
Donations & Sponsorships

Donations were made to the following organizations and events:

<table>
<thead>
<tr>
<th>2018 Donations</th>
</tr>
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<tbody>
<tr>
<td>American Cancer Society</td>
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<tr>
<td>American Heart Association</td>
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<tr>
<td>Big Brothers, Big sisters</td>
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<tr>
<td>Cal Baptist University</td>
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<td>Concert For Heroes</td>
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<tr>
<td>Greater Riverside Chamber of Commerce</td>
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<td>Inland Korean American Association</td>
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<tr>
<td>Janet Goeske Foundation</td>
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<tr>
<td>March Field Air Museum</td>
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<tr>
<td>March of Dimes</td>
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<tr>
<td>NAACP</td>
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<tr>
<td>Riverside Uptown Kiwanis</td>
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<tr>
<td>Riverside Baptist Church</td>
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<tr>
<td>Riverside Community College Foundation</td>
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<tr>
<td>Riverside County Medical Association</td>
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<tr>
<td>Riverside County Works</td>
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<td>Riverside Police Foundation</td>
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**Total Donations for 2018** $169,700

Unreimbursed Cost of Medical Services

The unreimbursed cost of medical services provided by Parkview to patients with coverage through government programs funded at the state and federal levels. In addition, Parkview provides Charity Care and Financial Assistance programs.

- Medi-Cal: The reimbursement for services provided to Medi-Cal beneficiaries are usually significantly below the cost to provide the care.

- Medi-Cal Managed Care: Reimbursement is provided through subcontracts with insurance companies.

- Medicare: The unreimbursed cost of services reimbursed by Medicare is included in the total Community Benefit.

- Charity Care: The hospital provides care to patients who meet certain criteria under is charity care policy without charge or at amounts less than its established rates. Financial Counselors work directly with patients to assess whether they are eligible for
government sponsored health programs. The patient is assisted in completing the application.

**Total Community Benefit**

The quantifiable community benefits provided by Parkview Community Hospital in Fiscal Year 2017 are consistent with community benefit standards. Only activities funded by Parkview were included as quantifiable benefits.

Parkview offers countless benefits to the community that is not reflected in the following table. Assistance provided to community agencies and organizations, Board of Directors and other staff participation in and development of community activities and events are a few examples of non-quantified benefits contributed by the hospital.

<table>
<thead>
<tr>
<th></th>
<th>Total Expense 2017</th>
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<tbody>
<tr>
<td>Charity Care</td>
<td>$2,155,380</td>
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<tr>
<td>Unpaid Cost of Medi-Cal</td>
<td>$33,888,206</td>
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<tr>
<td>Programs for economically disadvantaged</td>
<td>$4,901</td>
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<tr>
<td></td>
<td><strong>Total</strong></td>
</tr>
<tr>
<td>Cash and in-kind contributions</td>
<td>$169,700</td>
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<tr>
<td>Community Benefit Operations</td>
<td>$393,767</td>
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<tr>
<td>Health Professional Training</td>
<td>$408,453</td>
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<tr>
<td></td>
<td><strong>Total community Benefit</strong></td>
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<tr>
<td>Unpaid Cost of Medicare</td>
<td>$19,947,273</td>
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<tr>
<td>Cost of Bad Debt</td>
<td>$3,799,719</td>
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<tr>
<td></td>
<td><strong>Total community Benefit Including Medicare and Bad Debt Cost</strong></td>
</tr>
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