ANNUAL REPORT AND PLAN
for Community Benefit Fiscal Year 2017
(October 1, 2016 – September 30, 2017)

Submitted to:
Office of Statewide Health Planning and Development Healthcare Information Division
Accounting and Reporting Systems Section - Sacramento, California
I. INTRODUCTION

Over sixty years ago, our founding mothers had a dream to care for children in a hospital as special as its patients. Valley Children’s Hospital has flourished ever since, caring for hundreds of thousands of children.

Our Mission

Our mission guides us as we travel the road to our future alongside staff, physicians, children, families, volunteers, our community and our partners throughout the region.

_The mission of Valley Children’s is to provide high-quality, comprehensive healthcare services to children, regardless of their ability to pay, and to continuously improve the health and wellbeing of children._

Our Vision

Our vision captures the path we’ve traveled and showcases our commitment and passion to be the best. Our clear focus is to continue to provide the best care and the best quality pediatric services available anywhere.

_Our vision is to provide the nation’s best healthcare for kids and to become the nation’s best children’s hospital._

Our Values

The following values guide every decision and define our commitment and the action supporting it.

**Excellence:** We depend on exceptional people to provide exceptional quality healthcare and services. We set high standards and we support each other as we strive to achieve them. We invest in each other and we value the individual and cultural differences that make us strong. We are proud of our superior services as measured by quality outcomes.

**Compassionate Care:** We treat every child, every family, each other, our visitors, and our vendors with respect, kindness, hope, joy and good humor. We display our helpful, healing, family-centered spirit at every opportunity. We recognize the importance of playfulness in human interaction and in the health of children. We look for ways to ease suffering and provide comfort.

**Integrity:** We are honest, ethical and responsible in our work and in the way we deal with others. We keep our promises and admit our mistakes. We know ourselves and we avoid hidden agendas. By the way we live our lives everyday, we are worthy of the trust people place in us.

**Innovation:** We embrace change, creativity, continuous learning and personal growth. We incorporate new ideas, technology and methods to improve the health care and services we provide. We anticipate future trends and we create strategic plans to insure future growth and continued vitality.

**Collaboration:** We build enduring internal and external relationships, joining with colleagues across organizational boundaries to improve the care and services we provide. We encourage and reward both individual and team achievements. We put the common good ahead of narrow interests.

**Stewardship:** We are resourceful, adaptable and resilient. We have a “can do” attitude that gets the job done. We are fiscally responsible and efficient with our time. We protect our reserves and manage our operating costs in order to invest in the next generation of kids. We are each personally dedicated to making Valley Children’s better because we were here.

Commitment to the Community

Valley Children’s Healthcare – one of the largest pediatric healthcare networks in the nation – provides Central California’s only high-quality, comprehensive care exclusively for children, from before birth to young adulthood. Our network offers highly specialized medical and surgical services to care for children with a wide variety of medical conditions, ranging from the common to the highly complex.
The network is anchored by Valley Children’s Hospital, a 330-bed stand-alone children’s hospital located in Madera, plus three satellite neonatal inpatient units (28 beds) located across the Valley. In addition, the Valley Children’s network includes specialty care centers, pediatric primary care practices, urgent care center and women’s health services. Valley Children’s has a medical staff of over 575 physicians, approximately 3,400 employees, and over 450 volunteers.

Valley Children’s consistently ranks at the top of our peer group for quality patient outcomes as evidenced by our Magnet® designation, our Beacon Award for Excellence™ in critical care and our US News and World Report recognition in 2017 as one of the nation’s best children’s hospitals for Pediatric Orthopedics, Pediatric Diabetes & Endocrinology and Pediatric Gastroenterology & Gastrointestinal Surgery.

While providing exceptional health care is the single greatest contribution Valley Children’s makes for our children and their families, Valley Children’s also appreciates that it is uniquely positioned to support the needs of children in other ways as well. As an extension of our mission and vision, the goal of Valley Children’s Community Benefit Program is to advance the health and wellbeing of underserved, medically needy children through collaboration and common concern. This Community Benefit Report summarizes the contributions provided by Valley Children’s to its community for fiscal year 2017 (October 1, 2016 through September 30, 2017).

II. SERVICE AREA DEMOGRAPHICS AND PATIENT VOLUME

Service Area Demographics
As the only pediatric specialty network located in Central California, Valley Children’s primary service area extends from San Joaquin County in the north to Kern County in the south, and from the Central Coast to the Sierra Nevada, and is home to close to 1.4 million individuals ages 0 – 20 years.

Valley Children’s service area includes those counties in which Valley Children’s provides a significant amount of inpatient and outpatient support for specialized pediatric care. The counties, shown in the map to the right, are Fresno, Kern, Kings, Madera, Mariposa, Merced, northern Santa Barbara, Stanislaus, southern San Joaquin, San Luis Obispo, and Tulare.

According to www.kidsdata.org, approximately 1/3 of children living in Valley Children’s service area live in poverty, 3/4 are an ethnicity other than Caucasian, and just less than 1/4 live in families where English is not the primary language spoken at home.

Valley Children’s Patient Volume
In 2017, Valley Children’s had 12,372 inpatient cases, 120,016 Emergency Department visits, and a combined 254,059 outpatient center, regional specialty care center and day surgery visits. Medi-Cal covered 77% of Valley Children’s total inpatient cases and 76% of total outpatient visits. Almost two-thirds of Valley Children’s inpatient cases consisted of children 4 years of age or younger and nearly 75 percent were an ethnicity other than Caucasian.
III. ASSESSING AND UNDERSTANDING COMMUNITY HEALTH NEEDS

Valley Children’s Community Benefit Program is built on the outcomes of a collaborative Community Health Needs Assessment (CHNA) that Valley Children’s conducts every three years. Valley Children’s most recent CHNA was completed in 2016 and included the following components.

Joint Needs Assessment
Valley Children’s partnered with 14 hospitals in a four-county region to conduct an assessment of health needs for both children and adults. Counties covered included Madera, Kings, Fresno, and Tulare. The CNHA was coordinated by the Hospital Council of Northern and Central California and included a thorough review of secondary data as well as significant community engagement through surveys, focus groups and key stakeholder interviews.

Supplemental Assessment Activity
To assess the needs of children throughout the rest of its service area, Valley Children’s staff consulted secondary data sources and convened a number of one-on-one interviews and focus group conversations with individuals representing low income, underserved communities.

Additionally, Valley Children’s staff engaged regularly with a host of community-based organizations and initiatives that kept us close to the issues impacting the health and wellbeing of children in our service area. See pages 17 - 19 for a partial list of organizations and initiatives in which we were involved in 2017.
IV. COMMUNITY HEALTH NEEDS PRIORITIES IN 2017

From high rates of obesity and child abuse to poor access to primary health care, children and their families in Central California face many challenges in their efforts to live healthy productive lives. The implications of these challenges are significant. For children and their families, it means high rates of chronic illness, frequent visits to hospital emergency rooms, missed days at school, and missed days at work for the parents or caregivers. For health care providers, it means carefully considering the many needs that exist and determining which needs are the most critical and which needs they are best equipped to address.

Valley Children’s identified the following priority needs for 2017. They are not listed in any particular order.

- Child Maltreatment: Enhanced community education and coordination of services regarding child maltreatment prevention.
- Childhood Weight Management: Increased coordination of existing efforts and development of new resources to assist community-based providers.
- Community Capacity: Enhanced capacity of community-based providers to address pediatric health care needs, including kids with medically complex conditions.
- Developmental Disabilities: Improved access to, and reimbursement for, prevention, screening and treatment for children at risk for, or with, developmental delays.
- Family Support: Improved access to transportation, health literacy, and meals.
- Mental Health: Increased access to mental health services for children, both inpatient and outpatient.
- Primary Care: Increased utilization of primary and preventative care for underserved children.
- Unintentional Injury: Continued focus on preventing unintentional injury to children through community-based education efforts.

Availability of health care resources within Valley Children’s service area varies by type of resource and location, however it is generally recognized that a vast majority of the region is medically underserved. According to data published by the federal Health Resources and Services Administration, significant portions of each county within Valley Children’s service area, with the exception of San Luis Obispo and Santa Barbara counties, were designated as Health Professional Shortage Areas for primary care (including pediatrics), dentistry and mental health in 2017.

Similar data compiled by the California Office of Statewide Health Planning and Development (OSHPD) found that a significant portion of the Central Valley qualified as a Primary Care Shortage Areas (PCSA) in 2017 based on physician counts, and demographic and poverty data.

OSHPD data also found that every county within Valley Children’s service area, with the exception of Mariposa and San Luis Obispo counties, qualified as a Register Nurse Shortage Area in 2017.
V. COMMUNITY BENEFIT PROGRAM SUMMARY

According to the Catholic Health Association’s “Guide for Planning and Reporting Community Benefit”, community benefit services provide treatment and/or promote health and healing in response to identified community needs, and meet at least one of the following objectives.

- Improve access to health care services
- Enhance health of the community
- Advance medical or health care knowledge
- Relieve or reduce the burden of government or private, community – based efforts

Also included in the definition is the provision of charity care and the unreimbursed cost of providing health care services to those enrolled in public programs, including Medi-Cal. In 2017, Valley Children’s provided the following community benefit activities and programs within its service area.

A. COMMUNITY HEALTH IMPROVEMENT SERVICES

Community Health Education

Clinical Partnerships

Valley Children’s Clinical Partnership program brings together institutions focused on enhancing neonatal and pediatric care, regardless if the ill or injured child becomes a Valley Children’s patient. This effort helps prevent children from being transferred or referred unnecessarily to Valley Children’s, as well as potentially identifies earlier when a child needs advanced pediatric care. With improved communication and tools, we decrease stress for patients and families and increase provider confidence in providing pediatric care, while enhancing performance at both institutions. The goals of our Clinical Partnerships include providing:

- Improved quality
- More care delivered closer to home
- Enhanced, coordinated care

In 2017, Valley Children’s supported 10 clinical partners.

Injury Prevention

Valley Children’s operates an Injury Prevention Program to increase community awareness of childhood injuries and those measures that can be taken to decrease their prevalence throughout Central California.

In 2017, the program recorded 23,367 contacts with children, parents, health care professionals and others at 175 different community, media and professional events, covering the following topics: child passenger safety, helmet safety, medication safety, concussion, safe infant sleep, abusive head trauma, suicide prevention, teen depression, poison prevention.

Valley Children’s also continued its strong focus on water safety through The Kohl’s Water Safety Program – a partnership between Valley Children’s Hospital and Kohl’s Cares. This Program provided broad-based awareness messaging, educational opportunities and community outreach events to children and families on water safety and drowning prevention. The multifaceted Program aimed to decrease water-related injuries and drowning and improve the health, safety and wellbeing of children in communities served by Valley Children’s and Kohl’s Department Stores.
Health Care Literacy

Valley Children’s provided access to on-line educational information via the Health Encyclopedia link on its website. Health Encyclopedia contains thousands of pages of information on pediatric diseases, conditions and treatments, as well as sections on how to keep kids healthy. The encyclopedia is available in English and Spanish.

Meeting the Needs of Medically Complex Children

Valley Children’s recognizes the critical role that community-based providers and organizations play in meeting the needs of medically complex children and is committed to making sure they have the clinical skills to take care of this patient population. The Hospital provided significant outreach and education for community-based organizations and providers to make sure they have the clinical expertise needed to care for medically complex children, including children with tracheostomies and ventilators.

Adaptive Sports Program

The only program of its kind in Central California, Valley Children’s Adaptive Sports Program provides recreational and athletic experiences for those with disabilities free of charge. It’s designed for individuals with physical and health impairments and conditions ranging from cerebral palsy to spinal cord injuries. Through hard work and determination, participants learn that it’s possible for them, too, to take part in athletic activities, exceed expectations and achieve their dreams.

The program offers a unique opportunity for people with similar disabilities to come together and increase their social interaction. Parents of special needs children also have the chance to meet other parents and find support, encouragement and friendship.

Activities offered in 2017 included waterski, surfing, camping, adaptive scuba, rock climbing, sled hockey, track and field, tennis, basketball, kayaking and paddle boarding.
Health Care Support Services

Valley Children’s provided the following health care support services to help address the health care needs of children and their families, at home, at school, and in the community.

Child Abuse Prevention

The Guilds of Valley Children’s Hospital Child Abuse Prevention and Treatment Center’s mission is to provide comprehensive services to children and their families through a multidisciplinary, child-friendly program, and to meet the physical and emotional needs of children suspected of being abused or neglected.

The Center’s vision is to be the premier provider in Central California for diagnostic physical abuse assessments, foster care medical clearance examinations, and pediatric sexual assault evaluations including children who have been victims of commercial sexual exploitation.

The Center’s Child Advocacy Clinic operates five days a week and sees close to 1,000 children each year. The Center’s providers are available seven days a week, 24 hours a day for emergency coverage. The Center includes an inpatient component that evaluates about 100 children yearly in the pediatric emergency department, acute-care floors and the pediatric intensive care unit. These children are evaluated for suspected physical abuse, sexual abuse and neglect. The staff includes a board-certified child abuse pediatrician, nurse practitioners specializing in child maltreatment, forensic nurses, social workers, a center coordinator and support staff.

In 2017, the Center worked closely with law enforcement, county Child Protective Services (CPS) agencies, and district attorneys’ offices in child maltreatment investigations. Collaborative efforts included case consultation and monthly SCAN (Suspect Child Abuse and Neglect) meetings facilitated by our Child Advocacy Clinic in an effort to track, monitor and advocate for the health and safety of at-risk children throughout the Central Valley. The SCAN consists of multidisciplinary members that include physicians, nurse practitioners, nurses, social workers, law enforcement, CPS, attorneys, public health and other individuals and groups when indicated.

The Center’s efforts also included participation in multiple county Child Death Review Team (CDRT) meetings. These meetings are designed to review child abuse and neglect fatalities, along with suspicious child deaths, to prevent future fatalities by improving services, advocating for change and conducting public awareness activities.

The Center also collaborated with internal and external partners to provide education to parents, caregivers, health care personnel, teachers and mandated reporters of suspected child maltreatment. These partners included Valley Children’s Trauma Department’s Injury Prevention Team, SAFE KIDS, Child Abuse Prevention Councils of California, Comprehensive Youth Services, Child Protected Services in various counties, Exceptional Parents Unlimited, Sexual Assault Response Teams, and county public health departments.

Enrollment in Health Insurance

Valley Children’s identified and provided enrollment assistance to uninsured and under-insured patients who qualified for Medi-Cal, California Children’s Services Program, or the Valley Children’s Financial Assistance Program. Once eligibility was determined, Valley Children’s staff assisted the family with completing necessary applications and submitting them to the appropriate agencies.
Food for Families
Valley Children’s dietary department provided meal coupons to breast-feeding moms whose infants were at Valley Children’s. Additionally, through a program called Meals of the Heart, which is sponsored by Ronald McDonald Charities of Central California, Valley Children’s social work team provided patients’ families with meal coupons when they arrived and were not prepared for a long stay at the hospital. The social work team also worked closely with the California Children’s Services program to provide food for eligible families.

Valley Children’s also partnered with other regional organizations that help ensure patients’ families have food to eat, including the Mendiburu Magic Foundation based in Bakersfield, the Roman Catholic Diocese of Fresno, and the Sweet Eats Program.

Literacy Program
Valley Children’s is uniquely positioned to make a difference in the literacy of children throughout our service area. It is the aim of our Literacy Program to put a new, age-appropriate book into the hands of every child who comes into our Hospital. In 2017 we provided 1,500-2,000 new books a month to our inpatients and outpatients.

Improving literacy requires much more though than just handing out free books. It also requires educating parents on the importance of literacy and talking to their children. To that end, Valley Children’s staff co-chaired the Fresno Children’s Movement’s Talk Read Sign Campaign in 2017, which focused on promoting reading throughout different school districts, Head Start programs, and Women and Infant Children offices.

For many families in the Central Valley, books are a luxury. The area is among the poorest in the nation with 41 percent of the area’s children ages 0-5 living in households where the income is below the federal poverty level. Not coincidentally, the Valley is also one of the least literate parts of the country. Studies have shown that children from poor socio-economic environments can start kindergarten having heard 30 million fewer words than their more affluent peers. Reading to children can shift this kind of trend. However, asking financially strapped families to put books for their children ahead of other vital priorities is unrealistic. That is why our program wants to help them take the luxury out of literacy. Putting books into the hands of families that cannot afford them can go a long way in increasing literacy rates and performance in school, highlighting the importance of making books a part of normal life for every child who visits Valley Children’s.

Transportation
Given the Central Valley’s largely rural landscape and high concentration of poverty, transportation has long been a challenge for many families. In 2017 Valley Children’s continued to work with the community to improve public transportation and access to care. Valley Children’s Social Work Department assisted families with transportation by providing gas cards, taxi vouchers and / or bus tokens. Valley Children’s also subsidized bus and other public transit services from the City of Fresno and Kings County.
Social and Environmental Improvement Activities

Valley Children’s supported a number of programs and activities to improve the capacity of communities to promote health and wellness among children.

Childhood Weight Management

In 2017, Valley Children’s initiated conversations with community stakeholders for the purpose of developing a regional agenda that measurably improves the health and wellbeing of children by reducing and preventing childhood obesity through collaboration, education and advocacy.

Led by its Community Diabetes Program Coordinator and in collaboration with the Central California Children’s Institute at California State University, Fresno, Valley Children’s work included the following: An environmental scan was conducted across all of the counties in our service area to better understand the issue of childhood obesity, to assess existing programs, initiatives and services, and to identify resource gaps and opportunities for effective intervention and potential partnerships. Valley Children’s engaged over 50 community organizations and stakeholders including schools, public health departments, community based organizations, healthcare providers, health plans, businesses and local government.

Based on the results of the environmental scan, an action plan was developed that focuses on increasing awareness and access to healthy foods and beverages, supporting opportunities for safe physical activity, and creating and improving policies, systems and environmental changes that support healthy living.

Initial action plan work has looked at system improvements, including enhanced coordination amongst separate obesity prevention initiatives taking place in three counties and education and support for pediatricians in their efforts to prevent and / or manage childhood obesity.

Additionally, in 2017, Valley Children’s staff co-chaired the Fresno County Health Improvement Partnership Diabetes Collaborative and its Youth Initiatives subcommittee and was a member of its Health Literacy and Food to Share subcommittees. Valley Children’s staff also presented to the School Health Advisory Council and school nurse leaders across the region.

Early Child Development

Valley Children’s participated in a number of initiatives supporting the healthy development of children both during pregnancy and during the first three years of life. Examples include the following.

Fresno County Pre-Term Birth Initiative: Fresno County has one of California’s highest rates of prematurity with 1 out of every 9 babies born too early. Premature birth can cause serious physical and mental disabilities or even death before the baby’s first birthday.

Over a ten year period, the Fresno County Pre-Term Birth Initiative will work to improve the health of Fresno’s mothers and reduce the rate of premature babies. Using an approach called Collective Impact, partners across many sectors have come together to create change in Fresno County. Valley Children’s has been an active participant in this initiative, with Valley Children’s Senior Vice President for Community Engagement and Population Wellness serving as chair of the Initiative’s Steering Committee.

Help Me Grow Fresno County: Help Me Grow is a coordinated system of early identification and referral for Fresno County’s children ages 0-5 who are at risk for development delays. In 2017, Valley Children’s played an important role in this initiative, both in supporting the adoption of the Help Me Grow model in our primary care practices and by making available one of our pediatricians to serve as a Physician Champion by helping to promote and train other pediatricians in the Help Me Grow model.

March of Dimes: Valley Children’s partnered closely with the March of Dimes to advocate on behalf of policies at the state and federal level that promote healthy pregnancies and healthy babies. Additionally, Valley Children’s Director of Community and Government Relations chaired the March of Dimes’ of California’s Advocacy and Government Affairs Committee in 2017.
Mental Health

Issues and challenges associated with child and adolescent mental health continued to be a major concern in 2017. To help identify potential regional solutions, Valley Children’s supported or participated in a number of activities. Valley Children’s staff provided teen suicide prevention education to students and staff at area high schools. In February 2017, Valley Children’s hosted a seminar titled “A Discussion on Teen Depression and Suicide Prevention” that drew over 200 attendees from across the Central Valley.

In addition, Valley Children’s staff either led or participated in a number of community-based collaboratives focused on preventing child mental illness and/or early identification and treatment of child mental illness. Valley Children’s staff chaired an initiative called Community Conversations, which is a 50 member collaborative addressing issues of mental health, homelessness and the impact on families. A number of Valley Children’s staff also served as members of the Fresno Suicide Prevention Collaborative.

B. HEALTH PROFESSIONS EDUCATION

Valley Children’s is committed to promoting an adequate supply of highly trained professionals to meet our region’s future demand for pediatric health care services. Activities supported by Valley Children’s in 2017 included the following.

Continuing Physician Medical Education

In 2017, Valley Children’s provided continuing medical education to over 600 community-based primary care physicians. Pediatric subspecialty physicians from Valley Children’s served as the featured faculty, providing community-based physicians with guidance on a variety of pediatric medical conditions including advanced endoscopy in pediatrics, community acquired pneumonia and Valley Fever, pediatric brain and spinal cord tumors, pediatric epilepsy, pediatric plastic surgery, pediatric spinal cord injuries, scoliosis in children and adolescents, treatment of critical congenital heart disease, and treatment of chronic sinusitis in children.

Programs were provided at locations throughout the Valley Children’s service area, including Bakersfield, Madera, Merced, Modesto and San Luis Obispo.

Non-Physician Clinical Training

Valley Children’s partners closely with health education programs throughout the state and throughout the country to provide students with a variety of educational opportunities to observe or participate in the care of pediatric patients. In 2017, Valley Children’s hosted 919 nursing students from over 10 different nursing schools for a total of 54,639 nursing instruction hours. Valley Children’s also hosted a total of 229 non-nursing students, representing 13 different clinical disciplines, across 12 different educational institutions for a total of 30,966 instruction hours.

Physician Training

In 2017, Valley Children’s provided training to 61 medical students and 176 physician residents from 20 different programs. Residents received training in a number of different disciplines including general pediatrics, cardiology, emergency medicine, family medicine, pediatric surgery, and orthopedic surgery.

Pharmacy Residency Program

Valley Children’s supported a pharmacy residency program in 2017 that provided training to 7 residents and 1 fellow.
C. RESEARCH

The research program at Valley Children’s Hospital consists of both national multi-center clinical trials and locally generated, physician-initiated research studies. Physicians select studies which are tailored to meet the varying needs of our patient population. The following summary represents studies ongoing in 2017 and 2018.

At Valley Children’, 193 studies are available to children and their families. Studies include Phase II through Phase IV clinical research, as well as social and behavioral research. The oncology research program is a member of the Children’s Oncology Group, a national network of clinical trials which is federally funded by the National Cancer Institute. Physicians have access to more than 100 studies to treat a variety of types of childhood cancer. Additionally, Valley Children’s participates in studies sponsored by major pharmaceutical companies. Importantly, a program which examines the long-term effects and needs of survivors of childhood cancer, initiated by a hospital-based oncologist is centered here.

Valley Children’s Hemophilia Treatment Center’s providers participate in a nationwide project which offers no-cost genetic testing to patients with hemophilia and potentially affected relatives. Participants have the option to provide blood specimens to be used both now and in the future to better understand Hemophilia A and B, as well as other medical conditions. Another project utilizes donated blood specimens to increase knowledge of the genetics of bleeding and clotting disorders and aims to gain a better understanding of the issues affecting patients and their families.

The Endocrinology and Gastroenterology Departments offer various studies for diabetes and inflammatory bowel disease, which are noted to be at a higher prevalence in the Central Valley. Physicians participate in several studies which follow children to determine whether they are at risk of, or are developing Type 1 diabetes and gastroenterologists are participating in a study to develop a better treatment and diagnostic plan for the management of bile duct stones in children. A partnership with the University of California, Merced, offers social and behavioral research on the management of family dynamics for teens with Type 1 diabetes.

In conjunction with Stanford University, several cardiologists are examining the outcomes of children who have had surgical procedures for several types of serious heart defects. Another study seeks to understand the psychological effects of implanted pacemakers on children.

A genetics registry allows physicians to collect information on patients with rare genetic diseases to find clinical trials which seek to better understand rare children’s diseases and to develop new treatments.

Several other researchers are examining the appropriate use of medications in pediatrics to prevent medication errors.
D. CASH AND IN-KIND CONTRIBUTIONS

Valley Children’s participated as a financial sponsor of community based organizations whose purpose aligns closely with Valley Children’s mission and community benefit priorities. Some of the those organizations included the Buddhist Tzu Chi Free Clinic, Community Food Bank, Down Syndrome Association of Central California, Exceptional Parents Unlimited, Hinds Hospice, March of Dimes, Sierra Vista Child & Family Services, and West Fresno Family Resource Center.

Valley Children’s also provided a variety of in-kind support including the following.

Disaster Preparedness

Valley Children’s donated space to the California Department of Public Health to store pharmaceuticals to be used in regional disasters or medical emergencies.

Expanded Access to Pediatric Primary and Specialty Care

Valley Children’s made cash contributions for the purchase of land and other capital related items to be used to increase access to health care services for children in neighboring communities.

Poison Control

The Central California Poison Control Center is located on the Valley Children’s campus and received a donation of office space in 2017 from Valley Children’s.

The Center answers calls from throughout the region and provides expert advice and information regarding exposure to potentially harmful substances. The phones are staffed 24 hours a day, 7 days a week. In addition to providing emergency telephone advice regarding poison exposures, the Poison Control Center operates several programs critical to a culturally diverse, agriculturally based community like the Central Valley. The Center has been expressly responsive to the growing and largely underserved Latino population by developing specialized teaching tools and program interventions in Spanish, and providing customized trainings for community health workers in Spanish.

Also, the Center contracts with the State Department of Pesticide Regulation (DPR) to assist physicians in complying with mandatory reporting requirements for pesticide exposures. The Poison Control Center also provides case data and information on the health issues related to pesticide exposure in California.

Ronald McDonald House

Valley Children’s owns the land on which the Ronald McDonald House (RMH) of Central California is located and leases the land to the RMH for $1 per year. The lease arrangement helps make it possible for the RMH to offer the following services to families who children are hospitalized or receiving treatment.

- 18 bedrooms with a private bathroom
- 3 wings equipped with a laundry room, kitchen and dining area
- Fully stocked pantry and private refrigerators for each room
- Home-cooked meals
- Playroom for siblings
- Large communal living area with small reading room
- Computer lab
- Outdoor dining and play area
E. COMMUNITY BUILDING ACTIVITIES

In 2017, Valley Children’s participated in a number of local, regional and state level initiatives or coalitions that directly relate to the priority needs listed on pages 5 and 6, including those listed below.

Child Maltreatment
1. Child Abuse Prevention Councils
2. County Pediatric Death Review Teams
3. Fresno Council on Child Abuse Prevention
4. Fresno County Sexual Assault Response Team
5. Madera County Child Abuse Prevention Council
6. Suspected Child Abuse & Neglect (SCAN) Teams for Fresno and Madera Counties
7. Tulare County Sexual Assault Response Team

Childhood Obesity Prevention
1. Fresno County Health Improvement Partnership Diabetes Collaborative
2. Kings County Diabesity Coalition
3. Live Well Madera County Obesity and Diabesity Workgroup
4. Madera Unified School District Wellness Committee
5. Regional Partnership on Childhood Obesity Prevention
6. Tulare County Diabetes Workgroup

Community Capacity
1. Children’s Health and Air Pollution Study for the San Joaquin Valley
2. Central Valley School Health Advisory Panel

Developmental Disabilities
1. Bi-Annual Babies First Coordinating Council
2. California Breastfeeding Coalition Communication Committee
3. Fresno Babies First Breastfeeding Task Force
4. Fresno County Office of Education Teen Parent Support Collaborative
5. Help Me Grow – Fresno and Kern Counties
6. Kern County Medically Vulnerable Infant Project
7. Madera County Breast Feeding Coalition
8. Madera County Office of Education Pregnant or Parenting Teen Youth Conference
9. March of Dimes Central Valley Division
10. March of Dimes California Advocacy and Government Affairs Committee
11. Model of Care Partnership Oversight Committee, Fresno County
12. Preterm Birth Collective Impact Initiative for Fresno County
13. Teen Parent Support Program – First 5 Fresno
Mental Health
1. Central California Perinatal Mental Health Collaborative
2. Community Conversations on Mental Health – Fresno County
3. Fresno County 5150 Task Force
4. Fresno County Suicide Prevention Collaborative
5. Live Well Madera County
6. National Alliance on Mental Illness – Fresno County
7. Resource Center for Survivors, Fresno County Rape Crisis Services
8. Survivors of Suicide Loss – Fresno County

Primary Care
1. Fresno Healthy Communities Access Partners

Unintentional Injury
1. California Safe Teen Driving Committee
2. California State Injury Prevention Collaborative
3. Safe Kids Central California
4. Safe Kids Kings County
5. Water Safety Council of Fresno County

Other
1. ABC30 Fresno Community Advisory Committee, Fresno
2. Binational Health Week of Central California Planning Committee
3. Cradle to Career Partnership, Fresno County
4. Fresno County Health Improvement Initiative
5. Kings County Multi-Disciplinary Team
6. Madera County Interagency Council for Children
7. Mariposa County Interagency Team Member
8. Roman Catholic Diocese of Fresno, Health Ministry Office
9. Tulare County Mobilizing for Action through Partnerships and Programs Committee
10. Ventanilla de Salud Program, Mexican Consulate Fresno
## VI. FINANCIAL SUMMARY OF COMMUNITY BENEFIT

### Economic value and categorization of community benefit provided in FY 2017

**(October 1, 2016 through September 30, 2017)**

<table>
<thead>
<tr>
<th>Community Benefit Categories</th>
<th>Net Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Charity care</td>
<td>$99,536</td>
</tr>
<tr>
<td>2. Unpaid costs of Medi-Cal</td>
<td>$68,489,052</td>
</tr>
<tr>
<td>Hospital Provider Fee Program net revenue</td>
<td>($51,343,220)</td>
</tr>
<tr>
<td>Net unpaid costs of Medi-Cal</td>
<td>$17,145,832</td>
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<tr>
<td>3. Education and research</td>
<td>$9,304,995</td>
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<tr>
<td>4. Other for the broader community</td>
<td>$14,240,724</td>
</tr>
<tr>
<td><strong>Total quantifiable community benefit prior to unpaid cost of Medicare</strong></td>
<td><strong>$40,791,087</strong></td>
</tr>
<tr>
<td>5. Unpaid costs of Medicare</td>
<td>$89,730</td>
</tr>
<tr>
<td><strong>Total quantifiable community benefit</strong></td>
<td><strong>$40,880,817</strong></td>
</tr>
</tbody>
</table>

1. Charity Care - In keeping with its Mission, Valley Children’s continues to accept all patients, regardless of their ability to pay. This amount represents costs associated with patients who meet certain criteria under the organization’s charity care policy without charge, or at amounts less than its established rates in relation to the cost of these services. Charity care includes indigent and free care, which is based on the patient’s inability to pay for services.

2. Costs related to the medical and health professions education programs and research that the hospital supports.

3. Includes non-billed activities, such as health education, community health improvement, health support services, community benefit operations, cash and in-kind donations.
Valley Children’s continues to address the identified significant health needs in our service area through our community benefit commitment.

**PRIORITY NEEDS**

In 2016, Valley Children’s completed a Community Health Needs Assessment. Priority health needs were identified that the hospital chose to address through its Implementation Strategy. These included:

1. **Access to Care**
   - Community Capacity
   - Primary Care
   - Transportation

2. **Chronic Disease Prevention**
   - Asthma
   - Obesity and Type II Diabetes

3. **Infant Health**
   - Developmental Disabilities
   - Pre-Term Birth and Infant Mortality

4. **Mental Health**

5. **Violence and Injury Prevention**
   - Child Maltreatment
   - Unintentional Injury Prevention

**IMPLEMENTATION STRATEGY**

The Implementation Strategy developed from the 2016 Community Health Needs Assessment spans the period 2017-2019. Valley Children’s will address these priority health needs in Fiscal Year 2017 through a commitment of resources, including but not limited to the following programs and services.

1. **ACCESS TO CARE**

   **Community Capacity**
   - Valley Children’s provides outreach education to community-based providers and organizations to make sure they have the clinical expertise needed to care for medically complex children.
   - Valley Children’s provides cash and in-kind donations to a number of community organizations to support their efforts to improve community health.
• Valley Children’s provides clinical precepting to student nurses, medical students and other health care professionals in training.
• Valley Children’s provides financial assistance through both free and discounted care for health care services, consistent with our financial assistance policy.

Primary Care
• Valley Children’s works with helps recruit and place primary care providers into underserved areas.
• Valley Children’s provides enrollment assistance to families with children not enrolled in health insurance.

Transportation
• Valley Children’s provides gas cards, but tokens and taxi vouchers to families needing assistance traveling to the hospital or other treatment centers.
• Valley Children’s subsidizes bus and other public transportation services from Fresno and Kings Counties.

2. CHRONIC DISEASE PREVENTION

Asthma
• Valley Children’s will partner with community – based providers and organizations to increase regional capacity to prevent and manage childhood asthma.

Obesity and Type II Diabetes Prevention
• Valley Children’s recently hired a Community Diabetes Program Coordinator who will help the organization’s efforts in developing and implementing a regional strategy for preventing childhood obesity and type II diabetes.

3. INFANT HEALTH

Developmental Disabilities
• Valley Children’s participates in and supports several community-based efforts focused on improving coordination of and access to prevention, screening, assessment and treatment services, including Help Me Grow programs in Fresno, Kern and Merced counties and the Kern Medically Vulnerable Infant Project.

Pre-Term Birth and Infant Mortality
• Valley Children’s participates in the Pre-Term Birth Initiative of Fresno County focused on improving birth outcomes for at risk women.
• Valley Children’s provides education and technical assistance to community-based providers to ensure they have the expertise to care for medically complex infants.

4. MENTAL HEALTH
• Valley Children’s participates in community-based initiatives that increase access to, or coordination of, mental health services for children.
5. VIOLENCE AND INJURY PREVENTION

Child Abuse and Neglect

- Valley Children’s Child Abuse Prevention and Treatment Center offers comprehensive services to children and their families through a multidisciplinary, child-friendly program, to meet the physical and emotional needs of children suspected of being abused or neglected.
- The Center collaborates with internal and external partners to provide education to parents, caregivers, health care personnel, teachers and mandated reporters of suspected child maltreatment.

Injury Prevention

- Valley Children’s operates an Injury Prevention Program to increase community awareness of childhood injuries and those measures that can be taken to decrease their prevalence.
- Valley Children’s chairs Safe Kids Central California, leading this coalition of 40 locally based agencies in a variety of projects focused on decreasing unintentional death and injury to kids.

MEASURING IMPACT

Valley Children’s has established impact measures for our community benefit programs that include documenting persons served and identifying changes in policy as a result of our community efforts.

VIII. CONTACT INFORMATION

Address of Hospital Campus
Valley Children’s Hospital
9300 Valley Children’s Place
Madera, CA 93636

Web Address
http://www.valleychildrens.org

Community Benefit Contact
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