



SAN ANTONIO
REGIONAL HOSPITAL



COMMUNITY BENEFIT REPORT

2 0 2 3

Letter from the President and Chief Executive Officer

Dear Community Members,

At San Antonio Regional Hospital, our commitment to providing exemplary healthcare services extends far beyond our hospital walls. We recognize that the health of our community is influenced by a myriad of factors, including access to medical care, education, and socio-economic conditions. With this in mind, we have taken significant strides to address the comprehensive health needs of our community through various initiatives and programs.

The 2022 Community Health Needs Assessment (CHNA) was a pivotal step in understanding the specific health challenges faced by our community, particularly among low-income, minority, and medically underserved populations. By collaborating with a diverse group of stakeholders, we identified key health and well-being priorities and developed a strategic plan to address them. The result is our 2023-2025 Community Health Implementation Strategy (CHIS), which outlines targeted actions to improve maternal and infant health, mental and behavioral health, and the management of cardiovascular disease and diabetes.

In January 2015, we launched the Community Health Improvement Program (CHIP) to focus on diminishing healthcare gaps, promoting evidence-based care, and reducing avoidable emergency room visits and hospitalizations. The program's success is a testament to our dedicated interdisciplinary healthcare team and the innovative strategies we employ, such as individualized Comprehensive Health Profiles (CHP) and Quality Care Plans (QCP).

One of the unique aspects of CHIP is the involvement of student health coaches, trained through collaborative programs with local universities. These students play a crucial role in providing in-home visits and phone interactions, educating and motivating at-risk members to take an active role in their health and well-being.

Our outreach and education efforts are designed to provide pertinent health information and connect community members to resources that support their overall health. In partnership with local organizations, cities, government agencies, physicians, and school districts, we engaged over 5,500 individuals in 2023 through programs such as the Cardiac and Orthopedic Lecture Series and the Healthy Heart Class series.

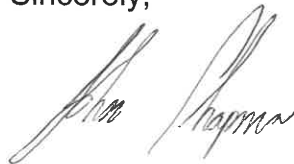
San Antonio Regional Hospital also offers a variety of services across multiple locations, including our main campus in Upland, satellite locations in Rancho Cucamonga, Fontana, Eastvale, and Ontario, and specialized facilities such as the Scheu Family Building.

As a non-profit hospital, we reinvest all resources into enhancing healthcare services, expanding facilities, and providing care for vulnerable populations. In 2023, we provided \$1,419,013 in financial assistance to patients and absorbed \$46,349,923 in unreimbursed costs for Medi-Cal patients. Our community benefit programs are extensive, and we continuously seek partnerships to maximize the impact of our efforts.

We invite you to explore this report to understand the breadth of our community benefit activities and the positive impact we strive to achieve. For additional information, please visit our website at www.sarh.org or contact us at populationhealth@sarh.org.

Thank you for your continued support and trust in San Antonio Regional Hospital.

Sincerely,



John T. Chapman

President and Chief Executive Officer

San Antonio Regional Hospital



Table of Contents

Introduction	5
About San Antonio Regional Hospital	5
Leadership	5
Caring for Our Community	6
Facilities	7
San Antonio Regional Hospital Service Area	10
2022 Community Health Needs Assessment	11
2023-2025 Community Health Implementation Strategy	15
Community Benefit Program Highlights.....	16
Community Health Improvement Program	16
Community Outreach and Education	17
Healthy Beginnings	19
Lewis-San Antonio Healthy Communities Institute.....	19
Positive Minds, Healthy Actions.....	19
Super Science Days	20
Clinical Shadowing Program.....	20
Non-Clinical Internships	21
Financial Summary of Community Benefits.....	22
Contact.....	23



Introduction

About San Antonio Regional Hospital

San Antonio Regional Hospital (SARH) was founded by Dr. William Howard Craig in 1907 to meet the healthcare needs of local residents. As the community surrounding the hospital grew, it became apparent that larger, more modern facilities were needed. Community leaders rallied to raise the needed capital and the hospital moved to its current location on San Bernardino Road in 1924. Through community support, the hospital grew — from its modest beginning with 18 beds, 5 physicians, and limited staff — to a 363-bed regional medical facility with 2,200 employees, over 400 volunteers, and a medical staff of nearly 600 physicians representing a wide spectrum of medical and surgical specialties.

On January 6, 2017, the hospital's main campus in Upland underwent its largest expansion in its history. The 179,000-square-foot addition, which includes a new 52-bed emergency department and 92-bed patient tower, incorporated the latest healthcare architectural design and advanced technological features to meet the needs of the growing population in the West End of California's Inland Empire.

In addition to the main campus, the hospital has satellite locations in Rancho Cucamonga, Fontana, Eastvale, and Ontario. These facilities provide outpatient care in a close, convenient setting for the region's growing population. Additionally, San Antonio Regional Hospital opened a new 60,000-square-foot two-story ambulatory care facility directly across the street from the hospital in 2019. The Scheu Building houses City of Hope's comprehensive cancer center on the first floor and the hospital's outpatient services and programs on the second floor. The Women's Breast and Imaging Center, pre-operative and pre-procedural services, and targeted programs to complement City of Hope's cancer center are among the hospital's offerings in this location.

Leadership

San Antonio Regional Hospital is governed by a 13-member Board of Trustees. The hospital's Medical Staff President-Elect, President, and Immediate Past President are members of the board by virtue of their offices. At least two additional physicians are elected from the medical staff, and the remaining members are elected from the community-at-large. The Board of Trustees, with physician leaders comprising a significant portion of its membership, sets the direction for the hospital's Community Benefits Program.

The Executive Management Group directs the hospital's strategic planning process and allocates resources for community benefit activities. The Executive Management Group includes the Chief Executive Officer, Chief Financial Officer, Chief Operating Officer, Chief Nursing Officer, Chief Strategy Officer, Chief Human Resources Officer, Chief Information Officer, and President of the Hospital Foundation.



Caring for Our Community

San Antonio Regional Hospital is committed to improving the health and wellness of the residents it serves. As such, the hospital does its best to build partnerships with other organizations that share our values and mission. We understand that community benefits are more than just numbers; they represent people. This report highlights how San Antonio Regional Hospital serves its community by delivering essential patient care services to promote healthier lifestyles, early detection of disease, and enhanced access to basic healthcare services.

Mission

Our mission is to improve the health and well-being of the people we serve.

Vision

Our vision is to be a leader in creating healthy futures through excellence and compassion.

As a regional healthcare provider, San Antonio Regional Hospital is committed to maintaining the highest quality of care for those we serve. As a nonprofit hospital, all of our resources are devoted to providing healthcare services. We strive to provide our community with the best care by

allocating a percentage of hospital operations to purchasing new or upgraded equipment, expanding services, and providing care for vulnerable populations. This includes free or low-cost screenings, services, and health education to prevent chronic diseases and improve health outcomes.

While the Inland Empire is a maturing economic market, many individuals and families are at significant risk during a medical crisis. Often this is due to an inability to access health insurance or inadequate insurance coverage. The hospital's financial assistance policy provides relief to the families, who would otherwise face medical bankruptcy. In 2023, \$1,419,013 in financial assistance was provided for patients. The hospital absorbed \$46,349,923 in unreimbursed costs incurred in providing care and treatment for Medi-Cal patients, while other uncompensated care (bad debts) totaled \$11,234,335 in actual costs incurred by the hospital. In addition to direct medical care, San Antonio Regional Hospital reaches out to its community in a variety of ways that go well beyond the traditional care provided by an acute care hospital. An inventory of these programs and activities is provided later in this report.

In many communities within the hospital's service area, needs far exceed accessible resources. San Antonio Regional Hospital understands the power of collaboration and seeks alliances with other health and social service providers to develop community-based programs with defined goals and measurable outcomes. These partnerships leverage the community's resources to achieve the maximum benefit for its residents.



Facilities



SAN ANTONIO REGIONAL HOSPITAL

999 San Bernardino Road, Upland, California 91786

Services at this facility:

Centers of Excellence

- Heart Center
- Stroke Center
- Emergency Services
- Critical Care
- Endoscopy (G.I. Lab)
- Laboratory
- Maternity
- Neonatal Intensive Care
- Orthopedic Institute
- Radiology
- Rehabilitation Services
- Respiratory Care
- Retail Pharmacy
- Surgery – Inpatient & Outpatient



THE SCHEU FAMILY BUILDING

1100 San Bernardino Road, Upland, CA 91786

Services at this facility:

- Cancer Center
- Outpatient Center
- Lab Tests
- Preoperative Center
- Radiology (X-Ray and Imaging)
- Women's Breast & Imaging Center





RANCHO SAN ANTONIO MEDICAL PLAZA

7777 Milliken Avenue, Rancho Cucamonga, California 91730

Services at this facility:

- Urgent Care
- Diagnostic Services (Lab and Radiology)
- Rehabilitation Services (Managed with Care by Casa Colina Centers for Rehabilitation)
- Retail Pharmacy
- Community Blood Drives
- Physician Offices



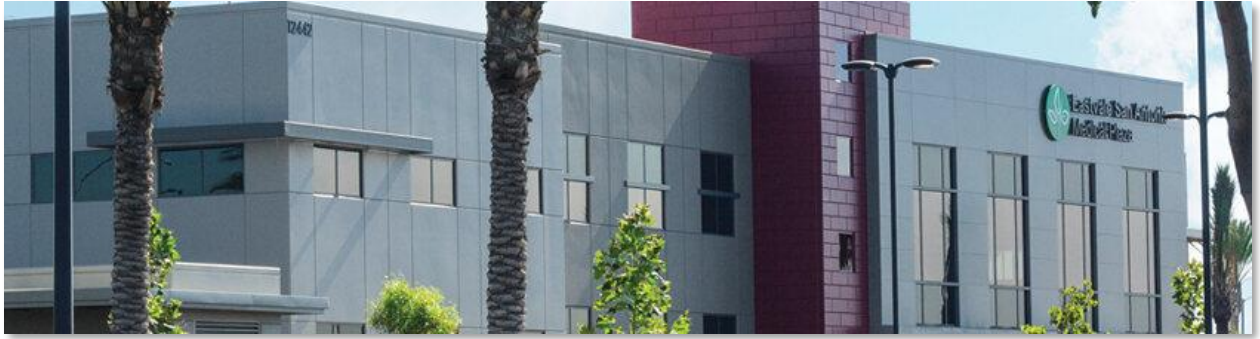
SIERRA SAN ANTONIO MEDICAL PLAZA

16465 Sierra Lakes Parkway, Fontana, California 92336

Services at this facility:

- Fontana Care4U Center
- Diagnostic Services (Lab and Radiology)
- Urgent Care
- Rehabilitation Services (Managed with Care by Casa Colina Centers for Rehabilitation)
- Retail Pharmacy
- Physician Offices





EASTVALE SAN ANTONIO MEDICAL PLAZA

12442 Limonite Avenue, Eastvale, CA 91752

Services at this facility:

- Diagnostic Services (Radiology)
- Urgent Care
- Physician Offices



SAN ANTONIO URGENT CARE ONTARIO

970 North Mountain Avenue, Ontario, CA, 91762

Services at this facility:

- Urgent Care





BUILDING 901

901 San Bernardino Road, Upland, CA 91786

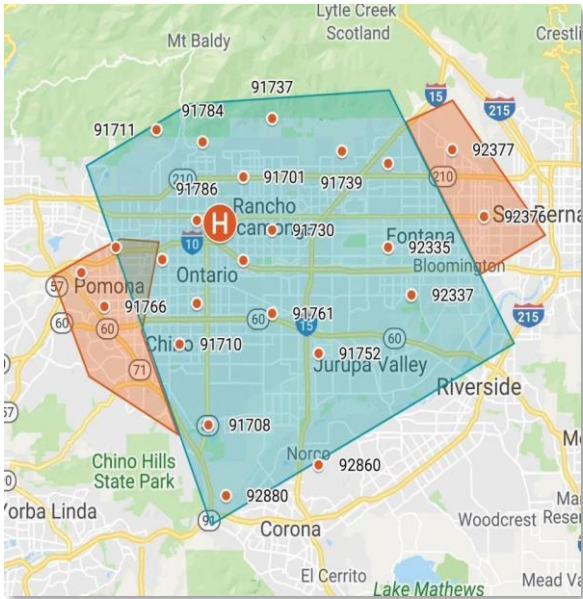
Services at this facility:

- Upland Care4U Family Health Center
- Healthy Beginnings Maternal/Child Services
- Rehabilitation Services

San Antonio Regional Hospital Service Area

San Antonio Regional Hospital sees a community as having both physical and geographic components, as well as the socioeconomic and psychosocial factors that define a sense of community. Individuals can thus be part of multiple communities – geographic, virtual, and social. The current focus on community-based participatory research in public health has prompted an evaluation of what constitutes a community. In this report, we defined a community as the geographic area served by San Antonio Regional Hospital and the population it serves.

San Antonio Regional Hospital is located in the City of Upland, in the “West End” of San Bernardino County. However, like many hospitals, San Antonio Regional Hospital’s service area is defined as the geographic area from which it receives the majority of its hospital admissions. The total service area consists of “primary and secondary” service areas, with the primary service area accounting for

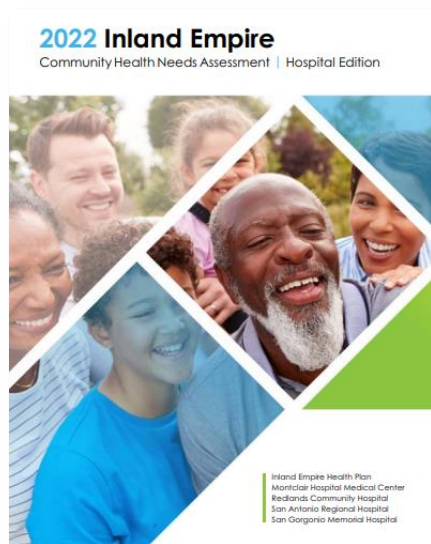


Primary Service Area
Secondary Service Area

approximately 80% of the hospital’s admissions, and representing the majority of San Antonio’s planning efforts. As illustrated on the map below, San Antonio Regional Hospital’s primary service area, denoted in blue, comprises the cities of Chino, Claremont, Eastvale, Fontana, Montclair, Ontario, Rancho Cucamonga, and Upland. San Antonio Regional Hospital’s secondary service area, shaded in orange, extends to Pomona on the west, Chino Hills to the southwest, Norco on the southeast, and Rialto at the eastern edge of the service area.

2022 Community Health Needs Assessment

San Antonio Regional Hospital conducted a Community Health Needs Assessment (CHNA) in 2022. The assessment identified the health-related needs of the community including low income, minority, and medically underserved populations.



To ensure broad community input, San Antonio Regional Hospital collaborated with a diverse group of stakeholders to identify the top health and well-being needs of Inland Empire residents. Key stakeholders included representation not only from the hospital, public health and the broad community, but from low-income, minority and other underserved populations.

The 2022 Community Health Needs Assessment includes burden of disease data, vital conditions data and hospital utilization data, along with information gathered through key informant interviews and facilitated listening sessions with community residents.

To aid San Antonio Regional Hospital in understanding the data collected, an online platform, called IP3 | Assess, was launched to support and engage hospital staff and community members towards collective action.

Public Health and Prevention

Public health is defined as the health of a population as a whole. The regional CHNA took this “population level” approach in identifying priorities to support vibrant health in the community.

The 2022 regional CHNA was strategically designed as a collaborative process that included county public health departments, a local Medi-Cal managed care organization (Inland Empire Health Plan), local hospitals, community clinics and other community-based organizations working towards health improvement in the Inland Empire region.

Many of the essential public health approaches have been intentionally adopted in this regional hospital CHNA process:



- Assess and monitor community needs and assets, population health status and factors that influence health.
- Investigate, diagnose and address health problems and hazards affecting the population.
- Communicate effectively to inform and educate people about health, factors that influence it and ways to improve it.
- Strengthen, support and mobilize communities and partnerships to improve health.
- Build and maintain a strong organizational infrastructure for public health.

As we work to address the health issues, social conditions and inequities identified in the CHNA, taking a public health approach will be critical.

The 2022 CHNA process followed these steps:

Key data were collected for the 2022 Inland Empire CHNA Stakeholder Committee’s review. Quantitative data was integrated into the IP3 | Assess platform, which has two frameworks that are used to identify specific levers that stakeholders can pull to improve community health through collective action.

1. The Burden of Disease framework focuses on 12 health conditions, which were reduced to 10 for the purposes of this CHNA. (The domains of cardiovascular disease and diabetes were combined into one, and brain health was not included due to a dearth of indicators.)
 - Cardiovascular disease/diabetes
 - Cancers
 - Respiratory disease
 - Kidney disease
 - HIV/AIDs and sexually transmitted infections (STIs)
 - Infectious disease
 - Maternal and infant health
 - Injury and violence
 - Mental and behavioral health
 - Oral health

2. The Vital Conditions for Well-Being framework highlights seven conditions vital to the well-being of people and places (social and environmental drivers of health).

After reviewing the data, the 2022 Stakeholder Committee used a five-question poll to rank disease and condition priorities for collective action in the Inland Empire. Additionally, the stakeholders selected four populations for special focus to address health disparities in their communities.



Based on the poll, the Stakeholder Committee selected the following priorities and populations for focus in the 2022 CHNA:

1. Burden of disease framework
 - a. Cardiovascular disease and diabetes
 - b. Mental and behavioral health
 - c. Maternal and infant health

2. Vital Conditions
 - a. Basic needs for health and safety
 - b. Humane housing
 - c. Meaningful work and wealth

3. Populations of focus (addressing health disparities)
 - a. Communities of color
 - b. Individuals with low income and those living in poverty
 - c. Seniors
 - d. Communities in remote and rural areas

After this meeting, representatives of San Antonio Regional Hospital, Montclair Hospital Medical Center, Redlands Community Hospital and the Hospital Association of Southern California met again to select priorities for their primary service areas (PSAs). They validated that the above priorities and populations were also the most important for their service areas.

Burden of Disease and Vital Conditions

The following indicators for each burden of disease and vital condition priority note some of the specific causal factors in San Antonio Regional Hospital's primary service area. The information below also highlights opportunities for improvement identified by comparing the hospital PSA results to the state benchmarks.

BURDEN OF DISEASES

Infant and Maternal Health

- High infant death rate
- High percentage of low birthweight babies
- High rate of tobacco uses during pregnancy
- High rate of pre-term births

Cardiovascular Disease and Diabetes

- High obesity rate
- High cholesterol rate
- HPSA (Health Profession Shortage Area – Primary Care)



- High rate of hypertension deaths
- High rate of smoking
- High stroke rate
- High rate of heart disease
- High diabetes rate
- Low diabetes management rate in Medicare beneficiaries

Mental and Behavioral Health

- Shortage of mental health providers
- HPSA (Health Professional Shortage Area) – Mental Health
- High rate of substance use disorder death
- High rate of depression in Medicare beneficiaries

VITAL CONDITIONS

Basic Needs for Health and Safety

- HPSA (Health Professional Shortage Area) – mental health
- HPSA (Health Professional Shortage Area) – dental
- High rate of premature death
- High population of people with diabetes
- Lower life expectancy

Humane Housing

- Low rate of multi-family housing

Meaningful Work and Wealth

- Lack of high-paying jobs
- Low median household income

Further details about San Antonio’s 2022 CHNA can be found on the following link:

<https://www.sarh.org/programs/community-connection/community-benefit/>

Priority issues being addressed by San Antonio Regional Hospital in 2023-2025:

1. **Maternal and Infant Health:** The 2022 CHNA, key informants revealed that the region is seeing high infant death rate, high rate of pre-term births, high rate of tobacco use during pregnancy and below benchmark in early prenatal care, particularly in populations that identify as Black/African American.
2. **Mental and Behavioral Health:** The 2022 CHNA revealed that community members are unable to identify resources or access to preventative care and mental health services.
3. **Cardiovascular Disease and Diabetes:** The 2022 CHNA revealed in primary data collection that community members feel management of health is the most pressing health issue as it enables one to stay healthy and increases longevity.



Chronic illnesses associated with cardiovascular disease and diabetes continue to be an increasing health risk across the nation and in our community, both for adults and children.

2023-2025 Community Health Implementation Strategy

Everyone participating in the CHNA recognized that the causes of community health needs are both complex and challenging to articulate. Equally challenging is the task of addressing these needs in meaningful and impactful ways. With the completion of the CHNA and the prioritization process, the CHNA team embarked on the next step to develop a strategy to address the top burden of diseases through the critical vital conditions explained in this document.

To complement the 2022 CHNA, a Community Health Implementation Strategy (CHIS) was created with specific strategies and programs to address identified health needs. The 2023-2025 Community Health Implementation Strategy provides information on how San Antonio Regional Hospital plans to address critical health needs identified in the 2022 CHNA. The hospital plans to build on previous CHNA efforts and existing initiatives, while also considering new strategies and efforts to improve health through upstream and downstream interventions, with specific health indicators.

Priority issues being addressed by San Antonio Regional Hospital in 2023-2025:

1. Maternal and Infant Health
2. Mental and Behavioral Health
3. Cardiovascular Disease and Diabetes

The plan outlines a goal and specific action items for each priority area identified in the CHNA. Specific strategies in the CHIS fall into two categories: 1) access to primary care and 2) access to preventative care.

Priority Area	2022 CHNA Identified Need	2023-2025 CHIS Goal
Maternal and Infant Health	High infant death rate, high rate of pre-term births, high rate of tobacco use during pregnancy and below benchmark in early prenatal care, particularly in populations that identify as Black/African American	Increase support to parents and caregivers, socially and emotionally with family-focused activities, education and services
Mental and Behavioral Health	Community members are unable to identify resources or access to preventative care and mental health services	Increase access to preventative care as well as increase awareness of mental health care resources, services and education



Priority Area	2022 CHNA Identified Need	2023-2025 CHIS Goal
Cardiovascular Disease and Diabetes	Community members feel management of health is the most pressing health issue as it enables one to stay healthy and increases longevity	Reduce the impact of cardiovascular disease and diabetes and increase the focus on cardiovascular disease and diabetes prevention and treatment education

Taking existing hospital and community resources into consideration, San Antonio Regional Hospital will not directly address the remaining health needs identified in the CHNA including: basic needs, humane housing, and meaningful work and wealth. The hospital cannot address all the health needs present in the community; therefore, it will concentrate on those health needs that can most effectively be addressed given the organization's areas of focus and expertise. San Antonio Regional Hospital has cultivated partnerships with local organizations to leverage resources and efforts to address this region's health concerns.

Further details about San Antonio's 2023-2025 CHNA can be found on the following link: <https://www.sarh.org/programs/community-connection/community-benefit/>

The report that follows presents the inventory and valuation for activities completed in 2023, highlighting a few of the targeted efforts initiated through the 2023-2025 Community Health Implementation Strategy.

Community Benefit Program Highlights

Community Health Improvement Program

The aging population and the continued escalation of patients with chronic conditions are the principal reasons why San Antonio Regional Hospital developed and implemented the Community Health Improvement Program (CHIP) in January 2015. CHIP's focus has been and continues to be:

1. Diminish healthcare gaps
2. Promote the delivery of evidence-based care
3. Reduce avoidable emergency room visits and hospitalizations

Coordinated by a dedicated interdisciplinary healthcare team, each participating CHIP member is closely monitored in accordance with an individualized Comprehensive Health Profile (CHP), Quality Care Plan (QCP), and longitudinal patient scorecard. A novel stratification scale that assesses socioeconomic status, education/assimilation capacity, mental health history, adherence potential, psychological stress factors, and support is utilized along with data mining and standardized clinical assessments to identify potential

CHIP members. Once enrolled, CHIP deploys individualized, evidence-based clinical strategies based on each person's individual needs and capabilities.

A unique aspect of CHIP is the training and utilization of student health coaches. In addition to the CHIP interdisciplinary clinical team, members are monitored by health coaches trained through a collaborative program with California State University, San Bernardino Schools of Public Health, Nursing, Biology, and Kinesiology; Western University of Health Sciences, College of Graduate Nursing; Cal Poly Pomona Dietitian/Nutrition students, and Chaffey College Community Health Worker Students. After the appropriate screening, selected students participate in a seminar taught by our interdisciplinary team of healthcare professionals, including physicians, nurses, social workers, and hospital administrators. Licensed professionals (registered nurse, social worker and physician) oversee the work of the student health coaches, and their scope of activities are consistent with their competence and the training and demonstrated skills provided through the program. Each member is also reassessed with a focus on achieving health goals during weekly interdisciplinary case reviews.

Once trained, student health coaches provide in-home visits and phone interactions. Students engage in the process of educating and motivating at-risk members to take an active and meaningful role in their health and well-being. Health coaches contacted their patients either by phone calls or by video calls where available. The primary objectives of the health coach are to foster meaningful interactions to boost cooperation and adherence while helping resolve non-medical issues (social determinants of health) that impede effective risk factor management and patient care.

In 2023, CHIP successfully recruited 22 new students to become health coaches, bringing the total to 325 students over the past nine years. CHIP enrolled 48 patients in 2023, raising the total number cared for by these health coaches to 545 patients and over 5,512 member months. To date, avoidable ER visits were reduced by 41% and unnecessary hospitalizations decreased by 46% among CHIP participants enrolled for nine months.

Community Outreach and Education

The outreach and education efforts conducted by SARH's Community Health team aim to provide pertinent health information to members of the local community and connect them to resources that may support their overall health and wellbeing. Through partnerships with local community-based organizations, cities, government agencies, physicians, and school districts, this team was able to engage over 5,500 individuals through community programs. Such programs included the Cardiac and Orthopedic Lecture Series, as well as the Healthy Heart Class series where community members were able to learn directly from clinical professionals on relevant health topics.



SAN ANTONIO REGIONAL HOSPITAL

Cardiac Community Lecture Series
In Person Event
at San Antonio Regional Hospital

SUDDEN CARDIAC DEATH: ARE THERE WARNING SIGNS?
February 22 | 6-7 PM | Aita Auditorium
Robert Castro, DO
Cardiologist

A CARDIOLOGIST'S TOUR OF YOUR HEART
March 1 | 6-7 PM | Aita Auditorium
Larry Chan, DO
Cardiologist

FROM THE HEART: WHEN OPEN HEART SURGERY IS OPTIMAL THERAPY
March 8 | 6-7 PM | Aita Auditorium
Neeraj Bansal, MD
Cardiothoracic Surgeon

999 San Bernardino Road, Upland, CA 91786
For questions, please email LewisSHC@sarh.org or call 909-920-6133.

Registration Required
Register by scanning the code or visit bit.ly/3XUpMr3

Arrive early to receive a FREE health screening! Doors open at 5:00pm. Light refreshments will be served.

SAN ANTONIO REGIONAL HOSPITAL

STOP LIVING WITH JOINT PAIN.

scan to register

ORTHOPEDIC LECTURE SERIES

AITA AUDITORIUM:
San Antonio Regional Hospital
999 San Bernardino Road
Upland, CA 91786

TUE. | OCT. 10, 2023
06:00 pm - 07:15 pm
LIVING WITHOUT HIP PAIN
Your Guide to Hip Replacement surgery
Kenneth H. Johns, MD

TUE. | OCT. 24, 2023
06:00 pm - 07:15 pm
IT'S YOUR MOVE
Learn About Knee Arthritis and Knee Replacement
Jesus Fajardo, MD

THU. | NOV. 9, 2023
06:00 pm - 07:15 pm
DON'T SHOULDER THE PAIN
Innovative Surgical Treatment for Shoulder Pain
Conna R. Lofaso, MD

CONOR R. LAROSE, MD
JESUS FAJARDO, MD
KENNETH H. JOHNS, MD

SAN ANTONIO REGIONAL HOSPITAL
Heart Center

HEALTHY HEART CLASSES

Congestive Heart Failure and Atrial Fibrillation
Learn the definition, causes, signs and symptoms, prevention, and treatment of heart failure and atrial fibrillation. You will also learn what you should report to your physician and safety guidelines for your daily activity and exercise.

Exercise and Your Heart
Learn the benefits of a routine exercise program for your heart. Included are techniques and information to develop a home exercise program.

Improving Your Numbers Through Nutrition
Review a heart-healthy diet, recipes, and diet modifications and food substitutes.

Cardiovascular Disease and Cardiac Interventions
This class addresses the cardiovascular disease process, prevention, and treatments available.

Stress Management and Meditation
Understand the effects of stress on your health. Techniques to help reduce stress will also be discussed.

Prevention of Diabetes and Maintaining Weight
Discuss prevention of diabetes, the effects of diabetes on the body, and the importance of maintaining a healthy weight.

Risk Factors and Heart Disease
This overview of cardiac risk factors includes hypertension, smoking, obesity, high cholesterol, lack of exercise, and stress. You will learn how to prevent a heart disease through lifestyle modifications.

Cardiac Medications and Blood Pressure Control
This class includes important information about heart medications, the indications for cardiac medications, adverse reactions to medications, and the various classifications of heart medications.

Stroke Risk Factors
Learn about stroke risk factors and lifestyle modifications. This class includes an explanation of the symptoms of stroke and heart disease.

2023 Healthy Heart Class Schedule
Every 2nd Wednesday, (except December)
4:30 pm - 6:00 pm, MD/CNLT - No registration required

May 17	Congestive Heart Failure and Atrial Fibrillation	Shell Brink, BSN, CCRN
June 21	Improving Your Numbers Through Nutrition	Kathleen Lee, RD
July 19	Risk Factors and Heart Disease	Beatrix Hansen, RN
Aug 16	Cardiac Medications and BP Control	Beatrix Hansen, RN
Sept 20	Exercise Your Heart	Valerie Ford, RN
Oct 18	Stress Management and Meditation	Michelle Zaldarriaga, RN
Nov 15	Prevention of Diabetes and Maintaining Wt.	Raylene Brings, RN

Scheu Family Building, 2nd Floor
100 San Bernardino Road, Upland, CA 91786
SARH.org/HeartCenter | 909.920.6225

Throughout the year, the Community Health team nurtured and strengthened the existing partnership with the Ontario-Montclair School District's (OMSD) Family & Community Engagement (FCE) Department. The FCE provides professional development and education to support parents as they seek to better support the academic and personal growth of their students. This alignment of mission and purpose has resulted in a fruitful partnership between SARH and OMSD. In 2023, the Community Health team educated parents on the 8 dimensions of wellness at the Annual OMSD Parent Leadership Conference, conducted workshop series on nutrition, diabetes, and heart health for parents at two schools in the district, and sponsored a training where parents were able to receive their CPR/First Aid/AED certification.

In November, SARH hosted a Community Health Fair at Rancho Cucamonga Middle School in partnership with the City of Rancho Cucamonga, Cucamonga School District, and San Bernardino County. This effort was funded, in part, by a grant awarded by the Healthy Rancho Cucamonga mini grant program. During this event, participants were able to receive free glucose, cholesterol, lipid panel, and blood pressure screenings by SARH staff using point-of-care CardioChek analyzers. They were also able to receive free

San Antonio Regional Hospital

COMMUNITY HEALTH FAIR

ALL RANCHO CUCAMONGA RESIDENTS WELCOME!

Join us for a day dedicated to your health and well-being filled with free health screenings, resources, and a chance to connect with your community. Together, we can take proactive steps towards a healthier, happier future.

JOIN US FOR:

- Free health screenings
- Resource fair
- Vaccine clinic

Event Details
Wednesday, November 15th, 2023
3:00 - 7:00 PM
Food sales 5:00-7:00 PM
Taco truck (Cash/Zelle)
Concession truck (Cash/Zelle/Venmo)

Rancho Cucamonga Middle School
10022 Feron Blvd., Rancho Cucamonga, CA 91730

SAN ANTONIO REGIONAL HOSPITAL
Population Health

RANCHO CUCAMONGA MIDDLE SCHOOL

SAN BERNARDINO COUNTY



COVID-19 or flu vaccines from the San Bernardino County Department of Public Health and were connected to resources offered by 22 local organizations.

Healthy Beginnings

Designed as a Baby Friendly Hospital, SARH strives to promote a healthy pregnancy, safe delivery, and support after a hospital stay. Started in 2001 as part of the Children’s First 5 Initiative, in response to high rates of newborn readmissions in San Bernardino County, the Healthy Beginnings Family Care Center

provides education and support services to new families once discharged from the hospital. As part of the hospital’s Baby Friendly Initiative, the Healthy Beginnings program strives to have 80% of their patients exclusively breastfeeding. To achieve this goal, the program staff are trained as lactation consultants, providing education to encourage and promote successful breastfeeding. In an effort to reduce preventable hospital readmissions during the newborn period, Healthy Beginnings provides weight and jaundice checks and pediatric referrals for newborns and general wellness and postpartum screenings for mother’s post-discharge.

In 2022, Healthy Beginnings served nearly 3,300 individuals through the Neonatal Intensive Care Unit follow-up clinic, and classes on breastfeeding, infant care, safe sitter education, infant/child CPR and prepared childbirth.

Lewis-San Antonio Healthy Communities Institute

The Lewis-San Antonio Healthy Communities Institute (HCI) was established in April 2016 by Randall Lewis (a local community visionary, innovator and philanthropist) in collaboration with San Antonio Regional Hospital to positively impact the health of the Inland Empire region. HCI aims to form solutions in response to the high numbers of chronic diseases and low numbers of healthcare professionals in the region. The institute is designed to serve as a vehicle to help create innovative solutions and to support the efforts of local cities and healthcare entities by providing structure, programs, and specific training. In 2023, HCI’s active programs included Positive Minds, Healthy Actions, as well as the introduction of two early career exposure programs: Super Science Days and the Clinical Shadowing Program.

Positive Minds, Healthy Actions

The Lewis-San Antonio Healthy Communities Institute and select school districts collaborated to provide students enrolled in the Peer Counseling class supplemental information on topics related to social emotional learning. Students in the Positive Minds, Healthy Actions: Social Emotional Training program (PMHA) will receive additional knowledge and skills necessary to enhance their capabilities as peer counselors.



The goal of the Positive Minds, Healthy Actions: Social Emotional Training program is to promote awareness and increase knowledge on topics related to social emotional learning and to provide students with knowledge and skills to improve their roles as peer counselors.

In the spring of 2023, PMHA was implemented at four schools in the Chaffey Joint Union High School District for a total of 80 students from Chaffey, Colony, Ontario, and Montclair High Schools.

Super Science Days

Super Science Days engages and excites elementary school students in STEM and healthcare careers. Students are encouraged to participate in interactive experiments and interdisciplinary STEM activities such as “Solve the Outbreak” that teaches food safety and exposes students to the field of Epidemiology. For the first year, 18 students at Mariposa Elementary School in Ontario participated in this program. School administrators expressed appreciation for the program as they saw it ignite excitement in the students not just for participating in the activities but also for attending school overall.

Clinical Shadowing Program

The Clinical Shadowing Program was launched as an initiative to bridge the gap between classroom learning, early career exploration, and real-world medical practice. By piloting the program during the summer of 2023, the inaugural class of 8 high school students from Upland High School and 1 student from Los Osos High School were given the opportunity to observe and learn directly from healthcare experts in the Surgery, Cardiology, Laboratory, Pharmacy and Telemetry departments of the hospital. From receiving mentorship on the floor from medical professionals to observing surgeries and procedures, participants gained a firsthand understanding of the challenges and rewards of a medical career.

“Our goal with the Clinical Shadowing Program is to ignite a passion for medicine in our students from the region and equip them with invaluable insights that typical student volunteer or intern programs do not provide. We believe that by fostering these early connections and experiences, we are setting our students on a path to success in the medical field.”

- John Chapman
President and CEO, San Antonio
Regional Hospital

The program’s curriculum was carefully curated to ensure a comprehensive experience. Participating students engaged in interactive leadership seminars, workshops and discussions led by healthcare professionals in both clinical and non-clinical fields. These leadership trainings allowed students the opportunity to enhance their critical thinking,



problem-solving, and effective communication skills – all crucial aspects of a successful healthcare career.

Non-Clinical Internships

Undergraduate, graduate and doctoral students from local universities in various health disciplines, such as public health, social work, healthcare administration, nutrition, and business administration are brought together to complete their field experiences on-site and in the community. Students are connected to various health professionals in and out of the hospital, exposed to the need for health professionals in the local area, and are encouraged to remain in the region while fulfilling their professional aspirations. Interns have opportunities to participate in program development, evaluation, health education, marketing and business development related to the hospital's CHNA. Currently, HCI has memorandums of understanding with 9 universities across the Southern California region, including California State Universities San Bernardino, Fullerton, Loma Linda University, Claremont Graduate University and Keck Graduate Institute.



All non-clinical interns completed their hours on a hybrid or fully-remote schedule in 2023. As a result, SARH had 19 interns at the undergraduate, graduate, and doctoral levels who collectively served 9,980 hours for the year.



Financial Summary of Community Benefits

San Antonio Regional Hospital's primary responsibility is to provide healthcare services; however, its mission does not end there. Every effort is made to reach the community with additional services and programs in response to the community's needs. A summary and valuation of the 2023 community benefit program follow, along with an accounting of the financial losses sustained in providing medical care to uninsured and underinsured patients.

The hospital's community benefit inventory was completed using software developed by the Catholic Hospital Association and VHA, Inc. in partnership with Lyon Software. The Community Benefit Inventory for Social Accountability (CBISA) software allowed San Antonio's activities to be summarized into the broad categories outlined in Senate Bill 697.

The following table summarizes the 2023 community benefit valuation, delineated by major category.

2023 Community Benefit Valuation	
Community Health Improvement Services	Benefit
Community Health Education and Support	
Family & Friends Infant/Child CPR	\$295
Healthy Beginnings	\$152,655
Lewis- San Antonio Healthy Communities Institute - Planning, Operations, & Program Activities	\$66,132
Mammogram Vouchers	\$1,127
Medical Minutes	\$91,171
NICU follow-up Clinic	\$3,860
Prepared Childbirth C-Section Class	\$395
Safe Sitter Education Class	\$135
Healthcare Support Services	
Blood Drive	\$2,165
Community Health Improvement Program CHIP	\$416,634
Palliative, Spirituality, & Health	\$55,749
Other Community Needs	
Access to Clinical Care/Physician Shortage	\$32,349
Community Outreach & Education	\$124,427
Community Health Improvement Services Total	\$947,094



Health Professions Education	
Other Health Professions Education	
Chaffey College Radiology Training	\$125,822
Health Professions Education Total	\$125,822

Subsidized Health Services	
Emergency and Trauma	
Physician Fees: Indigent Care	\$218,937
Subsidized Health Services Total	\$218,937

Financial and In-kind Donations	
Thanksgiving Food Baskets	\$1,200
Meals on Wheels	\$94,418
Financial and In-kind Donations Total	\$95,618

Community Benefit Operations	
Community Outreach Planning and Operations	\$273,340
Community Benefit Operations Total	\$273,340

Total Community Benefit	\$1,660,811
-------------------------	-------------

Unreimbursed Medical Care (based on the fully allocated cost of care)	
Financial Assistance (Charity Care)	\$1,419,013
Medi-Cal Shortfall*	\$46,349,923
Total Community Benefit Including Unreimbursed Medical Care	\$49,429,747
Bad Debt	\$11,234,335
Total Including Bad Debt	\$60,664,082
*Medi-Cal (reimbursement does not cover the fully allocated cost of care)	

Contact

Additional information regarding San Antonio Regional Hospital, its history and its future, is available at www.sarh.org. Questions regarding this report or the hospital's community benefit activities should be directed to populationhealth@sarh.org.

