

# Community Benefit Report

2022



**SAN ANTONIO**  
REGIONAL HOSPITAL



## Table of Contents

Introduction .....	3
About San Antonio Regional Hospital.....	3
Leadership.....	3
Caring for Our Community.....	4
Facilities .....	5
San Antonio Regional Hospital Service Area.....	8
2019 Community Health Needs Assessment.....	9
Requirements.....	9
Conducting a Regional CHNA .....	9
Health Needs Reviewed for the Two-County Region .....	10
2020-2022 Community Benefit Implementation Strategy .....	11
Implementation Strategy Matrix .....	11
2022 Implementation Strategy Accomplishments .....	12
Community Benefit Program Highlights 2022 .....	14
Community Outreach and Education .....	14
Generations Ahead .....	14
Colorectal Cancer Screening program .....	15
Lewis-San Antonio Healthy Communities Institute .....	15
Young Healthcare Professionals.....	15
Positive Minds, Healthy Actions.....	16
Non-Clinical Internships .....	17
Healthy Beginnings .....	17
Financial Summary of Community Benefits.....	17
Inventory.....	17
Valuation.....	18
Contact.....	20



## Introduction

### About San Antonio Regional Hospital

San Antonio Regional Hospital 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 opened the 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, and Eastvale, as well as a new facility in Ontario. These facilities provide outpatient care in a close, convenient setting for the region's growing population. Additionally, San Antonio 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-procedure 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 Resource 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 that it serves. As such, we do our 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 — children, parents, grandparents, and those who may be marginalized, disadvantaged, or disenfranchised. This report highlights how San Antonio Regional Hospital understands that each community it serves has its distinctive challenges and is working to address those challenges by delivering essential patient care services to promote healthier lifestyles, early detection of disease, and enhanced access to basic healthcare services.

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 of care by allocating a percentage of hospital operations to purchasing new or upgraded equipment, expanding services, and providing care for vulnerable populations with 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 the result of inadequate insurance coverage. The hospital's financial assistance policy provides relief to the families who would otherwise face medical bankruptcy. In 2022, \$1,084,052 in financial assistance was provided for patients entering the hospital's emergency department who were either treated and released or required an inpatient stay. The hospital absorbed \$45,885,317 in unreimbursed costs incurred in providing care and treatment for Medi-Cal patients, while other uncompensated care (bad debts) totaled \$16,345,089 in actual costs incurred by the hospital to treat these patients. 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 help to 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:

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



### **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



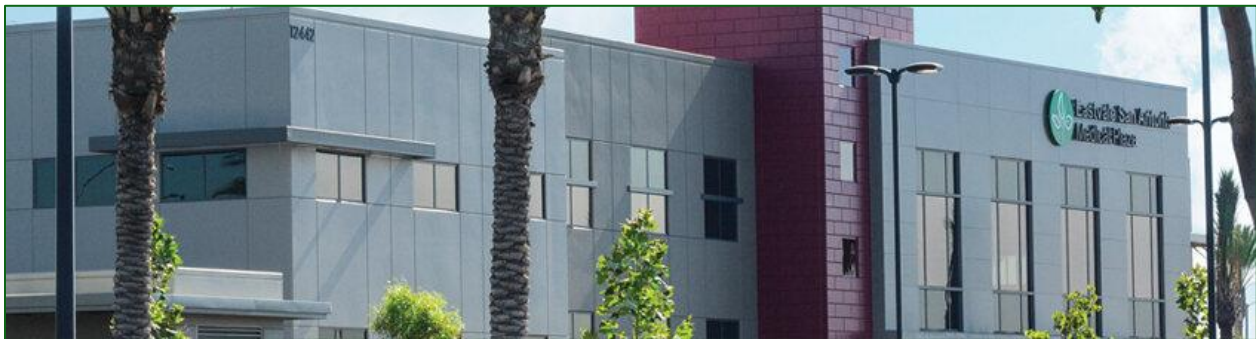


### **SIERRA SAN ANTONIO MEDICAL PLAZA**

16465 Sierra Lakes Parkway, Fontana, California 92336

Services at this facility:

- 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:

- Urgent Care
- Community Blood Drives
- Physician Offices





### **SAN ANTONIO URGENT CARE ONTARIO**

970 North Mountain Avenue, Ontario, CA, 91762

Services at this facility:

- Urgent Care



### **CANCER CENTER**

1100 San Bernardino Road, Upland, CA 91786

San Antonio Regional Hospital's 25,000-square-foot state-of-the-art cancer center and outpatient care center offers medical oncology and infusion, radiation oncology and general oncology. The facility houses nine-cancer specialists, 25 exam rooms, two procedure rooms and 23 infusion chairs — including two infusion chairs in private rooms.

A full complement of services provides a one-stop-shop for patients who need diagnostic testing and preoperative services. The broad array of outpatient services includes preoperative evaluation, laboratory, electrocardiogram (EKG) and imaging modalities such as fluoroscopy, ultrasound, PET CT scanning and stereotactic biopsy. A wig salon and boutique with cancer-related support items are available, along with a conference room for cancer education and support groups.

The Women's Breast & Imaging Center is also located in the new outpatient care center. The San Antonio Regional Hospital Cancer Program is accredited by the American College of Surgeons Commission on Cancer. The hospital has often received commendations from the commission for its outstanding programs and services. The





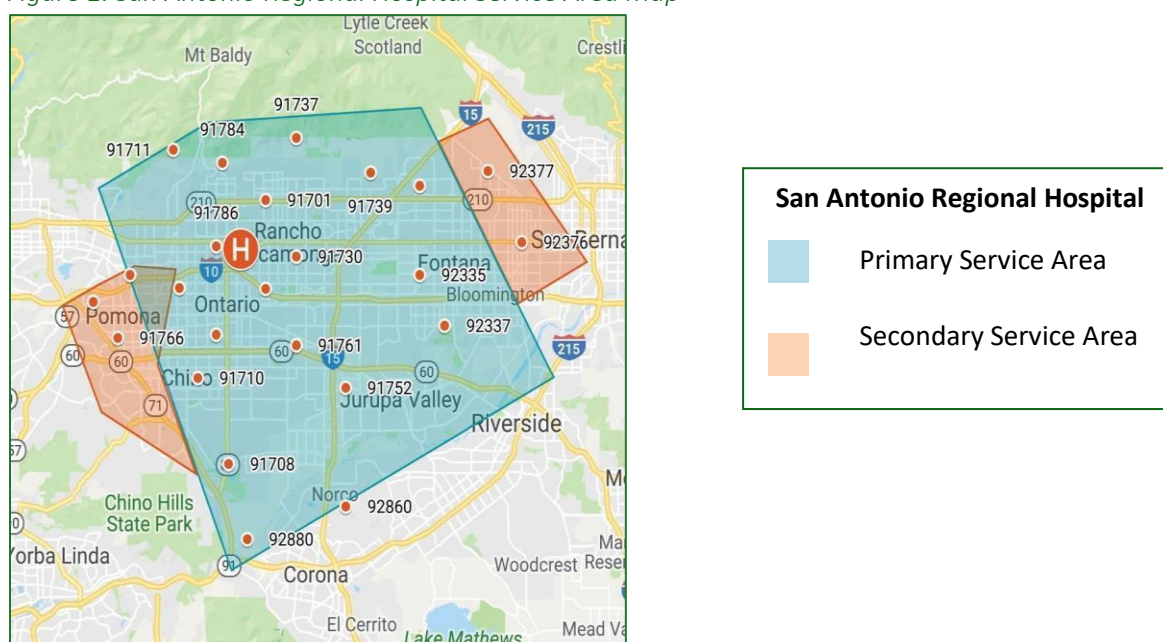
collaboration with City of Hope is an important next step in advancing services and programs for cancer patients throughout the region.

## 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 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.

*Figure 1. San Antonio Regional Hospital Service Area Map*





## 2019 Community Health Needs Assessment

### Requirements

The Patient Protection and Affordable Care Act (the ACA), enacted on March 23, 2010, added new requirements codified under Section 501(r) for organizations that operate one or more hospital facilities (hospital organizations) to be described in Section 501(c)(3), as well as new reporting requirements and a new excise tax are available through the [IRS website](#).

Included in the regulations is a requirement that all nonprofit hospitals conduct a community health needs assessment (CHNA) and develop an implementation strategy to address those needs every three years. In addition, Schedule H incorporates nonprofit hospitals' Form 990 annual tax filing submitted to the Internal Revenue Service (IRS).

The State of California, through its Office of Statewide Health Planning and Development, implemented requirements for a CHNA, development of a community benefits plan, and the reporting structure for nonprofit hospitals' community benefit programs as legislated through Senate Bill 697. San Antonio Regional Hospital has conducted a CHNA and developed a Community Benefit Implementation Plan every three years since SB697 became effective in 1995. The CHNA conducted in 2019 informed the hospital's implementation plan for 2020 – 2022.

### Conducting a Regional CHNA

The Hospital Association of Southern California (HASC) Inland Region office represents hospitals in Riverside and San Bernardino counties. Member hospitals are representative of many types of facilities, from rural to large teaching facilities, investor-owned to not-for-profit, VA to behavioral health, and community to public and district-operated.

The Hospital Association's mission is to lead, represent and serve hospitals and their related organizations, working collaboratively with our members and other stakeholders to improve health and health care in the communities we serve. This report represents a commitment to continue this crosscutting work, share resources, and collaborate for collective impact.

The 2019 report builds on a collaborative effort, through expanded data collection, from important voices in our community. This assessment also reaffirms a commitment to serving the needs of the most vulnerable members of our communities.

Participating hospitals in the 2019 Regional Community Health Needs Assessment include:

- Desert Regional Medical Center
- Hi-Desert Medical Center
- Inland Valley Medical Center
- JFK Memorial Hospital
- Mountains Community Hospital

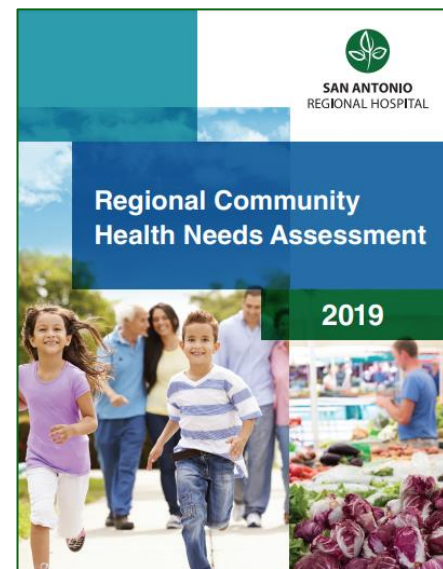


- Rancho Springs Medical Center
- Redlands Community Hospital
- San Antonio Regional Hospital

### Health Needs Reviewed for the Two-County Region

The regional CHNA builds on the community health improvement process initiated by the San Bernardino County Department of Public Health, Community Vital Signs report. As health care continues to evolve and systems of care become more complex, the CHNA process is becoming a key component to inform the collective efforts of communities in addressing their most pressing health needs. The CHNA viewed health with a collective lens and included not only health outcomes and clinical care components, but also included social determinants and health indicators from the built environment.

The process for determining community health needs requires collecting reliable public health data or metrics measured against a benchmark (i.e. state averages) and engaging the community to solicit their input on the needs they perceive to be the most pressing in their community. The CHNA process also requires that the community participates in prioritizing health needs and that a hospital identify potential resources available to address those needs. The IRS does not define the criteria and processing for prioritizing the health needs but considerations typically include factors such as the severity of the health need, the number of community members affected, or the presence of health inequities among segments of the community.



The regional CHNA incorporated three distinct data methodologies that, when interpreted together, provide a deeply rich picture of the health landscape of the communities. The assessment contained a plethora of health indicators (hospitalizations, social determinants of health, maternal and child health, mortality and morbidity) gathered from multiple primary and secondary sources. This quantitative data illustrates the current snapshot of health statistics within the communities, that the member hospitals serve, and how they compare across geographical boundaries. The quantitative data is stratified by common public health groupings and service areas allowing a targeted identification of unique challenges and opportunities surrounding health status, quality of life, and risk factors in the region and in each hospital's service area.

The full assessment provides a detailed review of health in the Inland Empire with clear similarities and variability across the two counties and hospital service areas. Several health indicators stand out as desirable and others indicate an opportunity for additional study and outreach. The top chronic health conditions identified through data compilation include (in alphabetical order):



- Access to healthcare
- Behavioral health
- Chronic disease management
- Prevention and wellness

The report that follows presents the inventory and valuation for activities completed in 2022, highlighting a few of the targeted efforts initiated through the 2020-2022 Implementation Plan.

## 2020-2022 Community Benefit Implementation Strategy

To complement the 2019 CHNA, a Community Benefit Implementation Plan was created with specific strategies and programs to address identified health needs. The four areas of focus in the 2020-2022 Implementation Plan include mental health awareness and education, chronic disease management, increasing healthcare access for vulnerable populations, improvement of health through prevention and wellness, and improvement of the health environment. The synergy among these five priority areas enabled the hospital to employ the lessons learned through its extensive CHNA to develop a cohesive and effective three-year strategic Community Health Implementation Plan to address the identified health needs.

The Implementation Plan serves as a guiding document for the planning and programming of community benefit activities targeting health issues identified through the CHNA. The plan focuses on community members noted to be most at risk due to existing or impending health conditions, often compounded by one or more social determinants of health, that are likely to result in adverse health outcomes. The implementation plan closely aligns with San Antonio Regional Hospital's strategic plan, mission, and values.

San Antonio Regional Hospital is committed to focusing its Community Benefits resources on increasing evidence-based and evidence-informed prevention programs for the community, measuring program impact, and advancing care coordination and service integration.

### Implementation Strategy Matrix

The following matrix identifies the strategic initiatives included in the 2020-2022 Implementation Strategy and Plan. Each initiative addresses one or more of the five focus areas derived from the significant health needs identified in the 2019 CHNA.



Ranked order of most frequently mentioned by data source type

Significant Health Needs				
Initiative	Behavioral Health	Chronic Disease Management	Access to Healthcare	Prevention and Wellness
Mental Health First Aid	X		X	X
<b>CHIP</b> Expansion		X	X	
<b>Know Your Numbers (KYN)</b> Expansion			X	X
<b>BUILD</b> Case Management Expansion		X	X	X
<b>Wellness Starts with You! (previously wHealth)</b> - Workforce Development	X		X	X

## 2022 Implementation Strategy Accomplishments

**Mental Health First Aid (MHFA)** is an evidence-based program that trains individuals how to identify, understand, and respond to signs of mental illness, mental health crises, and substance use disorders. In 2022, SARH invested over \$5,000 to certify 9 instructors including hospital staff and select community leaders to implement Mental Health First Aid trainings. Those instructors implemented three trainings in 2022 for SARH leadership, volunteers, and interns who frequently interface with community members. In total, 59 individuals were trained by SARH's certified MHFA instructors.

**Community Health Improvement Program (CHIP)** - 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 an innovative credit-based collaborative educational seminar and internship program with California State University San Bernardino Schools of Public Health, Nursing, Biology, and Kinesiology; Western University of Health Sciences, College of Graduate Nursing; and Cal Poly Pomona Dietitian/ Nutrition students. After the appropriate screening, selected students participate in a seminar taught by our interdisciplinary team of healthcare professionals, including physicians, nurses, nutritionists, social workers, and hospital administrators. Licensed professionals (registered nurse 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. During the COVID-19 pandemic, case reviews were held weekly, but by zoom instead of the standard in-person 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. Beginning March 2020, home visits were suspended due to the COVID-19 pandemic. For the safety of all involved, telehealth virtual visits replaced the health coach contacts to the patients. 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 2022, CHIP successfully recruited 31 new students to become health coaches, bringing the total to 303 students over the past eight years. CHIP enrolled 60 patients in 2022, raising the total number cared for by these health coaches to 497 patients and over 5,100 member months. To date, avoidable ER visits were reduced by 38% and unnecessary hospitalizations decreased by 45% among CHIP participants enrolled for nine months.

**Wellness Starts with You!** - The premier program at the Lewis-San Antonio Healthy Communities Institute is called the **"Wellness Starts with You! A Randall Lewis Initiative – Empowering Future Leaders to Make Healthy Choices"**. This program is a response to the growing shortage of healthcare professionals in the surrounding communities and is a collaborative effort among schools and community partners to decrease chronic diseases while cultivating the future healthcare workforce in the Inland Empire. The mission of Wellness Starts with You! (WSWY) is to provide wellness



education, professional development training, and exposure to healthcare careers to the next generation of healthcare professionals. Health Educators at HCI teach in the local school districts on 4 pillars of health and wellness: nutrition, movement, mental resilience and sleep. WSWY was implemented at Chaffey, Montclair, Ontario, and Upland High Schools and served a total of 574 students.

In 2022, SARH's Population Health team underwent staff transition, creating a position for the Associate Vice President for Population Health who also serves as the Executive Director of the Lewis-San Antonio Healthy Communities Institute. Additionally, the hospital on boarded a new Community Health Manager in the fall of 2022. This period of transition has certainly impacted SARH's community benefit program and has allowed for additional planning to take place in order to better address the needs of the community served by the hospital.

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: transportation, poverty and food insecurity, and affordable housing and homelessness. 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.

## Community Benefit Program Highlights 2022

### Community Outreach and Education

In 2022, SARH hosted 13 Community Health Lectures aimed at bringing pertinent health information to the community. Lectures were hosted on a range of topics including cardiac health, mental health, stress management, sexual assault awareness, and dementia. Lectures were hosted in-person and virtually. In total, 7,487 individuals viewed those lectures either live or online via the hospital's website.

### Generations Ahead

Generations Ahead is broadly publicized for the senior members of our community. Prior to covid-19, seniors participate in healthy eating classes that include a cooking demonstration with registered dietician. A monthly newsletter was created to fill in the void caused by covid-19. This newsletter is designed with seniors needs in mind. The newsletter comprised of four segments: nutrition physical activity, mental health, and any upcoming events. A total of 3 newsletters were sent out via email to a listserv of 331 recipients. In addition, two cooking demonstration videos were produced for this program. In the videos a Registered Dietician provides a step by step demonstration of how to prepare a nutritious recipe so viewers can follow along at home.



At this time, staff from SARH's Population Health team are in the process of relaunching in-person programming to address the needs of this population. View all recipe demonstrations [here](#).

### Colorectal Cancer Screening program

In order to increase the rates of Colorectal Cancer screening and early intervention in the community, SARH distributes fecal immunochemical test (FIT) kits that allow community members to complete the screening in the privacy of their home. In 2022, 124 FIT kits



were distributed at community events and educational workshops. One limitation of this screening model is that results are reported back to program staff at low rates. In 2022, 26 participants reported their test results and 7 of those individuals reported positive results. When a positive result is reported, program staff follow up with participants to ensure they are able to receive the necessary follow-up testing either with their current provider or connecting them to services at San Antonio.

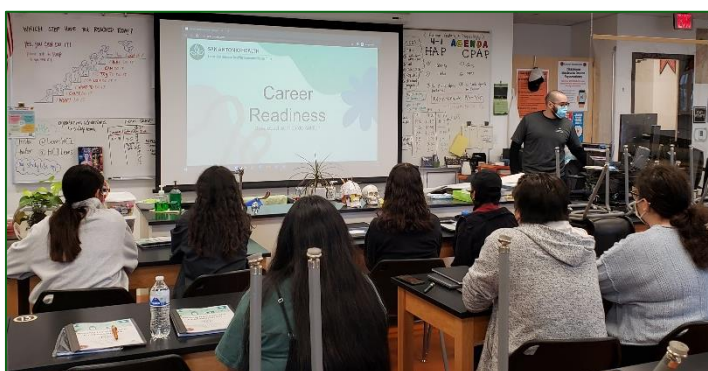
### Lewis-San Antonio Healthy Communities Institute

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 2022, HCI's active programs included Wellness Starts with You!, Young Healthcare Professionals, and Positive Minds, Healthy Actions.

#### *Young Healthcare Professionals*

Originally piloted in 2021 with funds from the California Community Colleges Strong Workforce Grant, the Young Healthcare Professionals (YHP) program focuses on promoting allied healthcare careers as well as increasing participants' competency in various life skills. This program serves local high school students to foster health, wellness, and resilience among the next generation of healthcare providers in San Bernardino County.

The Young Healthcare Professionals program provides students with an opportunity to gain real-world





experience in allied healthcare careers; and the wellness/life skills needed to maintain a positive mind and body as they move into the professional world.

**In this program, students:**

- Increase their knowledge and awareness of allied healthcare career pathways.
- Increase their knowledge of career readiness skills, such as resumes and interviews.
- Gain new skills and certifications, such as the Food Handlers Safety card and BLS/CPR/AED.
- Increase their knowledge of basic life skills, such as cooking, food safety, and money management.
- Increase their knowledge of mental resilience and strategies for maintaining overall wellness.
- Practice strategies for building mental resilience and maintaining wellness through the use of evidence-based techniques.



The first round of this intensive training program concluded in spring 2022 with 8 students from Chaffey High School participating.

*Positive Minds, Healthy Actions*

The Lewis-San Antonio Healthy Communities Institute and select school districts are collaborating 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 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 2022, PMHA was piloted as a series of workshops with 30 students at Chaffey and Montclair High Schools. In the fall of 2022, PMHA was implemented with a total of 69 students from Chaffey, Montclair, and Ontario High Schools.





### *Non-Clinical Internships*

Since 2016, the Lewis-San Antonio Healthy Communities Institute (HCI) has overseen San Antonio Regional Hospital's (SARH) community-based, non-clinical internship program. 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 2022. As a result, HCI had 28 interns at the undergraduate, graduate, and doctoral levels who collectively served over 4,000 hours for the year.

### *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 over 2,300 individuals through post-partum follow-up visits, Neonatal Intensive Care Unit (NICU) follow-up clinic, and classes on breastfeeding, infant care, and prepared childbirth.

## **Financial Summary of Community Benefits**

### *Inventory*

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 2022 community outreach 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.

### Valuation

The following table summarizes the 2021 community benefit valuation, delineated by major category.

<b>2022 Community Benefit Valuation</b>	
<b>Community Health Improvement Services</b>	<b>Benefit</b>
<b>Community Health Education and Support</b>	
Breast Cancer Support Group	\$260
Breast Feeding Class	\$330
Cancer Caregiver Support Group	\$500
Colorectal Cancer Prevention	\$1,500
Healthy Beginnings	\$155,631
Infant Care Class	\$440
Medical Minutes	\$99,650
Mental Health Program	\$5,301
NICU follow-up Clinic	\$3,720
Prepared Childbirth	\$1,965
<b>Healthcare Support Services</b>	
Blood Drive	\$1,579
Community Health Improvement Program CHIP	\$403,260
Palliative, Spirituality, & Health	\$10,002
Taxi Vouchers/Transportation	\$5,839
<b>Other Community Needs</b>	
Access to Clinical Care/Physician Shortage	\$406,413
Community Outreach & Education	\$2,611
<b>Community Health Improvement Services Total</b>	<b>\$1,099,001</b>



Health Professions Education	
<b>Other Health Professions Education</b>	
Chaffey College Radiology Training	\$122,176
Health Professions Education Total	\$122,176

Subsidized Health Services	
<b>Emergency and Trauma</b>	
Physician Fees: Indigent Care	\$303,714
Subsidized Health Services Total	\$303,714

Financial and In-kind Donations	
Cash Donations	\$13,804
Meals on Wheels	\$76,626
Financial and In-kind Donations Total	\$90,430

Community Building Activities	
Lewis- San Antonio Healthy Communities Institute - Planning, Operations, & Program Activities	\$424,810
Community Building Activities Total	\$424,810

Community Benefit Operations	
Community Outreach Planning and Operations	\$218,191
Community Benefit Operations Total	\$218,191

Total Community Benefit	\$2,258,322
-------------------------	-------------

Unreimbursed Medical Care (based on the fully allocated cost of care)	
Charity Care (care provided at no cost to patients)	\$1,084,052
Medi-Cal Shortfall*	\$45,885,317
Total Community Benefit Including Unreimbursed Medical Care	\$46,969,368
Bad Debt	\$16,345,089
Total Including Bad Debt	\$63,314,457



\*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](http://www.sarh.org). Questions regarding this report or the hospital's community benefit activities should be directed to Megan Gutierrez, Community Health Manager or Aileen Dinkjian, Associate Vice President of Population Health and Executive Director of the Lewis-San Antonio Healthy Communities Institute.

Megan Gutierrez, MPH  
Manager, Community Health  
[Mgutierrez3@sarh.org](mailto:Mgutierrez3@sarh.org)  
909.920.6153

Aileen O. Dinkjian, EdD, MPH  
Associate Vice President, Population Health  
Executive Director, Lewis-San Antonio Healthy Communities Institute  
[Adinkjian@sarh.org](mailto:Adinkjian@sarh.org)  
909.920.4829

