



Valley
Children's
HEALTHCARE



ANNUAL REPORT AND PLAN

for Community Benefit Fiscal Year 2016

(October 1, 2015 – September 30, 2016)

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 well-being 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

Our values guide every decision and define our commitment and the actions supporting it.

Excellence: We depend on exceptional people to provide exceptional quality health care and services throughout Valley Children's. 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 every day, 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 represents Central California's only network providing high-quality, comprehensive care exclusively for children, from before birth to young adulthood. Our family-centered, pediatric services include one of the leading cancer and blood diseases centers on the West Coast, our heart center known for its expertise, and the highest Level IV neonatal intensive care unit in the region.

Our nonprofit network offers specialized medical and surgical services to treat some of the most unusual and medically complex pediatric conditions. Our network includes a 358-bed children's hospital, specialty

care centers, satellite practices, primary care services, and a number of partnerships with community-based providers. Valley Children's has a medical staff of over 550 physicians and approximately 3,000 total employees.

Recognized by US News and World Report as one of the nation's best children's hospitals for neonatology in 2016 along with our Magnet® designation and our Beacon Award for Excellence™ in critical care, Valley Children's consistently ranks at the top of our peer group for quality patient outcomes.

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 (FY) 2016 (Oct. 1, 2015 through Sept. 30, 2016).

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 south 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 over 1.3 million children ages 0 – 20.

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 below, 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 2016, Valley Children's had 12,966 inpatient cases, 121,852 Emergency Department visits, and a combined 222,943 outpatient center, regional specialty care center, day surgery, radiology and laboratory visits. Medi-Cal covered 76% of Valley Children's total inpatient cases and 77% of total outpatient visits. Over half of Valley Children's inpatient cases consisted of children 4 years of age or younger and over 70 percent were an ethnicity other than Caucasian.



III. ASSESSING AND UNDERSTANDING COMMUNITY HEALTH NEEDS

Valley Children's Community Benefit Program is built upon 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 2013 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 CHNA was coordinated by the Hospital Council of Northern and Central California and included both 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. A partial list of initiatives in which we were involved in 2016 is included below.



- ABC 30 Fresno Community Advisory Committee, Fresno
- Bi-Annual Babies First Coordinating Council
- Binational Health Week Planning Committees for Madera and Fresno Counties
- California Breast Feeding Coalition Communication Committee
- California Central Valley Coalition for Compassionate Care
- California Safe Teen Driving Committee
- Child Abuse Prevention Councils
- Children's Health and Air Pollution Study for the San Joaquin Valley
- Central California Perinatal Mental Health Collaborative
- Central Valley Concussion Consortium
- Central Valley Health and Nutrition Collaborative
- Central Valley School Health Advisory Panel
- Children's Health Initiative for Fresno County
- County Pediatric Death Review Teams
- Cradle to Career Partnership, Fresno County
- Fresno Babies First Breastfeeding Task Force
- Fresno County Interagency Team Member
- Fresno County 5150 Task Force
- Fresno County Sexual Assault Response Team
- Fresno Healthy Communities Access Partners
- Healthy Madera Steering Committee
- Help Me Grow – Fresno and Kern Counties
- Kern Call to Action – Health Care Work Group
- Kern County Medically Vulnerable Infant Project
- Kings County Multi-Disciplinary Team
- Madera County Breast Feeding Coalition
- Madera County Child Abuse Prevention Council
- Madera County Interagency Council for Children
- March of Dimes Central Valley Division
- Mariposa County Interagency Team Member
- Model of Care Partnership Oversight Committee, Fresno County
- Preterm Birth Collective Impact Initiative for Fresno County
- Resource Center for Survivors, Fresno County Rape Crisis Services
- Roman Catholic Diocese of Fresno, Health Ministry Office
- Safe Kids Central California
- Teen Parent Support Program – First 5 Fresno
- Tulare County Healthy for Life Collaborative
- Tulare County Sexual Assault Response Team
- Ventanilla de Salud Program, Mexican Consulate Fresno

IV. COMMUNITY HEALTH NEEDS PRIORITIES IN FY 2016

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 2016. 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.
- **Reintegration:** Increased opportunities for disabled children to reintegrate into their communities.
- **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 as of June 2016.

Similar data compiled by the California Office of Statewide Health Planning and Development (OSHPD) found that, as of November 2016, a significant portion of the Central Valley qualified as a Primary Care Shortage Areas (PCSA) using 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 as of January 2016.

V. COMMUNITY BENEFIT PROGRAM SUMMARY FY16

According to the Catholic Health Association, 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 FY15, Valley Children's provided community benefit activities and programs within its service area. A summary of these activities and programs follows.

A. COMMUNITY HEALTH IMPROVEMENT SERVICES

Community Health Education

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 2016, the program recorded over 32,449 contacts with children, parents, health care professionals and others at 175 different community, media and professional events, covering the following topics in 2016: child passenger safety, helmet safety, medication safety, concussion, safe infant sleep, abusive head trauma, suicide prevention, teen depression, poison prevention

In addition to topics listed above, Valley Children's 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 provides broad-based awareness messaging, educational opportunities and community outreach events to children and families on water safety and drowning prevention. The multifaceted program aims 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 Library

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. Topics covered included care for high risk newborns, general pediatric trauma, abusive head trauma, and the prevention of human trafficking of children.

Additionally, through its Clinical Partnership Program, Valley Children's brought together institutions focused on enhancing neonatal and pediatric acute care, regardless if the ill or injured child became a Valley Children's Hospital patient. This effort helped prevent children from being transferred unnecessarily to Valley Children's, as well as identifying earlier when a child needed advanced pediatric care. With improved communication and tools, the Program decreased stress for providers and families while enhancing performance at both institutions.

Reintegration

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 2016 included water skiing, snow skiing, rock climbing, sled hockey, wheelchair basketball, kayaking, tennis, paddle boarding, camping, scuba and track and field.

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.

There is ongoing collaboration with external community partners, and other Valley Children's services including subspecialty clinics, patient and family services, interpreter services, radiology, diagnostic clinical laboratories, child life services and pastoral care.

The Center works closely with law enforcement, county Child Protective Services (CPS) agencies, and district attorneys' offices in child maltreatment investigations. Collaborative efforts include 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 team comprises 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 include 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 collaborates with internal and external partners to provide education to parents, caregivers, health care personnel, teachers and mandated reporters of suspected child maltreatment. These partners include Valley Children's Trauma Department's Injury Prevention Team, SAFE KIDS, Child Abuse Prevention Councils of California, Comprehensive Youth Services, CPS, Exceptional Parents Unlimited, Sexual Assault Response Teams (SART), and county public health departments. Additionally, the Center provides both intervention and anticipatory guidance to our patients and families at Valley Children's.

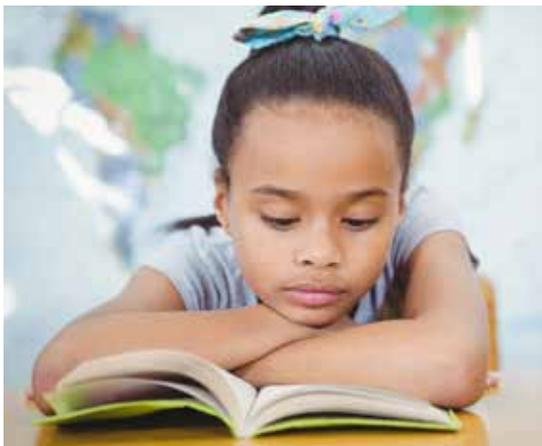
Enrollment in Health Insurance

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 and/or the contracted vendor 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 Healthcare 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. Currently, we provide 1,500-2,000 new books a month to our inpatients and outpatients.

Reaching our literacy goals requires much more than just handing out free books. It also requires educating parents on the importance of literacy and talking to their children. We are an important member of the Talk Read Sing campaign, started by The Children's Movement Fresno, to educate parents on the importance of talking, reading and singing to their children. Valley Children's staff co-chaired the Talk Read Sign campaign in

2016, 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. Valley Children's continues 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 health of persons in the community.

Childhood Weight Management

Valley Children's continued to play an important role in 2016 supporting community based efforts at promoting healthy childhood weight and in preventing obesity and type II diabetes. Examples included Valley Children's participation in the Fresno County Health Improvement Partnership (FCHIP) Work Group on childhood obesity and diabetes prevention, which has and will continue to focus on increasing awareness, prevention and early intervention for pre-diabetes and type II diabetes. In the coming year, the work group will be working with Duncan High School in Fresno to increase the level of education available to students and staff regarding type II diabetes prevention.

Additionally, Valley Children's diabetes educators provided education to school nurses on a number of topics impacting childhood weight and nutrition by working directly with individual schools and through Valley Children's School Nurse conference that attracts 150 – 200 school nurses from throughout the region annually.

Developmental Disabilities

In late 2015 and early 2016, Valley Children's convened a series of conversations with key stakeholders, including First 5 agencies and community-based service providers, to develop a regional strategy for improving the health and wellbeing of children throughout Central California.

Key stakeholders identified developmental screenings and services as a key opportunity and eventually agreed to support the regional implementation of a program called Help Me Grow, which is a system that connects at-risk children with early detection and connection to services.

As an early adopter of Help Me Grow in Central California, First 5 Fresno County took the lead role in facilitating adoption of Help Me Grow by other counties. Kern and Merced First 5 agencies are in the process of developing and / or implementing Help Me Grow or similar programs in their counties.

In 2016, Valley Children's began the process of implementing Help Me Grow in its primary care practices in Fresno County and participated in discussions with both the Kern and Merced First 5 agencies regarding implementation in their counties. Additionally, Valley Children's is in the process of entering into an agreement with Help Me Grow in Fresno County to help facilitate implementation of Help Me Grow in primary care practices throughout the county.

Mental Health

Valley Children's participated in several community-based initiatives that increased access to, or coordination of, mental health services for children. Valley Children's advocated for the establishment of a 16-bed inpatient adolescent psychiatric center in the city of Fresno, and served on the committee charged with selecting a provider to operate the facility.

Additionally, Valley Children's served on Task Forces convened in several Central Valley counties charged with improving policies and procedures related to the management of patients who are being held involuntarily due to the risk they pose to themselves and / or others.

School Health

Valley Children's hosted the School Health Advisory Panel's quarterly meetings. The Panel is a consortium of school district health directors throughout the Central Valley that serves as a link between school-based health care professionals and Valley Children's for the purpose of identifying and addressing emerging issues impacting the health and wellbeing of students in grades K – 12.

B. HEALTH PROFESSIONS EDUCATION

Valley Children's is committed to promoting an adequate supply of highly trained professionals to meet its region's future demand for pediatric health care services. Activities supported by Valley Children's in 2015 included the following.

Continuing Physician Medical Education

In 2016, Valley Children's provided continuing medical education to almost 400 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 neuro oncology, congenital hypothyroidism, interventional radiology, knee pain, hand surgery, concussion management, brain tumors, critical congenital heart disease, otitis media, cystic fibrosis, community acquired pneumonia, cardiac dysrhythmias, and stridor.

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 2016, Valley Children's hosted 886 nursing students from 24 different nursing schools for a total of 49,628 nursing instruction hours. Valley Children's also hosted a total of 204 non-nursing students, representing 13 different clinical disciplines, across 15 different educational institutions for a total of 33,041 instruction hours.

Physician Training

In 2016, 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 cardiology, emergency medicine, family medicine, general pediatrics, pediatric surgery, and orthopedic surgery.

Pharmacy Residency Program

Valley Children's supported a pharmacy residency program in 2016 that provided training to 6 residents and 2 fellows.

C. RESEARCH

The research program at Valley Children's 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. At the present time, 172 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 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.

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.

Physicians are testing the blood of children with Valley Fever to look for inflammatory markers that may offer clues as to why some children become sick from this disease, and others do not. Valley Fever is a debilitating fungal infection which is prevalent in California's Central Valley.

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.

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.

Surgeons are participating in a study to examine whether safely delaying hernia repair in infants can reduce early exposure to anesthesia.

Several other researchers are examining the appropriate use of medications in pediatrics.

D. CASH AND IN-KIND CONTRIBUTIONS

Valley Children's provided cash and in kind support to a number of organizations that target the needs of children in our community, including the Down Syndrome Association of Central California, Exceptional Parents Unlimited, Hinds Hospice, March of Dimes, Sierra Vista Child & Family Services, West Fresno Family Resource Center, and many others.

Autism Center

Valley Children's and the Autism Center at Fresno State have created a satellite center at the hospital that provides early intervention services for Central Valley children. Valley Children's provides the space for the Autism Center free of charge.

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 2016 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

These are activities that support community capacity building by offering the expertise and resources of the hospital.

Coalition Building and Advocacy

Valley Children's representatives serve on a number of local, regional and state level organizations and committees that address health improvement and support professional health organizations.

Community Support

Staff members at Valley Children's are active community members. They participate in and hold leadership positions in community agencies and serve on community boards.

VI. FINANCIAL SUMMARY OF COMMUNITY BENEFIT

Economic value and categorization of community benefit provided in FY 2016

(October 1, 2015 through September 30, 2016)

Community Benefit Categories		Net Benefit
1.	Charity care ¹	\$104,102
2.	Unpaid costs of Medi-Cal Hospital Provider Fee Program Net Revenue Net unpaid costs of Medi-Cal	\$63,202,344 (\$53,906,313) \$9,296,031
3.	Education and research ²	\$7,966,444
4.	Other for the broader community ³	\$13,385,270
	Total quantifiable community benefit prior to unpaid cost of Medicare	\$30,751,847
5.	Unpaid costs of Medicare	\$259,539
	Total quantifiable community benefit	\$31,011,386

¹Charity 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.

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

³Includes non-billed activities, such as health education, community health improvement, health support services, community benefit operations, cash and in-kind donations.

VII. COMMUNITY BENEFIT PLAN FY17

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. For example, measures may 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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