

2022 Community Benefit Report

Community Memorial Healthcare
Community Memorial Hospital – Ventura
Community Memorial Hospital – Ojai

January 1, 2022 – December 31, 2022



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mycmh.org

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About Community Memorial Healthcare

Community Memorial Healthcare is a nonprofit, independent health system serving the health needs of Ventura County residents. Our organization was established in 2005 when Community Memorial Hospital in Ventura merged with Ojai Valley Community Hospital, and it is comprised of these two hospitals along with primary and specialty care Health Centers across our service area.

Mission

To heal, comfort, and promote health in the communities we serve. We are here for our patients and each other.

Vision

To be an indispensable community treasure as the regional integrated health system of choice for patients, staff, physicians, and our community.

Values

Caring, integrity, excellence, accountability, and transparency.

Community Memorial Hospital – Ventura

Community Memorial Hospital – Ventura has been caring for Ventura County since 1902. The hospital has 250 private rooms, an Emergency Department with 37 private rooms, an 8-bed pediatric unit, 10 operating suites, 5 catheterization laboratories, and a state-of-the-art, 23-bed Level 3 Neonatal Intensive Care Unit (NICU). Staffed with an array of experts in almost every medical specialty, our award-winning hospital is licensed by the California Department of Health Services and accredited by DNV Healthcare as an acute care hospital.

Community Memorial Hospital – Ojai

Built in 1960, Community Memorial Hospital – Ojai joined the Community Memorial Healthcare family in 2005, when it merged with Community Memorial Hospital – Ventura. Backed by the extensive capabilities of its sister hospital in Ventura, Community Memorial Hospital – Ojai is an essential rural healthcare resource. Residents of the Ojai Valley count on the hospital for inpatient and outpatient care. The hospital has a 24-hour Emergency Department, on-site imaging and laboratory services, plus skilled nursing and rehab services in our Continuing Care Center. The relationship with Community Memorial Hospital – Ventura allows for seamless transfer of patients when a higher or more specialized level of care is needed. Community Memorial Hospital – Ojai is licensed by the California Department of Health Services and is nationally accredited by DNV Healthcare as a critical access hospital.

Awards & Recognition

Community Memorial Healthcare received the following awards and recognitions.

[Blue Distinction Designations, Blue Cross Blue Shield Association](#)

The Blue Cross Blue Shield Association's Blue Distinction program recognizes only the highest quality providers and doctors. Hospitals that meet rigid standards for high-quality, effective, cost-efficient specialty care earn the coveted Blue Distinction Centers designation. Community Memorial Hospital – Ventura, has earned Blue Distinction Designation for the programs listed below:

- Designated Blue Distinction Center for Maternity Care
- Designated Blue Distinction Center+ for Spine Surgery
- Designated Blue Distinction Center+ for Knee & Hip Replacement
- Designated Blue Distinction Center for Bariatric Surgery

[Baby Friendly Birth Facility \(2019 – 2023\)](#)

This designation recognizes that a maternity facility has successfully implemented the Ten Steps to Successful Breastfeeding as stipulated by the World Health Organization and Baby-Friendly USA.

[International Board-Certified Lactation Consultant Award \(2021 – 2023\)](#)

This award is given to organizations that employ professionals who hold the International Board-Certified Lactation Consultant (IBCLC) certification and provide a lactation program for breastfeeding families, among other requirements that promote top breastfeeding care.

[Maternity Care Honor Roll, California Hospital Compare](#)

Community Memorial Hospital – Ventura is one of only 108 hospitals in California to be recognized on the 2022 Maternity Honor Roll for meeting or surpassing the statewide target aimed at reducing births via C-section in first-time patients with low-risk pregnancies.

[Metabolic and Bariatric Surgery Center Accreditation](#)

This accreditation signifies that our bariatric surgery program meets nationally recognized bariatric surgical standards.

[Cancer Care Accreditation \(2021 – 2024\)](#)

Issued by the American College of Surgeons, Commission on Cancer accreditation recognizes a cancer care program for all-around excellence in comprehensive patient-centered cancer care through a multidisciplinary team-approach.

[Designated Lung Cancer Screening Center](#)

This designation, which requires our participation in the American College of Radiology (ACR) Lung Cancer Screening Registry, certifies that our Lung Cancer Screening program meets the ACR's requirements for technology and for the training and experience of our personnel.

[Cardiovascular and Pulmonary Rehabilitation Designated Facility](#)

This certification signifies that our cardiovascular and pulmonary facilities and program adhere to American Association of Cardiovascular and Pulmonary Rehabilitation standards and guidelines.

[Primary Stroke Center, Det Norske Veritas, Inc. \(DNV\)](#)

Designation as a Primary Stroke Center (PSC) indicates the hospital has the necessary staffing, infrastructure and programs to stabilize and treat most emergent stroke patients. We provide treatment for a broad range of stroke conditions, administer some acute therapies, and admit patients to a designated stroke unit or to beds, specifically assigned for stroke care.

[Get with the Guidelines \(GWTG\) – Stroke GOLD PLUS with Target: Type 2 Diabetes Honor Roll, American Heart Association/American Stroke Association/American Diabetes Association](#)
GWTG awards recognize hospitals that demonstrate at least 85% compliance in each of the seven Get With The Guidelines®- Stroke Achievement Measures. The measures relate to speed and quality of treatment. This designation recognizes that Community Memorial patients with type 2 diabetes receive the most up-to-date, evidence-based care when hospitalized with cardiovascular disease or stroke.

[California Department of Public Health, Healthcare-Associated Infections Program — Silver \(2021-2023\)](#)

The California Department of Public Health Antimicrobial Stewardship Program Honor Roll recognizes the top performing antimicrobial stewardship programs in California. The goals are to promote optimal use of antimicrobials, prevent emergence of antimicrobial resistance and *C. difficile* infections, and to showcase California healthcare facility antimicrobial stewardship programs that follow national guidelines and engage their local healthcare community.

[Diabetes Education Program Accreditation \(2022 – 2026\)](#)

The Community Memorial Health Centers Diabetes Education program (DEAP) is accredited by the Association of Diabetes Care & Education Specialists (ADCES). This accreditation represents a high level of quality and service to the community, and the ability to meet the needs of Medicare recipients and others affected by diabetes. Diabetes education services utilize a collaborative process through which people with or at risk for diabetes work with a diabetes educator to receive individualized care to help them reach their health goals.

Governance

As a community-owned, not-for-profit organization, we are not backed by a corporate or government entity, nor do we answer to shareholders. Rather, we depend on and answer to the communities we serve. We are guided by a diverse Board of Trustees that represents a cross section of leaders in our community. They are responsible for governing Community Memorial Healthcare with a focus on what is best for our citizenry.

Board of Trustees

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Commitment to the Community

Our name begins with “Community” for a reason. Our community is everything to us. Community Memorial Healthcare is an independent, community-owned, nonprofit organization dedicated to fostering and preserving the health of those we serve. It’s part of our mission and our culture. That means we work hard to create programs and services that expressly meet the needs identified in the Community Health Needs Assessment (CHNA). It means we hire people who have a stake in the quality of care in our area. It means we answer to the community for our actions, as we are governed by an elected Board of Trustees. And it means we are as dedicated to wellness as we are to healing, offering a wide range of classes, support groups, and holistic services to treat people, mind, body and spirit.

Service Area

Community Memorial Healthcare’s hospital facilities are located in Ventura County.

- Community Memorial Hospital – Ventura, 147 N. Brent St., Ventura, CA 93003
- Community Memorial Hospital – Ojai, 1306 Maricopa Highway, Ojai, CA 93202

The hospitals share a primary service area in Ventura County.

Located in Southern California, Ventura County has a land area of 1,843.1 square miles which encompasses 10 cities, 23 census-designated places, and 15 unincorporated communities. In 2022, Ventura County had a population of 842,465 with a median age of 39.3 and a median household income of \$101,407. In the county, 5.7% of the population are below five years of age, 22.1% are below 18 years old and 17.3% are 65 years and older. In Ventura County, 44.7% of residents identify as Hispanic or Latino (of any race) and 55.3% identify as Non-Hispanic or Latino. 38.6% of the people in Ventura County speak a non-English language at home. Ventura County has a poverty rate of 8.9%. A complete profile of Ventura County can be found in the 2022 CHNA at <https://www.mycmh.org/documents/content/health-needs-assessments/Ventura-CHNA-2022-v2.pdf>.

Community Health Needs Assessment

As part of the Ventura County Community Health Improvement Collaborative (VCCHIC), Community Memorial Healthcare completed a Community Health Needs Assessment (CHNA) in 2022 as required by state and federal law. VCCHIC is a formal, charter-bound partnership of seven health agencies that participated in the development of a joint CHNA report. The agencies that constitute VCCHIC include:

- Adventist Health Simi Valley
- Camarillo Health Care District
- Clinicas Del Camino Real, Inc.
- Community Memorial Healthcare
- Gold Coast Health Plan

The CHNA is a primary tool used by Community Memorial Healthcare to determine its community benefit plan, which outlines how it will give back to the community in the form of healthcare and other community services to address unmet community health needs. The assessment incorporated components of primary data collection and secondary data analysis that focused on the health and social needs of the service area.

A community survey and focus groups were used to gather information and opinions from persons who represent the broad interests of the residents of Ventura County. The 2022 Community Health Assessment Survey was designed and disseminated by VCCHIC. VCCHIC participated in a Centers for Disease Control and Prevention health equity pilot, which included survey questions on racial trauma and discrimination. A total of 3,066 responses were collected. This was a convenience sample, which means results may be vulnerable to selection bias; however, the results are applicable to the population of Ventura County.

Additionally, throughout February and March 2022, VCCHIC members facilitated more than fifteen focus groups. Focus group participants included persons from the black community, monolingual Hispanic or Latino Spanish speakers, older adults, LGBTQIA+ persons, students, and those accessing mental health and substance use treatment services, among others. In collaboration with California State University Channel Islands and Pacifica High Primary Data Collection School in Oxnard, CA, VCCHIC also received input from local high school and college students about the issues impacting them.

Significant Health Needs

Secondary data collection resulted in identifying community health needs that were further assessed in the primary data collection –focus groups and a community-wide survey. The identified significant needs included (in alphabetical order):

- Access to healthcare
- Adolescent health
- Alcohol and drug use
- Cancer

- COVID-19
- Diabetes
- Education
- Heart disease and stroke
- Housing
- Mental health
- Nutrition and healthy eating
- Older adults
- Physical activity
- Weight status
- Respiratory diseases

Individuals who were VCCHIC members, staff of the health department, community-based organizations and nonprofits were asked to rank the health outcomes and social determinants of health that contribute to disease in the region. The results of the responses from the priority ranking were compared to the secondary data collected for each health need and the primary data collected from a community survey and focus groups. As a result, the prioritized health needs were identified:

- Improve access to health services
- Reduce the impact of behavioral health issues
- Improve health and wellness for older adults
- Reduce the burden of chronic disease
- Address social needs

The complete CHNA report can be accessed at: <https://www.mycmh.org/community-health/community-health-needs-assessment/>.

Addressing Priority Health Needs

In 2022, Community Memorial Healthcare engaged in activities and programs that addressed the priority health needs identified in the 2020 – 2022 Implementation Strategy. Because the hospitals share a Ventura County service area, they committed to joint community benefit efforts that addressed access to healthcare, social needs, and health and wellness of older adults. Activities and programs that highlight the hospitals' commitment to the community are detailed below.

Access to Healthcare

Transportation Services

Transportation was made available to patients and families having difficulty accessing care.

Cancer Resource Center

The Cancer Resource Center offered services, support, and educational opportunities for cancer patients, their families and caregivers, and the community at large. Services were offered at no cost, in a welcoming, non-hospital environment. The Cancer Resource Center provided a Cancer Nurse Navigator, social services support, resource library, wig and hat bank, classes, and support groups. Classes were available virtually and in-person.

Risk Assessments

Powered by HealthAware, free online health risk assessments were available to the public for diabetes, heart and stroke. Assessments were also available to evaluate stress levels, lung health, and body weight.

Health Education and Outreach

Health education sessions were offered free of charge and covered a wide range of topics related to preventive care, healthy lifestyles, disease prevention and management. Classes were available in person and online/virtually.

LiveStrong

The LiveStrong program was developed to promote the importance of physical activity after a cancer diagnosis. The 12-week physical activity program was designed by LiveStrong Foundation and is hosted by YMCA of the USA. Community Memorial Healthcare funded the LiveStrong program at the local Ventura YMCA.

Support Groups

The following support groups were offered to community members and their caregivers:

- Breast cancer support group
- Breastfeeding support group
- General cancer support group
- Gynecological cancer support group
- Head and neck cancer support group
- Ostomy support group
- Postpartum emotional support group
- Stroke support group

Social Needs

[Homeless Support](#)

Persons experiencing homelessness were provided with food, clothing, transportation and temporary housing support upon discharge.

[COVID-19](#)

Screening tests and vaccines were provided to the community free of charge.

[Teen Self-Esteem Enhancement Program](#)

The Teen Self-Esteem Enhancement Program is designed to help teens examine the thoughts and feelings that either enhance or deteriorate their healthy self-esteem. Participants of the program learned effective tools and techniques for building positive feelings of self-esteem and self-worth.

[Healthy Kids in the Kitchen Program](#)

The Healthy Kids in the Kitchen program introduced kids to basic cooking principles and educated families on healthy food options. Hands-on nutritional education taught participants about healthy eating.

[Family Wellness Workshop](#)

The Family Wellness Workshop is a four-part, interactive series that taught parents and children about healthy eating, the value of exercise, the impact of stress and healthy sleep patterns.

Health & Wellness of Older Adults

[Health Education and Outreach](#)

Free health education sessions and information were offered on a variety of topics to improve senior health, including exercise classes, yoga, relaxation, and healthy lifestyles.

[Wise & Well](#)

A free online program that provided an e-newsletter and podcasts with health information, healthy recipes and community resources.

Other Community Benefit Services

Community Memorial Healthcare provided community benefit services in addition to those programs that focused on addressing priority health needs.

Health Professional Education

Definition: Education programs for physicians, nurses, and other health professionals.

Graduate Medical Education

Community Memorial Healthcare began residency training in 2013 with accredited programs in Internal Medicine, Family Medicine, and Orthopedic Surgery. Since then, we have expanded our academic medicine program to include General Surgery and Psychiatry. The goal of our Graduate Medical Education program is to train outstanding physicians who work in a collaborative environment and give back to the communities with which they are involved. All five of our residency programs are ACGME accredited. We also offer an integrated Behavioral Health Psychology fellowship.

Nursing

Community Memorial Healthcare had 172 nursing students from California State University Channel Islands and Ventura Community College participate in precepted education programs.

Other Health Professionals

The hospital staff precepted other health professionals, including 11 Emergency Medical Technician students, 32 paramedics, 8 students in clinical laboratory, 3 food and nutrition students, 1 Health Information Management student, 11 pharmacy students, 33 phlebotomy students, 1 physiology student, 9 students in radiology, 11 students in rehabilitation and 4 respiratory therapy students.

Research

Definition: Research is the study or investigation to generate generalizable knowledge made available to the public. Research includes the communication of findings and observations, including publication in a journal. Internally funded research and research funded by tax-exempt, or government entities are eligible for reporting.

Community Memorial Healthcare has a Research Department that supports research studies.

Subsidized Health Services

Definition: Clinical services provided despite a financial loss to the organization. The financial loss is measured after removing losses associated with bad debt, financial assistance, Medicaid, and other means-tested government programs.

Outpatient Palliative Care

Community Memorial Healthcare offered outpatient palliative care to support patients and caregivers. Palliative care mitigates the effects of a serious illness or injury by helping patients manage pain, symptoms, stress, and treatment side effects. The goal is to enhance a person's

quality of life. Palliative care is appropriate at any age and at any stage in a serious illness and can be provided alongside curative treatment.

Pediatric Care

Community Memorial Hospital – Ventura provided a pediatric unit equipped with nurses who are skilled and experienced in childcare. Our team of pediatric hospitalists were on-site 24/7, these doctors care for newborns, children, and teens. They also provided consultations in the Emergency Department for pediatric patients and admitted them to the hospital when needed.

Cash and In-Kind Donations

Definition: Funds and in-kind services donated to community groups and nonprofit organizations.

Cash Donations and In-Kind Support

Funds and staff time were donated to nonprofit community groups and local organizations. The support of these organizations furthered the health system’s mission and addressed the community health needs identified through the CHNA.

Community Benefit Operations

Definition: Direct and indirect costs associated with assigned staff, community health needs assessments, community benefit planning, tracking, reporting, evaluating and operations.

In 2022, community benefit operations included:

- Community benefit expenses
- Administrative support for community benefit
- Community benefit consultants
- Community Health Needs Assessment and Implementation Strategy development

Financial Summaries of Community Benefit

The Community Memorial Hospital – Ventura and Community Memorial Hospital - Ojai financial summaries of community benefit for 2022 (January 1, 2022, to December 31, 2022) are summarized in the tables below. The community benefit costs comply with Internal Revenue Service instructions for Form 990 Schedule H.

Community Memorial Hospital – Ventura

Community Benefit Categories	Net Benefit
Charity Care/Financial Assistance ¹	\$615,607
Unpaid Costs of Medi-Cal ²	\$20,530,155
Education and Research ³	\$13,895,865
Other for the Broader Community ⁴	\$22,328,143
Total Quantifiable Community Benefit	\$57,369,770
Medicare Shortfall	\$17,820,047
Total Quantifiable Community Benefit with Medicare Shortfall	\$75,189,817

¹ Financial Assistance includes traditional charity care write-offs to eligible patients at reduced or no cost based on the individual patient's financial situation. Financial Assistance or Charity Care does not include costs for patients who had commercial insurance but could not afford their out-of-pocket costs.

² Unpaid costs of public programs include the difference between costs to provide a service and the rate at which the hospitals are reimbursed.

³ Costs related to the health professions education programs and medical research that the hospitals sponsor.

⁴ Includes non-billed programs such as community health education, screenings, support groups, support services, cash and in-kind donations and community benefit operations.

Community Memorial Hospital – Ojai

Community Benefit Categories	Net Benefit
Charity Care/Financial Assistance ⁵	\$0
Unpaid Costs of Medi-Cal ⁶	\$3,978,905
Education and Research ⁷	\$2,110
Other for the Broader Community ⁸	\$6,975,745
Total Quantifiable Community Benefit	\$10,956,760
Medicare Shortfall	\$2,280,216
Total Quantifiable Community Benefit with Medicare Shortfall	\$13,236,976

⁵ Financial Assistance includes traditional charity care write-offs to eligible patients at reduced or no cost based on the individual patient's financial situation. Financial Assistance or Charity Care does not include costs for patients who had commercial insurance but could not afford their out-of-pocket costs.

⁶ Unpaid costs of public programs include the difference between costs to provide a service and the rate at which the hospitals are reimbursed.

⁷ Costs related to the health professions education programs and medical research that the hospitals sponsor.

⁸ Includes non-billed programs such as community health education, screenings, support groups, support services, cash and in-kind donations and community benefit operations.

Community Benefit Plan 2023

Significant Needs the Hospitals Intend to Address

Community Memorial Healthcare intends to take actions to address the following health needs identified in the 2022 CHNA and detailed in the 2023 – 2025 Implementation Strategy:

- **Access to Health Services**
- **Address Social Needs**
- **Health and Wellbeing of Older Adults**

Access to Health Services

Goal: Improve access to health services by addressing social needs of high risk and high need clients to reduce preventable emergency room and hospital utilization.

Strategies

1. Identify nontraditional partners that have aligned goals to increase access to health services.
2. Identify a Social Determinants of Health screening tool to adopt countywide.
3. Screen high risk and high need clients for Social Determinants of Health.
4. Modify workflow at provider practices and community-based organizations to receive and make referrals.
5. Develop a 2-1-1 community resource directory and a facilitated referral network.

Planned Collaboration: as a VCCHIC member organization, Community Memorial Healthcare will commit staff time and resources to support these activities to create a centralized, close-looped referral platform for addressing social needs. A Community Information Exchange Committee will be established to develop work plans for each of the strategies outlined above. This committee will also continue to follow the Kaiser/Unite Us collaboration for creating a New Social Health Network to identify opportunities to collaborate with Kaiser on the Ventura County implementation and work with Interface/211 to create a sustainable CIE that will benefit all Ventura County residents.

Address Social Needs (focused on Food Insecurity)

Goal: Address food insecurity and reduce hospitalizations and healthcare costs in medically complex populations by increasing access to adequate nutrition.

Strategies

1. Provide food insecurity screening at all provider practices and hospitals.
2. Refer food insecure clients to food access organizations.
3. Refer clients to dietary and nutrition counseling and provide preventive health screenings.
4. Develop tailored care plans based on food security status and financial stability and connect clients to medically tailored meals.
5. Connect to federal and state food assistance programs based on availability.

Planned Collaboration: as a VCCHIC member organization, Community Memorial Healthcare will commit staff time and resources to support these activities to reduce food insecurity

among clients in the clinical environment. This is a continuation of a Communities Lifting Communities (CLC) initiative that provided VCCHIC with technical assistance to implement food insecurity screening with a focus on persons with pre-diabetes. CLC is a community health improvement initiative sponsored by the Hospital Association of California. CLC will continue to partner with VCCHIC to identify funding opportunities to further this work. A Food Insecurity CLC Committee will be established to develop work plans for each of the activities outlined above. VCCHIC members will partner with the Waste-Free Ventura coalition, which works to eliminate food waste, while improving nutrition in food insecure communities.

Improve the Health and Wellbeing of Older Adults

Goal: implement a multi-hospital-based intervention with the assistance of community-based organizations that will establish a continuum of care and reduce readmissions for high-risk Medicare beneficiaries.

Strategies

1. Provide Caregiver Assessments and Care Planning.
2. Provide education for caregivers.
3. Create a Caregiver Patient Navigator Program Database

Planned Collaboration: As a VCCHIC member organization, Community Memorial Healthcare will commit staff time and resources to support these activities to implement a caregiver navigation program at area hospitals. Funding from the Ventura County Community Foundation (VCCF) will be provided to area hospitals that have submitted a successful proposal to support year 1 implementation; opportunities for additional funding may be available in the future. VCCHIC will also work with a VCCF supported consultant, Evaluation Specialists, for the evaluation component of this strategy. A Caregiver Navigation Committee will be established to develop work plans for each of the activities outlined above. The County of Ventura will be developing a Ventura County Master Plan on Aging and VCCHIC members will participate in its development and align implementation efforts if appropriate.

Evaluation of Impact

Community Memorial Healthcare is committed to monitoring and evaluating key initiatives to assess the programs and activities outlined in this Community Benefit Plan. We collect, document and track measures, such as the number of people reached/served and collaborative efforts to address health needs. An evaluation of the impact of the actions to address these significant health needs will be reported in the next scheduled CHNA.

Priority Health Needs That Will Not Be Addressed

Taking existing hospital and community resources into consideration, Community Memorial Healthcare will not directly address behavioral health and chronic diseases. These prioritized health needs were not selected because Community Memorial Healthcare has identified other community stakeholders that are currently leading interventions to address these health needs in the county, including Ventura County Behavioral Health. Community Memorial Healthcare chose to concentrate on those health needs that can most effectively be addressed given the organization's areas of focus and expertise.