



**FAIRCHILD**  
MEDICAL CENTER

2019 COMMUNITY BENEFIT REPORT & 2020 PLAN

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Dear Community:

As the Chief Executive Officer at Fairchild Medical Center, I would like to share our focus and work to assure that our communities have local access to quality healthcare services regardless of age, race, religion, creed, color, national origin, ancestry, sex, sexual orientation, gender, gender identity and expression, military or veteran status, physical or mental disability, medical condition, ability to pay or any other classification protected by federal, state, or local laws. The hospital and its clinics are committed to serving all members of their communities through consideration of free care and/or subsidized care; care provided to persons covered by governmental programs at below cost; and, health activities and programs to support community. This community benefit is further explained in this plan.

Under the Patient Protection and Affordable Care Act (PPACA), tax- exempt hospitals are required to conduct a Community Health Needs Assessment (CHNA) and Plan every three years with input from our community, public health experts and key stakeholders. The hospital collaborated with community partners in 2019 to complete the CHNA and plan.

The plan outlines the priority health issues facing our community. Over the next three years, Fairchild will, in collaboration with community partners, work to address each of the prioritized health needs. Building a healthy community requires multiple stakeholders working together. We must strive to build lasting partnerships and actively engage in finding solutions. We invite you to review the plan, provide feedback, and join us creating a healthier community.

Respectfully,



Jonathon Andrus  
Chief Executive Officer  
Fairchild Medical Center







### 2019 Community Benefit in Review

Fairchild Medical Center and Clinics are committed to providing health care services of exceptional quality to all who need us in the communities we serve. Our community benefit initiatives include financial assistance for those unable to afford medically necessary care and health improvement programs in collaboration with our community partners and investments.

In 2018, Fairchild Medical Center served 1,212 inpatients and provided more than 125,556 outpatient services.

Fairchild Medical Center provides care to persons covered by governmental programs at below cost. Recognizing its mission to the community, services are provided to both MediCare and MediCal patients. The Hospital realized MediCal/CMSRP payments below the cost the hospital incurs to provide the service of \$9,778,219. To the extent reimbursement is below cost, Fairchild Medical Center recognizes these amounts as a service to the community in meeting its mission.

Fairchild Medical Center currently has Medicare reimbursement reduced 2% to an amount below cost. In 2018, reimbursement was reduced \$133,631.

The Hospital maintains a Charity Care Policy which defines how partial and/or full charity care will be based on the individual's ability to pay as defined by Federal Poverty Income Guidelines utilizing a sliding scale. Confidentiality of information and the individual's dignity are paramount.

Charity Care is also provided through many reduced price services and free programs offered throughout the year based on activities and services which Fairchild Medical Center believes will serve a bona fide community health need. These include:

- Free care for patients who are financially unable to pay for services in total or services in excess of private insurance reimbursement. During 2018, total charges written off for Charity Care were \$478,268 with a cost associated with charity at \$203,764 to a primary service area a little over 24,000 people.
- Fairchild Medical Center has two Rural Health Clinics that provide care in designated Healthcare Professional Shortage Areas (HPSA) for all who need services. The Rural Health Clinic provides Dental services for indigent patients.
- The Hospital maintains a toll-free dedicated telephone number for advice nurse services which supply information regarding access to urgent care services; clinical advice; personal health education; information on prescription and over-the-counter drugs; and mental health referrals, as appropriate. The annual cost to provide this service to our community is \$50,160.

Fairchild Medical Clinic provides a virtual online medical consultation service. This service provides immediate access to a FMC provider using digital technology including a phone, tablet or computer. The service provided 157 number of consultations in 2018. The cost of this service is approximately \$47,000 per year.

The Hospital provides a patient transportation program through its Auxiliary organization. In 2018, the Auxiliary provided a little more than 1,400 rides to patients living in the Yreka, Montague, Grenada and Hornbrook areas. In 2019 the hospital and the hospital's foundation assisted the Auxiliary with the purchase of a new van for the transportation program. The new van includes a rear automatic wheelchair lift, making it possible for the patient transportation program to also provide rides to patients who are wheelchair bound or who cannot take steps up into the van.

**CARING FOR YOU IS AT THE HEART OF WHO WE ARE.**



## Priority One | Access to Healthcare

Preserving local access to care is the number one priority for the hospital and clinics. Access in the rural healthcare marketplace involves issues such as insurance coverage, contracting with payors to assure network adequacy, using technology to deliver efficient care, addressing social determinants of care, identifying adequate space for services and recruiting and retaining qualified workforce.

The goals and strategies outlined below primarily focus on the issues of space and workforce.

### Goal 1: Increase access for Primary Care Services including Immediate Care

#### Strategies

1. Complete planned expansion and space preparation at FMC.
2. Open search for physician and AHP staffing for Immediate Care.
3. Continue to develop the online consultation service.
4. Build new employee parking lot to improve parking for patients.

### Goal 2: Increase access to Dental Services

#### Strategies

1. Open to new adult patients. Continue to expand Dr. Mannix's practice.
2. Complete planned expansion of clinic.

### Goal 3: Increase access for General Surgical Services

#### Strategies

1. Continue recruitment efforts.
2. Prepare space and staff for Dr. Kirk's October start date.
3. Prepare space and staff for Dr. Mason's January start date.

### Goal 4: Increase access for Orthopedic Services

#### Strategies

1. Continue recruitment efforts.

### Goal 5: Increase access for Pediatric Services

#### Strategies

1. Continue recruitment efforts.

### Goal 6: Increase access to home based services for post-acute patients

#### Strategies

1. Continue to work with provider organizations on referral processes.
2. Continue staff development to support appropriate scope of services.

### Goal 7: Increase access to specialty care through the Telehealth Program

#### Strategies

1. Continue to develop and offer inpatient and outpatient program services.

### Goal 8: Increase access to Imaging Services

#### Strategies

1. Replace Nuclear Medicine equipment, and expand studies offered to keep patients local.
2. Continue to expand advanced imaging procedures offered using new technologies, specifically around the pre-stroke and stroke detection.
3. Continue strategy to become American College of Radiology certified in lung studies
4. Convert manual Imaging Cassettes to Digital Radiography – digitizing images.

### Goal 9: Increase access to Pharmacy Services

#### Strategies

1. Expand current space.
2. Further evaluate opportunities to serve outpatients with a pharmacy service within the clinic.

### Goal 10: Increase access to Rehabilitation Services

#### Strategies

1. Begin work with the city to modify the existing PUD permit and gain city approval of the project.
2. Finalize and approve plans for new PT building on campus.

### Goal 11: Increase access to private registration space at the hospital

#### Strategies

1. Continue planning efforts for the lobby and registration area remodel.



## Priority One | Access to Healthcare continued...

### Goal 12: Increase access to Emergency Services

#### Strategies

1. Continue planning efforts for the emergency department remodel.

### Goal 13: Increase access to home based Sleep Diagnostic Services

#### Strategies

1. Continue the development of home based program and implement the program.

### Goal 14: Increase access to Food Resources for FMC patients

#### Strategies

1. Continue outpatient nutritional screening program for food insecurity.
2. Collaborate with other community stakeholders to connect patients to food resources.
3. Contribute to food supply at food banks through annual FMC employee food drives.

## Priority Two | Maternal/Child Health

As discussed in the assessment, top concerns related to maternal and child health include infant mortality, adverse childhood events, teen pregnancy, child abuse, food insecurity and timely access to care.

The goals and strategies presented below focus on collaborative efforts to promote timely health screenings and care for women and children in our communities.

### Goal 1: Improve timeliness of Prenatal Care

#### Strategies

1. Participate in the Partnership Perinatal Quality Improvement Program.

### Goal 2: Improve Postpartum Care

#### Strategies

1. Provide depression screening.
2. Conduct evaluation of breast feeding/lactation.
3. Discussion of family planning/contraceptive needs.

### Goal 3: Improve childhood immunization rates

#### Strategies

1. Increase patient outreach to assure appointments are made and kept.
2. Educate and increase awareness on the importance of child immunizations.

### Goal 4: Increase the number of well child visits with the first 15 months

#### Strategies

1. Schedule six well child visits in the first 15 months.
2. Increase patient outreach to assure appointments are made and kept.

### Goal 5: Increase access to Women' Health Services

#### Strategies

1. Recruit an OB/GYN physician provider.



## Priority Three | Mental Health

Mental health remains a significant issue and a top concern for providers, patients and the community. Top concerns related to mental health identified in the assessment include access to services, suicide and mental health with a co-occurring diagnosis of substance abuse.

The goals and strategies presented below primarily focus on access to mental health care services and coordination of the provision of mental and physical health services.

### Goal 1: Improve integration of Behavioral Health and Primary Care

#### Strategies

1. Continue to develop and grow the Integrated Care Project with other stakeholders.
2. Continue to develop and grow the health navigator position within Fairchild Medical Clinic.
3. Continue the work of the subcommittee of the Siskiyou Health Collaborative to improve health information exchange between medical providers and the County Behavioral Health Department.

### Goal 2: Provide Substance Use Disorder Services

#### Strategies

1. Increase the number of providers providing medication assisted treatment for those with an opioid addiction.
2. Continue to coordinate treatment with outpatient counseling services.

### Goal 3: Increase access to Telepsychiatry for patients in crisis

#### Strategies

1. For patients presenting to the Emergency Department, develop a telepsychiatry service for patients in crisis to reduce length of stay and improve outcomes.

For more information please contact:  
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