



*Growing  
Healthy*  
**TOGETHER**



**Oroville Hospital  
Community Benefits  
2018**

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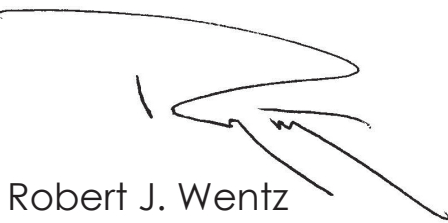
# Letter from the CEO

Butte County's strength was tested once again with the unprecedented tragedy of the 2018 Camp Fire. The extensive loss that ensued was nothing that our community had ever seen before, and resulted in a substantial hit to Oroville and surrounding areas. Though through these hardships, Oroville Hospital and our fellow residents displayed great resilience and generosity. From the heroism of our first responders, to our good Samaritans donating and volunteering selflessly, to our hospital meeting the sudden needs of our neighboring community; the overall response is truly noteworthy.

Moving forward from this tragedy Oroville Hospital is committed to enhancing our community by first delivering quality health care, and additionally by supporting local organizations that provide a positive impact on society. We continue to analyze and address the needs of the community on an ongoing basis. For 2018, we focused on health education by providing educational presentations to the community through our provider speaker's series, health fairs and community outreach programs. We also began a new partnership with California Northstate University Medical School. As a teaching facility, our physician's train and educate medical students during their final years of schooling.

We strive to meet the needs of tomorrow and grow our local economy by continuously expanding our services and hiring numerous stable positions. To ensure our current and potential employees have the necessary skill sets and stay apprised to the latest procedures and technology, we remain strong supporters of professional development programs and higher education. Being an active participant in the community is something Oroville Hospital feels passionately about and we are always eager to find new ways to connect the hospital and those we serve.

While we grow together to make our community a stronger place, Oroville Hospital works hard every day to make sure we do our share to be a part of that growth. We are proud to add new services such as audiology, mental health and nephrology to better meet the needs of our expanding community. We have also continued moving our 5-story expansion project forward in 2018 with the demolition of existing structures. We look forward to bringing this project to fruition and continue to serve the growing needs of our community.



Robert J. Wentz  
President/Chief Executive Officer

# Core Values

- Service** We are committed to serving our community, making quality service a foundation of our hospital.
- Honesty** We adhere to the moral values of fairness, integrity and honor in all relationships.
- Respect** We treat all people as individuals with courtesy and thoughtfulness. We respect each person's dignity and worth and treat our patients with concern and compassion.
- Stewardship** We prudently commit our resources, using our talents and strengths in an effective and efficient manner.
- Performance** We take initiative, are dedicated, talented and knowledgeable.
- Integrity** We adhere to a code of ethics that emphasizes honesty and sincerity. Through our words and actions, we strive to earn the trust of one another and the people we serve.

## Our Mission

Oroville Hospital is dedicated to always providing the best personalized health care to Oroville and the surrounding foothill and valley communities by offering a medical home, with a wide range of integrated services from prevention through treatment to wellness.

# Improving Access

Through the development of hospital-based community clinics, Oroville Hospital has improved and increased access to health services throughout the Oroville community. The majority of our outpatient services accept all insurance plans including the State of California's Medi-Cal program. Our community has a disproportionate share of low/no income families. Access to health care services would be extremely difficult for this group were it not for hospital-based clinics. The State of California's Medi-Cal reimbursement payments to physicians are set at a rate that makes it difficult for an independent physician to accept Medi-Cal patients. As a result many health care providers throughout the state and our community have eliminated Medi-Cal patients from their roster.

## 2018 Payor Mix:

|          |          |                   |           |             |
|----------|----------|-------------------|-----------|-------------|
| 47%      | 5%       | 31%               | 16%       | 1%          |
| Medicare | Medi-Cal | Mcal Managed Care | Insurance | Private Pay |

## Outpatient Services

|  |   |   |
|--|---|---|
| <b>Anticoagulation</b>   | <b>Mental Health</b>  | <b>Primary Care</b>   |
| <b>Audiology</b>   | <b>Nephrology</b>   | <b>Pulmonary</b>  |
| <b>Cardiology</b>  | <b>Neurology</b>  | <b>Rehabilitation</b><br>Occupational Therapy<br>Physical Therapy<br>Speech Therapy |
| <b>Chiropractic</b>  | <b>Nutrition Counseling</b>   | <b>Robotic Surgery</b>  |
| <b>Dermatology</b>   | <b>Obstetrics/Gynecology</b>  | <b>Sleep Testing</b>  |
| <b>Ear, Nose and Throat</b>                                    | <b>Oncology/Hematology</b><br>Infusion Center<br>Radiation Oncology | <b>Telemedicine</b><br>Cardiology<br>Neurology<br>Psychiatry<br>Radiology           |
| <b>Gastroenterology</b>  | <b>Ophthalmology</b>  | <b>Urology</b>  |
| <b>General Surgery</b><br>Breast<br>Colon & Rectal<br>Vascular | <b>Orthopedics</b>  | <b>Walk-In/Urgent Care</b>  |
| <b>Home Health</b>   | <b>Pain Management</b>  |   |
| <b>Imaging</b>   | <b>Pediatrics</b>   |   |
| <b>Laboratory</b>  | <b>Pharmacy</b>   |   |
|  | <b>Podiatry</b>   |   |

## 2018 New Service Lines:

**Audiology**

**Mental  
Health**

**Nephrology**

# Expanding Services

Access to a wide variety of medical services is necessary when it comes to delivering comprehensive medical care to patients. As a health system providing care to a large region of the North State, Oroville Hospital has prioritized the recruitment of specialty and primary care providers to deliver quality and timely health care to patients. The continued growth of outpatient services further illustrates the hospital's commitment to delivering comprehensive medical services, including advanced procedures and state-of-the-art technology, to patients here at home.

## Mental Health

Dr. Alice Alino, an Oroville Hospital pediatrician, identified a need amongst her patients and began the development of a pediatric mental health program. She quickly realized that the need expanded beyond adolescence and began working diligently to create a mental health program for all ages. The new clinic offers drug and alcohol counseling, marriage and family counseling, perinatal counseling as well as Telemedicine Psychiatry.

Patients are invited to a safe and welcoming environment where counselors discuss issues affecting their patients' health. For matters beyond our counselors' scope of practice, Oroville Hospital provides Psychiatrists through our Telemedicine program.

Mental health is a severely underfunded segment of health care. Butte County is no exception, but at Oroville Hospital we work hard to make sure our community is taken care of with the state-of-the-art TelePysch services. We also hired local counselors that understand the environment the people in our community live in.

In order to allow access to a psychiatrist locally, Oroville Hospital depends on telemedicine. Telemedicine is an excellent way for patients to see doctors that are not available in the area. The hospital uses this technology across multiple specialties to ensure patients have access to care that is needed. The hospital will continue to recruit for psychiatrist to help alleviate the need in Butte County and build our mental health program.

## Urology

Urology services have become a growing need in Butte County. For that reason, in 2018 Oroville Hospital actively recruited an additional Urologist, Dr. Matthew Ercolani MD, FACS. Dr. Ercolani is a world renowned urology surgeon. He specializes in minimally invasive robotic surgery in the areas of prostate, kidney, bladder and female pelvic reconstructive surgery. The Oroville Hospital Urology Team sees patients in Oroville and Yuba City.

# Cardiac Cath Lab

As a leading cause of death in the United States of both men and women, heart disease affects a large segment of the population. Thankfully, advanced procedures are available to diagnose and treat cardiovascular issues before they cause irreversible damage. In 2018, Oroville Hospital expanded its Cardiology Program and added a Cardiac Catheterization Lab.

The Cardiac Cath Lab offers state-of-the-art imaging to diagnose heart disease related to muscle damage or blockages of the arteries. Using high-resolution imaging and a catheter inserted into a large blood vessel that leads to the heart, physicians can perform cardiac procedures including coronary angiogram, and pacemaker and defibrillator implantation, which improve cardiac function and overall health.

In addition to cardiac catheterization procedures that address rhythm or blood flow, Oroville Hospital offers guided cardiac rehabilitation services to help patients live their healthiest lives following a heart procedure or coronary disease diagnosis.

## 5-Story Tower Expansion

Oroville Hospital continues to diligently work on its expansion project, which will increase the hospital's capacity and the medical resources available to the community. In 2018, Oroville Hospital started phase one of the project by demolishing multiple old structures to make way for the new 5-story tower and expanded parking.

- Phase I – Demolition/Renovation
- Phase II – Move Oxygen Tanks  
Site/Utility Work
- Phase III – Tower Construction and  
Department Expansions

The new 5-story tower will include ambulatory care services, intensive care unit, labor and deliver center, and two floors for medical/surgical units. The overall project will double the square footage of the current hospital and increase beds from 133 to 211. The expansion will also add roughly 700 new jobs when completed.



# Focus of Education

## Helping Kids Learn

### Brain Development Initiative

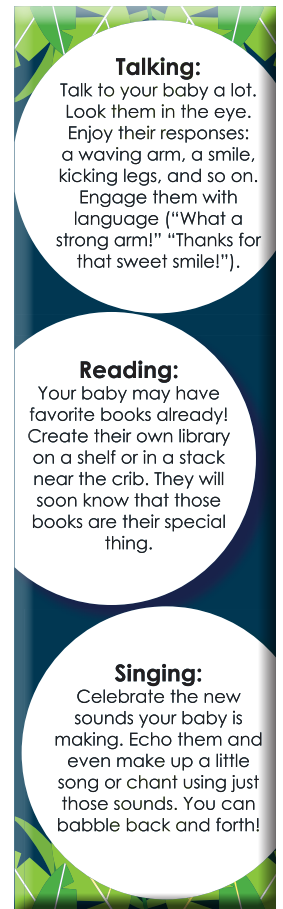
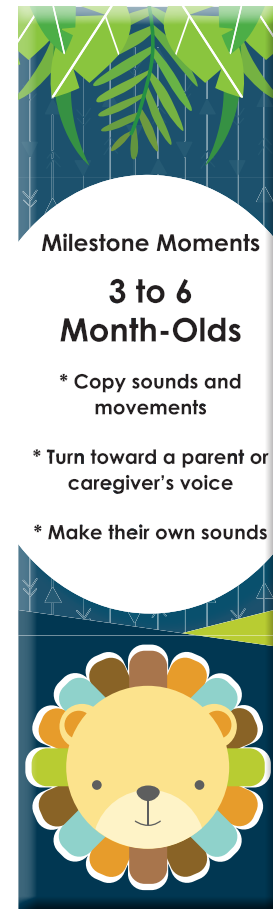
As a community hospital, it is our responsibility to enhance the health and well-being of the individuals we serve. With that in mind, Oroville Hospital's Board of Trustees and Chief Executive Officer endorsed the cultivation of a long-term health initiative that benefits its community. With a robust child brain development program, Oroville Hospital hopes to boost brain growth in children between the ages of zero to 3-years-old, while fostering a love of reading.

Research has found that providing children from birth to age five with consistent, language-rich experiences can have important benefits on their brain development and future school success. Early learning encouraged by talking, reading and singing to young children helps lay the foundation for optimal brain development.<sup>1</sup>

Oroville Hospital's pediatrician offices make it a priority to make sure parents have *high quality books* to read to their children. Every child that comes in for a well child visit receives a free age appropriate book to take home with them. The providers encourage parents to read to their kids at an early age and explain that reading with your child allows quicker brain development increasing their comprehension and vocabulary.

In addition to free books, *bookmarks* are given to children, not only to mark their place in the book, but to give parents helpful examples of activities to do with their children to encourage talking, reading and singing. Each bookmark is age appropriate for their development and corresponds to their well child visit.

Consistent language experiences in the form of talking, reading and singing help children understand language. This can influence performance in school, their career and ultimately income later in life. Oroville Hospital is dedicated to improving reading competency in children and will continue to develop this program.



<sup>1</sup> "The Timing and Quality of Early Experiences Combine to Shape Brain Architecture: Working Paper #5." National Scientific Council on the Developing Child. 2007. <http://www.developingchild.net>

# Preparing Parents

## Offering Extra Support for Parents-to-Be

During 2018 Oroville Hospital sought out many new improvements to increase the quality of care being delivered to expecting parents, as well as ensure parents are properly prepared for their newborn's arrival. In addition, Oroville Hospital opened it's new Midwifery Practice and hired *additional midwives*. Midwives are now available for deliveries 24/7.

The first aspect we reinforced was the proactive adoption of proven best practices and safety standards. We ensure we are always up-to-date on techniques and protocols that have been proven to provide the best possible outcomes for our mothers and babies. It doesn't matter if you are anticipating a normal or high risk pregnancy, our dedicated team of board certified obstetricians, *midwives*, maternity nurses, and lactation consultants are prepared to give you a stress-free birthing experience.

To make sure women are equipped with all the knowledge they need during their journey to motherhood, we provide them with "*A Guide to Pregnancy & Birth*". This is a journal that mothers can use to reference educational material at any time, as well as document health information from doctor's visits. Having this tool gives mothers the opportunity to follow along closely with their progress, as well as be a key participant in making their health care decisions.

Another way we empower parents-to-be is by hosting a free 6-week series of *childhood preparation classes* to all Oroville Hospital patients. The classes provide hands-on training on a variety of topics such as breastfeeding, relaxation methods and newborn care. To ensure that you are learning only from the best, all of our instructors are Registered Nurses and Board Certified Lactation Consultants.

For those that aren't interested in participating in the classes, we also have a free *online health library* that has numerous articles and videos. This resource is designed to teach patients what to expect during the pregnancy process as well as supply vital information to ensure mom and baby are happy and healthy.

Oroville Hospital understands that preparing for a newborn is not only stressful, but can also be financially burdensome. That is why we have elected to provide each infant born at Oroville Hospital with a free brand new, high quality *car seat*. In addition, new moms are sent home with a diaper bag and supplies to help them with their first weeks with their new baby.

# Continuing Medical Education

## Physician and Staff Education

At Oroville Hospital, medical professionals routinely complete continuing education classes that provide in-depth material and guidelines for treating specific diseases such as sepsis, or discuss new advancements in medical techniques or procedures. Classes are taught by Oroville Hospital physicians or medical experts from leading health care institutions around the country. In 2018, Continuing Medical Education (CME) classes afforded 130 hours of credit with 1,650 participants ranging from physicians, nurses and mid-level providers to other hospital, outpatient and OHPAC staff members.

Other monthly medical education events included Clinical Pearls which discuss best practices, guidelines and new or refined techniques or approaches to address information or performance gaps. Although these events are geared toward physician education, it is open attendance for Oroville Hospital staff and area providers.

### *CME Courses Covered:*

- Kawasaki Disease and Palpitations
- Congenital Heart Defects
- Barrett's esophagus/Risk of Cancer
- Drowning: Submersion Injury Care
- Strokes and Seizures in the Neonate
- Medical School Orientation
- Caring for Pregnancy & Opiate Dependence

### *Clinical Pearls (RSS) Topics:*

- Aspiration Pneumonia
- Diagnosis and management of scabies, lice, bedbugs
- Colorectal Cancer Screening: Early Diagnosis and Treatment
- C. Diff Guidelines Update 2018
- Lymph Node Dissection
- Patient Experience
- Effective Communication
- IV Normal Saline vs. Lactated Ringers
- Detering Delirium
- What's New in Urology?

## Provider Speaker Series

### Enhancing Community Health Literacy

Oroville Hospital continued health literacy efforts in 2018 with its Provider Speaker Series events. These events serve as free health education opportunities for patients outside of scheduled appointments with a physician or care provider. Oroville Hospital's educational events provide in-depth information about important health topics and give patients an opportunity to interact with providers and ask questions in a relaxed setting.

### *2018 Topics Included:*

- Midwifery & Women's Health
- AFib and Anticoagulation
- Healthy Eating
- Orthopedics
- Pulmonary Disorders and Smoking Cessation
- ER Triage and Flight Care
- Breast Health & Mammograms

# Medical School Partnership

## Bringing Physician's to Northern California

Oroville Hospital is committed to expanding services within our community in order to better meet the needs of the patients we serve. As a teaching facility, we were given a great opportunity to partner with California Northstate University Medical School to develop a rotations program. This programs gives future doctors the chance to learn and train at Oroville Hospital and become invested in our community. In addition, it gives our physicians the ability to not only pass on their expertise, but to also see more patients. Dr. Schmidt had the opportunity to be the first physician to utilize this program in our neurology department. We plan on expanding rotations to include general surgery, obstetrics, gynecology, and radiology in the near future.

California Northstate University started the College of Pharmacy ten years ago, paving the way for the College of Medicine that started six years later. The University is a unique asset to Northern California because of its accreditation with the Association of American Medical Colleges and that it is a privately run University. The class of 2019 will be the CNU's first graduating class from the College of Medicine.

# Patient Portal

## Empowering Patients to Be Involved In Their Health Care

Oroville Hospital understands the importance of allowing patients to have access to their personal health information. A patient portal creates a connection between a patient and their medical record. The goal of the patient portal is to help encourage more interaction and involvement in one's health care. The portal also allows patients to share important information with caregivers or family members to help support their health.

Our patient portal allows access to all hospital providers in one location. The information is presented in an easy to understand dashboard, that summarizes your past visits with Oroville Hospital. The portal includes:

### **Medical Information:**

|             |                  |
|-------------|------------------|
| Allergies   | Immunizations    |
| Weight      | Heart Rate       |
| Vitals      | Family History   |
| Medications | Blood Pressure   |
| Lab Results | Temperature      |
| Procedures  | Respiratory Rate |
| Conditions  |                  |

### **Helpful Tools/Personal Trackers:**

- To do list
- Upcoming Appointments
- Exercise
- Sleeping Habits
- Health Tips

# Offering Support Support Groups

Support groups are an important way for people to come together to talk about how they feel with others who understand their experiences. They can be a stepping stone to encourage healing after a traumatic health event. Support groups offered by Oroville Hospital allow patients an opportunity to work with trained healthcare providers to work through the healing process.

Oroville Hospital's *Stroke Support Group* brings together survivors of stroke, caregivers, family and friends. The support group helps individuals with similar situations talk about their personal experiences to help heal and head toward a healthier and more positive life. Another life changing event that Oroville Hospital helps the community with is cancer. The *Cancer Support Group* helps individuals who are dealing with cancer as well as survivors and family. People are given a safe place to discuss how cancer has affected their life in a group setting to encourage healing.

## Smoking Cessation

The Centers for Disease Control estimates that 15 percent of American adults are current cigarette smokers, with tobacco use listed as the largest preventable cause of death. To give patients the tools to quit smoking and help address asthma rates, Oroville Hospital launched a smoking cessation program spearheaded by Pulmonary Nurse Practitioner Patricia Tinglin. The program helps patients break their tobacco habit through three guided office sessions with a medical professional. The sessions are one-on-one and personalized based on a patient's medical history. Given the difficulties associated with quitting smoking, Oroville Hospital's program is designed to support the patient and his or her family members in a welcoming and non-judgmental environment. A referral is not necessary so patients may begin their journey for a tobacco-free life without delay.

## Chronic Care Management

For patients with multiple chronic conditions such as arthritis, diabetes or high blood pressure, a lot of time may be spent coordinating care needs with medical providers. To help facilitate this process and ensure patients have access to quality health care, Oroville Hospital implemented its Chronic Care Management (CCM) Program. This program is open to Medicare patients with two or more chronic conditions and guarantees at least 20 minutes of care management services per month with a dedicated health care professional. CCM coordinators facilitate care between primary care providers, pharmacies, specialists, hospitals and more. Over the phone each month they discuss health goals, preventive care, past and future visits, reconcile medications and address any questions or concerns a patient may have.

# Community

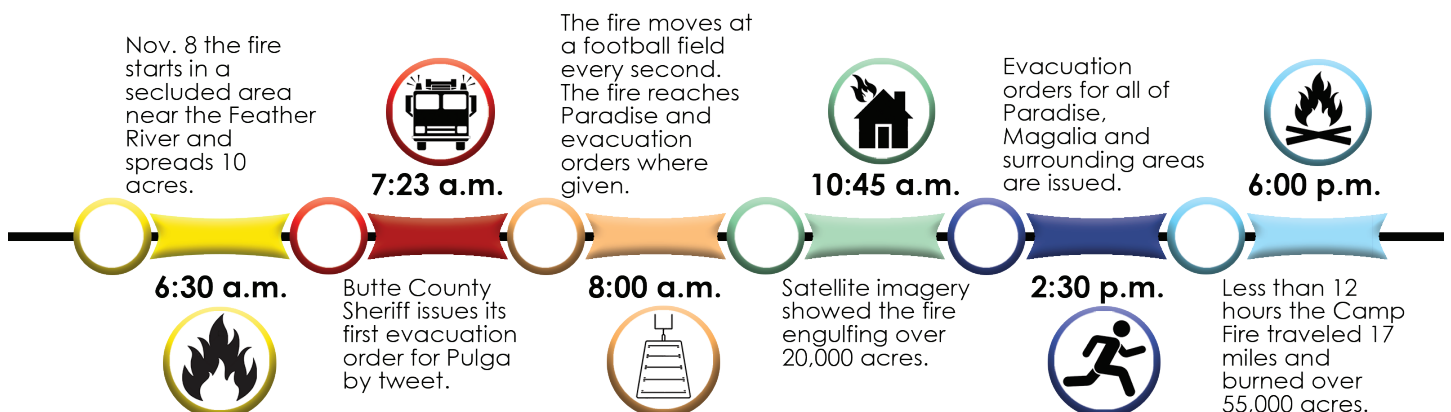
## Camp Fire Disaster

### Helping Butte County and Our Community

Early morning November 8, 2018 at 6:30 a.m. a fire was reported in Pulga, CA. The Butte County sheriff issued an evacuation order for Pulga and nearby communities. As the fire progresses northward it accelerates to an uncontrollable speed at 100 yards every second, according to Cal Fire. The fire reaches Paradise, CA at 8 a.m. and evacuation orders are given. All remaining areas of Paradise, Magalia and surrounding areas were ordered to evacuate by 2:30 p.m. Families grabbed what they could and drove down the hill. They braved fire on either side of the road and fought through terrible traffic to safety. The fire reached near Chico where it was finally controlled well enough to keep populated areas safe. In less than 12 hours the Camp Fire burned 55,000 acres and traveled 17 miles.

While the chaos ensued in Paradise and nearby areas, Oroville Hospital rapidly prepared and organized their disaster response protocol. An internal disaster was announced at 8:33 a.m. and an incident command center was initiated. The hospital began to prepare for the influx of patients that could arrive. The staff worked hard to free up beds in the hospital to help meet the needs of critical evacuees.

Oroville Hospital received a few patients that had been evacuated directly from Feather River Hospital. Most patients received arrived by private vehicle. An influx of phone calls came in from Paradise residence in need of medications and concerns over future doctors visits. They were directed to a specific phone line for assistance. In addition, hundreds of calls were received from friends or family members looking for evacuated patients. All patients that came to our hospital were medically accessed and admitted or transferred to the Nazarene Church evacuation Center. Over the weekend the hospital stayed on high alert and continued to receive a steady stream of patients.



Staff was ready and willing to work to help the community in a multitude of ways. Donations were pouring in and individuals took it amongst themselves to help out wherever needed. The hospital supplied counselors and guidance for employees in need. Each employee affected received a monetary donation from the hospital to assist with the initial financial burdens of being displaced. Staff was sent to the shelters to assist and give additional supplies.

Oroville Hospital continued to stay in internal disaster mode for multiple days. Air quality became an issue for the community and air purifiers were purchased to help patients and staff. Donations were made to help the shelters and supply masks to employees and patients in need. Employees that no longer had jobs at Feather River Hospital were being expedited through the Human Resource Department. With the changes to Paradise, Oroville's population and patient base has grown. Oroville Hospital began to emphasize on recruitment to meet the growing needs.

### *Donations Included*

#### **Medical Supplies:**

|                          |                   |
|--------------------------|-------------------|
| Needles                  | Gloves (S/M/L/XL) |
| Syringes                 | Bedpans           |
| Blood Pressure Cuffs     | Hand Sanitizer    |
| Hand Sanitizer Wipes     | Diapers (NB/1/2)  |
| Hand Held Nebulizers     | Adult Diapers     |
| Fingertip Pulse Oximeter | Epsom Salt        |
| Sickness Bags            | N-95 Masks        |

#### **Medication:**

Epinephrine  
Solumedrol  
Metoclopramide  
Albuterol  
Atrovent Liquid



Photo Courtesy of Joshua Stevens, NASA.

# Charity

## Community Benefit Financials

2018 Preliminary Estimates

### Traditional Charity Care

|                                       |                     |
|---------------------------------------|---------------------|
| Traditional Charity Care              | \$3,243,528         |
| Unpaid Costs of Public Programs       | \$11,158,872        |
| <b>Total Services for Underserved</b> | <b>\$14,402,400</b> |

### Other Benefits for Broader Community

|                             |                    |
|-----------------------------|--------------------|
| Nonbilled Services          | \$280,461          |
| Education & Research        | \$1,076,185        |
| Cash/In-Kind Donations      | \$182,128          |
| Other Community Benefits    | \$263,620          |
| <b>Total Other Benefits</b> | <b>\$1,802,394</b> |

**Overall Total Community Benefit \$16,204,794**

## Monetary/Supplies Donated

### Contributing to our Local Community

|   |  |
|---|--|
| African American Family & Cultural Center | Oroville Rescue Mission                              |
| Boys & Girls Club of the North Valley     | Oroville Rhinos Athletic Club                        |
| City of Oroville                          | Oroville Southside Community Improvement Association |
| Exchange Club of Oroville                 | Oroville Union High School District                  |
| Feather River Recreation & Parks District | Oroville Youth Soccer Club                           |
| Las Plumas High School                    | Palermo Little League                                |
| Mission Trip Supplies                     | Project SAVE   |
| North Valley Community Foundation         | Rotary of Oroville                                   |
| North Valley InTune Music Foundation      | STAGE  |
| Oroville Chamber                          | Strings in Schools                                   |
| Oroville Gymnastics Booster Club          | Strive Booster Club                                  |
| Oroville Hmong New Year                   | Upstate Community Enhancement Foundation             |
| Oroville Piecemakers Quilt Guild          |  |
| Oroville Orcas Swim Team                  |  |

# Needs Assessment and Action Plan

The conditions of the places in which people live, learn and work affect a wide range of health risks and outcomes, known as the social determinants of health. These determinants include economic stability, education, social and community context, health and health care, and neighborhood and built environments. To define these contributing health factors, Oroville Hospital conducted its 2016 Community Health Needs Assessment in partnership with Together We Can! Healthy Living in Butte County and three other local hospitals. This section reflects the action plan developed from the 2016 assessment and updates made since then.

In 2018, Oroville Hospital began to strategize with Public Health and the other hospitals within the county to determine the best way to reassess the health needs of the community for 2019. The Camp Fire Disaster drastically changed the population and health needs of the county. Oroville Hospital is and will continue to evaluate the affects of the disaster and prepare for 2019's Community Health Needs Assessment. We anticipate our action plan will be modified to reflect the changes throughout 2019.

## *Economic Stability*

### **Food Assistance**

Oroville Hospital addressed food insecurity and poverty in the community by donating extra food in 2018. The Natural Resources Defense Council estimates that approximately 40 percent of America's food goes uneaten, leading to large amounts of food waste.<sup>1</sup> Instead of contributing to this surplus, the hospital routinely donates food to local churches for distribution to those who may not be able to afford daily nutritional meals. The hospital also distributes free meals to families in need during Thanksgiving.

### **Driving Economic Growth**

Oroville Hospital is a large employer in Butte County. With almost 1,900 employees in 2018, the hospital delivers economic stability and mobility for employees and local businesses, which benefit from the demands of a large organization. The hospital employs a large number of skilled and unskilled workers, giving those with lower education levels a steady career with health insurance benefits, along with the ability to provide for themselves and their families.

<sup>1</sup> National Resources Defense Council Data. Available from: <https://www.nrdc.org/issues/food-waste>

# *Education*

## **Childhood Education and Brain Development**

Oroville Hospital continued implementing its childhood brain development initiative by distributing high quality books to children ages zero to five at every well child visit with a pediatrician. With the support of the hospital's pediatric offices, each child receives an educational book to help develop their reading comprehension and vocabulary at an early age, which sets them up for future success in school and beyond. Each child also receives a fun bookmark that includes age appropriate milestone moments and tips to promote talking, reading and singing.

## **Fitness for Kids**

In order to address the prevalence of overweight and obese kids in the community, Oroville Hospital offers a "Fitness for Kids" program. This free, eight week program provides education and introduces kids to basic health concepts such as nutrition guidelines and physical activity recommendations. Participants receive weekly weight check-ins and partake in fun fitness activities and drills which emphasize regular physical activity. Led by Dr. Alice Alino and Joyce White, RN, the classes also cover topics including reading food labels and setting and monitoring appropriate health goals.

## **Professional Development Programs**

Oroville Hospital offers a strong foundation for professional education and skills development for many facets of the medical field including nursing, respiratory therapy and phlebotomy. Close partnerships with colleges, universities and trade programs give students firsthand experience in patient care and prepare them for medical careers upon program completion. Students at local high schools are also exposed to the medical field through occupational programs that give them insight into various careers in medicine. In addition, Oroville Hospital began partnering with the California Northstate University Medical School to allow medical students an opportunity to gain hands on experience and training for their medical rotations.

## **Supporting Higher Education and Community Involvement**

Each year, Oroville Hospital provides monetary support for local schools and sports programs that promote higher education and physical fitness. In 2018, the hospital donated scholarship funds for the Martin Luther King Jr. Steering Committee and the Dave Bruce Hall of Fame Scholarship Fund to assist graduating high school seniors in their quest for higher education. Oroville Hospital also donates to youth sports programs such as Oroville Youth Soccer, which encourages teamwork and physical fitness.

# *Social and Community Context*

## **Civic Participation**

The hospital takes an active role in community events, not only through financial support, but by being present to engage with the public at local gatherings. Representatives from Oroville Hospital were present at multiple community events including: Martin Luther King Jr. Remembrance Day, Hmong New Years Festival, Salmon Festival, North State Economic Forecast Conference and Sigma Phi Gamma's Breast Cancer Awareness Walk.

## **Supporting Local Organizations and Events**

As a business with a large role in the community, Oroville Hospital provides monetary donations to local organizations and events that bring the community together. The hospital also continues to be the major sponsor of the Oroville Salmon Festival, providing financial support to make the festival a success, along with organizing a fitness-focused color run for people of all ages. Free Color Dash sponsorships for Dr. Alino's pediatric patients were distributed to encourage physical activity in children.

## **Community Health Fairs**

The hospital hosts two health fairs a year in which free health screenings, educational health information and specialists from many hospital departments are made available to discuss hospital services. The fairs, which are held in June and September of each year, host hundreds of people who are active participants in their health. With a focus on preventive medical care, screenings give patients valuable insight into their health, which can spur corrective measures under guidance from a licensed health provider, contributing to a flourishing community.

# *Health and Health Care*

## **Expanding Access**

Primary care providers (PCP) are the backbone of any health system and there is a great need for general practitioners throughout the country. In order to meet the health needs of the Oroville community, Oroville Hospital continues to focus its recruiting efforts on bringing in additional PCPs to the area. Oroville Hospital now has three walk-in, urgent care locations open seven days a week with extended business hours. This allows patients greater access to care and helps alleviate overcrowding in the Emergency Room. In 2018, Oroville Hospital added three additional service lines audiology, mental health and nephrology to meet the needs of the growing community.

## *Health and Health Care Continued*

### **Health Education**

Oroville Hospital continued health literacy efforts in 2018 with its Provider Speaker Series events. These events serve as free health education opportunities for patients outside of scheduled appointments with a physician or care provider. Seven community educational events were held in 2018 with topics including: midwifery, AFib and anticoagulation, healthy eating, orthopedics, pulmonary disorders and smoking cessation, ER triage and flight care, and breast health and mammograms.

### **Flu Vaccinations**

Each winter the influenza virus wreaks havoc on the general population. To help stem the prevalence of flu in the community, Oroville Hospital provides multiple opportunities for free flu vaccinations during fall. Education is also provided to the public on ways to prevent the spread of the flu virus such as frequent hand washing, covering one's mouth when sneezing and staying home when unwell. In total, the hospital distributed around 1,200 flu shots at various community events in 2018 including: Oroville Salmon Festival, Dove's Landing Drive-Thru Flu Clinic and Sigma Phi Gamma's Breast Cancer Awareness Walk.

## *Neighborhood and Built Environment*

### **Farmers' Market**

Access to fresh foods is an important part of a healthy lifestyle. Fresh and nutritious foods help combat a variety of diseases including a leading killer, heart disease. Oroville Hospital's Farmers' Market delivers fresh fruits and vegetables each week, June through September. The market supports local farmers and vendors who also sell items such as baked goods, jams, olive oil and meat. The Farmers' Market accepts EBT cards, enabling families of all income levels to purchase locally-grown, healthy food.

### **Elevating Community Voices**

Oroville is home to many wonderful organizations that are doing great work to elevate the community. The hospital has been a longtime supporter of these organizations through funding, which enables them to best serve others. Partnerships with the African American Family & Cultural Center and the Oroville Southside Community Improvement Association have provided funding for after school youth programs, the development of health classes for adults, and the creation of a center where the public can engage and learn a variety of useful skills including gardening, cooking and resume building. Oroville Hospital is honored to support the valuable work of these groups which provide opportunities for all.

# Hospital Action Plan

| Health Outcomes:<br>Core Indicators & Priorities | Intervention Domain                    | Performance Measures                                  | Hospital Action Plans   | Community Support  |
|--|--|---|---|--|
| Substance Abuse                                  | Behavioral Health                      | Opioid Death-Induced Rates                            | Pain Medication Policy<br>Pain & Spine Clinic   | Together We Can!<br>Healthy Living in<br>Butte County          |
| Mental and Emotional Health                      | Behavioral Health                      | Utilization of Mental Health Services                 | Mental Well-Being Clinic  | Butte County<br>Department of<br>Behavioral Health             |
| Homelessness and Poverty                         | Public Health                          | Homeless and Poverty Rates                            | Butte 2-1-1<br>Referral/Utilization<br>Monetary Donations   | Butte County<br>Hospitals<br><br>Butte County<br>Public Health |
| Overweight/Obesity                               | Clinical Care and Health Behavior      | Overweight Obesity Rates and Healthy Eating Behaviors | Fitness Events<br>Sports Club Access<br>Farmers' Market   | Center for Healthy Communities - CSU, Chico                    |
| Pulmonary Issues                                 | Clinical Care and Physical Environment | Asthma and Smoking Rates                              | Smoking Cessation Program   | Oroville Sports Club<br><br>Butte County Health Collaborative  |
| Access to Health Care                            | Physical Environment                   | Insured and Uninsured rates                           | Biannual Health Fairs<br>Reduced Hospital Charges<br>Recruitment & Expansion<br>Educational Talks | African American Cultural Center                               |
| Diabetes   | Clinical Care and Health Behavior      | Diagnosed Diabetes Rates                              | Nutrition Counseling  | Oroville Southside Community Improvement Association           |

# Community Served

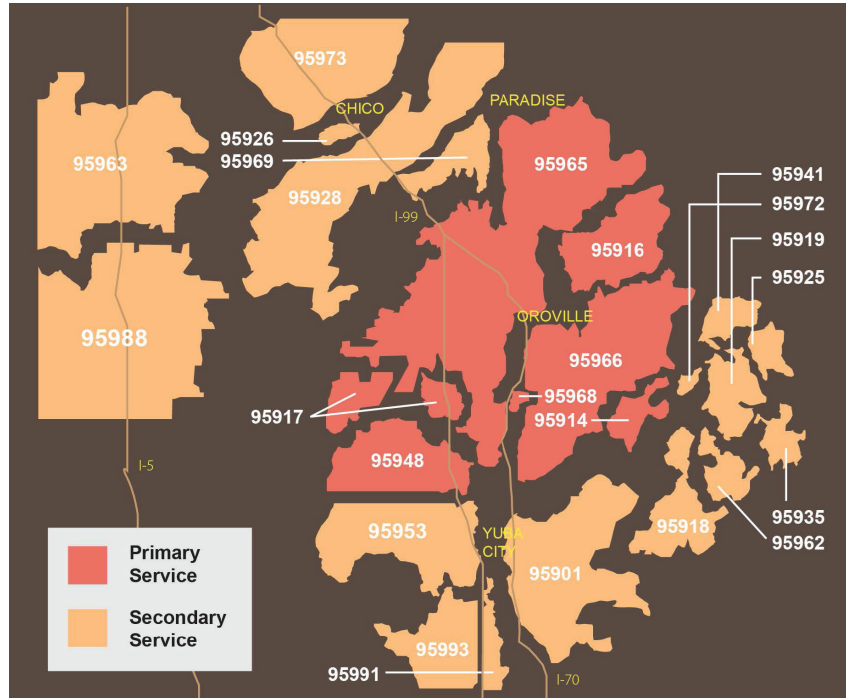
## Population <sup>1</sup>

### Primary Service Area: 68,423

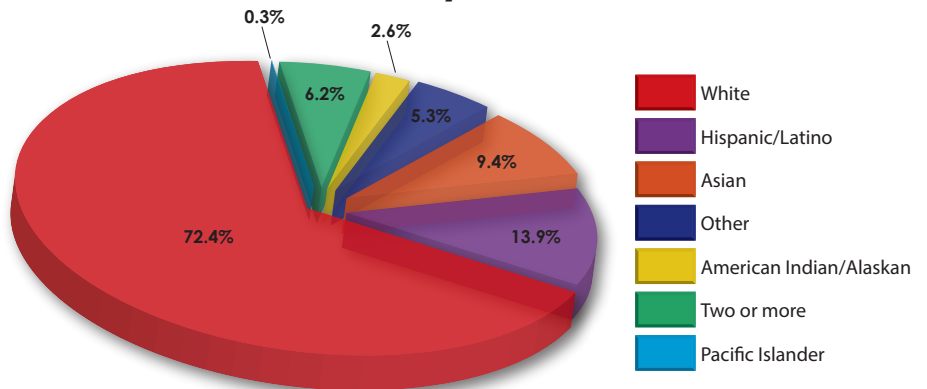
Oroville (95965/95966): 51,027  
 Bangor (95914): 578  
 Berry Creek (95916): 1,441  
 Biggs (95917): 3,155  
 Gridley (95948): 10,810  
 Palermo (95968): 1,412

### Secondary Service Area: 332,743

Browns Valley (95918): 2,339  
 Brownsville (95919): 1,378  
 Challenge (95925): 295  
 Chico (95926, 95927, 95928, 95929, 95973, 95976): 106,193  
 Dobbins (95935): 631  
 Durham (95938): 3,787  
 Feather Falls (95940)  
 Forbestown (95941): 563  
 Live Oak (95953): 10,718  
 Magalia (95954): 12,251  
 Marysville (95901): 31,314  
 Olivehurst (95961): 26,510  
 Oregon House (95962): 1,567  
 Orland (95963): 15,493  
 Paradise (95969): 27,549  
 Rackerby (95972)  
 Richvale (95974): 8  
 Weed (96094): 6,630  
 Willows (95988): 8,857  
 Yuba City (95991, 95993): 76,660



## Race and Ethnicity<sup>1</sup>



## Population Shift

The devastating Camp Fire in the Magalia and Paradise area caused Butte County to have a major shift in population. A total of about 50,000 people were suddenly displaced all throughout the north state. Since the fire on November 8, 2018 roads to Magalia, Paradise and the surrounding areas have opened up. This allowed people that still had homes to return. Roughly half of Magalia's 12,251 residence returned back to the area. While Paradise has had limited numbers of people returning from its 27,549 residence, due to the severity of the fire.

Adventist Health Feather River has decided not to open the hospital for the time being and many outpatient facilities. This leaves many patients without medical care. Oroville Hospital has worked diligently to help support the influx of Paradise patients with their health care needs and continues to recruit providers to fill the new needs of the population.

<sup>1</sup> 2010 US Census Bureau Demographic Profile Data. Available from: <https://factfinder.census.gov>

<sup>2</sup> Map compiled by John Coryat USNaviguide. Available from: <http://www.usnaviguide.com/>



# Oroville Hospital

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