



Oroville Hospital

# COMMUNITY BENEFIT REPORT 2024

GLOBAL BUSINESS SOLUTION  
*Growing Healthy Together*

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# Letter from the CEO

Oroville Hospital is proud to have expanded our service lines, adopted innovative technology, and recruited top-tier talent in 2024. In addition, we received accreditation of psychiatric graduate medical education, which allows our physicians to train and educate medical students during their final years of schooling. The inaugural residency class will begin training at Oroville Hospital's institute in July. As we work towards shaping the future of healthcare, our mission to deliver the highest quality of care to patients remains steadfast in our commitment to improving healthcare in our region.

We added new specialties to meet the needs of our growing community, which include Plastic Surgery and Thoracic Surgery, Urogynecology, as well as integrated new technology advancements such as the Odyssey Intraocular Lens and Genius AI for mammograms. We increased access to minimally invasive and non-invasive robotic procedures with the HistoSonics Edison® System and Ion by Intuitive. We provided access to flu vaccine clinics, meal baskets, and support groups for our cancer center and stroke program, and contributed monetarily to community groups who make a positive impact.

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 continued forward progression on our five-story expansion project and anticipate it being fully operational in 2025. As one of the city's largest employers, we build upon the local economy by 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 encourage professional development programs and higher education.

We remain an active participant in the community and are always finding new ways to connect the hospital and those we serve. Their feedback plays an integral role in shaping the services provided and the implementation of programs that improve the health of each patient. We are optimistic about the future and excited to witness the impact of our expanded service offerings, technology, facilities and talent as we continue the hospital's legacy of leadership and growth.



A stylized, handwritten signature in black ink, appearing to read 'R. Wentz'.

Robert J. Wentz  
President and CEO  
Oroville Hospital

# About Oroville Hospital

Oroville Hospital, located in Oroville, California, is a private 501(c)(3) non-profit corporation. The hospital serves the Oroville area, Butte County and the North Valley. Oroville Hospital's mission is to provide personalized health care to residents of Oroville and the surrounding foothill and valley communities, by offering a medical home with a wide range of integrated services, from prevention and treatment to wellness. Oroville Hospital has made it a priority to bring health equity to our community. It is committed to monitoring and re-evaluating the needs of the community and on an ongoing basis and through the Community Health Needs Assessment process.

Oroville Hospital has grown from a modest community hospital supported by a small staff of dedicated doctors into a 153-bed acute care facility specializing in a broad range of inpatient and outpatient services, including multiple physician practices. With a medical staff of more than 200 physicians, Oroville Hospital prides itself on providing the highest quality medical care in a friendly and compassionate environment.

## Oroville Hospital's Complete Service Line

Aesthetic Medicine  
Allergy and Immunology  
Ambulatory Care  
Anesthesia Services  
Anticoagulation Services  
Bariatric Surgery  
Breast Cancer Services  
Cardiac Catheterization  
Cardiac Rehabilitation  
Cardiology  
Cardiovascular Testing  
Childbirth Services  
Chiropractic Services  
Colorectal Surgery  
Dermatology  
Dentistry  
Ear, Nose and Throat Services

Emergency Care Services  
Endocrinology  
Endoscopy  
Gastroenterology  
Hospitalist Services  
Intensive Care Unit  
Laboratory Services  
Nephrology  
Neurodiagnostics  
Neurology  
Nutrition Therapy  
Obstetrics and Gynecology  
Ophthalmology  
Orthopedic Surgery  
Pain Management  
Palliative Care Program  
Pediatric Services

Pharmacy  
Podiatry  
Primary Care  
Psychiatry  
Pulmonary  
Pulmonary Function Testing  
Radiology  
Respiratory Care  
Robotic Surgery  
Sleep Disorder Testing  
Stroke Program  
Surgical Services  
Telemedicine  
Urology  
Valley Medical Imaging  
Vascular Surgery  
Women's Imaging

## Governance

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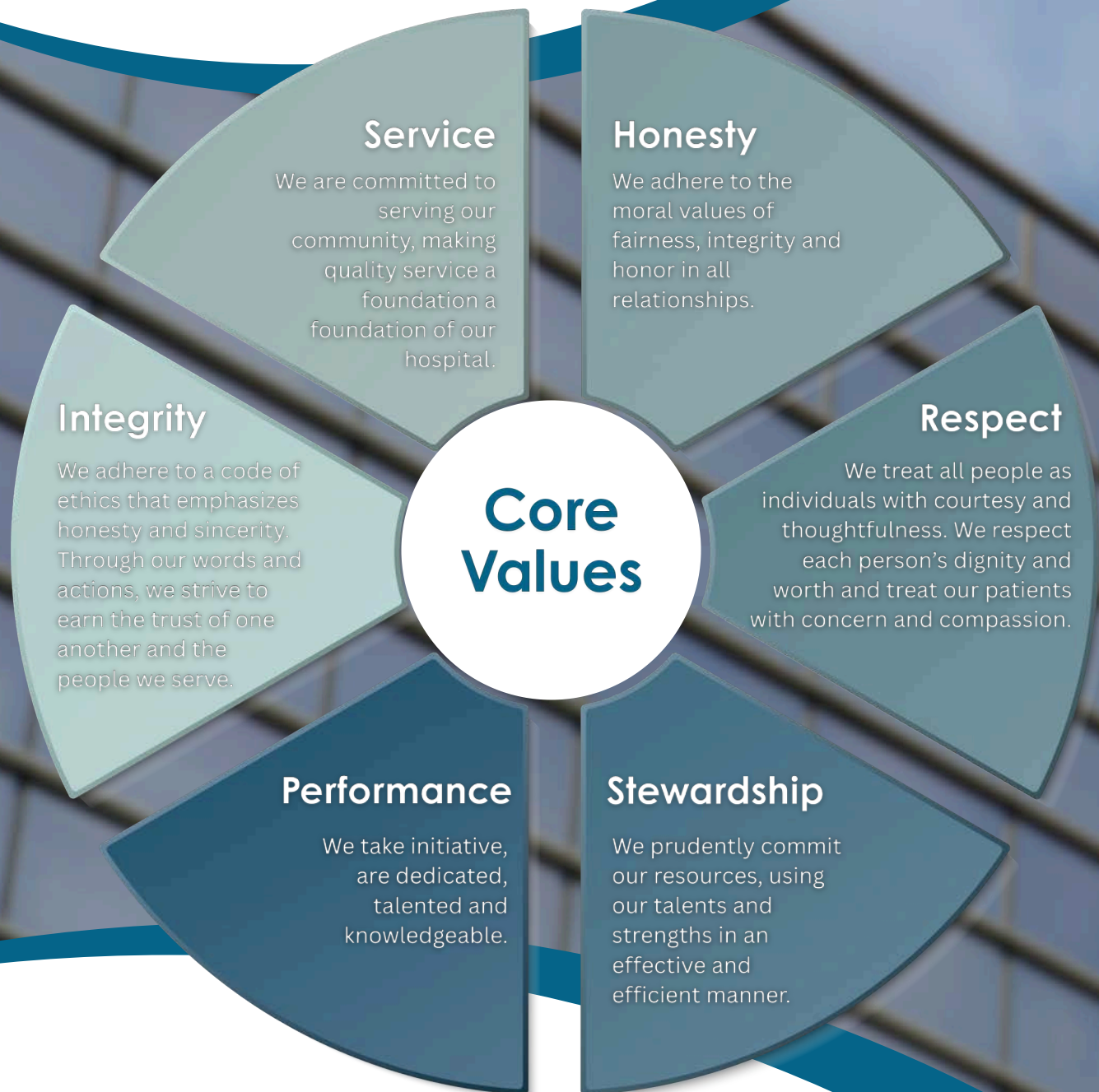
Seng Yang  
**Trustee**

Robert J. Wentz  
**Chief Executive Officer**



# MISSION

We are 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.



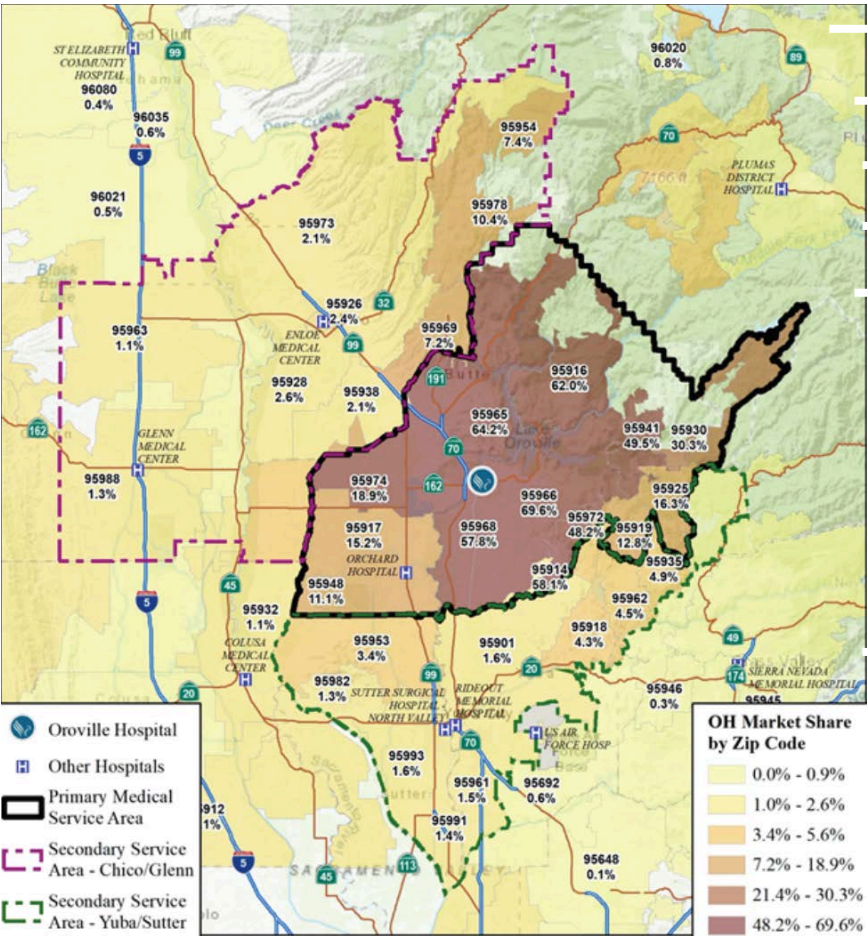
# VISION

Oroville Hospital will be recognized for its superior services and patient focused philosophies.

# Community Served

Oroville Hospital is located at 2767 Olive Highway in Oroville, California. It primarily serves the zip codes in south Butte County, the Yuba County foothills, and the southeast portion of Plumas County. The primary service area includes the following locations: Biggs (95917), Gridley (95928), Oroville (95965, 95966), Bangor (95914), Berry Creek (95916), Brownsville (95919), Clipper Mills (95930), Challenge (95925), Feather Falls (95940), Forbestown (95941), Palermo (95968), Rackerby (95972), Richvale (95974), and Strawberry Valley (95981). The secondary service areas comprise the remainder of Butte County and all of Glenn County.

Service Area Map



Primary Service Area

Geographic Areas	ZIP Codes
Oroville	95966, 95965
Gridley	95948
Berry Creek	91030
Bangor	95914
Biggs	95917
Brownsville	95919
Clipper Mills	95930
Challenge	95925
Feather Falls	95940
Forbes Town	95941
Palermo	95968
Paradise	95967
Rackerby	95974
Richvale	95974
Strawberry Valley	95981



# Community Health Needs Assessment

Oroville Hospital conducted a Community Health Needs Assessment (CHNA) in 2023 as required by state and federal law. The CHNA is a primary tool used by Oroville to determine its Community Benefit plan, which outlines how it will give back to the community in the form of health care 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.

## Addressing Priority Health Needs

In FY24, Oroville Hospital engaged in activities and programs that addressed the priority health needs identified in the Community Health Improvement Plan, also called the Implementation Strategy. Through a commitment of community benefit programs and resources, Oroville Hospital chose to address the following:

- Affordable Health Care
- Heart Health
- Mental Health
- Substance Abuse
- Obesity and Diabetes
- Economic Insecurity and Poverty

Selected activities and programs that highlight the hospital's commitment to address the priority health needs are detailed in the following pages.



# Affordable Health Care Access

Oroville Hospital reduced accessibility barriers to vaccines through drive-through flu clinics, making it easier for those who may be more vulnerable and older generations, to receive vaccines. Drive-through access protects the whole community. The annual flu events were held in October and November of 2024, providing over 500 vaccines to the community. Vaccinations were available to community members 12 years and older, from the comfort of their vehicles. A booth was also available for walk-up flu vaccination.



## Expansion

With a large patient base traveling from the Yuba City area, in 2023, Oroville Hospital opened the Yuba City Multispecialty Clinic, offering great outlets for comprehensive care. Yuba City Multispecialty provides a seamless continuum of care, ensuring that health needs are met comprehensively under one clinic.

Currently, the Yuba City Multispecialty offers:

- Primary Care Services
- Ophthalmology
- Orthopedic Surgery
- Urology
- Vascular Surgery



**YUBA CITY**  
OUTPATIENT PRACTICES



# Heart Health

## Chronic Disease Monitoring and Management

Oroville Hospital's heart health programs provide resources, education and treatment. Living with chronic illnesses can be hard on individuals. Extra support is provided through Oroville Hospital's Chronic Care Management (CCM) and Remote Patient Monitoring (RPM) programs. Both programs focus on prevention education, screenings and medication management.

## Cardiology Program

Additionally, the expansion of Oroville's cardiology program includes the Cardiac Catheterization Lab, providing the comprehensive cardiovascular care patients need.

## Farmers Market

Oroville Hospital hosted a weekly farmers market from May through September. The market, which accepts EBT payments, allows community members access to fresh and healthy foods while supporting local farmers and vendors. The program is a response to the community's health needs.

### Award Winning Services



Oroville Hospital Stroke Team recognized for their dedication to delivering the most effective, evidence-based treatment, ensuring high-quality care and improving patient outcomes.



# Mental Health

## Mental Well-Being Clinic

Due to the limited mental health services in Butte County, the Oroville Hospital Mental Well-Being Clinic addresses accessibility issues by offering pediatric and adult psychological assessments, psychotherapy, and medication management.



## Transportation



When needed, Oroville Hospital provides inpatient transport to local psychiatric care hospitals. Drivers are crisis intervention-certified and available 24 hours a day, 7 days a week. In 2024, there was over 4,600 patients transported overall for the hospital.



# Psychiatry Residency Program

Mental health services have been identified as a need in the Oroville and surrounding communities due to limited available providers and services available. Because of this access gap, Oroville Hospital announced its intention to be an accredited Psychiatry Residency program through the Accreditation Council of Graduate Medical Education.

The Psychiatry Residency program is scheduled to launch in July 2025 with 10 residents and has been approved for a total of 24 residents by 2027. The psychiatric units will offer structured, multidisciplinary treatment programs that include intensive treatment, social services, and recreational therapy.



Residents in the program will rotate through various specialties, including:

- Adult Inpatient Medicine
- Consultation-Liaison Psychiatry
- Emergency Psychiatry
- Inpatient Psychiatry
- Addiction Psychiatry
- Geriatric Psychiatry, Child and Adolescent Psychiatry
- Elective Rotations

During their training at Oroville Hospital, residents will be supervised and educated by board-certified and licensed physicians, gaining valuable skills and knowledge in the field of psychiatry. With the residency program, this means physicians will be able to complete their residency program here locally, where they can then build their practice and bring the much-needed services and programs to Butte County and the surrounding communities.



# Substance Abuse

## Pain Management

The region has elevated usage rates of alcohol, marijuana, and prescription painkillers. Recognizing that, chronic pain visits to Oroville Hospital's Emergency Department are responded to with alternatives to controlled substances. Follow-up is referred to the Comprehensive Pain and Spine Center, where treatment is closely monitored to ensure the safe use of pain medications, when needed. The Comprehensive Pain and Spine Center provides two programs, one that treats addictive disorders and the other that treats patients with chronic pain, delivering specialized medical and behavioral services, including counseling, as needed.

# Obesity and Diabetes

## Education

Oroville Hospital's healthcare services include tailored nutrition education to support a healthier lifestyle. Pediatric clinics provide comprehensive educational materials to families on lifestyle changes, developed in collaboration with the California Department of Public Health.



## Surgery Access

Recognizing the need for more support and assistance in the community, Oroville Hospital launched a Bariatric surgery service line to offer accelerated weight loss options. This minimally invasive surgery is a tool that makes it easier for an individual to lose excess weight when other weight loss programs and medications, have been insufficient.

### Bariatric Surgery Treats:

- Morbid Obesity
- Diabetes Mellitus II
- Obstructive Sleep Apnea
- Hypertension
- Fatty Liver Disease
- Degenerative Joint Disease
- Coronary Artery Disease



## Economic Insecurity and Poverty

### Plumas House



Oroville Hospital operates Plumas House, a care facility established to support patients who are displaced or homeless after their discharge from the hospital. Plumas House provides a safe and supportive environment for patients to recover and heal. In 2024, 78 Plumas House residents had 24/7 direct care, daily meal service, transportation to medical and dental appointments, and access to resources to help meet their needs.

# Other Community Benefit Services

Oroville Hospital provided community benefit services in addition to those programs that focused on addressing priority health needs.

## Support Groups

Oroville Hospital supports the monthly Stroke and Brain Injury Support Group and the monthly Cancer Support Group. Both groups are free and open to survivors, caregivers, friends, and family, providing a safe space for individuals to heal and connect with others who share similar experiences. The support groups are educational, while still providing members the ability to have fun through music and group activities. Both the Cancer and Stroke and Brain Injury Support groups meet monthly throughout the year.

## Childbirth Preparation Classes

Oroville Hospital offers a free four-week series of childbirth preparation classes available to expecting mothers and their partners. Registered nurses and board-certified lactation consultants lead the classes. Knowing that, especially for first-time parents, childbirth can be scary and stressful, the classes support new parents with resources and hands-on practical learning in coping techniques, birth plans, stages of labor, breastfeeding, and newborn care.





# Child and Family Development



Recognizing that early language exposure through talking, reading, and singing fosters optimal brain development, Oroville Hospital provides a free, age-appropriate book at every well-child visit. In partnership with the First 5 program, this initiative encourages early reading, expanding children's vocabulary, comprehension, and self-expression.

## Additional Health Professions Education Continuing Medical Education

The Oroville Hospital Continuing Medical Education (CME) program links relevant education to improved healthcare and systems improvement. The hospital's "Regularly Scheduled Series" seeks to address healthcare improvement goals, improve point-of-care performance gaps, explore technological advances, share evolving best practices, promote skill building, and identify desired clinical changes. Participants earn CME credit for the learning, with the added benefit of cross-functional improvement in communication, system-wide, between services, providers, and patients.



# Additional Health Professions Education

## Certified Nursing Assistants

To ensure adequate and consistent staffing, Oroville Hospital offers a paid program that facilitates a smooth transition to a career in healthcare. After successfully completing the written and skills exams provided by the state, students are then placed within the facility as Certified Nursing Assistants.

The Certified Nursing Assistant program consists of:

- Eight-Week Training Program
- Earn-As-You-Learn Compensation
- Classroom Instruction
- Clinical Experience
- Certified Nursing Assistant Job Placement



# Financial Summary of Community Benefit

Oroville Hospital's financial summary of community benefit for the FY24 reporting period (December 1, 2023, to November 30, 2024) is summarized in the table below. The Hospital's community benefit costs comply with the Internal Revenue Service instructions for Form 990 Schedule H. The costs are calculated using a cost-to-charge ratio for any unreimbursed services. Also included are activities that improve the community's health status. Costs for these activities include direct costs and allocated overhead costs, offset by any donations and grants received.

Community Benefit Financial Categories	Net Benefit FY24
Traditional Charity Care	\$26,134,884
Unpaid Costs of Public Programs/Medi-Cal Program	\$11,162,599
Costs of Other Means-Tested Government Programs	-
Total Services for the Underserved	\$37,297,483
Benefits for the Broader Community	
Non-billed Services	\$768,156
Education and Research	\$680,904
Cash and In-Kind Donations	\$329,470
Other Community Benefits	\$170,103
Total Benefits for the Broader Community	\$1,948,633
<b>Total Community Benefit</b>	<b>\$39,246,116</b>



# Cash and In-Kind Donations

Oroville Hospital is proud to be an active participant in the community and continually seeks new ways to connect the hospital with those we serve. We made monetary contributions to community groups that have a positive impact in Oroville and the surrounding areas.

Organizations the hospital supported in 2024 include:

- MLK Steering Committee
- Oroville Rhinos Football and Cheer
- City of Oroville
- Punjabi American Heritage Society
- Harrison Stadium
- African American Family and Cultural Center
- Delta Upsilon Sorority
- Table Mountain Golf Club
- Boys and Girls Club
- Oroville Union High School District



# Community Building

## Workforce Development

Oroville Hospital remains one of the largest employers in Butte County. With over 2,000 employees in 2024, the hospital delivers economic stability for employees and local businesses, which benefit from the demands of a large organization. With a large number of employees, many of whom have diverse backgrounds, the hospital offers workers the opportunity to find steady employment with comprehensive health insurance benefits, as well as financial stability.

To ensure that our current and potential employees possess the necessary skill sets and stay informed about the latest procedures and technologies, the hospital encourages professional development programs and higher education. With the five-story expansion tower, Oroville Hospital will experience exponential growth. The expansion will provide an additional 700 high-quality jobs.





# Community Benefit Plan 2025

As a result of the 2022 Community Health Needs Assessment (CHNA), Oroville Hospital selected significant health needs it will address through its Implementation Strategy.

## Significant Needs the Hospital Intends to Address

For FY25 (December 1, 2024 – November 30, 2025), Oroville Hospital intends to take actions to address health needs, as outlined in the most recent Implementation Strategy, embedded in the [2022 CHNA](#). Oroville Hospital is committed to continuing its programs and services to meet the health needs of the community, including Affordable Health Care, Heart Health, Mental Health, Substance Use, Obesity and Diabetes, and Poverty.

## Needs the Hospital Will Not Directly Address

Oroville Hospital will focus resources, partnerships and commitments on community health needs that can be addressed most effectively within our areas of focus and expertise. In the past, Oroville Hospital identified homelessness and housing, as well as prenatal and neonatal health behaviors, as needs we will not directly address. With new health services, technology, and expanded facilities, we are now addressing shortfalls in prenatal and neonatal care in our communities.

## Evaluation of Impact

Oroville Hospital is committed to monitoring and evaluating key initiatives to assess the programs and activities outlined in the Implementation Strategy. We have implemented a system for collecting and documenting tracking measures, such as the number of people reached or served, and collaborative efforts to address health needs. An evaluation of the hospital's actions to address these significant health needs will be reported in the next scheduled Community Health Needs Assessment (CHNA).





# Oroville Hospital

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## Community Benefit Contact

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