



Arroyo Grande Community Hospital

A member of CHW



*service*  
to our community

2008 ANNUAL REPORT

# Our Mission, Vision and Values

## Our Mission

Catholic Healthcare West and our sponsoring Congregations are committed to furthering the healing ministry of Jesus. We dedicate our resources to:

- delivering compassionate, high-quality, affordable health services;
- serving and advocating for our sisters and brothers who are poor and disenfranchised; and
- partnering with others in the community to improve the quality of life.

## Our Vision

A growing and diversified health care ministry distinguished by excellent quality and committed to expanding access to those in need.

## Our Values

Catholic Healthcare West is committed to providing high-quality, affordable health care to the communities we serve. Above all else we value:

**Dignity** - Respecting the inherent value and worth of each person.

**Collaboration** - Working together with people who support common values and vision to achieve shared goals.

**Justice** - Advocating for social change and acting in ways that promote respect for all persons and demonstrate compassion for our sisters and brothers who are powerless.

**Stewardship** - Cultivating the resources entrusted to us to promote healing and wholeness.

**Excellence** - Exceeding expectations through teamwork and innovation.

# Arroyo Grande Community Hospital

As a member of Catholic Healthcare West, Arroyo Grande Community Hospital is committed to serving the health needs of our communities with particular attention to the needs of the poor, the disadvantaged and vulnerable, and the comfort of the suffering and dying. Catholic Healthcare West has a commitment to quality - quality healthcare services and the promotion of optimal quality of life for all of life.

## Our Ministry

Catholic Healthcare West hospitals are technologically advanced without losing the human touch. At Arroyo Grande Community Hospital we foster the belief that people make the difference in the art of healing. We strive to create a professional and healing environment that respects human dignity, provides excellent services, promotes justice in serving the poor, stewards our healthcare resources and collaborates among healthcare providers and community leaders. We believe that high quality healthcare is a right, not a privilege, and we strive to provide healthcare access for all who seek care in our facility.



## History and Heritage

Arroyo Grande Community Hospital (AGCH), established in 1961, became a member of Catholic Healthcare West (CHW) in 2004. Our not-for-profit 65-bed hospital primarily serves residents in southern San Luis Obispo County. It is a state-of-the-art facility providing a full range of services, including medical-surgical, acute care, emergency care, orthopedic surgeries and services, and rehabilitation through our transitional care unit.

## Improving Community Health

Our affiliated physicians, employees and volunteers recognize and support the physical, emotional, social and spiritual well-being of those we serve.



We aim to provide the highest quality healthcare within our hospital walls, but we also work in partnership with other local organizations to address the priority health needs of our community outside the walls of the hospital.

We hold ourselves accountable to our community for the human, financial and ecological resources entrusted to our care. We are proud to share this 2008 Report to the Community on the strategic efforts we have undertaken over the last year to promote the health of the Arroyo Grande Community Hospital community.

# Community Benefit Programs

In FY2008, Arroyo Grande Community Hospital provided \$6,822,349 in unsponsored care and programs for the benefit of our community. Unsponsored care includes costs of care for persons who are poor, the costs associated with caring for Medicare, Medicaid and other government program beneficiaries, and costs for services our hospital subsidizes because they are not offered anywhere else in the community. The remaining community benefit expenses may also include health professions' education and research, clinic services, health promotion and disease prevention programs, grants and donations of cash or services to non-profit organizations.



## Healthcare Education

In partnership with French Hospital and Medical Center, AGCH hosted a number of educational programs, meetings, and support groups, including:

- Diabetes Classes with opportunities to participate in support groups
- Central Coast Celiacs
- Low Vision Group
- Medicare Counseling
- Multiple Sclerosis
- Fibromyalgia Group Meetings
- Birthing Classes
- Outpatient Nutrition Therapy and Education Programs

- Lymphoma and Leukemia education
- Coping with Arthritis
- Advance Directives for Healthcare
- Better Breathers support group for community members affected by Chronic Obstructive Pulmonary Disease

In collaboration with the Jacquelyn Palchak Foundation, a non-profit partner in the community, AGCH also promoted and hosted cancer awareness, prevention, treatment and support group meetings.

## Health Professions' Education and Physician Recruitment

AGCH is proud to offer clinical internship programs for students from two local community colleges for Registered Nurses, Licensed Vocational Nurses and Certified Nursing Assistants.

An assessment of our service area to determine need for health professions revealed a physician shortage. AGCH has used this information to help prioritize the health needs of our community and to actively recruit physicians to help serve those needs.

# Community Grants

The CHW Community Grants program, which is funded by contributions from its member hospitals, is one way in which CHW supports and enhances the advocacy, social justice and healthier communities' efforts of its hospitals and religious sponsors. One of the program's objectives is to partner with other nonprofit organizations that share our values and also work to improve the health status and quality of life of the communities we serve.



Last year Arroyo Grande Community Hospital contributed \$21,500 in grant funding to 4 nonprofit organizations serving our community. Grant awards were offered to the following organizations:

## **South County Youth Coalition**

This program provides scholarships to increase the number of families that are served with healthy activities, funds for medical prescriptions, eyeglasses, dental needs and food. This program also works collaboratively with AGCH to provide health and medical education for needy families.

## **South County Family Educational and Cultural Center**

This organization is the distribution point for informational materials for low income families on available health related services. The centrally located, flexible facility is available to



local health agencies as family-friendly, non threatening locations which have health screenings and receive services. The purchase and installation of life science modules will provide a fun way for children to learn about their bodies and the importance of exercise, a healthy diet, and proper medical care.

The target populations for this project are families that are contacted through the Computers 4 Youth program and children ages 3-16 who will visit the center when the modules are installed. This project will bring together the diverse groups that are served through the Computers 4 Youth program, Exploration Station programs, and the collaboration with youth organizations, social service agencies, volunteers, law enforcement, civic groups, and loyal supporters.

## **Food Bank Coalition of San Luis Obispo County**

This program focuses on the unmet health-related needs of low-income families. An extension of the Back Pack Programs that sends nutritious food on weekends with children in back packs, to assure the children's access to healthy eating while not receiving food assistance at school, thereby strengthens the family unit and provides food more efficiently to all family members. Additionally, funding was granted for an extension of the Harvest Bag Program which includes weekly distributions of nutritious food to low-income individuals and families.

## **Hospice of SLO County**

Hospice of San Luis Obispo County Vigil Volunteers responds to requests from designated Arroyo Grande Hospital employees to provide a compassionate presence at bedside when a patient is alone and is actively or imminently dying. Music and integrative health services including reiki, massage and music are provided to support the patient in the dying process.

# Community Investments, Ecology and Advocacy



## Community Investments

CHW's Community Investment Program provides below market interest rate loans to nonprofit organizations working to improve the health and quality of life in their communities. CHW borrowers develop affordable housing for low-income families and seniors, provide job training for unemployed or underemployed persons and create wealth in low-income and minority neighborhoods.

Since 1990 Catholic Healthcare West has invested over \$96.9 million in community based non-profit organizations.

## Ecology Initiatives

In January 1996 the CHW Board of Directors endorsed the Ceres Principles for environmental stewardship. In endorsing the Ceres Principles, CHW agreed to conduct



an internal environmental audit and complete an annual public report on environmental performance. This action positioned CHW as a healthcare leader on environmental issues. At CHW we develop and implement policies for the reuse, recycling and conservation of Earth's resources.

## Advocacy Efforts

Through effective advocacy efforts, CHW addresses the social, political and economic structures that impact the health of persons, especially those most vulnerable. Our advocacy priorities address issues related to: providing the resources needed to effectively care for those most vulnerable; promoting community health; and



advancing ecological initiatives. CHW collaborates with other organizations that share our values to coordinate public policy and shareholder advocacy efforts.

# About CHW

We are committed to delivering compassionate, high-quality, affordable health care services in a compassionate environment that is attuned to every patient's physical, mental and spiritual needs.



Catholic Healthcare West, headquartered in San Francisco, is a system of 41 hospitals and medical centers in California, Arizona and Nevada. Founded in 1986, CHW is the eighth largest hospital system in the nation and the largest not-for-profit hospital provider in California. The CHW network of more than 9,700 physicians and approximately 44,851 employees provides quality health care services during more than four million patient visits annually. In 2008, CHW provided more than \$967 million in community benefit and free care for the poor.

## Key Statistics (as of June 30, 2008)

<b>Acute Care Facilities:</b>	<b>41</b>
<b>Acute Care Beds:</b>	<b>8,660</b>
<b>Skilled Nursing Beds:</b>	<b>955</b>
<b>Employees:</b>	<b>44,851</b>
<b>Active Physicians:</b>	<b>9,754</b>
<b>Community Benefits and Care of the Poor:</b>	<b>\$967 million</b>



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