



Bakersfield Memorial 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.

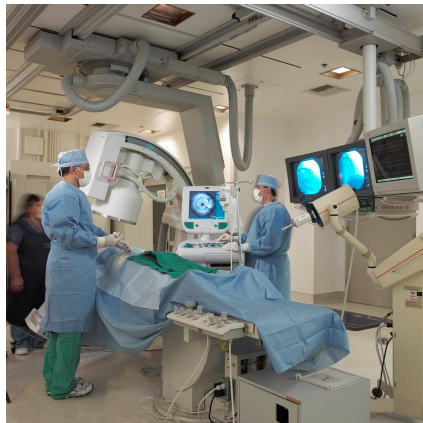
Excellence - Exceeding expectations through teamwork and innovation.

Bakersfield Memorial Hospital

As a member of Catholic Healthcare West, Bakersfield Memorial 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 an optimal quality of life.

Our Ministry

Catholic Healthcare West hospitals are technologically advanced without losing the human touch. At Bakersfield Memorial 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 appropriate access for all who seek care in our facility.



History and Heritage

Bakersfield Memorial Hospital found its roots during a citizen campaign formed in the early 1950s to build a new community hospital. This drive led to the opening of the original 112-bed Greater Bakersfield Memorial Hospital in 1956 at its current location. Funding generated through a nonprofit association contributed to the development of this community-owned institution.

As a result of continued support, Bakersfield Memorial Hospital has grown to meet the needs of its community. The facility is now a 307 bed regional medical center offering a comprehensive array of services. Clinical service areas for which Memorial is known include Heart and Vascular Care, Neurosciences, Orthopedics, Surgical Services, and Women's & Children's Care.



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 Bakersfield Memorial Hospital community.

Community Benefit Programs

In FY2008, Bakersfield Memorial provided \$14,689,452 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.



Highlights of our 2008 programs include:

Community Wellness Program

The Community Wellness Program provides free health screenings and educational classes, and in-home visits to low-income uninsured or underinsured individuals. We reach those populations with higher incidences of diabetes, hypertension, high cholesterol and unhealthy weight, who may not know the risks inherent in their culture or lifestyle.

Healthy Promotions Dental Program

The Healthy Promotions Dental Program provides poor, uninsured adults with oral hygiene education and a continuum of dental care services. Clients receive preventative care, dental screening, oral cancer screening, oral hygiene instruction, sealants, dental and fluoride treatment, and dental x-rays as well as advanced treatment and follow-up care when needed. This is a free program and includes translation services and transportation to and from all appointments.

Homemaker Care Program

The Homemaker Care Program provides low-income elderly individuals with in-home care and services, such as help with housekeeping, shopping, cooking and personal care to help them continue living independently in their homes for as long as possible. The program also helps clients schedule doctor appointments, make referrals to the Meals On Wheels program, access services to retrofit their homes with wheelchair ramps and other equipment,

and apply for utility assistance programs.

Value Enhancement Program

The Value Enhancement Program helps at-risk youths ages 12-18 living in one of the most economically depressed areas of Bakersfield develop a sense of self-worth and leadership skills, while providing needed services to the community. The program was created to help these youths stay in school and learn to become responsible, caring and involved members of their community.

CHW Learning Center CHW Outreach Center

These CHW centers serve as family resource centers for underserved families and individuals in Kern County. The Centers provide assistance and support with basic needs, health concerns, and educational opportunities for those people least able to advocate for themselves. Some of the programs include:

- Daily Meal Programs
- Cancer Detection Programs
- Homework Club

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 community efforts of its hospitals and religious sponsors. One of the program's objectives is to partner with other nonprofit organizations that share our values while working to improve the health status and quality of life in the communities we serve.



Last year Bakersfield Memorial Hospital and Mercy Hospitals contributed \$178,452 in grant funding to 8 nonprofit organizations serving our community. Grant awards were offered to the following organizations:

Alpha House

This project provides a safe place for battered or homeless women and their children, assists with transportation to appointments and assists in locating jobs and housing, provides diapers to infants and toddlers.

American Lung Association

The Mobile Asthma Clinic (33 foot motor home) provides clinical and educational asthma management for underserved children in low income areas of Kern County.



Children's Health Initiative

This program locates low-income, uninsured children and enrolls them into a health insurance program.

Girl Scouts – Joshua Tree Council

Services are provided to 800 young girls, ages 5 to 12 years old.

Henrietta Weill Memorial Child Guidance Clinic

Provides after-school tutoring for underserved elementary school children, who live within a cycle of drug abuse, poverty and low socio-economic status.

Links for Life

Services are provided to uninsured Kern County women under the age of 40 years diagnosed with, or at risk for, Breast Cancer.

National Multiple Sclerosis Society

Unique and quality services are provided to people with multiple sclerosis in Kern County.

NEEDS Center Committee Westside Community Resource Center

Low-income and underinsured persons are assisted by the purchasing of prescriptions to prevent or help control chronic health problems.

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 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 2007, CHW provided more than \$967 million in community benefit and free care for the poor.

Key Statistics (as of June 30, 2008)

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



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