



Community Hospital of San Bernardino

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.

Community Hospital of San Bernardino

As a member of Catholic Healthcare West, Community Hospital of San Bernardino 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 Community Hospital of San Bernardino 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

Community Hospital of San Bernardino was founded in 1910 and today is a 321 bed acute healthcare facility. The hospital's major focus of care includes Women's Services, Newborn and Pediatric Services, Inpatient Medical Services, Behavioral Health Services, Home Health Care, Long Term Neurological Care for Adults and Long Term Pediatric 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 Community Hospital of San Bernardino community.



Community Benefit Programs

In FY2008, Community Hospital of San Bernardino provided \$6,891,987 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 may also include expenses 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 follow:

Health Information and Education Center

Staffed by health educators, case managers and healthcare professionals, the Health Information and Education Center offers classes and support services for a diverse population of young families with pre-school children. In keeping with recently assessed community needs, this center offers programs for pregnant women and teenagers, supporting them beyond the birth event by assisting mothers bond with their infants with a special focus placed upon breast-feeding. In addition, there are programs that are carefully crafted

to assist community members to effectively manage their lifestyle and environment as they live with or are caretakers for someone with asthma, diabetes or obesity.

Behavioral Health Assessment and Referral Program

Community Hospital of San Bernardino provides no cost Behavioral Health Assessments for community members experiencing problems with substance abuse, depression, stress and mental illness. The mission of this service is to create access to assessment services for community members in need of a service that may help them from hurting themselves or others. These individuals are generally entangled in some sort of crisis event. This program creates an opportunity for them to come together with healthcare professionals to make appropriate decisions in directing a plan of care.

Focus 92411 Neighborhood Homework Center

Community Hospital of San Bernardino and Catholic Charities of San Bernardino/Riverside work together to provide a facility and

qualified community volunteers to create the optimal environment for engaging young minds in the pursuit of learning excellence. The Focus 92411 Neighborhood Homework Center is a site where young people congregate to seek direction, utilize computers that they may not have at home, and find information. They read every day and receive excellent tutoring on their math or other homework. This program and facility allows them to revel in their community culture and to have fun with peers while learning about social skill and grace.

Behavioral Health Partial Hospitalization Program Transportation

The Partial Hospitalization Program creates an ongoing therapeutic environment for individuals who have transitioned from needing inpatient Behavioral Health treatment to being able to exist in an outside residence. The program participants maintain a life outside of the hospital while they continue enrollment and participation every weekday in a structured plan of therapy and assistance. Door-to-door transportation ensures greater safety and program continuity.

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 Community Hospital of San Bernardino and St. Bernardine Medical Center awarded \$163,082 in grant funding to 12 nonprofit organizations serving our community. Grant awards were offered to the following organizations:

American Red Cross

The *Safe Baby* Infant CPR project provides the skills to save a life to those individuals in the underserved and bi-lingual communities.

Catholic Charities

Hope in the City promotes increases in physical activity to combat chronic conditions; promotes breastfeeding; promotes increased fruit and vegetable consumption; and decrease ER use by providing education.

Central City Lutheran Mission

The H Street Clinic emphasizes primary care and health

education/prevention to people with HIV from underserved communities, homeless men, families and young women with children, at-risk youth, immigrants, veterans, ex-prisoners.

Home of Neighborly Services

Families receive information on Nutrition and tips for healthy living. This is the basis for nutritious cooking and participation in exercise.

Inland Congregations United for Change

The Faith in Action project organizes activities that focus on building community leadership to reduce problems of youth violence resulting from racial tensions within high schools.

Inland Empire Concerned African American Churches

Establish 15 Health Resource Centers to help people at risk for cardiovascular disease.

Legal Aid Society of San Bernardino

100 minor dependants of all ethnicities living in indigent households will become eligible to secure insurance coverage and/or access health and developmental care.

Mary's Mercy Center

Veronica's Home of Mercy is an alternative to substance abuse, domestic violence, abortion and/or homelessness for pregnant women and their children.

Option House

The Temporary Crisis Intervention Shelter Program provides services to female victims of domestic violence to promote a safe and healthy lifestyle.

SAC Health System

The Take Out Fast Food program addresses childhood obesity of SACHS' patients ages 6-12 years by making healthier food choices.

San Bernardino Sexual Assault Services

Train the Trainers is a program that addresses childhood sexual abuse and other related issues among at risk youth.

The Unforgettable Foundation

Assistance helps keep fragile families stable and able to function during an extremely stressful time.

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 2008, 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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