

Adventist Health Lodi Memorial

2019 Community Plan Update/Annual Report



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Adventist Health Overview

Adventist Health Lodi Memorial is an affiliate of Adventist Health, a faith-based, nonprofit integrated health system serving more than 80 communities on the West Coast and Hawaii.



OUR MISSION:

Living God’s love by inspiring health, wholeness and hope.

OUR VISION:

We will transform the health experience of our communities by improving health, enhancing interactions and making care more accessible.

Adventist Health entities include:

- 21 hospitals with more than 3,200 beds
- More than 280 clinics (hospital-based, rural health and physician clinics)
- 13 home care agencies and seven hospice agencies
- Four joint-venture retirement centers
- Compassionate and talented team of 35,000 includes associates, medical staff physicians, allied health professionals and volunteers

We owe much of our heritage and organizational success to the Seventh-day Adventist Church, which has long been a promoter of prevention and whole person care. Inspired by our belief in the loving and healing power of Jesus Christ, we aim to bring physical, mental and spiritual health and healing to our neighbors of all faiths. Every individual, regardless of his/her personal beliefs, is welcome in our facilities. We are also eager to partner with members of other faiths to enhance the health of the communities we serve.

Our commitment to quality health care stems from our heritage, which dates back to 1866 when the first Seventh-day Adventist health care facility opened in Battle Creek, Michigan. There, dedicated pioneers promoted the “radical” concepts of proper nutrition, exercise and sanitation. Early on, the facility was devoted to prevention as well as healing. They called it a sanitarium, a place where patients—and their families—could learn to be well.

More than a century later, the health care system sponsored by the Seventh-day Adventist Church circles the globe with more than 170 hospitals and more than 500 clinics, nursing homes and dispensaries worldwide. And the same vision to treat the whole person—mind, body and spirit—continues to provide the foundation for our progressive approach to health care.

Letter from the President



Dear Friends and Colleagues,

I am pleased to provide this update to our progress on the action areas identified in the 2016 Community Health Needs Assessment. Each year we will report an update on the tactics we are employing to reverse the challenges our community is facing.

Our workgroup identified primary focus areas, set performance measures and created an outline that are driving this informed plan over the next three years in the quest for improved community health and well-being. Several of the identified focus areas are not unique to Lodi, but the sign of a growing national epidemic. To that end, we are not alone in our resolve to reverse chronic disease trends and impacts on our community members today and in the future.

With the continued energy around our community health plan, it is our hope that the health of Lodi and surrounding area residents will be improved, and residents will experience a higher-level quality of care. We are collaborating heavily with community partners, external stakeholders as well as community representatives to make our actions a reality. In addition, our staff is working hard each day to help accomplish these goals, organizational funds are being allocated and lives in the area are being touched.

Katherine (Kat) Gonzales, our Community Integration manager will continue to collaborate with local, regional and system leadership to implement strategies that align our community involvement and relationships with our Mission, working across all functional areas within the Adventist Health delivery network as well as working with community partners to coordinate and improve health for low income and vulnerable communities. She will also be responsible for coordinating the Community Health Needs Assessment and the Community Health Plan process.

The community advisory board extends its gratitude to those community members who provided valuable input and feedback by participating in the focus groups and surveys. The involvement of the community is critical to our success. Thank you for taking time to read this update to our original plan, and for your interest in improving the health of our greater Lodi community.

A handwritten signature in black ink, appearing to read "Daniel Wolcott". The signature is fluid and cursive, written over a white background.

Daniel Wolcott
President/CEO
Adventist Health Lodi Memorial Hospital

Hospital Identifying Information



FACILITY CONTACT INFO AND BASIC STATS

Number of Beds: 190

Mailing Address: 975 S. Fairmont Ave., Lodi CA 95240

Contact Information: Katherine Gonzales, 209.334.3411

Existing healthcare facilities that can respond to the health needs of the community:

Lodi Memorial Hospital works with a broad range of primary care and specialty physicians through Lodi Memorial Hospital Physician Services and offers 21 convenient multi-specialty clinics located in Lodi, Stockton, Galt and Ione. Below is a list of our healthcare facilities...

Cardiology & Pulmonology

845 S. Fairmont Avenue, Suite 8
Lodi, California 95240

Galt Multispecialty Care (Rural Health)

Galt Prenatal Care

387 Civic Drive
Galt, California 9563

Ione Family Medicine

305 Preston Ave.
Ione, California 95640

Urgent Care

1235 W. Vine Street, Suite 20
Lodi, California 95240

Family Medicine

2415 W. Vine Street, Suite105
Lodi, California 95242

Occupational Medicine (Worker's Comp Only)

800 S. Lower Sacramento Rd.
Lodi, California 95242

Pediatric Care

2415 W. Vine Street, Suite100
Lodi, Ca 95242

Prenatal Care

2415 W. Vine Street, Suite103
Lodi, California 95242

Wound & Hyperbaric Center

2415 W. Vine Street, #106
Lodi, California 95242

Millsbridge Family Medicine

1901 W. Kettleman Lane, Suite 200
Lodi, California 95242

Trinity Multispecialty Care

10200 Trinity Parkway, Suite 102
Stockton, California 95219

Orthopedics/Sports Medicine

1235 W. Vine Street, Suite 22
Lodi, California 95240

Walter E. Reiss Outreach Clinic

300 W. Oak Street
Lodi, California 95240

Adventist Health Physicians Network Medical

Office:

Orthopedics

815 S. Fairmont Avenue
Lodi, California 95240

Neurology & Endocrinology

515 S. Fairmont Avenue
Lodi, California 95240

Gastroenterology

999 S. Fairmont Avenue, Suite 125
Lodi, California 95240

Surgery

999 S. Fairmont Avenue, Suite 100
Lodi, California 95240

Sacramento Orthopedics

8120 Timberlake Way, Suite 112
Sacramento, CA 95823

Lodi Urology

830 S. Ham Ln, Suite 26
Lodi, California 95240

Lodi Regional Health Services

999 S. Fairmont Avenue, Suite 135
Lodi, California 95242

Lodi Regional Health Services

1930 Tienda Dr. Suite 204
Lodi, California 95242

Community Health Development Team



Daniel Wolcott
President/CEO
Lodi Memorial Hospital



Jason Whitney
Vice President, Operations
Lodi Memorial Hospital



Katherine Gonzales
Manager, Community Integration
Lodi Memorial Hospital

CHNA/Implementation Strategy contact:

Katherine Gonzales; Manager, Community Integration
975 S. Fairmont Ave. – Lodi, CA 95420
209-339-7590

Email: Gonzalk02@ah.org

Request a paper copy from Administration/President's office. To provide comments or view electronic copies of current and previous community health needs assessments go to: <https://www.adventisthealth.org/about-us/community-benefit/>

Invitation to a Healthier Community

Fulfilling the Adventist Health Mission

Where and how we live is vital to our health. We recognize that health status is a product of multiple factors. To comprehensively address the needs of our community, we must consider health behaviors and risks, the physical environment, the health system, and social determinant of health. Each component influences the next and through strategic and collective action improved health can be achieved.

The Community Health Plan (Implementation Strategy) marks the second phase in a collaborative effort to systematically investigate and identify our community's most pressing needs. After reviewing the health status of our community through the Community Health Needs Assessment (CHNA), we identified areas that we could address using our resources, expertise, and community partners. Through these actions and relationships, we aim to empower our community and fulfill our mission, "Living God's love by inspiring health, wholeness and hope."

Identified Community Needs

The results of the CHNA guided the creation of this document and aided us in how we could best provide for our community and the most vulnerable among us. Thus, Lodi Memorial Hospital has adopted the following priority areas for our community health investments for 2017-2019:

- **Wellness (Diabetes and Obesity Prevention)**
- **Access to Care (Including Mental Health)**
- **Youth Development**

Additionally, as we engage in a process of continuous quality improvement, we ask the following questions for each priority area:

- Are our interventions making a difference in improving health outcomes?
- Are we providing the appropriate resources in the appropriate locations?
- What changes or collaborations within our system need to be made?
- How are we using technology to track our health improvements and provide relevant feedback at the local level?
- Do we have the resources as a region to elevate the population's health status?

Building a healthy community requires multiple stakeholders working together with a common purpose. We invite you to explore how we intend to address health challenges in our community and partner to achieve change. More importantly though, we hope you imagine a healthier region and work with us to find solutions across a broad range of sectors to create communities we all want for ourselves and our families.



2019 Community Benefit Update

In 2016, Adventist Health Lodi Memorial, conducted a community health needs assessment and was followed by a 2017 Community Health Plan (Implementation Strategy) that identified the priority needs listed below. The prioritized needs were chosen based on community health data and the voices of our community. Working together with our community is key to achieving the necessary health improvements to create the communities that allow each member to have safe and healthy places to live, learn, work, play, and pray. Below you will find an inventory of additional interventions supporting the health of our communities.

Priority Need - Wellness (Diabetes and Obesity Prevention, Nutrition Education)

Intervention: Diabetes Among Friends is a five-week series of diabetes education to prevent prediabetes progression to type 2 and to improve management in those with type 1 and type 2 diabetes. The program is designed to take important nutrition and activity education out to the most critical areas in the community. The lessons included "Getting to know Diabetes," "Healthy Eating," "Healthy Coping & Physical Activity," "Diabetes Medications," and Staying Healthy with Diabetes."

- Number of Community Members Served: 66

Intervention: Healthy Choices is another class offered free of charge to community members. The class is held once a month. Each class is designed to educate and provide the skills to support sustainable, health-improving behavior change. Our team of physicians, nurses, dietitians and health coaches will offer lectures, interactive workshops and health coaching. Some of the topics will include:

- Tips to improve weight control
- Disease prevention and management including:
 - High blood pressure
 - High cholesterol
 - Diabetes
 - Heart disease
 - Healthy Cooking 101: cooking demonstrations, healthy meals, sweets and holiday recipes
 - Nutrition education, label reading and tips for eating out
 - Stress management

- Number of Community Members Served: 151
-

Intervention: Dancing for Health Nutrition Education & Zumba Class - AHLM partnered with San Joaquin County Public Health Services and the First Baptist Church to run a program that included Zumba, a nutritional health lesson, and a nutrition demo with healthy foods. The event was free to community members, with a specific focus on our Latino population, as Latinos face higher rates of obesity and diabetes in our county than their white counter parts.

- Number of Community Members Served: 23



Intervention: Adventist Health Lodi Memorial offered ongoing and consistent opportunities for the community to increase nutritional knowledge. Those programs included a range of learning environments, from small groups to community health expos and fairs. Staff time and organizational financial resources were utilized to accomplish this objective. The list of those outreach initiatives includes:

- Diabetes preventions talk
- Health Fairs were held in various locations and times, including the Sikh Temple, Walk for the Health of It and Love Lodi.
- Cooking classes for youth were held at Lodi Middle School and Millswood Middle School.
- Nutrition and diabetes prevention talk was also done for community members at a monthly support group with healthy cooking demos and physician and dietician lectures were held at our West Campus.

- Number of Community Members Served: 251

Partners –

- San Joaquin County Public Health Services
- First Baptist Church in Lodi

Short Term Evaluation Metrics

Objective	Baseline Measurement	2019 Impact	Indicator	Data Source
Increase community nutritional knowledge through hospital service line strategic plans	Continue free and fee-based programs	1,234 participants	# of events, # of attendees, survey outcome of participants	Community Outreach Department
Conduct educational events “to-go” in at-risk communities with community partners	# of lectures, # of attendees	223 participants at various events such as Diabetes Awareness Day & Diabetes Among Friends	# of attendees, survey outcome of participants	Community Outreach Department
Promote and offer reduced pricing to Lodi Memorial Hospital Fitness Center	# enrolled in the fitness center	1157 enrollees,	# of attendees	Hospital Data



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Pre and post surveys administered in the Dancing for Health Nutrition Education & Zumba Class, demonstrated that participants' awareness of healthy food options increased. Some of the participants shared changes they were making in their food choices and lifestyles based on what they learned in the class.



Priority Need - Access to Care (Including Mental Health) –

Intervention: Recruited primary care providers to meet access to care demand.

o 5 providers were recruited in 2019. These include gastroenterologists, orthopedic doctors, an anesthesiologist, a primary care provider, and family practice provider.



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Intervention: Adventist Health Lodi Memorial continues to provide mental health resources online under the Patients Resources Tab. <https://www.adventisthealth.org/lodi-memorial/patient-resources/mental-health-resources/>

Intervention: Enrollment Assistance/Public Medical Programs - Provided free services through the Walter E. Reiss Outreach Clinic (WEROC) for those that did not qualify for insurance.

- Number of Community Members Served: 1,032

Intervention: Enrollment Assistance/Public Medical Programs - The admissions office at Adventist Health Lodi Memorial screens for insurance coverage and refers uninsured patients to a service call Parallone. Parallone assists with setting these patients up with Medi-Cal. Adventist Health Lodi Memorial uses a service called Cryacomm (Language Access Network), which offers over-the-phone interpreter services. This service has over 250 available languages. This service can be used to assist patients who do not speak English.

- Number of community members served: 420

2019 Metrics

Objective	Baseline Measurement	Performance Target	Indicator	Data Source
Recruit new primary care physicians	Medical provider per 100,000 population	10 new primary care and specialty providers	5 physicians recruited	Hospital Data
Provide free services through the WEROC Clinic for those that don't qualify for insurance	# seen in 2018	Maintain or below prior year actual	1,032 patients seen in 2019	Hospital Data

Program highlight – For Christmas, the WEROC had a shoe drive. Individuals and families that needed shoes were encouraged to sign up. The names were circulated amongst the out-patient clinics and employees generously bought a new pair of shoes and socks for the individual they picked. The shoes were gift wrapped and staff members had a big party at WEROC for the gift giving. The party included food and music. So many



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people were encouraged by the opportunity to give that many volunteers want to help expand this outlet in Christmas of 2020.





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Priority Need – Youth Development

Intervention: Intervention: Camp Hutchins - Camp Hutchins is a professional childcare and preschool for children 3 to 5 years of age. The program is designed specifically for children in preparation for kindergarten with creative and cultural experiences in music, art, literature, group and hands-on learning activities. Camp Hutchins has a year-round swimming pool, provides opportunity for outdoor play, and transportation from local schools to the program. Camp Hutchins also provides students lunch and snacks.

- Number of Community Members Served: 15,882 visits by 95 children

Intervention: School Based Health Education Programs - Adventist Health Lodi Memorial's exercise physiologist attended Westwood Nutrition, Health, & Safety Fair. He provided interactive presentation questioning and guiding topics related to physical activity and health. I.e. asking recommended exercise minutes for children, why should we exercise, what is exercise, what exercises do you enjoy. Students then performed a team relay applying cardio, strength, and mobility. Adventist Health also hosted a health and nutrition booth. Another school-based program was led by our community outreach nurse. Jill attends one of our middle schools and provides the students with healthy foods cooking demos and recipes. Lastly, Heritage Elementary School hosted a community event which included gardening activities, medical screenings, a farmer's market, summer meal access to children, and more. Adventist Health Lodi Memorial had two booths - one provided physical activity and the other was a nutritional "rethink your drink" type of booth. The physical activity booth provided education, and a tug of war event for the children. The fitness booth also provided attendees with giveaways.

- Number of Community Members Served: 735



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Partners

- Lodi Unified School District

2019 metrics

Objective	Baseline Measurement	Performance Target	Indicator	Data Source
Continue Camp Hutchins program including discounted enrollment and scholarships for at-risk community.	Population served	X scholarships provided.	95 enrolled in 2019	Hospital Data

Connecting Strategy and Community Health

As hospitals move toward population health management, community health interventions are a key element in achieving the overall goals of reducing the overall cost of health care, improving the health of the population, and improving access to affordable health services for the community both in outpatient and community settings. The key factor in improving quality and efficiency of the care hospitals provide is to include the larger community they serve as a part of their overall strategy.

Health systems must now step outside of the traditional roles of hospitals to begin to address the social, economic, and environmental conditions that contribute to poor health in the communities we serve. Bold leadership is required from our administrators, healthcare providers, and governing boards to meet the pressing health challenges we face as a nation. These challenges include a paradigm shift in how hospitals and health systems are positioning themselves and their strategies for success in a new payment environment. This will impact everyone in a community and will require shared responsibility among all stakeholders.

Population health is not just the overall health of a population but also includes the distribution of health. Overall health could be quite high if much of the population is relatively healthy—even though a minority of the population is much less healthy. Ideally such differences would be eliminated or at least substantially reduced.

Community health can serve as a strategic platform to improve the health outcomes of a defined group of people, concentrating on three correlated stages:

- 1) The distribution of specific health statuses and outcomes within a population
- 2) Factors that cause the present outcomes distribution
- 3) Interventions that may modify the factors to improve health outcomes.

Improving population health requires effective initiatives to:

- 1) Increase the prevalence of evidence-based preventive health services and preventive health behaviors
- 2) Improve care quality and patient safety
- 3) Advance care coordination across the health care continuum

Our mission as a health system is Living God's love by inspiring health, wholeness and hope, we believe the best way to re-imagine our future business model with a major emphasis of community health is by working together with our community.



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Community Benefit

Our community benefit work is rooted deep within our mission, with a recent recommitment of deep community engagement within each of our ministries.

We have also incorporated our community benefit work to be an extension of our care continuum. Our strategic investments in our community are focused on a more planned, proactive approach to community health. The basic issue of good stewardship is making optimal use of limited charitable funds. Defaulting to charity care in our emergency rooms for the most vulnerable is not consistent with our mission. An upstream and more proactive and strategic allocation of resources enables us to help low-income populations avoid preventable pain and suffering; in turn allowing the reallocation of funds to serve an increasing number of people experiencing health disparities.