



ADVENTIST HEALTH
REEDLEY

YEAR ONE UPDATE, FY 2023
Community Health
Implementation Strategy

2023

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Purpose & Summary

Non-profit health systems, community-based organizations, and public health agencies across the country all share a similar calling: to provide public service to help improve the lives of their community. To live out this calling and responsibility, the Central Valley Network (CVN) comprised of Adventist Health's four hospitals located in Hanford, Tulare, Reedley and Selma conducts a Community Health Needs Assessment (CHNA) every three years, with our most recent report completed in 2022. Now that our communities' voices, stories, and priority areas are reflected in the CHNA, our next step is to complete a Community Health Improvement Plan (CHIP), or as we refer to it, a Community Health Implementation Strategy (CHIS).

The CHIS consists of a long-term community health improvement plan that strategically implements solutions and programs to address our health needs identified in the CHNA. Together with the Adventist Health Well-Being team, local public health officials, community-based organizations, medical providers, students, parents, and members of selected underserved, low-income, and minority populations, the CVN intentionally developed a strategic plan to address the needs of our community.

In this Year One Update, FY 2023 of the Community Health Implementation Strategy also known as the Community Health Plan Update, FY 2023 you will find strategies, tactics, and partnerships you will find strategies, tactics, and partnerships that address the following health needs identified in the 2022 CVN CHNA:

Financial Stability

Food Security

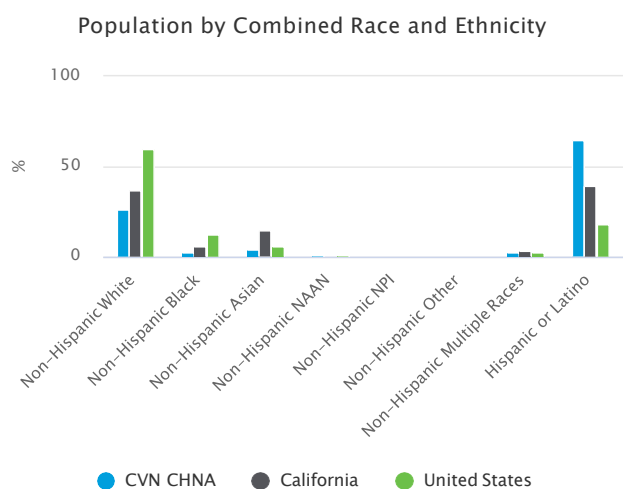
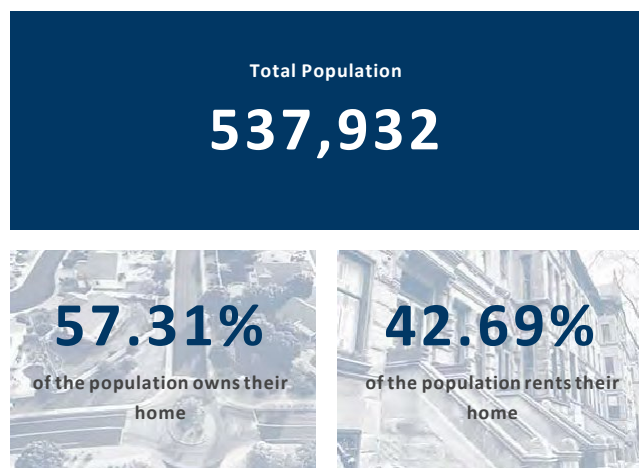
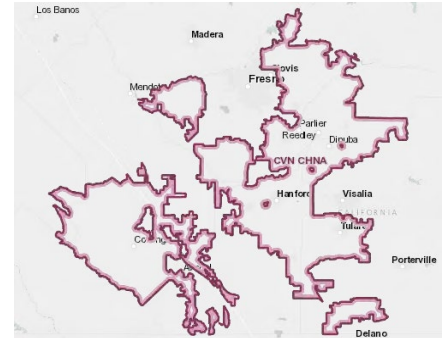
Mental Health

Who We Serve

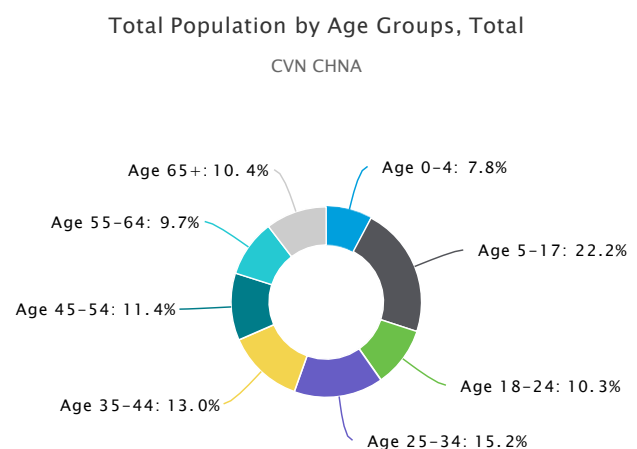
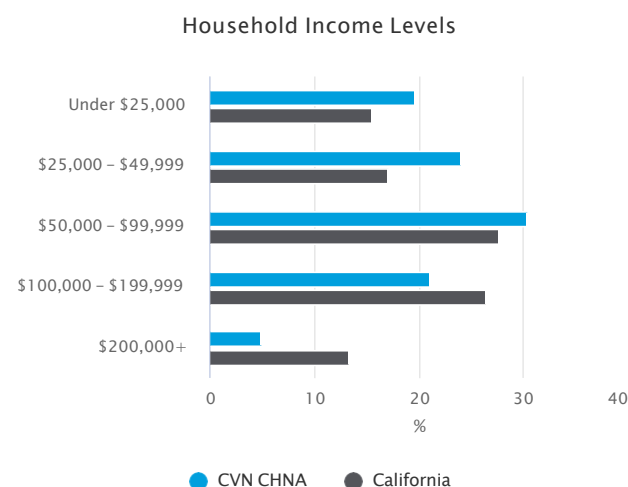
DEMOGRAPHIC PROFILE

The following zip codes represent Adventist Health Central Valley Network's primary service area (PSA), accounting for 75% of hospital discharges. Additionally, we took a collaborative approach and expanded our PSA by inviting Steering Committee members to include the zip codes of those they serve.

The CVN CHNA market has a total population of 537,932 (based on the 2020 Decennial Census). The largest city in the service area is Tulare, with a population of 59,312. The service area is comprised of the following zip codes: 93219, 93648, 93625, 93646, 93609, 93647, 93631, 93657, 93245, 93234, 93239, 93654, 93204, 93618, 93230, 93615, 93662, 93212, 93630, 93619, 93210, 93656, 93274.



Note: NAAN = Native American or Alaska Native, NPI = Native Hawaiian or Pacific Islander.



About Us

Adventist Health Reedley

Located in the central San Joaquin Valley portion of California, Adventist Health Reedley is a 49-bed acute-care hospital with 20 large, private birth center rooms, 36 rural health clinics, two residency programs, 24-hour standby emergency care, laboratory, medical imaging, and surgery services. Adventist Health Reedley has been serving the community since 2011 and offers many different treatments and services to help your family stay healthy during all the different phases of life.



Adventist Health

Adventist Health is a faith-inspired, nonprofit integrated health system serving more than 80 communities on the West Coast and Hawaii. Founded on Adventist heritage and values, Adventist Health provides care in hospitals, clinics, home care agencies, hospice agencies and joint-venture retirement centers in both rural and urban communities. Our compassionate and talented team of 34,000 includes associates, medical staff physicians, allied health professionals and volunteers driven in pursuit of one mission: living God's love by inspiring health, wholeness and hope. Together, we are transforming the American healthcare experience with an innovative, yet timeless, whole-person focus on physical, mental, spiritual and social healing to support community well-being.

Adventist Health's Approach to CHNA & CHIS

Adventist Health prioritizes well-being in the communities we serve across our system. We use an intentional, community centered approach when creating our hospital CHNA's to understand the health needs of each community. After the completion of the community assessment process, we address health needs such as mental health, access to care, health risk behaviors, and others through the creation and execution of a Community Health Implementation Strategy (CHIS) for each of our hospitals and their communities.

The following pages highlight the key findings the CVN CHNA Steering Committee identified as their top priority health needs, or as we refer to them in this report, their 'High Priority Needs'. The High Priority Needs are addressed in the Community Health Implementation Strategy and are

reported on yearly basis through the annual community health plan update. This is year one, of a three-year strategy to improve the health our community. We invite you to learn about the actions, activities and programs that have been implemented in 2023.

Action Plan for Addressing High Priority Needs

The following pages reflect the goals, strategies, actions, and resources that Adventist Health Reedley provided in 2023 to address each selected High Priority Need

ADDRESSING HIGH PRIORITY: Financial Stability

GOAL	Advocate for and collaborate with internal and external partners to identify community members experiencing poverty and connect them to support services to lessen financial burden.
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Strategy 1:	Partner with external partners to provide financial literacy programs.
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Action 1: Program/Activity/Tactic/Policy
- Introduce Valley Strong Bank to School districts and other community partners to share their financial literacy program. - Create partnerships with other banks to identify educational needs such as loan acquirement, business plans, etc.

FY 2023 YEAR ONE
Develop partnership with Valley Strong Bank and other banks, introduce to school districts and other organizations.

Strategy 2:	Provide space to collaborate with external partners to provide resources for the community.
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Action 2: Program/Activity/Tactic/Policy
Coordinate and socialize a resource center with external partners. Open a resource center in Tulare utilizing space allocated.

FY 2023 YEAR ONE
Establish external partner services and restructure space.

COMMUNITY IMPACT SUMMARY/ALL STRATEGIES: Include Metrics where available
Adventist Health Reedley partnered with Parallon to assist community members in the enrollment and approval process for individual or family medical insurance coverage. Adventist Health Central California Network works with the COPE Health Scholar program to provide educational opportunities for individuals interested in making a difference in health care by working together to advance their careers through firsthand experience in clinical and administrative health care settings to become an integral part of the care delivery team. Cope Scholars assist with basic care for patients alongside nurses, physicians and other members of the care delivery team, and have opportunities to learn the “business” of health care, preparing them for a health care career and helping earn volunteer hours for medical school, nursing school, and other graduate programs while positioning students well for entry-level positions in healthcare. Adventist Health Reedley had a visit from 15 students from Reedley High School’s Medical Exploration Trip Group (led by instructor Micah Hiatt) and toured the facility on September 8, 2023. They had a chance to speak and interact with many of our associates from Imaging, ED, lab, rehab services and our birthing center. According to Susan Chapman APCE AH Reedley, some of the students enthusiastically stated they are planning to complete their education to return to this area, and hopefully become a part of our healthcare team. AH Reedley has a strong collaborative partnership with our community and our schools. Adventist Health providers partnered with the Athletics Department at Immanuel School in Reedley to provide sports physicals to over 200 students in grades 7th through 12th grade on the evening of May 18, 2023. This is an extremely valuable service to the community as 18.47% of children live in poverty and 24.39% of the population live in a health professional shortage area. AH Central Valley (AHCVN) is working to address financial stability and is actively engaged with Valley Strong Bank and Bank of America to curate opportunities to offer financial literacy courses to students and their families. We have also partnered with Kings Canyon Unified and Kings County Unified School Districts.

Additionally, AHCVN is preparing to open a community partner led and driven resource center (RC) this November. The RC will be home to several community-based organizations many of which have signed a usage agreement to provide community members with Health-Related Social Needs. AHCVN has met with Kings Canyon Unified School District, and KCAO to discuss opportunities such as Fun Fit Fridays, Parental Support groups that we could offer financial literacy courses.

In 2023, Adventist Health Reedley continued to use free transportation services to increase access to care through Central Valley Health Transport Services. The Central Valley Health Transport Service provides rides to and from clinic appointments and other health care services, free of charge. The service increased access to care and decreased the number of no-shows for appointments due to lack of transportation. Additionally, with the use of telehealth, patients were able to receive care in their own homes, and not worry about transportation.

ADDRESSING HIGH PRIORITY: Food Security

GOAL	Strive to give access to current food distribution programs to the community identified by clinical screenings.
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Strategy 1:	Increase clinical screenings to identify patients in need of current food distribution programs.
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Action 1: Program/Activity/Tactic/Policy
• Build relationships with external partners who already have an established distribution program. • Increase screenings for food insecurities at clinical visits.

FY 2023 YEAR ONE
Establish relationships with external partners who are currently providing food services. Create a process/workflow for screenings that we can implement across the network.

Strategy 2:	Expand food program in all clinics (such as Nutribile, food banks).
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Action 2: Program/Activity/Tactic/Policy
Implement food programs to aid vulnerable patients, such as Nutribile. Expand to all clinics serving lower income families.

FY 2023 YEAR ONE
Implement food programs in an Adventist Health Medical Office clinic.

COMMUNITY IMPACT SUMMARY/ALL STRATEGIES:
Adventist Health Central Valley (AHCVN) has a list of food outreach resources listed in our emergency departments and available to our clinics. Adventist Health partnered with Kings Community Action Organization to help restock their emergency pantry for those in need. Adventist Health staff donated canned goods, boxed items and ready to eat healthy food during May 2023 as part of May Stroke Awareness Month.

ADDRESSING HIGH PRIORITY: Mental Health

GOAL	Provide mental health awareness and access to our communities.
Strategy 1:	Work with internal and external stakeholders to provide educational awareness.
Actions 1: Program/Activity/Tactic/Policy	
• Create a Behavioral Health Collaborative between Kings, Tulare and Fresno County Behavioral Health Departments. Roll out initiatives created by the collaborative to provide awareness amongst adults and children. • Utilizing current programs such as: Kings County Mobile Crisis Unit	
FY 2023 YEAR ONE	
Identify collaborative members and goals.	

Strategy 2:	Create awareness and increase Adventist Behavioral Health virtual visits utilizing the Bridge program to help identify patients seen through emergency departments.
Actions 2: Program/Activity/Tactic/Policy	
Provide educational materials to providers about Behavioral Health Virtual Care services. Increase knowledge and awareness about virtual visits.	
FY 2023 YEAR ONE	
Establish goals for number of visits in 2023. Set strategy for creating awareness of Adventist Behavioral Health virtual visits.	

COMMUNITY IMPACT SUMMARY/ALL STRATEGIES:	
In 2023, Adventist Health Reedley began discussions to implement a tri-county behavioral health collaborative between Fresno, Kings and Tulare County. This collaborative will work to provide awareness among adults and children utilizing current programs such as the Kings County Mobile Crisis Unit to provide mental health services.	

AH Reedley Additional Narrative:

Other programs/activities not included in the 2023 CHIS Strategic Plan that support community impact

Adventist Health Central Valley Network provided over 550 free visits in the greater Central Valley area of California by attending special events throughout 2023 in order to improve access to care. The Mobile Van travels to low-income neighborhoods to provide health services to the underserved including services such as children's immunizations.

Significant Identified Health Needs

The Adventist Health Community Well-Being team and community partners collectively reviewed all relevant significant health needs identified through the CHNA process. Using a community health framework developed for this purpose, 12 significant health needs were initially considered. The list of significant needs are as follows:

- Access to Care
- Community Safety
- Community Vitality
- Education
- Environment & Infrastructure
- Financial Stability
- Food Security
- Health Conditions
- Health Risk Behaviors
- Housing
- Inclusion & Equity
- Mental Health

From this group of 12, several high priority health needs were established for CVN. High priority health needs were chosen as they had demonstrated the greatest need based on severity and prevalence, intentional alignment around common goals, feasibility of potential interventions, and opportunities to maximize available resources over a three-year period.

Using the criteria mentioned above, we were able to determine which needs were high priority, as compared to those that were significant needs. The High Priority Needs are the focus of the implementation strategy and this accompanying Community Health Plan Update, FY 2023.. The remaining significant health needs are not addressed directly but will likely benefit from the collective efforts defined in this report. The following table provides additional information on all the significant health needs that were considered.

TABLE OF SIGNIFICANT IDENTIFIED HEALTH NEEDS

Financial Stability
Food Security
Mental Health
Lower Priority Needs that will not be addressed directly by Adventist Reedley due to limited resources, expertise and feasibility of viable interventions
Housing
Health Risk Behaviors
Health Risk Conditions
Access to Care
Environment & Infrastructure
Inclusion and Equity
COVID
Education
Community Vitality
Community Safety



Scan the QR code for the full Secondary Data Report



Community Health Financial Assistance for Medically Necessary Care Commitment

Adventist Health understands that community members may experience barriers in paying for the care they need. That is why we are committed to providing financial assistance to those who may need support in paying their medical expense(s).

Community members can find out if they qualify for financial aid in paying medical bills by completing a financial assistance application. Applications can be filled out at the time care is received or after the bill has been administered. To access the financial assistance policy for more information or contact a financial assistant counselor, please visit us at: [Adventist Health - Help Paying Your Bill.](#)



Adventist Health Reedley

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Thank you for reviewing our Year One Update, FY 2023 of the Community Health Implementation Strategy.

We are proud to serve our local community and are committed to making it a healthier place for all. To provide feedback on this community benefit report or other reports referenced, please email community.benefit@ah.org. You may also request a copy free of charge.

Jason Wells, MBA, CMPE, FACHE

President, Adventist Health Central California Network