



Catholic Healthcare West

CHW

Kern Service Area

Department: Special Needs & Community Outreach

Original: 3/31/05

Revised:

## GENERAL OVERVIEW

CHW Kern Service Area is dedicated to providing high-quality, affordable health care consistent with these five core values:

- **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 benefit planning and programming is an integral component of CHW's strategic planning process. The four hospitals within the organization have adopted site-specific goals within their strategic plans to promote wellness and improve access to health care services for underserved populations. Fulfilling the community benefit objectives is an important guiding factor in decisions that affect budgeting, resource allocation, capital expenditures, and annual goal setting. Key members of hospital administration, physicians, board members, and other community leaders participate in the development of a strategic plan, including community benefit objectives.

Integrating our mission and values throughout all of our facilities is a high priority. The Mission and Values Committees of the Kern Service Area are chaired by the regional Vice President of Mission Integration and include employees from all four hospitals as well as specific departments. These interdisciplinary groups of employees meet quarterly to help determine and evaluate the standards of mission integration for the region. CHW ensures that all employees, regardless of the facility in which they work, clearly understand the mission and vision statements, the five core values, and that we are a single organization with a common purpose and goals. This is accomplished by each hospital's specific Strategic Plan, employee newsletters, and the Mercy Advances community newsletter.

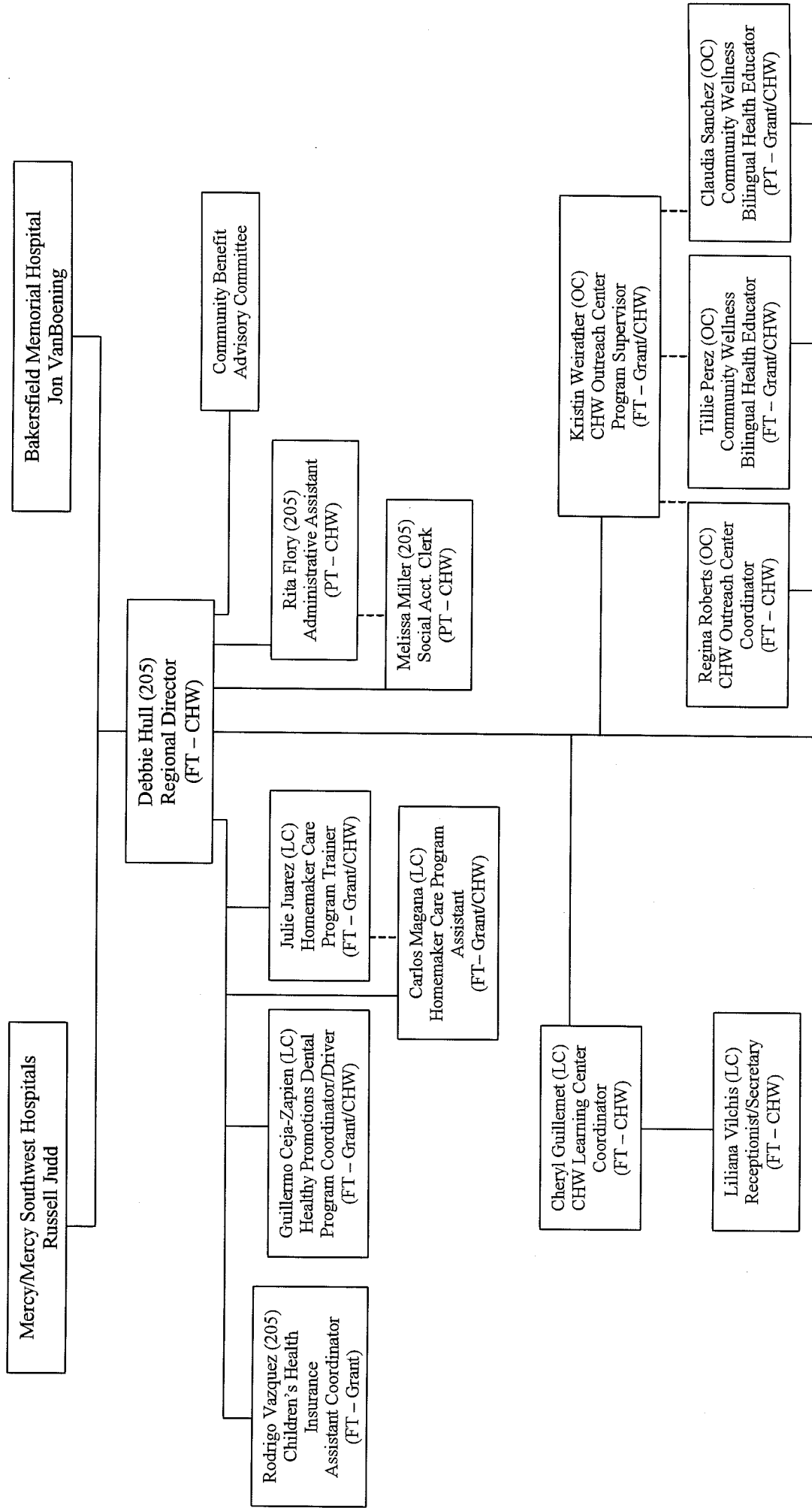
CHW Kern Service Area's Community Benefit Plan directly relates to our mission. Part of our mission statement reads: "...provide direct services to our sisters and brothers who are poor and disenfranchised and advocate on their behalf..." Our plan includes providing charity care to the poor, uninsured, or underinsured. We treat all emergency patients who come through our doors regardless of their ability to pay for our services. We also collaborate with many social service agencies whose programs are consistent with our mission and meet identified community needs. CHW provides various resources, including financial support, to assist these local nonprofit organizations as they work to improve the lives of the underserved.

Additionally, CHW Kern Service Area's Department of Special Needs & Community Outreach administers more than 50 outreach programs that directly benefit the community and help to improve the overall health status of its residents. The foundation of each of our outreach programs is based upon the core elements of our mission statement. Individuals served include the poor, youth, elderly, uneducated, sick, and frail. We provide preventative health care, emergency food assistance, educational opportunities, job training, and many other services that will help improve their lives and lead to self-sufficiency.

Another way in which we support our mission is through the CHW Community Grants Program, which is funded by contributions from its member hospitals. An objective of the program is to award grants to nonprofit organizations whose proposals respond to the priorities identified in the health assessment and/or the community benefit plans of its hospitals. Locally, projects and programs awarded for funding respond to locally identified health priorities and/or the CHW Kern Service Area Community Benefit Plan. Approximately \$100,000 is distributed annually to 501(c)(3) organizations in Kern County to provide services to underserved populations (economically poor; women and children; mentally or physically disabled; or other disenfranchised populations).

**CATHOLIC HEALTHCARE WEST – KERN SERVICE AREA  
DEPARTMENT OF SPECIAL NEEDS & COMMUNITY OUTREACH**

**ORGANIZATIONAL CHART**





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## COMMUNITY BENEFIT PLAN

**POLICY:** In accordance with Senate Bill 697, Kern Service Area shall conduct a community benefit health needs assessment and develop a community benefit plan every three years. This plan shall be updated annually. The Plan or updates are due to the System Office and OSHPD by November of each year.

### PROCEDURE:

1. The Community Benefit Plan shall be developed by the Regional Director of Special Needs & Community Outreach based on the Kern County Assessment and approved by the Community Benefit Advisory Committee and the boards of directors.
2. Kern Service Area's assessment shall include the following:
  - Kern County Assessment data specific to service area.
  - Kern County Network for Children Report Card
  - Input from community stakeholders including groups that are representative of Disproportionate Unmet Health Related Needs populations.
3. The Community Benefit Plan shall include the following:
  - a. Table of Contents
  - b. General Identifying Information of Kern Service Area
  - c. Organizational Structure
  - d. Mission
  - e. Definition of Community and Demographics/Assessment
  - f. Community Benefit Planning Process
  - g. Report of Progress of Programs Identified in the Previous Plan
  - h. Summary of Quantifiable Benefits for previous plan
  - i. Community Benefit Plan
  - j. Projected Quantifiable Benefits
4. The final copy of the Kern County Assessment and Community Benefit Plan shall be disseminated to city and county policy makers and community services departments, school boards, community based organizations, libraries, and be available on the area's web site.



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## COMMUNITY BENEFIT ADVISORY COMMITTEE

The Community Benefit Advisory Committee shall consist of at least three members of the board of directors and shall be responsible for developing policies and programs which address the identified needs of the poor in the Kern Service Area. Additionally, the Committee shall be responsible for ensuring that the required assessment of the health needs of the poor in the service area are performed and revised at least every three years.

The Community Benefit Advisory Committee shall be designated as the group charged with oversight of and decision making on community benefit issues. The Committee shall be responsible for developing policies and programs, which address the identified needs of the poor in the Kern Service Area. The Committee shall provide oversight in the development and implementation of the Community Needs Assessment and Community Benefit Plan every three years and an annual update. The Committee shall provide oversight and direction to the Kern Service Area's programs and projects.

The membership criteria of the Community Benefit Advisory Committee is as follows:

The Community Benefits Advisory Committee shall be composed of a minimum of 15 members, including three members of the Board of Directors, one of whom shall serve as Chair or Vice Chair. A minimum of seven members shall be community representatives who meet one or more of the following criteria:

- Knowledge/experience with Disproportionate Unmet Health Related Needs communities in service area.
- Knowledge/experience with community-based organizations in service area.
- Expertise in analysis of service area utilization and population health data/information.
- Relevant expertise in clinical services provided in program activities.
- Knowledge of disease causal factors and primary prevention.
- Knowledge of financial issues related to community benefit activities.
- Consumer of major community benefit services.
- Partners in key hospital collaborations.

The Committee shall have the following role as it relates to community benefit activities:

- Budgeting decisions – Review and approve the budget annually. Review all community benefit expenditures on an annual basis.
- Program content – Review and approve new community benefit program content.
- Program design – Review and approve overall program design that will best meet the need of the population serviced.
- Geographic/population targeting – Ensure that community benefit programs target the populations with the greatest disproportionate unmet health related needs in the service area.

- Program continuation/termination – Review programs for continuation annually. Recommend to the Board of Directors any community benefit programs to be discontinued.
- Secure outside funding – Identify potential funding sources and partnerships for community benefit programs. Provide letters of support or introduction as appropriate.

The Community Benefit Advisory Committee shall use the following criteria in selecting priority areas of focus:

- Relevancy to mission
- Size of the problem
- Seriousness of the problem
- Effectiveness of interventions on proposed focus area
- Economic feasibility
- Acceptability to the community of choosing this priority
- Legality
- Time commitment
- Degree of controversy
- Existing efforts in dealing with proposed area of focus
- Implications for not proceeding with this priority
- Sustainability of efforts to deal with the proposed area of focus

The criteria may be weighted based on Committee recommendations.