



Ridgecrest  
REGIONAL HOSPITAL



RIDGECREST REGIONAL HOSPITAL  
FOUNDATION



2021

**COMMUNITY**  
BENEFIT REPORT





# TO OUR COMMUNITY,

2021 proved to be a challenging continuation of the last several years with a heavy demand on our healthcare system. But despite all the difficulties our community has faced, we experienced some impressive and exciting successes.

The Ridgecrest Regional Hospital Foundation reached its \$1 million mark in total funds raised to date. The work our foundation does never ceases to amaze me, and it allows RRH to expand our services and better serve our community. Recently, a generous donation from Lloyd and Bea Smith – which was matched by our foundation – made it possible for RRH to purchase a new critical care transport service. The vehicle has been in service since the fall and is already making a big difference in our ability to transport patients quickly and safely. We are also in the process of expanding our emergency department, and I look forward to sharing more details about that down the line.

I want to offer a big “thank you” to our staff for their tireless work. Even though the past couple years have been tough, I’ve never been more proud of our team. If this pandemic has proved anything, it’s that we are stronger together and that we can overcome anything that comes our way. The grip COVID-19 has on our community and the world at large seems to be fading, and I’m hopeful that RRH is in an even better position moving forward.

I also want to thank our community for their support as we weathered the pandemic. We are proud to serve you for all of your healthcare needs. There’s much to be thankful for and excited about as we look to the future.

**James A. Suver, FACHE, President/Chief Executive Officer**

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# RIDGECREST REGIONAL HOSPITAL **STRATEGIC PLAN**

## **OUR PURPOSE**

To care for our community's health and the well-being of those who care for them.

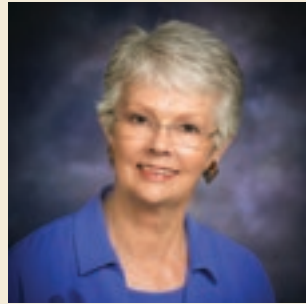
## **OUR VISION**

To be the partner of choice for the healthcare needs of our community.

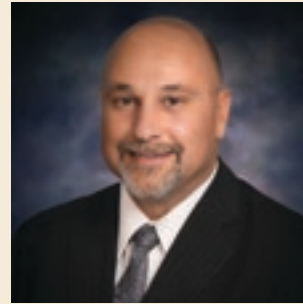
RRH has core **VALUES AND STANDARDS** that drive our success.  
To find out more, visit [rrh.org/about-us](http://rrh.org/about-us).



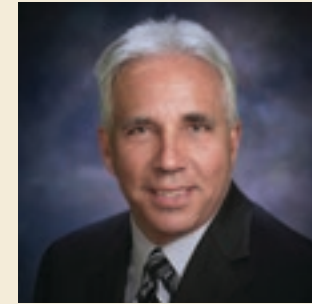
**BUD HASLAM**  
Chair



**DANA LYONS**  
Vice Chair



**CHRIS ELLIS**  
Secretary

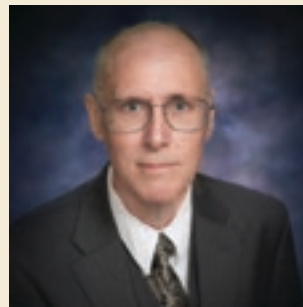


**DON ZDEBA**  
Treasurer

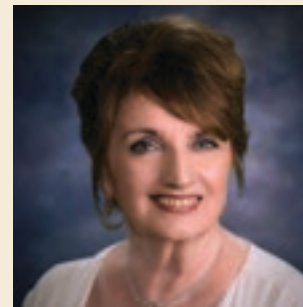
# 2021-2022 **BOARD OF DIRECTORS**



**SHROOQ ABU-ISSA**



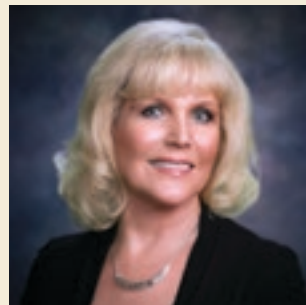
**CORNELIS VANDERHOECK, MD**



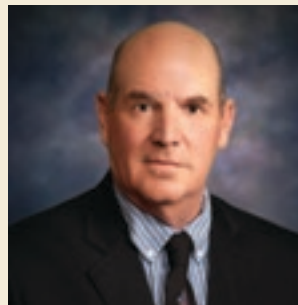
**MARGIE HANNON**



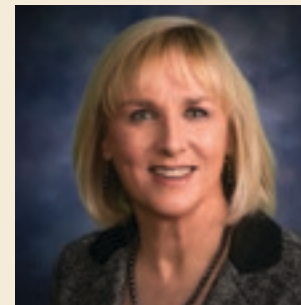
**WALTER MARTIN**



**RITA READ**



**JIM RIZZARDINI**



**PAIGE SORBO-NETZER**





# AWARD-WINNING CARE

Ridgecrest Regional Hospital is the first critical access hospital in California to earn the prestigious ISO certification.



### ISO CERTIFICATION

The International Organization for Standardization (ISO) certification is a rigorous process in which a hospital improves and monitors the delivery of patient care, measures quality and places the highest priority on eliminating process errors.



### DNV ACCREDITATION

In July 2010, Ridgecrest Regional Hospital became one of the first hospitals in California to receive accreditation from Det Norske Veritas (DNV) Healthcare, Inc. As a result of receiving this accreditation, RRH may continue receiving funding from the Centers for Medicare and Medicaid Services.



### CAP ACCREDITATION

In June 2011, Ridgecrest Regional Hospital received CAP (College of American Pathologists) accreditation. Designed to go well beyond regulatory compliance, the program helps laboratories achieve the highest standards of excellence to positively impact patient care.



### BELLA SERA 5-STAR RATING\*

Since January 2021, Ridgecrest Regional Hospital's Bella Sera Skilled Nursing Facility has been awarded an honorary 5-star rating from the Centers for Medicare and Medicaid Services for the high-quality care its staff provides to our residents. The 5-star rating is based on the skilled nursing facility's three most recent health inspections, staffing levels and quality measures. CMS created the system to help consumers, families and caregivers compare nursing homes.

\*Rating received in 2021.



### AMERICAN COLLEGE OF RADIOLOGY ACCREDITATION

Ridgecrest Regional Hospital has been awarded a three-year term of accreditation in Radiology as the result of a recent survey by the American College of Radiology.

# COMMUNITY BENEFIT

## BY THE NUMBERS | 2021



**1,695**  
ADMISSIONS



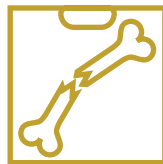
**96,727**  
CLINIC VISITS



**18,489**  
EMERGENCY DEPARTMENT VISITS



**16,824**  
URGENT CARE VISITS

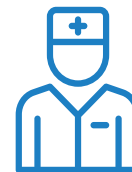


**42,261**  
DIAGNOSTIC IMAGING  
PROCEDURES

**2,294**  
SURGICAL  
PROCEDURES



**344,838**  
LABORATORY TESTS



**20,635**  
SKILLED NURSING DAYS



# OPERATIONAL EXCELLENCE

RRH WELCOMED SEVERAL NEW PROVIDERS IN 2021, INCLUDING:



RRH Cancer Center combined programs with Antelope Valley Cancer Center – welcoming Dr. Merla.



**932**  
CANCER CENTER PATIENTS

**1,863**  
CANCER TREATMENTS PROVIDED

**123**  
NEW ONCOLOGY PATIENTS



## BELLA SERA SKILLED NURSING FACILITY

**19**  
Certified Nursing Assistant  
Training Program graduates

**14**  
of those stayed to  
work as CNAs

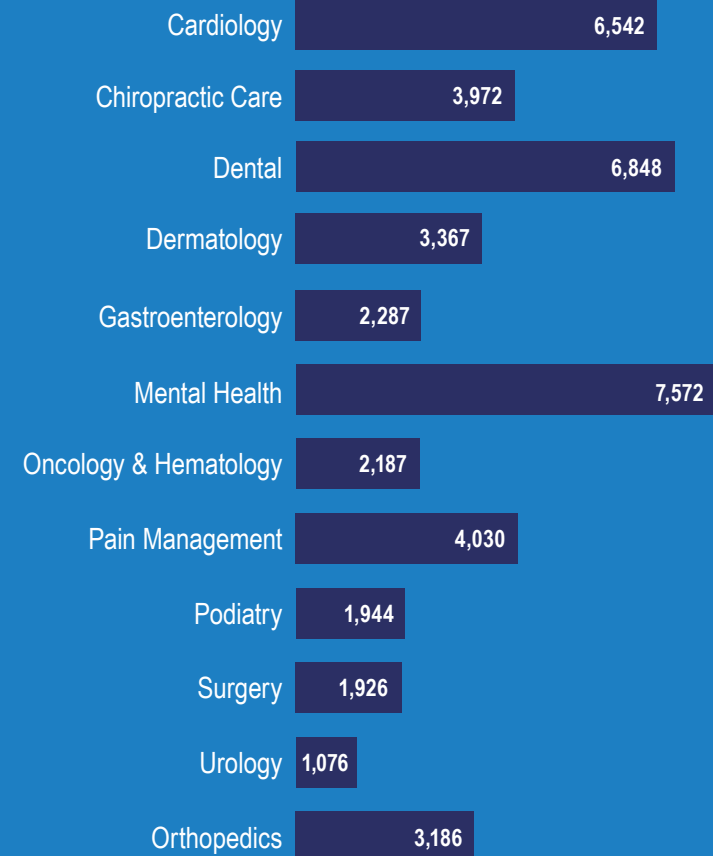


**923**  
RRH EMPLOYEES

TOTAL GROSS EMPLOYEE WAGES,  
INCLUDING BENEFITS:

**\$64,587,655**

### SPECIALTY CLINICS, TOTAL VISITS





## NEW CLINIC COLLABORATION

We teamed up with USC Nephrology, a part of Keck Medicine of USC, one of the nation's leading nephrology programs, to bring community inpatient and outpatient nephrology services for kidney care and acute inpatient dialysis treatments.

The RRH Renal Health Services Include:

- 24/7 inpatient tele-consultations
- 24/7 inpatient dialysis capabilities
- Monthly in-person clinic with on-site rotation of 10 board-certified USC Nephrologists
- Telehealth clinics available 3 weeks out of every month



In affiliation with  
Keck Medicine of USC  
USC Urology



# FINANCIAL STEWARDSHIP STRATEGIC GROWTH



## EMS GROWTH

Our Liberty Ambulance department and paramedics provide an advanced level of commitment to our community. Here's a snapshot of the department's reach in 2021:



**83**

EMPLOYEES

**78,322**

TOTAL POPULATION SERVED

**8,726**

RESPONSES

**7,536**

TRANSPORTS

**8,356**

SQUARE MILES COVERED

**\$2,230,040**

UNCOMPENSATED  
CHARITY CARE



## NEW TECHNOLOGY:

- Patient Remote Monitoring Systems to help patients, especially the elderly, at home.
- Introduced Radiofrequency Ablation (RFA) Pain Management technology.
- Started performing UroLift® surgery for benign prostate enlargement.



# RIDGECREST REGIONAL HOSPITAL

# BALANCE SHEET

	2021*	2020
<b>ASSETS</b>		
Cash and Equivalents	\$13,134,821	\$15,525,064
Patient Accounts Receivable	\$21,733,249	\$17,894,910
Supplies	\$2,602,061	\$2,553,111
Property, Plant & Equipment	\$76,927,107	\$76,507,779
Other Assets	\$59,955,067	\$58,657,022
<b>Total Assets</b>	<b>\$174,352,305</b>	<b>\$171,137,886</b>
<b>LIABILITIES &amp; NET ASSETS</b>		
Accounts Payable	\$7,058,321	\$6,192,028
Due to Third Parties	\$2,231,596	\$6,708,361
Long-Term Debt	\$49,399,286	\$47,611,490
Other Liabilities	\$16,151,533	\$16,981,078
Total Net Assets	\$99,511,569	\$93,644,929
<b>Total Liabilities &amp; Net Assets</b>	<b>\$174,352,305</b>	<b>\$171,137,886</b>
<b>STATEMENT OF OPERATIONS</b>		
Revenues	\$151,138,732	\$131,314,475
Expenses	\$149,976,505	\$128,794,838
<b>Net Income</b>	<b>\$1,162,227</b>	<b>\$2,519,637</b>
<b>UNCOMPENSATED CARE COSTS</b>		
Net Uncompensated Care Including Charity Care	\$5,298,091	\$4,782,504

\*Unaudited numbers





# QUALITY & COMPASSION



Due to COVID-19 restrictions, our Pink Ladies and Blue Men volunteers were put on hold. We still had three of these volunteers driving our cancer center van.



We found **SIX** patients with a high risk for lung cancer with the use of our low-dose CT scanning machine.



**RRH PERINATAL SERVICES RANKED #1** in Kern County for exclusive breastfeeding rates.



**382 BIRTHS**  
INCLUDING  
1 SET OF TWINS



IN SUPPORT OF OUR COMMUNITY, RRH HAS GIVEN:

**\$25,000**

IN DONATIONS

**\$18,500**

IN SPONSORSHIPS

## OUR COMMITMENT TO SAFETY

The Ridgecrest Regional Hospital safety team strives to maintain a safe and healthy working condition and fosters a culture focused on awareness, open communication, safety education and supervision and safe working methods. Safety is a core value in our organization. RRH is committed to safety training and keeping our employees, patients and community safe.



# COVID-19

BY THE NUMBERS



**2,267**  
COVID-19 CASES

**15,946**  
TOTAL TESTS



**102**  
ICU CASES

**3,158**  
VACCINES  
ADMINISTERED



COVID-19-RELATED POSTS  
ACROSS THREE SOCIAL  
MEDIA ACCOUNTS

**500**  
  



# EMPLOYEE ENGAGEMENT

86



## HUMAN RESOURCES ANGEL TREE PROGRAM

Our 2021 Holiday Gift Drive provided **86** gifts for our hospital employees who signed up. The program is meant to help families during the holiday season who might otherwise have a hard time providing gifts for their children. Last year was one of the largest gift donations in recent years!

## HOSPITAL WEEK

During Hospital Week (May 9-15), the Employee Engagement Committee provided a full week of activities that focused on the health, wellness and happiness of RRH employees and dubbed it “Inspiring Hope Through Healing.” Throughout the week, food vendors were on site, stretching sessions were hosted outside on the lawn, healthy snacks were provided and over **350 employees and their family members** attended the RRH-sponsored movie events at Ridgecrest Cinemas.



\$496,879



## EMPLOYEE EDUCATION & TRAVEL

RRH invested **\$496,879** in scholarship money used for employee education and travel purposes.

## FOOD BASKET DONATIONS TO RRH EMPLOYEE FAMILIES

RRH employees put together Holiday Food Baskets for their coworkers who were in need of a little extra help. **71 baskets** were handed out to RRH employees and their families in 2021.



# EMPLOYEE ENGAGEMENT

25 employees 

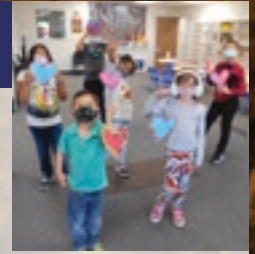
## NEW WORKPLACE WELLNESS

25 employees attended the first event in our virtual wellness series to help employees with exercise, diet and mindfulness activities, as well as mental health awareness and stress management.

## RHH DAY CARE FILLS A MUCH-NEEDED GAP

With local schools continuing with distance learning in 2021, RRH opened the RRH Day Care and Special Needs Day Care. Both programs ran the entire school year, so staff could be available to work and serve the community during the on-going COVID-19 pandemic.

Over 25 students were enrolled in the program, and day care staff provided help with classwork, created enrichment opportunities and activities and provided a safe but fun program. They were even able to get class pictures and hold a graduation at the end of the year.



## STRONGER TOGETHER

From Sept. 27-Oct. 1, RRH celebrated its Stronger Together campaign with events focused on the renewal of our physical, mental and social well-being. Food vendors were on site throughout the week, and a virtual paint night provided a dose of creative fun.

Thanksgiving Gift Certificates for groceries

**\$21,250**

total with 900 employees given \$25 each

Christmas Gift Certificates to local restaurants

**\$42,500**

total with 900 employees given \$50 each

## STAYING ACTIVE

Throughout the year, RRH employees were encouraged to stay active with employer-led step challenges.

**7,422**

average steps per day

**517**

pounds lost

**4,707,456**

total calories burned

**270**

employees participated

**177,686,414**

total steps

Equivalent to about

**2.75 trips**

around the world





# COMMUNITY OUTREACH

## 2021 RELAY FOR LIFE

The RRH Curesaders Relay for Life team participated in the hybrid Relay for Life event for 2021. RRH sponsored **\$5,000**, and the team was able to donate an additional **\$585** for a total of **\$5,585**.



## WATER DISTRICT WELLNESS DAY

On October 20, 2021, RRH brought the annual Wellness Day to the IWV Water District. We provided **24** blood panel screenings, along with blood pressure checks, flu shots, massages, stretching exercises and provider consults.

## VIRTUAL WELLNESS

With in-person events suspended, RRH brought health and wellness outreach straight to the homes of those in our community through the Virtual Wellness program. In 2021, the Virtual Wellness program offered information and education on mental health, preventing heart disease and World Food Day, which offered a tour of the Ridgecrest Community Garden and a live cooking demonstration from Aladdin Obeid of Pita Fresh.

## VIRTUAL HEALTH FAIR

Because of continued adjustments due to the COVID-19 pandemic, the annual Health Fair was combined with the RRH Foundation's Women's Health Expo to bring a virtual health fair to the community. In total, there were **seven** educational presentations on a variety of health and wellness topics. The virtual health fair even included live demonstrations of strength and mobility exercises and concluded with a live cooking demonstration. Local health and wellness vendors were welcome to participate through recorded videos highlighting their services.







## Journey to Happiness Seniors Group

This seniors group meets on a weekly basis as a space for seniors to come together, build friendships and embrace change in an encouraging and uplifting environment. The group remained virtual for most of 2021 and averages about 15 participants each week.

## Fitness Opportunities for Seniors

RRH offers 16 exercise classes each week for free to seniors 60 years and older. These include the SilverSneakers program, Rock Steady Boxing and Senior Gentle Yoga. The program remained virtual for most of 2021.

# PROVIDING COMMUNITY SUPPORT

## PARENT & FAMILY EDUCATION

Childbirth Classes

Breastfeeding Presentations

(Classes held in accordance with COVID-19 guidelines and virtually.)



## SENIOR SERVICES

Homemaker Services provided service to

**557**  
INDIVIDUALS

**195**  
grocery trips  
FOR SENIORS

Case Management provided services to

**87**  
INDIVIDUALS



**153**

gift bags donated by the Ridgecrest Realtors Association

## INFORMATION & ASSISTANCE PROVIDED TO

**1,141 INDIVIDUALS,**

either through phone calls, walk-ins or community outreach events.

## OUTREACH PROGRAMS

All outreach programs remained virtual during the majority of 2021.

- SilverSneakers
- Journey to Happiness Seniors Group
- Journey to Happiness Caregiver Support Group
- Diabetes Support Group
- CHF Support Group
- Grief Support Group
- Alzheimer's Support Group



A vibrant desert landscape featuring large, reddish-brown rock formations in the background. The foreground is filled with a variety of colorful wildflowers, including purple, yellow, and orange blooms, interspersed with green and brown shrubs. The sky is a clear, light blue.

# RIDGECREST REGIONAL HOSPITAL **FOUNDATION**



**\$1,157,089**  
TOTAL RAISED TO DATE

**\$181,634**  
TOTAL RAISED IN 2021

## OUR MISSION

To engage the community in a partnership to facilitate excellent care and to secure resources to support sustainability and growth of the hospital.

## A LETTER FROM THE EXECUTIVE DIRECTOR



Another year has come and gone, and as we move forward with new goals, we must reflect upon the past to plan for the future.

Looking back over the last few years, it should give us great hope and expectations for coming years, considering the obstacles we have overcome. Reflecting on the fact that neither earthquakes nor pandemics could stop us, we should be very excited to move forward – hopefully with no major hurdles – toward a successful and prosperous future.

Overall, 2021 was a great year. Not only did we reach a huge milestone by hitting the One Million Dollar mark in donations received, but we were also able to resume in-person events and work toward forming our relationships again.

In September, we celebrated in “million dollar” style at our annual Gala and raised over \$54,000 during the course of the evening. Our Christmas Tree Village was open to the community again, and this small but mighty event raised over \$17,000 for the Foundation. More importantly, it felt festive, happy and normal.

The Butterfly Boutique again surpassed all expectations and raised over \$56,000 for RRH hospice services, which will ensure the long-term success of our hospice house. Concerning the hospice house, as a result of the dedication of Todd McKinney and the crew at McKinney Construction, we are nearing completion of the home and anticipate it being finished by mid-summer. This is a huge goal realized and will help so many families locally.

Another notable accomplishment in 2021 was the purchase of the new Critical Care Transport Unit, which was introduced and began operation in October 2021. This unit was purchased as the result of a very generous donation of \$124,000 by Lloyd and Bea Smith, which was matched by the Foundation.

And last, but certainly not least, after the passing of Fred Hawkins, a longtime RRH employee and Director of EMS with Liberty Ambulance Services, the Foundation formed a scholarship to honor his memory and legacy with EMS. We are excited to sponsor the first student for the fall 2022 semester.

Looking back again over the past years, there were certainly moments wherein the Foundation was challenged to say the least, but with great perseverance and the support of RRH, the RRHF Board of Directors and the dedication of the Women in Philanthropy group and the amazing volunteers at the Butterfly Boutique, it is very obvious that together we can do anything and reach any goal.

As the director of the RRH Foundation, I look hopefully toward the future and to working with this generous community to facilitate assisting RRH in its continued growth and progress.

Thank you all for being part of the continued success the Foundation has experienced.

With sincere gratitude,

A handwritten signature in black ink that reads "Kim Metcalf".

Kim Metcalf, Executive Director



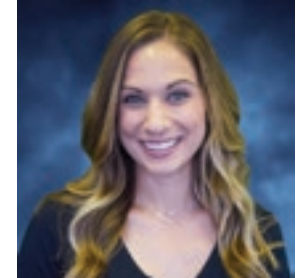
RIDGECREST REGIONAL HOSPITAL FOUNDATION  
BOARD MEMBERS 2021-2022



**Leslie O'Neill**  
*Chair*



**Rita Read**  
*Vice Chair*



**Sarah Dosen**  
*Treasurer*



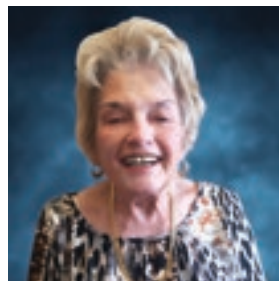
**Sherry Brubaker**  
*Secretary*



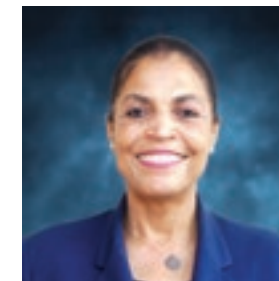
**Todd McKinney**  
*Board Member*



**Gayle Pietrangelo**  
*Board Member*



**Joanne Stauffer**  
*Board Member*



**Beverly Wagner**  
*Board Member*



**Bud Haslam**





# 2021

The RRHF continued to honor and adhere to COVID-19 restrictions for gatherings during the first part of the year, but as the things improved, several of our events returned to in-person celebrations.



## BUTTERFLY RELEASE

The 11th annual Butterfly Release was again held as a virtual event. Even without being able to meet in person, the celebration proved to be moving and uplifting, again touching people far and wide.



## 2021 CHRISTMAS TREE VILLAGE

This fun and festive event opened its doors to the public and our RRH family again in December of 2021. Practicing safety protocols, the event promoted holiday spirit and raised over **\$17,000** for our Cancer Center campaign. Liberty Ambulance Services was voted the “favorite” RRH tree. Inspired by the California Dodgers, and donated in memory and honor of Fred Hawkins, who passed away in May of 2021, it was a crowd favorite. Longtime Ridgecrest business, The Flower Shoppe, was voted the “favorite” community tree, boasting its stunning, traditional Christmas decorations.



## DEDICATION OF NEW CCT UNIT



After an initial donation of \$124,000 from Lloyd and Bea Smith, the Foundation matched the donation, making it possible for the hospital to purchase a new Critical Care Transport Unit, which was dedicated and put into service in October of 2021.

## EMT SCHOLARSHIP

After the passing of longtime RRH employee Fred Hawkins, it was suggested to the Foundation that they sponsor a scholarship in his honor, celebrating and honoring his legacy in EMS. The Foundation is proud to announce that the first scholarship will be awarded in fall 2022.



Despite being closed for the first few months of 2021, the Butterfly Boutique continued to rise to the occasion and closed out 2021 by **RAISING MORE THAN \$56,000** for our RRH Hospice Services. This brave little boutique is still staffed by an amazing team of dedicated volunteers.



## RRHF GALA 2021 – MILLION DOLLAR GALA



The community came together to celebrate in grand style as the Foundation reached a huge milestone in 2021 by reaching One Million Dollars in donations. The evening alone raised over **\$54,000** for the RRH Cancer Center.

## WOMEN IN PHILANTHROPY

This group of dedicated, compassionate and generous women continued to meet monthly throughout 2021 and was a huge force in making sure that all the events were possible by donating not only financially but of their precious time as well.





# 2021 DONOR **RECOGNITION**





**PARTNERS (\$5,000.00 AND UP TO \$250,000.00)**

Matthew and Janelle Bloudek  
Margaret Breeden  
Dr. and Mrs. Everard Hughes  
Nick and Celia Mills  
Ridgecrest Regional Hospital  
Lloyd and Beatrice Smith  
James A. Suver  
Bobby and Judith Tharp

**PLATINUM (\$1,000.00 TO \$4,999.99)**

Alta One FCU  
Tine Brouwer  
Eric Bruen  
Deborah Buffum  
William Burns  
Henry Canle  
Ann Charlon  
Estate of Ruth Cooper  
Lawrence Cosner, MD  
Healthy Desai, MD  
Sarah Dosen  
Christopher and Araceli Ellis  
Judy Fair-Spaulling  
Jim Fantaski  
Lori Fischbach  
Joseph Furtado  
Sharon Girod  
Margaret Hannon  
High Desert Destruction Derby  
Tamara Khalifeh  
Tammy Kinnan  
Karen Lafontaine  
Michelle Lemke  
Liberty Ambulance - A Division of  
Progressive Ambulance Inc.  
Rosemary Lynn  
Ronald Marvin

Todd McKinney  
Mercy Air (Air Methods)  
Kim Metcalf  
Michael Metcalf  
Pollie Metcalf  
Patricia Mullis  
Jerry and Michael Mumford  
Leslie O'Neill  
Melissa Price  
Steven Price  
Rita Read  
Robert Reynolds  
Susan Reynolds, MD  
Karen Rivers  
James and Karen Saaty  
Joanna Stauffer  
Dr. and Mrs. Paul Stemmer  
Ron and Erin Strand  
Carole Tobias  
Daphne Unhassobiscay  
Shantell Utley  
Francina van der Hoek  
Jana Wayne  
Patricia A. Wharton  
Hope Zissos, MD

**GOLD (\$500.00 TO \$999.99)**

Angela Ball  
Jan Bennett  
Cynthia Bielins  
Susan Bodnar  
Sandra Brown  
Bev Charlon  
Rica Charlon  
Erin Cociolone  
Kevin Flanigan, MD  
Jayde Glenn  
Lucy Griffith  
Billie Guerra, MD

Dianne Hargrove  
Maria Holm  
Jennifer Johnston  
Mary Lundstrom  
Dana Lyons  
Jalene Martin  
Walter and Juanita Martin  
Laura Metcalf  
Donna Mullis  
Diane Naslund  
Kerrie Patrick  
Sean Patrick  
Suann Pietrangelo  
Protestant Women of the Cross  
Debra Rogers  
Matthew Simonetti  
Shanna Spratt  
Dan Spurgeon  
Bobbie Swafford  
Lori Tiffany  
WACOM  
Michelle Whalley  
Joseline Wong  
Robert Wood

**SILVER (\$250.00 TO \$499.99)**

Jessica Allen  
Frank Armogida  
Genara Arreola  
Sandy Aubin  
Miriam Barashari  
Linda Bego  
Helene Belden  
Jenifer Boisvert  
Marian Bruce  
Constance Butko  
Cero Coso Community College  
Patricia Davis  
Wayne and Pat Doucette

Carey Drake  
Mike Ford  
Michael Gallagher  
Gifts That Give Hope  
George Haslam  
Tarah Hill  
M. Marshall Holloway  
George and Marti Hoppus  
Linda Klabunde  
Patty Lanterman  
Edward Larosche  
Joyce Lewis  
Matthew Lilly  
Fred Mansfield  
Eric Marshall  
Lori McGee  
Elaine Meade  
Michaela Metcalf  
Jason Milner  
Tera Moorehead  
Melissa Naslund  
Ken Odett and  
Gayle Pietrangelo  
Sherel Ott  
Marita Reddemann  
James Rizzardini  
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