



Ridgecrest
REGIONAL HOSPITAL



RIDGECREST REGIONAL HOSPITAL
FOUNDATION



2020

COMMUNITY
BENEFIT REPORT





TO OUR COMMUNITY,

It would be an understatement to call 2020 a challenging year; our community and country faced unprecedented hardships. However, we also saw our community come together, while remaining six feet apart, to overcome great challenges, and this makes me hopeful for our future.

Your community hospital is a cornerstone in hard times, providing needed services for our residents in the most timely and efficient manner possible. In 2021, we are focusing on quality, patient-centered care through responsive and accessible services. As a nonprofit organization, we are also dedicated to restoring financial stability after the devastating impacts of the 2019 earthquakes and ongoing needs of the COVID-19 pandemic, keeping us fiscally sound now and well into the future.

We are leaving behind a truly difficult year, and, though there are still obstacles ahead, I am optimistic we will come out on the other side of this stronger and more connected than before. In fact, RRH continued to add services and recruit new providers to our community in spite of the tumultuous year we have all experienced. Thank you to our volunteer Board of Directors and hospital employees who remain dedicated to the mission of our community hospital, no matter what challenges we face.

As we are refining our five-year strategic plan, our Board of Directors and management know that RRH needs to keep improving our patient centricity; that is, to make sure we are putting the patient first in our processes and interactions. We have several key projects for 2021 that include migrations to one electronic medical records system, to make it easier for patients to utilize our services.

We are grateful for your continued support of our frontline workers, in good times and bad, and your dedication to our community hospital.

Thank you to our community for your continued support.

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

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RIDGECREST REGIONAL HOSPITAL **STRATEGIC PLAN**

OUR MISSION

To facilitate affordable, reliable and comprehensive healthcare solutions to the residents and visitors of the Southern Sierra region.

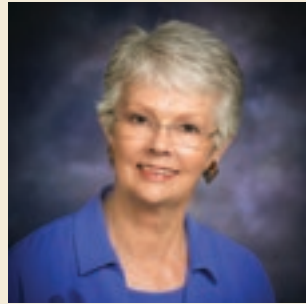
OUR VISION

Caring for our community and the health of their families as if they were our own.

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



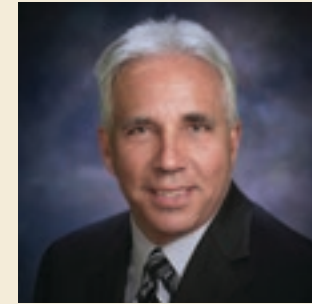
BUD HASLAM
Chair



DANA LYONS
Vice Chair



DAVID GOPPELT
Secretary

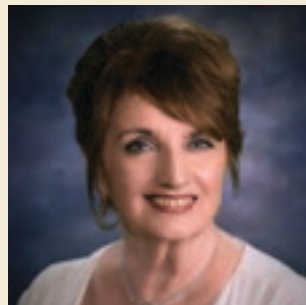


DON ZDEBA
Treasurer

2020-2021 **BOARD OF DIRECTORS**



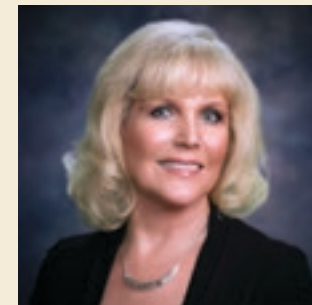
LAWRENCE COSNER, M.D.



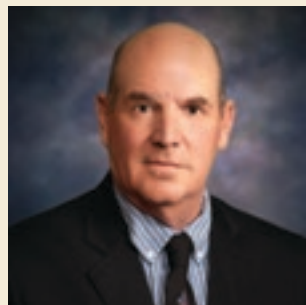
MARGIE HANNON



WALTER MARTIN



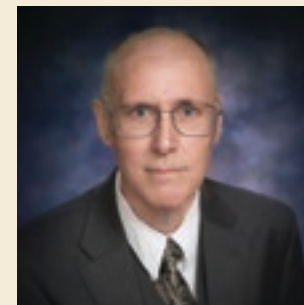
RITA READ



JIM RIZZARDINI



PAIGE SORBO-NETZER



CORNELIS VANDERHOEK, M.D.



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 | 2020



1,772
ADMISSIONS



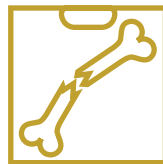
87,150
CLINIC VISITS



17,020
EMERGENCY DEPARTMENT VISITS

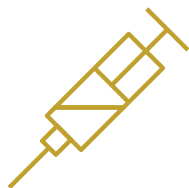


11,094
URGENT CARE VISITS

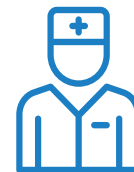


2,153
DIAGNOSTIC IMAGING
PROCEDURES

2,153
SURGICAL
PROCEDURES



307,343
LABORATORY TESTS



22,256
SKILLED NURSING DAYS



OPERATIONAL EXCELLENCE

RRH WELCOMED SEVERAL NEW PROVIDERS IN 2020, INCLUDING:

7

UROLOGISTS

3

PEDIATRIC
HOSPITALISTS

30

NEW DOCTORS ACROSS
DIFFERENT SPECIALTIES

1 SUBSTANCE
ABUSE COUNSELOR

1 NEW
CHIROPRACTOR

5 ED
PHYSICIANS

5 MENTAL HEALTH
THERAPISTS



RRH Cancer Center combined programs
with Antelope Valley Cancer Center –
welcoming **2** AV physicians:
Dr. Merla and Dr. Shah.



779

CANCER CENTER PATIENTS

1,807

CANCER TREATMENTS PROVIDED

121

NEW ONCOLOGY PATIENTS

BELLA SERA SKILLED NURSING FACILITY

ZERO

residents tested positive
for COVID-19

25

Certified Nursing Assistant
Training Program graduates

12

of those stayed to
work as CNAs



885
RRH EMPLOYEES

TOTAL GROSS EMPLOYEE WAGES,
INCLUDING BENEFITS:

\$57,348,533

SPECIALTY CLINICS TOTAL VISITS

Cardiology	6,018
Chiropractic Care	3,031
Dental	6,025
Dermatology	2,185
Gastroenterology	1,830
Mental Health	7,183
Oncology & Hematology	1,980
Pain Management	2,891
Podiatry	1,921
Surgery	1,765
Urology	870
Orthopedics	3,493





FINANCIAL STEWARDSHIP STRATEGIC GROWTH



NEW CLINIC COLLABORATION

We teamed up with USC Urology, a part of Keck Medicine of USC, one of the nation's leading urology programs, to bring comprehensive urologic treatment conveniently close to home.

This collaboration with Keck Medicine of USC provides RRH patients with access to a world-renowned program. With the support and coordination of Keck Medicine of USC, RRH Urology offers patient evaluation and treatment as well as some surgical procedures. For surgeries that are unable to be performed safely on site, patients will have full access to the surgical services at USC facilities.



In alliance with
Keck Medicine of USC
USC Urology



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 2020:



78,322 TOTAL POPULATION SERVED	\$1,607,788 TOTAL INVESTMENT	
83 EMPLOYEES	\$6,647,344 SALARIES & BENEFITS	9,420 RESPONSES
7,536 TRANSPORTS	8,356 SQUARE MILES COVERED	\$820,135 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

	2020	2019
ASSETS		
Cash and Equivalents	\$15,525,064	\$13,892,416
Patient Accounts Receivable	\$17,894,910	\$16,039,617
Supplies	\$2,553,111	\$2,263,673
Property, Plant & Equipment	\$76,507,779	\$80,591,402
Other Assets	\$58,657,022	\$52,109,608
Total Assets	\$171,137,886	\$164,896,716
LIABILITIES & NET ASSETS		
Accounts Payable	\$6,192,028	\$8,726,849
Due to Third Parties	\$6,708,361	\$4,261,357
Long-Term Debt	\$47,611,490	\$52,078,390
Other Liabilities	\$16,981,078	\$9,543,645
Total Net Assets	\$93,644,929	\$90,286,475
Total Liabilities & Net Assets	\$171,137,886	\$164,896,716
STATEMENT OF OPERATIONS		
Revenues	\$131,314,475	\$126,919,431
Expenses	\$128,794,838	\$125,800,289
Net Income	\$2,519,637	\$1,119,142
UNCOMPENSATED CARE COSTS		
Net Uncompensated Care Including Charity Care	\$4,782,504	\$4,954,256





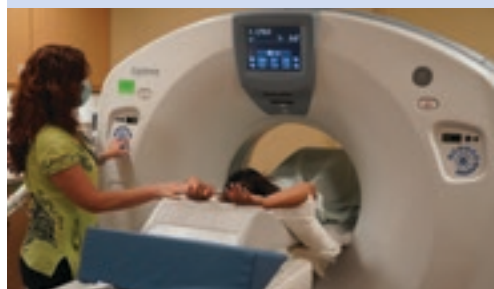
QUALITY & COMPASSION



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 **EIGHT** additional lung cancers from our new lung cancer screening program.



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



400 BIRTHS
INCLUDING
4 SETS OF
TWINS



IN SUPPORT OF OUR COMMUNITY, RRH HAS GIVEN:

\$21,000

IN DONATIONS

\$20,000

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

989
COVID-19 CASES



7,871
TOTAL TESTS



28
ICU CASES

9,500
VACCINES
ADMINISTERED*
*2020 through May 2021.



5,410
TEXTS SENT TO SCHEDULE
A COVID-19 TEST



5,295
INCOMING VOICE MESSAGES
RELATED TO COVID-19
(December 2020 – January 2021)

COVID-19-RELATED POSTS
ACROSS THREE SOCIAL
MEDIA ACCOUNTS

500+
  

EMPLOYEE ENGAGEMENT

EMPLOYEE EDUCATION & TRAVEL

RRH invested **\$517,695** in scholarship monies used for employee education and travel purposes.



\$517,695



HUMAN RESOURCES ANGEL TREE PROGRAM

Our 2020 Holiday Gift Drive provided **70** 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!



FREE MONTHLY MESSAGES FOR EMPLOYEES

In 2020, **90 free massages** were offered each month to employees.

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. **45 baskets** were handed out to RRH employees and their families in 2020.



COVID-19 ENGAGEMENT

25 employees 

NEW WORKPLACE WELLNESS

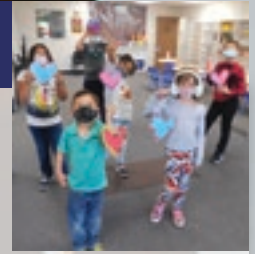
25 employees attended the first event in our virtual wellness series to help employees with exercise, diet and mindfulness activities as well as mental health awareness and stress management.

RRH EMERGENCY DAYCARE CENTER

RRH realized they needed to help their employees and opened up an emergency day care for kindergarten through fifth grade.

The Childcare Center was introduced in March 2020 as a way to provide some ease to employees who had no other options for childcare once schools and other day care centers began to close. The day care provided support for children doing distance learning, including helping with Zoom meetings and homework, as well as extracurricular activities such as art, experiments and crafts.

It remained open for the remainder of the school year and reopened in August 2020 to begin the next school year. A special needs day care also opened in August.



EMPLOYEE ENGAGEMENT COMMITTEE

#RRHSTRONGERTOGETHER

60 employees enjoyed a drive-in movie night

Thanksgiving Gift Certificates for groceries

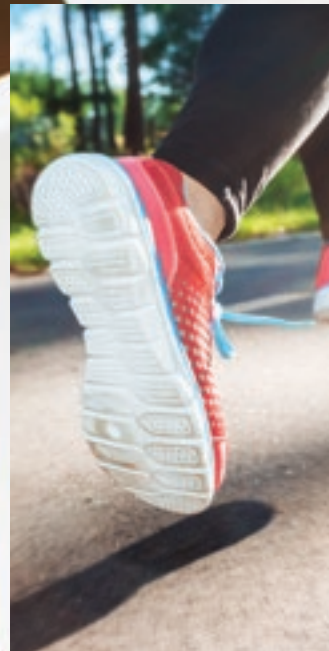
\$22,500

total with 900 employees given \$25 each

Christmas Gift Certificates to local restaurants

\$45,000

total with 900 employees given \$50 each



ENCOURAGING ACTIVE EMPLOYEES

RRH employees completed the 2020 Kindness Around the Globe step challenge!

September 9 – November 4, 2020

8,000

average steps per day

517

pounds lost

1,809,715

total calories burned

108

participants in 13 teams

40,215,886

total steps

Equivalent to

6.8 trips

across North America

COMMUNITY OUTREACH



VIRTUAL PAINT NIGHT

\$400 in proceeds donated to the RRH Cancer Center **27** attendees



2020 RELAY FOR LIFE

Every year, RRH participates in the local Relay for Life® to provide general cancer-related education and to earn money for American Cancer Society® research. In 2020, the RRH Relay For Life team, The CUREsaders, fundraised **\$2,585** and gave **\$5,000** in sponsorships.

The CUREsaders held a luminaria fundraiser to raise funds to help fight cancer. The luminarias were purchased by individuals who wanted to honor or remember those with cancer or who have fought cancer.



WATER DISTRICT WELLNESS DAY



On October 28, 2020, RRH participated in Indian Wells Valley Water District Wellness Day. We provided **25** blood panel screenings and blood pressure checks, flu shots, COVID-19 tests, massages and stretching. We also provided consultations for stress management and counseling.



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. It transitioned to a virtual group in April 2020, which averages **17** attendees weekly.

Fitness Opportunities for Seniors

RRH offers 16 exercise classes each week for free to seniors 60 years and older. These include the Silver Sneakers program, Rock Steady Boxing and Senior Gentle Yoga. In 2020, these programs all transitioned to a virtual format to accommodate COVID-19 guidelines.

New Fall Prevention Workshop

This partnership with RRH, High Desert Fitness and Infinite Movement Academy teaches how to avoid unnecessary falls and what to do if a fall occurs. This new event saw **64** attendees in its first two sessions.

PROVIDING COMMUNITY SUPPORT

PARENT & FAMILY EDUCATION

Childbirth Classes
Breastfeeding Presentations
Breast Friends Support Group
(Classes held in accordance with COVID-19 guidelines and virtually.)



SENIOR SERVICES

Homemaker Services provided service to **641** INDIVIDUALS

180 grocery trips FOR SENIORS

Case Management provided services to **80** INDIVIDUALS



180

gift bags delivered to seniors through Senior Services, Personal Care Services and Bella Sera

INFORMATION & ASSISTANCE PROVIDED TO

828 INDIVIDUALS,

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

OUTREACH PROGRAMS

Many of our programs transitioned to virtual in 2020

- Diabetes Support Group
- Diabetes Grocery Store
- Journey to Happiness
- Grief Support Group
- Alzheimer's Caregiver Support Group
- Better Breathers Club
- Freedom From Smoking

A wide-angle photograph of a desert landscape at sunset. The sky is filled with soft, warm colors of orange, pink, and purple. In the foreground and middle ground, there are large, rounded boulders and sparse desert vegetation, including yucca plants and small shrubs. The background shows rolling hills and mountains under the twilight sky.

RIDGECREST REGIONAL HOSPITAL **FOUNDATION**

\$945,031
TOTAL RAISED TO DATE

\$270,730
TOTAL RAISED IN 2020

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



With 2020 behind us, and looking back over the past few years, it becomes obvious what a great and compassionate community we live in. Taking into consideration the coronavirus pandemic, and even looking back to 2019 after enduring the life-changing earthquake, this community has come together not only emotionally but also through very generous donations that make a difference not only today but in the future.

This community embraces the meaning of our mission statement. Despite the major obstacles the past two years have placed in our path, we have continued to grow and prosper because of you, our donors and those who believe in us.

Having received more than \$270,000 in donations, 2020 was a wonderful year for the Foundation. Our local Habitat for Humanity contributed \$100,000 toward those donations, which was dedicated to our Hospice Home to help comfort and shelter our patients and families during their most vulnerable times. The remaining funds allowed us to purchase a new Cancer Center transport van, assist our patients in travel costs related to radiation treatments and donate \$124,000 toward a new Critical Care transport van that will soon be on the road.

We cannot, however, look at 2020 without looking at the cumulative total since the Foundation was formed. Proudly, the Foundation can boast that since the first donation was made in 2014 the total donations are now at \$945,031. Yes, that is correct, we are about to hit the ONE-MILLION-dollar mark.

As impressive as the totals above are, they do not include the monies raised from the Butterfly Boutique, which now total over \$191,950 since its opening in 2017. All of these funds are dedicated to assist our Hospice Services and Home Health departments.

Our hospital is growing every day. Even when faced with roadblocks, pivots and hurdles, we continue to forge ahead. Looking to the future, the Foundation will continue to focus on the current campaign of raising funds to support our Cancer Center that was launched in early 2020, and we will continue to support smaller, yet equally as important, goals and projects as well.

Thank you all for being a part of the phenomenal success the Foundation experienced – let there be no doubt that it is because of you!

With sincere gratitude,

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

Kim Metcalf, Executive Director



IN 2020, RRHF HAD MORE THAN 430 DONORS PROVIDING OVER

4,170 GIFTS



DID YOU KNOW?

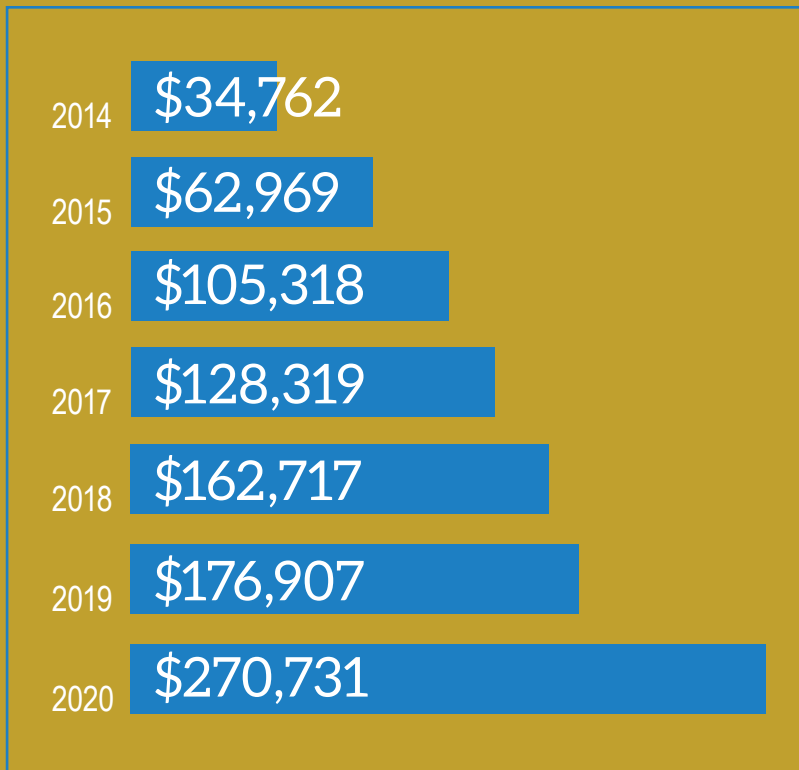
APPROXIMATELY

20%

of our employees give back to the hospital through our Employee Giving Program.



RRHF FUNDS RAISED SINCE INCEPTION



RIDGECREST REGIONAL HOSPITAL FOUNDATION

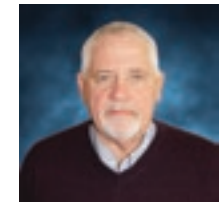
BOARD MEMBERS 2020-2021



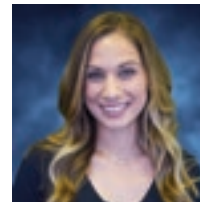
Leslie O'Neill
Chair



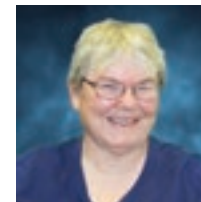
Rita Read
Vice Chair



Fred Hawkins
Treasurer



Sarah Bingham
Board Member



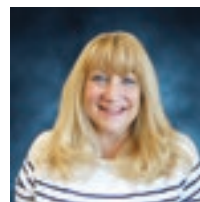
Sherry Brubaker
Board Member



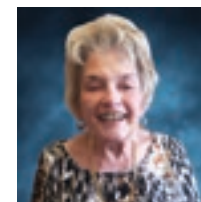
James Long
Board Member



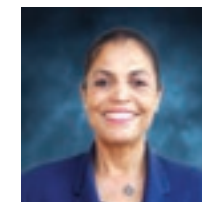
Todd McKinney
Board Member



Gayle Pietrangelo
Board Member



Joanne Stauffer
Board Member



Beverly Wagner
Board Member



Bud Haslam



2020

In order to adhere to COVID-19 gathering guidelines, all the Foundation's 2020 events went virtual or were held as "pick-up" parties. Here's a snapshot of some of the events we did in 2020.



Despite being closed approximately seven months in 2020, the Boutique proudly **RAISED MORE THAN \$27,000** for RRH Hospice Services. Since it opened in 2017, it has raised an amazing total of \$191,000 to support RRH Hospice Services. This is quite an accomplishment considering it is staffed by volunteers, some having been with the shop since it opened.

2020 CHRISTMAS TREE VILLAGE

Employees bid on luxury Christmas trees decorated by RRH departments and our local community. The virtual auction raised **\$7,795** for the Foundation.



BUTTERFLY RELEASE

Our 10th annual Butterfly Release not only hit a landmark anniversary, it was presented for the first time ever as a "Virtual Watch Party" with people as far away as Belize and the UK being able to join in. Although we couldn't meet in person, we felt so fortunate to reach out and expand our audience by literally thousands by taking advantage of the unique position we were in and presenting on our social media outlets.

ANNUAL WINE GALA TO-GO

We transitioned this evening into a "to-go" format, packing up the gourmet meals and wine to be sent home with donors, who enjoyed them from the comfort of their living rooms. We raised **\$32,700** in donations for the Cancer Center.



GOALS ACCOMPLISHED

In January 2020, the Foundation officially closed the Hospice House Campaign, having exceeded the goal of \$300,000 by raising **\$420,000** for the home.



NEW GOAL LAUNCHES

The three-year Cancer Center Campaign was launched in January 2020 with a launch party wherein the Foundation presented the Cancer Center with a new Ford Transport Van to be used exclusively by the Cancer Center for transporting our cancer patients to and from their radiation treatments in Palmdale. To date, the Cancer Center Campaign has raised just over **\$146,000**.



WOMEN IN PHILANTHROPY

Despite not being able to meet in person in 2020, this group of amazing, fun-loving and giving women still managed to meet via Zoom and continued to plan their 2020 Christmas Tree Village.

2020 DONOR **RECOGNITION**



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

Howard and Margaret Anderson
Linda Anderson
Coso Operating Company, LLC
Estate of Ruth Cooper
Habitat for Humanity
Pink Lady Auxiliary
Judith and Bobby Tharp

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

Sandy Aubin
Sharon Boyer
Gary and Anne Charlon
Lawrence Cosner, MD
Healthy Desai, MD
Desert Valleys Federal Credit Union
Judy Fair-Spaulding
Jim Fantaski
Thomas and Barbara Frisbee
Joseph Furtado
David Goppelt
George Haslam
High Desert Haven
Dr. and Mrs. Everard Hughes
Tammy Kinnan
Michelle Lemke
Liberty Ambulance Services
Rosemary Lynn
Michael and Kimberly Metcalf
Celia Mills
Patricia Mullis
Michael and Jerry Mumford
Janelle Naslund
Tom and Leslie O'Neill
Melissa Price
Steven Price
Rita Read
Karen Rivers

Craig Siefkas
Lloyd and Beatrice Smith
Joanna Stauffer
James A. Suver
Carole Tobias
Shantell Utley
Dr. and Mrs. Cornelis
Van der Hoek
WACOM
Patty Wharton
Hope Wildenberg, MD
Don Zdeba

GOLD (\$500.00 TO \$999.99)

Angela Alvarado
Richelle Azores, MD
Susan Bodnar
Peggy Breeden
Sherlyn Brubaker
Sue Bue
Deborah Buffum
Margaret Busch
Ricca Charlon
Terri Crawford
Paul and Lila Decker
Lori Fischbach
Lucy Griffith
Marshal "Chip" Holloway
Maria Holm
Christian Johnson
Jennifer Johnston
Sandi Krul
Dana Lyons
Krista Make
Walter and Juanita Martin
Todd McKinney
Donna Mullis
Suann Pietrangelo
Jennifer Prince, DO

Susan Reynolds, MD
Debra Rogers
Cynthia Schonhoff
Shaina Spratt
Dr. and Mrs. Paul Stemmer
Ron and Erin Strand
Kishore Tonsekar, MD
Daphne Unhassobiscay
Beverly Wagner
Michelle Whalley
Joseline Wong
Vivian Wright

SILVER (\$250.00 TO \$499.99)

Aaron Adams
AltaOne Federal Credit Union
Amy Alden
Genera Arreola
Linda Bego
Jenifer Boisvert
Tine Brouwer
Floyd Castillo
Jamie "Anne" Corbin
Carey Drake
Marcela Everitt (My Enchanted Tea Cottage)
Jayde Glenn
Billie Guerra, MD
Tara Hill
George and Marti Hoppus
Jennifer Hughos
Janice Lindgren
Jean Johanboeke
Cynthia Jonasen
Linda Klabunde
Karen Lafontaine
Brian Lanterman
Peter Lesniak
Matthew Lilly

James Long
Jackielyn Mallorca
Eric Marshall
Jalene Martin
Manuel Mata
Lois Maurice
Lori McGee
Elaine Mead
Jason Milner
Tera Moorehead
Sherel Ott
Kerrie Patrick
Sean Patrick
Andrea Pelch
Gayle Pietrangelo
Marieta Reddermann
Joanna Rindt
Margaret Rose
Zachary Sandoval
Christian Schwartz, PA-C
Patricia Siegel
Claudia Sound
Kimberly Stewart
Lois Taylor
Lori Tiffany
Mary Trowsdale
Josefina Weeks
Janet Westbrook
Robert Wood

2020 DONOR RECOGNITION

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