



ADVENTIST HEALTH DELANO

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, Adventist Health Delano 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, Adventist Health Delano 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 that address the following health needs identified in the 2022 Community Health Needs Assessment.

**Access to Care**

**Financial Stability**

**Health Conditions**

# Getting to know our Delano CHNA service area\*

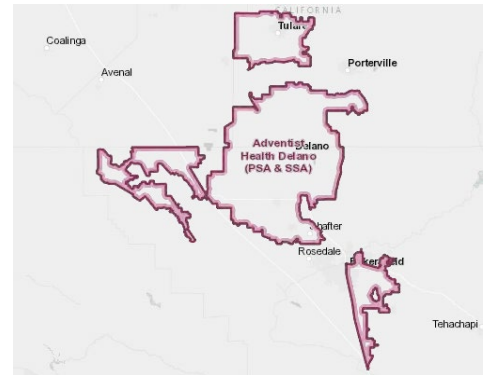
The greater Delano area is recognized as one of the largest grape-growing regions in the nation, yet the unique community with a total population of 402,651 in the area offers more: it's a youthful community, with 72% of the population being younger than 44 as well as diverse with Hispanics representing 75.91% of the population.

Among this population, 33.82% of children live in poverty, and 3.23% of students are unhoused, compared to the state average of 4.25% and a national average of 2.77%. While residents spend 55.97% of their income on housing and transportation, on average, Delano offers families many opportunities to play and learn together, including

activities like fishing and boating at Lake Woollomes and attending a variety of academy classes like college prep and language courses.

For a more detailed look into community member comments, facts and numbers that are captured in the CHNA, please visit [adventisthealth.org/about-us/community-benefit](http://adventisthealth.org/about-us/community-benefit). The following pages provide a closer look into our community demographic as well as our approach to the CHIS.

*\*This service area represents Adventist Health Delano's primary service areas (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, creating the Delano CHNA service area.*



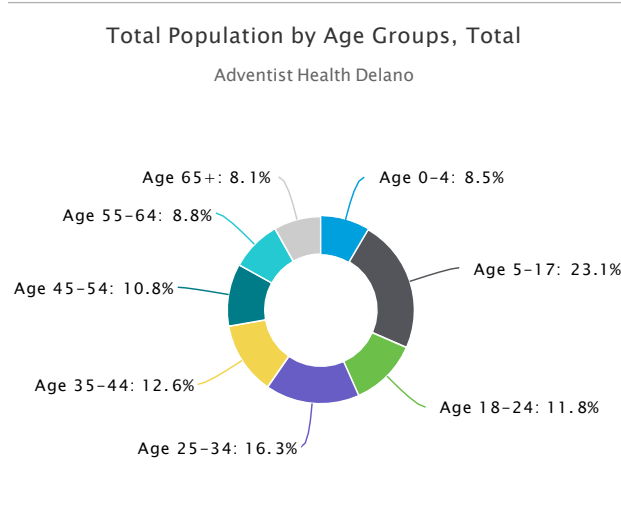
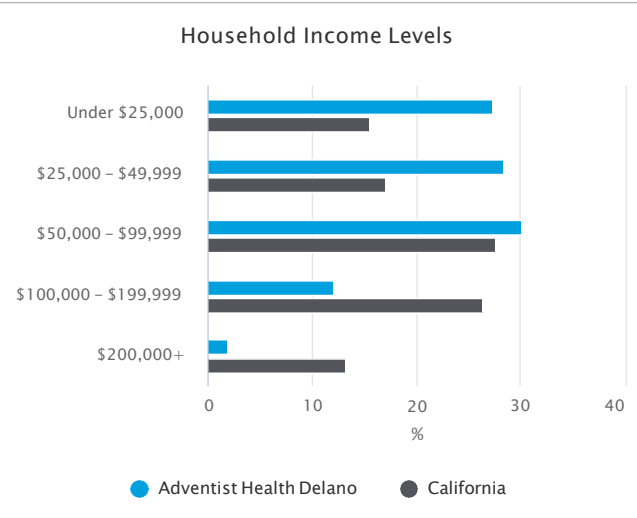
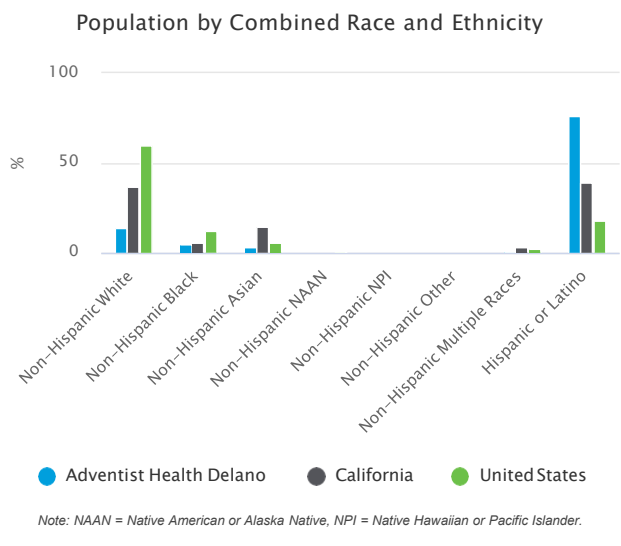
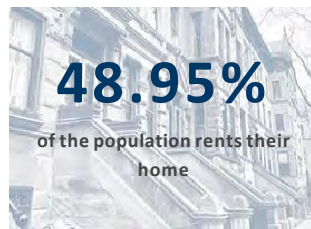
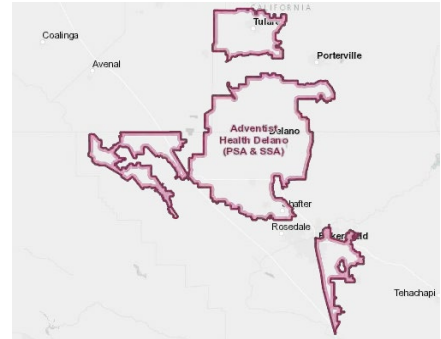
What if our community worked together and made life all-around better? What if we offered various pathways to meet our diverse needs, so every member of our community experienced better health, prosperity and longevity?

# Who We Serve

## DEMOGRAPHIC PROFILE

The following zip codes represent Adventist Health Delano’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 Adventist Health Delano CHNA market has a total population of 402,651 (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: 93263, 93256, 93250, 93261, 93280, 93249, 93304, 93305, 93270, 93201, 93215, 93274, 93307, 93219.



# About Us

## Adventist Health Delano

Adventist Health Delano is a not-for-profit, full-service community and regional teaching hospital that serves 10 rural central California towns and is committed to providing an exceptional patient experience. With a total of 156 beds, Adventist Health Delano offers services including an Intensive Care Unit, a Sub-Acute Care Unit, a Medical Surgical Unit, a dedicated Surgical Pavilion and an Obstetrics/ Gynecology Unit. Our vast network of healthcare resources and expertise allows us to provide our community with seamless coordination and access to specialized services.

## 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 Adventist Health Delano 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 a yearly basis through the Annual Community HealthPlan Update. This is year one, of a three-year strategy to improve the health of 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 Delano provided in 2023 to address each selected High Priority Need.



**ADDRESSING HIGH PRIORITY: Access to Care**

<b>GOAL</b>	Advocate and collaborate with internal and external partners to identify community members experiencing burdens with respect to obtaining access to care.
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<b>Strategy 1:</b>	Utilize stakeholders’ existing intake processes to identify those experiencing access to care challenges and enroll and direct them to existing services and programs.
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<b>Actions 1: Program/Activity/Tactic/Policy</b>	
Integrate school and CBO partnerships around health equity initiatives and coordinate referrals to appropriate health care providers (when applicable) to obtain medical services or establishment of care. Leverage participation in health fairs and other community events.	

<b>FY 2023 YEAR ONE</b>	
Hardwire question <i>‘When was the last time you visited a medical provider?’</i> into partners’ initial intake process and refer parent to identified organization(s).	

<b>Strategy 2:</b>	Collaborate with internal and external partners to identify and engage existing public and community-based services, while leveraging Adventist Health’s platform to enroll families into existing programs that decrease barriers to access to care.
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<b>Actions 2: Program/Activity/Tactic/Policy</b>	
Partner with local transportation agencies, health partners, and government assistance agencies to minimize transportation and other burdens for community members accessing medical services at clinics or hospital. Collaborate with community based organizations to develop a resource guide for members of community.	
Programs include but are not limited to:	
<ul style="list-style-type: none"> <li>• Delano Dial-A-Ride</li> <li>• Kern Regional Transit</li> <li>• CSE Transportation</li> </ul>	

<b>COMMUNITY IMPACT SUMMARY – Access to Care FY 2023</b>
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In 2023, Adventist Health Delano (AHDL) partnered with the City of Delano (Dial-A-Ride) service to provide 639 individual rides to pre-scheduled appointments for healthcare services. In addition, through partnerships, AHDL provided transportation to approximately 280 individuals leaving the medical center. Transportation services included both medical and non-medical transportation.

In 2023, Adventist Health partnered with the Delano Union School District, Delano Joint Union School District, and the McFarland Unified School District to provide flu vaccine clinics to encourage individuals on maintaining preventative wellness. During immunization clinics, participants were provided with “on the spot” appointments for establishing or follow up care at local clinic. In addition, partnerships with the Community Action Partnership of Kern, the Open-Door Network, along with local food pantries expanded resources to individuals needing access to basic needs.

The Adventist Health Wasco Medical Office worked with the Wasco Unified School District to provide free back-to-school immunizations and school physicals to local community members. In total, 120 students were provided with services and the opportunity to establish care with medical offices with the goal of encouraging wellness.



ADDRESSING HIGH PRIORITY: Financial Stability

<b>GOAL</b>	Advocate for and collaborate with internal and external partners to connect community members to resources that improve financial literacy, lessen financial burden, and/or promote economic development.
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<b>Strategy:</b>	Leverage pipeline programs for healthcare careers to develop clinical workforce.
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<b>Actions:</b> Program/Activity/Tactic/Policy
Create a school-to-work pipeline for healthcare careers, focusing on high school and college students. A multidisciplinary committee includes vocational and nursing college leadership, industry partners, and interested parties who may assist in underwriting the work.

<b>FY 2023 YEAR ONE</b>
Identify enrollment baseline and track program enrollment for year one.

<b>COMMUNITY IMPACT SUMMARY/ALL STRATEGIES</b>
<p>In 2023, Adventist Health Delano partnered with the Delano Joint Union High School District to provide job shadowing opportunities to local High School students interested in future careers in the healthcare industry. The Health Career Pathways program allowed students to shadow in local clinics and the medical center. In addition, the baseline planning was initiated to expand the COPE Health Scholars program to the Delano community beginning in 2024 providing additional job shadowing and hands on experience. These pipeline programs will hopefully encourage the younger generations to choose careers in the medical field and help with the build the workforce.</p> <p>In 2023, Adventist Health Delano also partnered with local college and vocational schools to provide clinical rotation placement for over 200 local students. By providing a local clinical site, students could access clinical rotations close to home, removing barriers in their educational journey.</p>

**ADDRESSING HIGH PRIORITY: Health Conditions**

<b>GOAL</b>	Reduce chronic health conditions through education and support services in community.
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<b>Strategy 1:</b>	Expand partnerships to promote health education resources and support.
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<b>Action 1: Program/Activity/Tactic/Policy</b>
Provide opportunities for educational resources and support to reduce common health conditions related to social determinants and/or family health history. Partner with Kern County Public Health on health promotion programs in North Kern areas including but not limited to: Know Your Numbers, Grounded in Health, and cooking demonstrations.

<b>FY 2023 YEAR ONE</b>
Participate in partnership opportunities to raise awareness of chronic health conditions and lifestyle changes as contributing factors.

<b>Strategy2</b>	Expand access to healthy foods through community programs.
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<b>Action 2: Program/Activity/Tactic/Policy</b>
Utilize Delano Community Garden as a resource to provide local families access to fresh produce, while expanding educational programming around wellbeing and healthy eating.

<b>YEAR ONE</b>
Establish regular quarterly cadence of gardening and healthy eating programming in partnership with community benefit organizations.

**COMMUNITY IMPACT SUMMARY/ALL STRATEGIES**

In 2023, Adventist Health Delano (AHDL) partnered with Kern County Public Health to promote awareness on the importance of healthy eating and physical activity. In partnership, AHDL supported “Know your Numbers” events at two local churches, as well as in partnership with the Delano Union School District and the Delano Recreation Department.

Adventist Health Delano offers 105 plots of land and provides irrigation to residents so they can plant and harvest healthy fruits and vegetables free of charge. It’s a way to encourage healthy diets while combating food insecurity in the community.

In partnership with the Grimm Family Education Foundation and Meals on Wheels, AHDL hosted a series of three (3) cooking demonstrations for local families participating in the AHDL sponsored community garden. Over 60 community members participated in the cooking demonstrations, focusing on the healthy alternatives to provide a great meal for local families.

**ADVENTIST HEALTH COMMUNITY IMPACT IN THE NEWS:**

[Delano Community Garden helping residents access fresh foods - YouTube](#)  
[Delano Community Garden helping residents access fresh foods \(turnto23.com\)](https://www.turnto23.com)

**Adventist Health Delano Additional Narrative:**

In 2023, Adventist Health Delano provided Substance Use Navigation services to community members visiting the AHDL Emergency Department. Through a trained Substance Use Navigator (SUN), community members were able to receive services, referrals, and resources to overcome substance use disorders. The SUN ensures safety and provides education about medication addiction treatment options that are available. Follow ups are conducted after the patients leave the ED.

In an effort to tackle food security in the Delano community, AH Delano supported several food pantries through partnerships with local churches providing financial support. In addition, AHDL supported Flood Ministries a local homeless ministry through in-kind donation of freshly prepared meals on a daily basis – meeting the food insecurity needs of the local homeless community.



# 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 Adventist Health Delano. 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 community health 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.

TABLE OF SIGNIFICANT IDENTIFIED HEALTH NEEDS

Access to Care
Financial Stability
Health Conditions
<b>Lower Priority Needs that will not be addressed directly by Adventist Health Delano due to limited resources, expertise and feasibility of viable interventions</b>
Housing
Health Risk Behaviors
Financial Stability
Food Security
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](#).





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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](mailto:community.benefit@ah.org). You may also request a copy free of charge.

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