

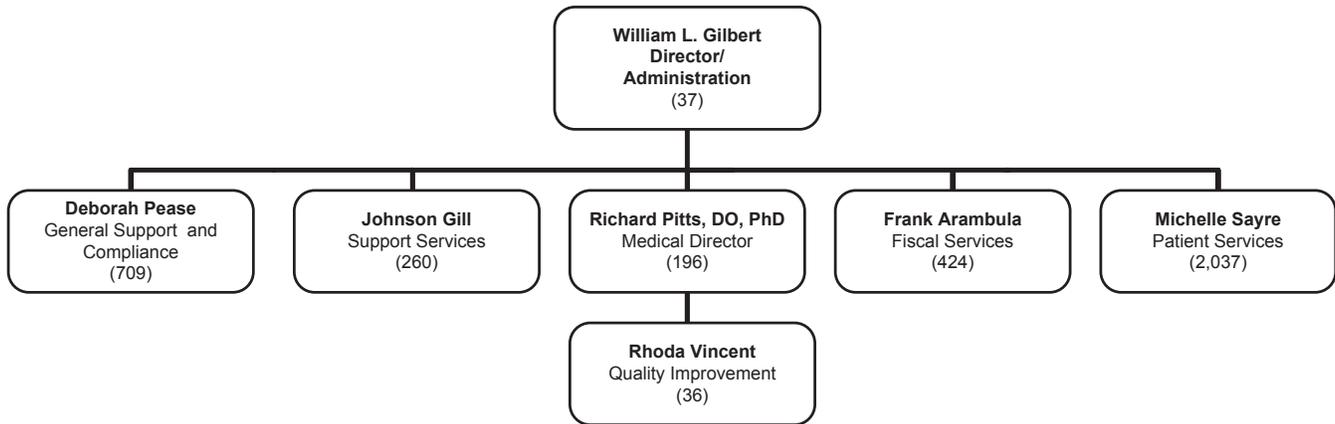
## ARROWHEAD REGIONAL MEDICAL CENTER William L. Gilbert

### DEPARTMENT MISSION STATEMENT

*The San Bernardino County Arrowhead Regional Medical Center is a safety net hospital with the primary mission of providing quality healthcare to the residents of San Bernardino County. We continuously strive to improve the health of the communities we serve and become the provider of choice for healthcare delivery and education.*



### ORGANIZATIONAL CHART



### 2015-16 SUMMARY OF BUDGET UNITS

	2015-16					
	Requirements	Sources	Net County Cost	Use of / (Contribution to) Fund Balance	Use of / (Contribution to) Net Position	Staffing
<b>Enterprise Funds</b>						
Arrowhead Regional Medical Center	483,030,169	476,367,130			6,663,039	3,699
Medical Center Lease Payments	41,629,997	41,629,997			0	0
Total Enterprise Funds	524,660,166	517,997,127			6,663,039	3,699
<b>Total - All Funds</b>	524,660,166	517,997,127	0	0	6,663,039	3,699



**2014-15 MAJOR ACCOMPLISHMENTS**

- Implemented 52 Delivery System Reform Incentive Program (DSRIP) milestones to improve population health management for Arrowhead Regional Medical Center (ARMC) patients, resulting in achieving 98% of the associated funding for a total of \$37.1 million.
- Received the “Get with the Guidelines” Stroke Program Silver Plus Quality Achievement Award from the American Heart Association.
- Graduated 39 resident physicians from ARMC core residency programs, including nine who chose to continue to practice in the Inland Empire.
- Received Quality Leaders Honorable Mention Award from the California Association of Public Hospitals and Health Systems/Safety Net Institute (CAPH/SNI) for prevention of Hospital Acquired Pressure Ulcers.
- Secured funding from Western and Touro Universities in the amount of \$2.5 million over three years to fund an Office of Research and Grants (ORG) Department and hired the first Research Coordinator for the ORG.

**DEPARTMENT PERFORMANCE MEASURES**

<b>COUNTY GOAL: PROVIDE FOR THE SAFETY, HEALTH AND SOCIAL SERVICES NEEDS OF COUNTY RESIDENTS</b>		<b>Measure</b>	<b>2013-14 Actual</b>	<b>2014-15 Target</b>	<b>2014-15 Actual</b>	<b>2015-16 Target</b>
<b>OBJECTIVE</b>	<b>Partner with County and non-County agencies and maximize the use of Federal and State programs and funding to address the public health, safety and social service needs of County residents and move participants to self-sufficiency.</b>	Percentage of annual DSRIP milestones achieved.	97.4%	90%	98%	98%
<b>STRATEGY</b>	Achieve Delivery System Reform Incentive Program (DSRIP) goals through clinical improvement of specific patient outcomes. DSRIP is a five year program with Federal funding proportionally tied to target attainment. DSRIP milestones change annually and become increasingly difficult and more complex.					
<b>COUNTY GOAL: IMPROVE COUNTY GOVERNMENT OPERATIONS</b>		<b>Measure</b>	<b>2013-14 Actual</b>	<b>2014-15 Target</b>	<b>2014-15 Actual</b>	<b>2015-16 Target</b>
<b>OBJECTIVE</b>	<b>Monitor and evaluate operations and implement strategies to continually improve efficiency, effectiveness, and collaboration.</b>	Percentage of survey respondents who would "definitely" recommend the hospital.	69%	75%	68%	72%
<b>STRATEGY</b>	Improve ARMC's CAHPS Hospital Survey (HCAHPS) score used to monitor inpatient satisfaction through the use of best practice tools involving hospital employees and medical staff.					
<b>COUNTY GOAL: IMPROVE COUNTY GOVERNMENT OPERATIONS</b>		<b>Measure</b>	<b>2013-14 Actual</b>	<b>2014-15 Target</b>	<b>2014-15 Actual</b>	<b>2015-16 Target</b>
<b>OBJECTIVE</b>	<b>Monitor and evaluate operations and implement strategies to continually improve efficiency, effectiveness, and collaboration.</b>	<b>NEW</b>	73.9%	N/A	73.7%	80%
<b>STRATEGY</b>	Improve ARMC's CAHPS Clinician & Group Surveys (CG-CAHPS) score used to monitor Family Health Clinic patient satisfaction through the use of best practice tools to educate clinic employees and medical staff.	Percentage of survey respondents who would "definitely" recommend the provider practice.				
<b>COUNTY GOAL: IMPROVE COUNTY GOVERNMENT OPERATIONS</b>		<b>Measure</b>	<b>2013-14 Actual</b>	<b>2014-15 Target</b>	<b>2014-15 Actual</b>	<b>2015-16 Target</b>
<b>OBJECTIVE</b>	<b>Monitor and evaluate operations and implement strategies to continually improve efficiency, effectiveness, and collaboration.</b>	<b>NEW</b>	0.53	N/A	0.480	0.418
<b>STRATEGY</b>	Reduce the overall hospital acquired infection rate through compliance with established infection prevention strategies performed by frontline healthcare providers.	Overall hospital acquired infection rate.				

