

Better & Better

Community Memorial Healthcare Looks to the Future



A Message from Mick Zdeblick, President & CEO

I AM DELIGHTED to be celebrating my first anniversary with Community Memorial

Healthcare. It's been a whirlwind of a year — and I've enjoyed every minute of it. I've studied all aspects of our healthcare network and learned about local healthcare needs to see how we can strengthen our system while continuing to provide the highest level of care. I've gotten to know my new colleagues and admire the expert care teams that consistently go above and beyond to do what's right for our patients. I've made new friends and familiarized myself with our wonderful community. Most importantly, I've worked with our dedicated Boards, Executive Team, Physicians, and Staff to plan an exciting future for Community Memorial Healthcare.

New leadership is just the first of many changes Community Memorial has seen this past year. We have a new system name and a fresh look, logo, and website. This rebranding sets the stage for the next wave of growth for our organization. We have launched a detailed Strategic Plan to guide our efforts over the next three to five years. (You can get a more detailed look at our Strategic Plan on the next page of this insert).

The first step of our plan is to stabilize our financial performance while maintaining our culture of quality. Community Memorial has earned a reputation as an exceptional healthcare system, thanks to the outstanding care teams, state-of-the-art technology, and advanced treatments we provide. This is reflected by stellar patient satisfaction ratings and our numerous awards for quality. I'm especially proud of our CMS 5-Star rating, which puts us in the top 15% of all healthcare systems in the country.

Community Memorial Healthcare is committed to listening, evolving, and always striving to deliver more — and we invite the community to **Expect More**. More compassion & commitment. More talented teams & innovative technologies. More help & information. More outreach & education. In short, more than you can get from any other local healthcare system.

In good health,



Mick Zdeblick
President & CEO
Community Memorial Healthcare



Award-Winning Care

It's been a notable year for us, and we are proud to have earned recognition from several prestigious entities.

Healthgrades Outstanding Patient Experience & 5-Star Awards

Community Memorial Hospital – Ventura

We earned the 2023 Outstanding Patient Experience Award from Healthgrades, placing us among the **top 15% of hospitals nationwide for patient experience**. The hospital also received four Healthgrades 5-Star awards in neurological, pulmonary, gastrointestinal, and critical care.

5-Star Designations from the Centers for Medicare & Medicaid Services (CMS)

Community Memorial Hospital – Ventura

We are the only hospital in the county to receive a 5-Star designation, the highest ranking possible, from the Centers for Medicare & Medicaid Services (CMS). This rating places us in the **nation's top 15% of hospitals**.

Community Memorial Continuing Care Center

The Continuing Care Center is the only skilled nursing facility in the Ojai Valley to receive the prestigious 5-Star rating, **the highest ranking possible**, from the Centers for Medicare & Medicaid Services (CMS).

For a more comprehensive list of awards and accreditations, visit mycmh.org/awards.

Next Page

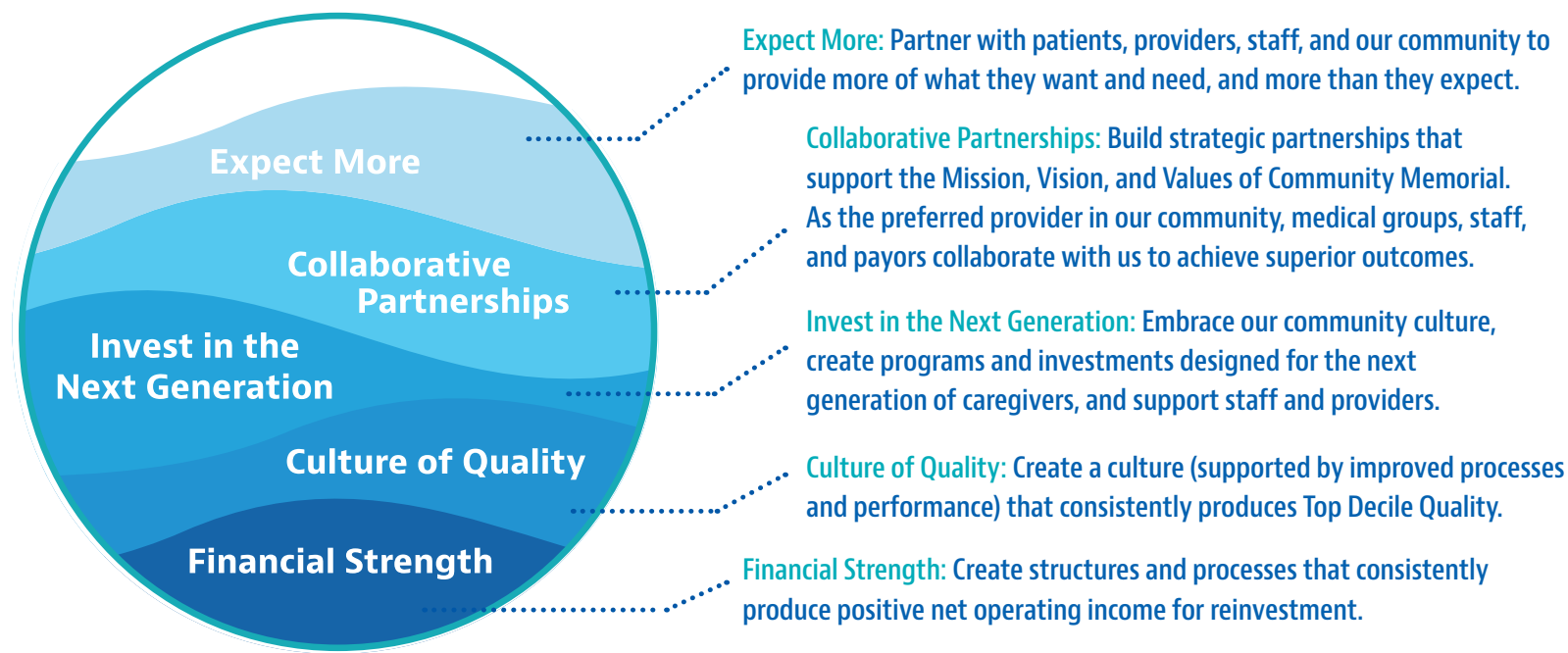
A Strategic Plan for Healthy Growth — and a Healthier Community

In 2023, we introduced a detailed Strategic Plan designed to nurture a culture of quality, stabilize our financial position, grow with, and for, the community we serve, and map out our pathway to success.

A Strategic Plan can and should change to accommodate internal and external conditions. The pandemic has taught us all to expect the unexpected. We have put a lot of thought and effort into creating a plan which is both informed and actionable. However, we will assess our progress annually, factoring in current conditions, and we will adjust our goals and timeline as needed.



Themes That Fuel Our Next 3 to 5 Years



Community Memorial Healthcare By the Numbers – 2023

2 Hospitals	750 Allied Health/ Medical Staff Members	70,000 ED Visits
20 Health Centers	95 Residents	115,000 Outpatient Hospital Visits
3 Outpatient Labs	2 Fellows	13,600 Hospital Admissions
1 Retail Pharmacy	60 Nurse Residents	3,000 Babies Delivered
2 Imaging Centers (Outpatient & Inpatient)	3,200 Employees	340,000 Health Center Visits
1 Breast Center		

Building on a Foundation of Quality Care The Power of Philanthropy

As a community-owned, not-for-profit health system, Community Memorial Healthcare does not have shareholders and is not backed by a corporate or government entity. Our independence allows us to add services, technologies, and facilities based on what the people of Ventura County want and need. We are only able to do that with the vital support of our two foundations: **Community Memorial Foundation & Ojai Valley Hospital Foundation**. Both are 501(c)(3), tax-exempt charitable organizations.

Supporting your local hospital is a rewarding way to “Give Where You Live.” Great healthcare helps everyone. Whichever Foundation you donate to, you are making a real difference for real people. You can donate through cash, stock, planned giving, or endowments — whatever works best for you.



YOUR GIFTS HELPED US TO RAISE
MORE THAN \$2 MILLION IN 2023 TO SUPPORT
HEALTHCARE IN OUR COMMUNITY.

To learn more about donating, visit mycmh.org/giving.

Community Memorial Foundation Raises the Bar Ever Higher

Established in 1984, Community Memorial Foundation's critical role is to ensure that our Ventura hospital has the resources to offer the highest quality care for our patients and keep up with the latest medical advances, even as healthcare costs rise and reimbursements to hospitals drop. Moneys raised go to support Community Memorial Hospital's greatest needs, including leading-edge medical technology, vital equipment, and education.

While donors — often grateful patients and their families — step up on any given month, many choose to give by attending our Benefactors' Ball. This annual fundraising event has become a local tradition. Attendees enjoy dinner, live music and dancing, and the opportunity to help ensure the highest quality healthcare for our community. This year's sold-out ball, held on October 21, generated more donations than any year in our history.



CHARITABLE DONATIONS FUNDED KEY ITEMS

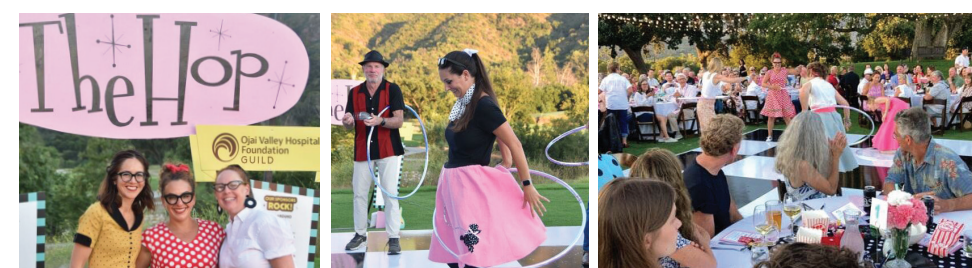
- Hemodynamic system for our Cath Lab
- Portable ultrasounds for Imaging
- Sterile tubing welder for our Laboratory
- Gurneys
- AccuVein® vein-finding devices
- Wheeled walkers for the sixth floor



Ojai Valley Hospital Foundation Supports a Critical County Hospital

Established in 2001, Ojai Valley Hospital Foundation helps support both Community Memorial Hospital — Ojai and the Community Memorial Continuing Care Center. Funds raised are used for facility improvements, new medical technologies, and educating the community about new programs, services, and capabilities.

Donations are made — and welcomed — all year, but many Ojai donors time their giving to coincide with the Foundation's beloved annual Spring event. This year's sold-out event on July 15 was a 50s-themed Sock Hop filled with music, dancing, and casual dining.



CHARITABLE DONATIONS FUNDED KEY ITEMS

- Ongoing support and 24/7 physician coverage for the Emergency Department
- A new Stryker gurney
- 3D mammogram technology
- Outdoor patio furniture for the Continuing Care Center
- Seed money for construction of the new Health Center

Upcoming Event The Ojai Valley Hospital Foundation Guild's next event is the black tie Nightingale Ball scheduled for Saturday, January 13, at The Farmhouse at the Ojai Valley Inn. Please join us.

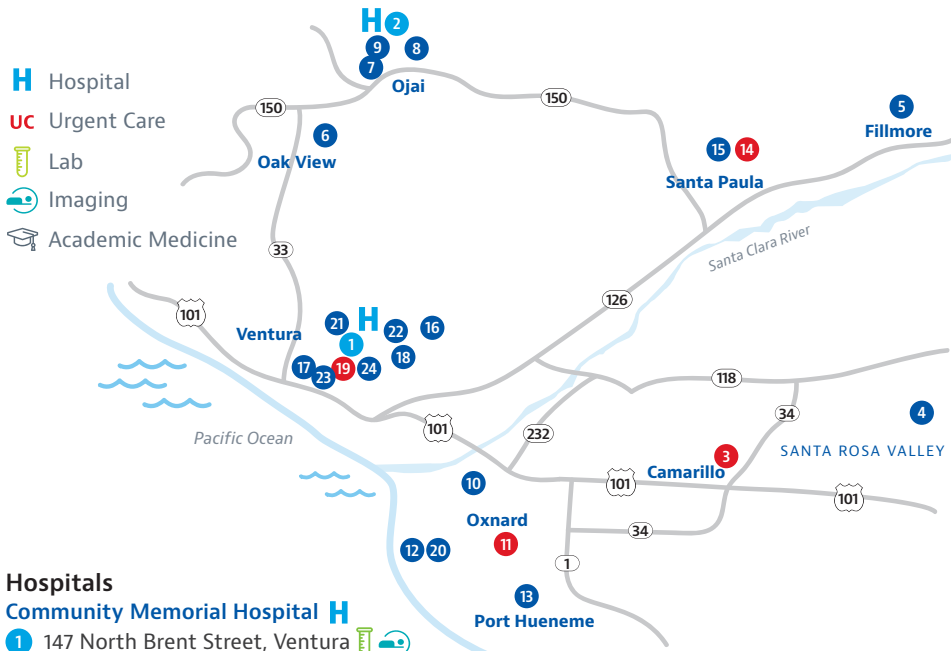
Learn more about sponsorships and/or tickets at mycmh.org/ngb.



Next Page



Convenient Care Across the County



Hospitals

- Community Memorial Hospital H**
1 147 North Brent Street, Ventura
- Community Memorial Hospital H**
2 1306 Maricopa Highway, Ojai

Primary & Specialty Care

Community Memorial Health Centers

- 3 422 Arneill Road, Camarillo UC
- 4 5800 Santa Rosa Road, Camarillo
- 5 852 West Ventura Street, Fillmore
- 6 655 North Ventura Avenue, Oak View
- 7 117 Pirie Road, Ojai
- 8 1202 Maricopa Highway, Ojai
- 9 1320 Maricopa Highway, Ojai
- 10 2361 East Vineyard Avenue, Oxnard
- 11 2921 Saviers Road, Oxnard UC
- 12 3641 West 5th Street, Oxnard
- 13 321 East Port Hueneme Road, Port Hueneme
- 14 242 East Harvard Boulevard, Santa Paula UC
- 15 258 East Harvard Boulevard, Santa Paula
- 16 120 North Ashwood Road, Ventura
- 17 138 West Main Street, Ventura
- 18 168 North Brent Street, Ventura
- 19 2721 East Main Street, Ventura UC

Gynecologic Oncology

- 22 2900 Loma Vista Road, Ventura

Pediatrics

- 20 3655 West 5th Street, Oxnard

Urology & Urogynecology

- 21 2705 Loma Vista Road, Ventura

Other Services

Breast Center

- 18 168 North Brent Street, Ventura

Cancer Resource Center

- 22 2900 Loma Vista Road, Ventura

New Parent Resource Center

- 23 2580 East Main Street, Ventura

Pharmacy (Retail)

- 1 2790 Loma Vista Road, Ventura

Same Day Surgery

- 18 168 North Brent Street, Ventura

Skilled Nursing & Rehabilitation

- 2 Continuing Care Center
1306 Maricopa Highway, Ojai

Wellness & Fitness Center

- 24 2723 East Main Street, Ventura

Wound Care & Hyperbaric Medicine

- 21 2705 Loma Vista Road, Ventura

Please Welcome Our New Physicians

WE ARE DELIGHTED TO
WELCOME THESE CAREGIVERS TO
OUR COMMUNITY MEMORIAL
HEALTH CENTERS

- Oladapo Akintonde, MD ~ Urgent Care
- Ben Choi, MD ~ Infectious Diseases
- Arielle Clute, MD ~ Family Medicine
- Karin Eshagh, MD ~ Dermatology
- Alfred Gendy, MD ~ Obstetrics & Gynecology
- Rani Gowrinathn, MD ~ Pediatric Neurology
- Elbert Griffin, DO ~ Family Medicine
- Gail Joseph, MD ~ Obstetrics & Gynecology
- Seong Kang, MD ~ Family Medicine
- Brian Knoll, PsyD ~ Psychology
- Gregory Krastein, MD ~ Nephrology
- Chris Landon, MD ~ Pediatric Pulmonology
- Justin Millard, MD ~ Spine Surgery
- Tina Nikoomanesh, DO ~ Endocrinology
- Paul Rehder, MD ~ Pediatric Dermatology
- Catherine Sever, MD ~ Diabetes Management
- Sally Smith, MD ~ Pediatrics
- Renea Sturm, MD ~ Pediatric Urology
- Grace Sun, MD ~ Pediatric Dermatology



Care & Community — Our Community Benefit Program

There's a reason our name begins with "Community." As an independent, community-owned, not-for-profit organization, helping the people of Ventura County get well and stay healthy is our purpose and our calling. Our Community Benefit efforts promote health and healing and address unmet health needs identified in the Community Health Needs Assessment (CHNA). For a program or service to be considered a community benefit it must meet at least one of the following goals:

- Improve access to healthcare
- Enhance the health of the community
- Advance medical or healthcare knowledge
- Reduce the burden of government or other non-profit community efforts

We are proud to focus on all four of these goals.

While we won't have a final accounting for 2023 until the first quarter of 2024, we can share the numbers for 2022, when we exceeded **\$68.3 million** in Community Benefit contributions. **\$24.5 million** went to Medi-Cal and other programmatic shortfalls — the difference between reimbursements to the hospital for care to beneficiaries and the actual cost of that care. Other benefits included **\$20.1 million** in Medicare shortfall. More than **\$615,000** covered unreimbursed charity care.

Learn more at mycmh.org/commben.

A Wise Decision to Help You Stay Well!

Our free online membership program, Wise & Well, helps keep you informed about health issues and connected to Community Memorial Healthcare. You'll get advance notice about new programs, services, and events, plus all kinds of great perks:

- The Wise & Well e-newsletter, packed with health information and wellness tips
- Notice of our latest Wise & Well podcasts featuring interviews with our physicians and other experts
- Invitations to exclusive events, seminars, and webinars
- Discounts for classes and other offerings at our Wellness & Fitness Center
- Healthy recipes and cooking classes

To sign up for this FREE program, visit mycmh.org/wise or scan the QR code provided here.

