

BARTON HEALTH

2023

COMMUNITY BENEFIT REPORT





MESSAGE TO OUR COMMUNITY



Last year, Barton Health celebrated its 60th Anniversary. Rooted in the community, Barton opened its doors on November 23, 1963, and from that first day, Barton's dedication to Lake Tahoe has never wavered.

Sixty years later, we continue to celebrate Barton's high-quality care and commitment to its patients. Recognized on Newsweek magazine's World's Best

Hospitals 2023 list, our team continues to prioritize patient safety, new technology, and improving access to local medical care.

The American College of Surgeons (ACS) recently added Barton Health as a Surgical Quality Partner, acknowledging Barton's dedication to surgical quality and high standards in surgical care. We understand patients don't always have a choice leading up to emergency surgery, and this distinction is proof of Barton's surgical quality, providing evidence-based metrics to help patients know they are in the right hands.

Last year, both Barton Gastroenterology (GI) and General Surgery incorporated advanced video diagnostics to their services — with video capsule endoscopy and the Bravo pH monitoring system, these teams utilize small cameras to view a patient's digestive tract, providing non-invasive exploration and diagnosis of hard-to-reach issues while supporting comfort for patients.

Additional technology aimed at improving patient convenience, the new On My Way online tool, allows patients to schedule their visit at Barton Health's Urgent Care and Quick Care clinics, reducing wait times while improving patient experience and accessibility to medical care.

Throughout 2023, we prioritized increasing our communities' access to care and specialists. Last year we welcomed two midwives to Barton Obstetrics and Gynecology, seeing patients in both South Lake Tahoe and Minden, as well as specialists Dr. Natasa Dragicevic with Barton Neurology, Dr. Aubrey Demajh with Barton Psychiatry & Mental Health, Dr. Miriam Locke with Barton Urology, and Dr. Audrey DaSilva with Barton Pediatrics. We're excited to welcome these physicians to our team and community.

In the coming year we'll partner with regional agencies to continue work on Barton's dual-campus strategy and hospital replacement project — an important step as we look forward to the next sixty years as the community health partner. With dual campuses across the South Shore of Lake Tahoe, we'll continue to focus on providing consistently exceptional care, improving patient experience, updating aging infrastructure, and expanding services to meet health needs. It is an honor to care for our community.

Sincerely,

Clint Purvance, MD
President & CEO, Barton Health





OUR STRATEGY

CONSISTENTLY EXCEPTIONAL CARE

Barton Health's Strategic Plan focuses efforts on continuously improving care. Our goals are the pillars of exceptional care and a healthy community.

OUR FIVE PILLARS:

- Operational Excellence:** Improve the continuum of care for all patients and their families.
- Financial Stewardship & Strategic Growth:** Ensure the continuity of a locally governed health system.
- Quality & Compassion:** Strengthen our position as a provider of compassionate and quality care.
- Physician & Employee Engagement:** Strengthen our position as a great place to work, practice and volunteer.
- Community Health & Collaboration:** Strengthen our position as a leader in community health.

OPERATIONAL EXCELLENCE

BARTON WELCOMED 284 BABIES IN 2023

Barton Health welcomed the first baby of the new year on Sunday, January 1, 2023. 284 babies were delivered at the Barton Memorial Hospital Family Birthing Center in 2023. Composed of registered nurses, lactation consultants, board-certified obstetricians and pediatricians, the Family Birthing Center offers families private suites for labor, delivery and recovery. Barton is proud to have one of the lowest cesarean section birth rates in California and holds a Blue Distinction designation from the Blue Cross Blue Shield Association for its proven history of delivering exceptional care and health outcomes for mothers and babies.



EXPANDING ACCESS TO OUR COMMUNITY

Barton welcomed the following providers in 2023, expanding access to care:

- ADULT PSYCHIATRIST
EMERGENCY MEDICINE PROVIDER
GENERAL SURGEON
INTERNAL MEDICINE PROVIDER
NEUROLOGIST
NURSE PRACTITIONER
RADIOLOGIST
UROLOGIST

- CERTIFIED NURSE MIDWIVES
PEDIATRICIANS
PHYSICIAN ASSISTANTS

FOUR ANESTHESIOLOGISTS



ACCESS TO CARE

Quick Care Tahoe joined Barton Health as Barton Quick Care in the spring, expanding access to medical care for the Lake Tahoe community. Conveniently located near the Y in South Lake Tahoe at 2074 Lake Tahoe Blvd., the addition integrated walk-in care and offers expedited treatment options for non-life-threatening conditions through the Barton Health system.

BARTON'S DIAMOND JUBILEE - 60 YEARS OF COMMUNITY HEALTH CARE

THIS PAST YEAR, BARTON HEALTH CELEBRATED ITS 60TH ANNIVERSARY - a rich history of community support, medical thought leadership and steadfast commitment to caring for others. To celebrate, each decade was highlighted monthly to represent a significant milestone in the evolution of healthcare in our community.

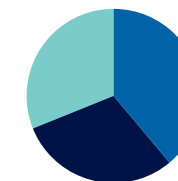


BARTON COMMUNITY HEALTH CENTER

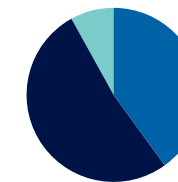
A designated rural health center meeting the needs of our underserved patient population and recognized by CMS for providing services.

Barton Community Health Center, along with Barton Pediatrics, increased access in 2023 by opening seven days a week and continues to offer same-day appointments for expanded availability.

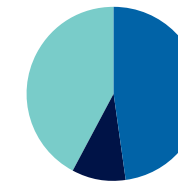
34,764 PATIENT VISITS IN 2023



2023 Age Mix
39% 18 years and younger
30% 19 - 49 years
31% 50 years and older



2023 Visits
40% Physician
52% Nurse Practitioner
8% Other



2023 Payer Mix
48% MediCal/Medicaid
10% Medicare
42% Other, including private insurance and cash payments

FINANCIAL STEWARDSHIP + STRATEGIC GROWTH

2023 FINANCIAL COMMITMENT TO OUR COMMUNITY

Barton Health is a not-for-profit 501(c)(3) organization that provides high-quality, compassionate care to every person who comes to us for medical attention.

\$6 MILLION

in hospital and charity care provided for free or at discounted rates for eligible low-income, uninsured or underinsured patients.



GROSS PAYROLL: \$89,950,887

ECONOMIC IMPACT

Barton's goal is to not only deliver consistently exceptional healthcare services to patients, but also foster a vibrant and thriving community by positively impacting the local economy. As one of the community's largest employers, Barton plays a vital role in the prosperity of our community by providing hundreds of local residents with stable employment, fair wages and excellent benefits.

INVESTING IN NEW TECHNOLOGY

In 2023, Barton expanded its use of medical technology by introducing the following:

BEAR Implant

Orthopedic Surgeon Jeffrey Orr, MD, and Tahoe Orthopedics & Sports Medicine Fellow Tyler Williamson, MD, performed the first BEAR® Implant – new technology for ACL surgical repairs. BEAR, standing for Bridge Enhanced ACL Repair, is the first FDA-approved technology that enables the ACL to heal itself.



Cutting-Edge GI Procedures

Beginning in 2023, Barton Health added Bravo pH Monitoring, a minimally invasive procedure to aid in the diagnosis of gastroesophageal reflux disease (GERD).

Additionally, Barton Gastroenterology began offering video capsule endoscopy, a procedure utilizing video technology to diagnose problems and abnormalities in the digestive system.

Improvements to Barton's Breast Care Program

Barton's breast care program utilizes 3D Mammogram Screening and Breast Magnetic Resonance Imaging (MRI), and starting last year, the program featured additional cutting-edge technologies:

- **Contrast Enhanced Mammography:** An effective new technique that identifies cancers in dense breasts more easily.
- **Biopsy:** With biopsies, a tissue sample can be collected via a minimally invasive procedure. These procedures are fast and accurate, allowing patients to get answers sooner.

MyChart, an Online Patient Tool, Added New Features:

Self-Schedule Your Mammogram

Patients can now conveniently self-schedule a mammogram appointment through their MyChart account with an active provider referral.

On My Way

On My Way for Urgent and Quick Care tools allow patients to view current walk-in wait times for Barton Urgent Care and Barton Quick Care or to let the team know when to expect patients. Patients can also book ahead by selecting from any available same-day appointment slots.

MyChart in Spanish

Patients can now choose to view their MyChart portal in Spanish.

QUALITY + COMPASSION



Patient-Centered Medical Home (PCMH) is a care delivery model where patient treatment is coordinated through a primary care physician to ensure patients receive the necessary care when and where they need it, in a manner they can understand.

PATIENT-CENTERED MEDICAL HOME 2023 REPORT CARD:

Offered over **1,300** patients direct nurse support in managing chronic health conditions.

Contacted **800** patients for hospital transitional care, including reviewing their hospital stay, medications and coordinating follow-up care.

Increased Depression Screening and Follow-Up by **5%**.

Offered programming or support for **SEVEN** community events, including blood pressure clinics, chronic disease self-management support group, wellness walks, child vaccine clinics and more.

Provided **340** patients with a blood pressure cuff, education and follow-up, resulting in improved blood pressure in **60%** of the participants.

Achieved PCMH Recognition Renewal in **TWO** Primary Care offices.

Implemented Remote Patient Monitoring (RPM) for hypertension management for Medicare patients, allowing patients to manage their blood pressure from home, with a nurse reviewing their stats daily.

ADDRESSING ADDICTION

To address the opioid crisis and help community members struggling with substance abuse, Barton Health has a certification to dispense Suboxone as part of the Medication-Assisted Treatment Program. This federally funded treatment program provides access and reduces stigma for patients and their families seeking treatment for narcotics dependency.

» 7 providers helped 109 patients

» **73% of patients participating in the Medication-Assisted Treatment program have reported continued abstinence from opiates** – *RJ Counseling, Barton's Medication-Assisted Treatment Program Counseling Partner*

CONSISTENTLY EXCEPTIONAL CARE

isn't just our promise; it's in the proof.



Newsweek World's Best Hospitals 2023 for patient satisfaction, recommendations from medical experts and key performance indicators.



Recognized for safe and healthy outcomes at Barton Center for Orthopedics & Wellness for knee and hip replacement.



Designated a Surgical Quality Partner in recognition of surgical quality and commitment to maintaining the highest standards in surgical care.



Designated as a Birthing-Friendly Center for a perinatal quality improvement collaborative program to improve maternal health.



Opioid Care Honor Roll "Superior Performance"
Patient Safety Honor Roll
Maternity Honor Roll



A **Five-Star Overall Rating** for patient safety and quality of care at Barton's Skilled Nursing Facility.



Received the Cesarean Delivery Rate Award for the fourth year in a row for achieving a target cesarean birth rate.



Sepsis Honor Roll participant for exceptional, safe sepsis care.



Joint Commission Core Certification in spine surgery and for total hip and knee joint replacement surgery.



Lake Tahoe's only Level III Trauma Center, offering expanded trauma care services.



Recognized as a Best Nursing Home with a rating of "High-Performing," the highest possible rating, for short-term rehabilitation.



Recognized with the Women's Choice Award® as one of America's Best Hospitals in Orthopedics.



Recognized for safe and healthy outcomes at Barton's Family Birthing Center.



Barton Memorial Hospital **recognized for clinical excellence, compassionate care and economic impact** on its communities.



Barton Health Pharmacy **recognized for delivering superior quality of care** through digital medication management system.

EMPLOYEE, PHYSICIAN + VOLUNTEER ENGAGEMENT



Barton partners with ACCEL El Dorado County, a community-wide collaborative of public and private partners working together to improve the health and well-being of El Dorado County's vulnerable populations.



FREE COVERED CA OPEN ENROLLMENT SUPPORT

Our certified Covered CA enrollment counselors were available to assist and enroll community members in a health care plan that best fits their needs.

CALFRESH IN ELEMENTARY SCHOOLS

CalFresh offers a Healthy Living nutrition program to the local South Lake Tahoe elementary schools, teaching 3rd and 4th grade students about different food groups and how plants play a role in our diet. Barton staff, including dietitians Jennifer Trew and Kristine Thielman, helped provide lessons at Lake Tahoe Environmental Science Magnet School.



IMPROVING ACCESS FOR PREVENTATIVE CARE



THE STATELINE LAB LOCATION REOPENED IN 2023 IN STATELINE, NV, INCREASING ACCESS TO LAB DRAW SERVICES.

Barton offered discounted Wellness Lab Draws for community members, helping improve access to preventive healthcare screenings and tests. The Wellness Lab Draws are now available 5 days a week at both lab locations.

FREE SPORTS PHYSICALS



Barton Health physicians and staff provided free sports physicals to student athletes at Douglas High School and South Tahoe High School.

50

STUDENT ATHLETES AT DOUGLAS HIGH SCHOOL

130

STUDENT ATHLETES AT SOUTH TAHOE HIGH SCHOOL AND WHITTELL HIGH SCHOOL



BARTON FOOD SERVICES DEPARTMENT GIVES BACK

50

WARM COATS

120

POUNDS OF NON-PERISHABLE FOOD

75

UNWRAPPED TOYS

DONATED TO LIVE VIOLENCE FREE



2023 DRUG STORE PROJECT

Barton Health providers participated in the Drug Store Project on April 4, educating sixth grade students on the dangers and consequences of substance misuse, including vaping, marijuana, alcohol, and counterfeit pills.



TWELVE WELLNESS WEBINARS

In 2023, 12 wellness webinars were provided to the community by medical experts with a variety of topics, including nutrition, substance use disorder, ACL repair, postpartum depression, and more.



STOP THE BLEED TRAINING TO SCHOOL NURSES AND STAFF

Barton's Trauma Program Manager, Megan Roesch, conducted a "Stop the Bleed" training to Lake Tahoe Unified School District nurses and staff. The training educates on techniques to help save lives by stopping extremity bleeding during a mass casualty event.



PROVIDERS OUT IN THE COMMUNITY

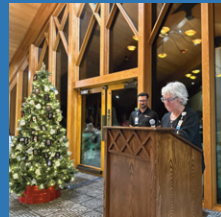
- Official medical support for the U.S. Ski & Snowboard Team during the Halfpipe event in Bakuriani, Georgia and Landgraaf, Netherlands
- Official medical coverage provided by Certified Athletic Trainers for local school athletic programs
- Sports medicine coverage for Come Up for Air (CUFA) Soccer Tournament
- Medical coverage at America's Most Beautiful Bike Ride, TAMBA Mountain Bike Festival, Tour of the California Alps "Death Ride," Reef's Run for Hydrocephalus, and Lake Tahoe Marathon
- Keynote speakers at Keiser Human Performance Summit and Tahoe Rim Trail Association Trail Talk



COMMUNITY HEALTH & COLLABORATION

FREE BLOOD PRESSURE CLINICS

Barton hosted **20** successful clinics in 2023, serving **120 PATIENTS**. **340 FREE BLOOD PRESSURE MONITORS** were distributed, and patients were educated about the risks of hypertension, lifestyle changes to reduce hypertension, and how to use the monitors.



LIGHT UP A LIFE EVENT

On December 13, Barton Hospice hosted a remembrance event that allowed community members and hospice families to gather together in honor of those whom they have loved and lost. This event provided people the opportunity to honor their loved ones, followed by the lighting of a tree adorned with photos of loved ones lost.

COMMUNITY HEALTH FAIR

Barton hosted a successful community health fair at Bijou Elementary School on October 19. Approximately 350 community members attended and received medical services and education, such as blood pressure checks, CPR training, and Covered CA enrollment support, along with community-provided services including flu and COVID-19 vaccines.



DRUG TAKE BACK DAY

On April 22, Tahoe Alliance for Safe Kids (TASK) and the South Lake Tahoe Police Department hosted a DEA Drug Take Back Day, collecting over 60 pounds of medication from the community. Lock bags, NARCAN®, and fentanyl testing strips were distributed to help educate on medication safety and disposal and lifesaving methods.

Barton promoted the local Drug Take Back Day on October 28, when community members could drop off used or expired medications and pick up a free lock bag for medication safekeeping.

CAMP SUNRISE

Camp Sunrise is an annual bereavement camp serving children ages 7 to 14 who have experienced the death of a loved one or another significant loss. This camp allows children to meet others their age who have experienced similar losses and participate in events involving art, music and recreation.



WELLNESS OUTINGS

Studies show that spending time outdoors and in green spaces improves health outcomes for both physical and mental well-being. With that in mind, six wellness outings were hosted in 2023 and continue to be hosted on the first Monday of each month (weather permitting).

AUXILIARY HARD AT WORK

53
total members volunteered
5,231
hours in 2023.

1,007 cheese ball sales raised \$6,200

OTHER PROJECTS INCLUDE:

- Completion of Historical File Preservation
- Two Pintler Patient Warming Systems, worth **\$7,000**, donated to the Lake Tahoe Surgery Center
- November Holiday Faire raised **\$2,825**
- See's Candies® sales raised **\$1,735**
- Granted two student scholarships totaling **\$5,000**
- Christmas Cheer food distribution to the community

BLOOD DRIVES

314 Total registered

284 Total donations

331 Total units

- **47** Power Red donations
- **237** Whole blood donations

Barton Health Foundation Awards \$409,000 in 2023

Continuing its mission of advancing local health care through philanthropy, the Barton Health Foundation awarded a total of \$409,000 in contributions throughout 2023. These grants, made possible through generous donations, directly support the health of the Lake Tahoe community.

The contributions funded medical equipment upgrades to support patient services across the Barton Health service network.

Highlights include:

- Advancements to **Barton's 3D Breast Screening program**, improving breast cancer diagnosis and treatment
- **32 automated external defibrillators (AEDs)** placed at all ambulatory departments to prepare for possible emergency cardiac events
- A new **Gait Analysis Treadmill** for the Barton Center for Orthopedics & Wellness to assist individuals recovering from injury as well as expert analysis for those who wish to improve their running or walking performance
- A **bladder scanner** for Barton Home Health & Hospice to assist in measurement of bladder volume with a noninvasive technique
- **New furniture** to improve quality of life for residents in Barton's Skilled Nursing Facility
- **Ongoing educational program funding** for physicians, nurses, and technicians in the Emergency Department
- **Children's furniture and toys** in the Emergency Department waiting room
- **Equipment upgrades** to enhance patient care in Barton Infusion





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Kelly Neiger, CPA, MBA, Chief Financial Officer
Elizabeth Stork, Chief Human Resources Officer
David Young, MD, Chief Medical Officer

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