

COMMUNITY BENEFIT REPORT



For Excellent
Patient Care
by Medicare & Medicaid

2025



**SAN ANTONIO
REGIONAL HOSPITAL**

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Letter from the President and CEO

Dear Community Members,

At San Antonio Regional Hospital, our mission has always been simple: to improve the health and well-being of the people we serve. As healthcare continues to evolve, so too must our commitment to meeting the needs of our community, not only through exceptional clinical care, but by investing in programs that improve lives long before individuals enter our hospital.

The 2025 Community Benefit Report reflects this commitment. Guided by the findings of our 2025 Community Health Needs Assessment, which gathered input from more than **11,000 residents, healthcare professionals, and community leaders**, we continue to focus our resources where they can make the greatest impact.

Together with our regional hospital partners, we identified three priority areas for the next three years: maternal and infant health, mental and behavioral health, and cardiovascular disease and diabetes. These priorities shape every community investment we make and ensure that our work remains responsive to the evolving needs of the Inland Empire.

This year marked several significant milestones for our organization. We proudly launched **Enhanced Care Management (ECM)**, a new model of care designed to support patients with complex medical and social needs through coordinated, whole-person care. During its inaugural year, the program enrolled **281 patients**, while volunteer health coaches, interns, and Randall Lewis Fellows contributed **1,770 hours** helping patients navigate healthcare, access community resources, and improve their overall well-being.

Another historic achievement was the launch of **San Antonio Regional Hospital's first Internal Medicine Residency Program**, developed in affiliation with Western University of Health Sciences. Receiving initial ACGME accreditation and welcoming our inaugural class of residents represents an investment not only in medical education, but in the long-term health of our region. As physician shortages continue to impact communities across California, training future physicians here in the Inland Empire helps build a stronger, more sustainable healthcare workforce for generations to come.



John T. Chapman

President and
Chief Executive Officer

Preparing tomorrow's healthcare professionals remains one of our greatest responsibilities. Beyond our residency program, we expanded workforce development through clinical shadowing, internships, STEM education, and student health coaching initiatives. More than **500 high school students applied** to our Clinical Shadowing Program, with **57 students completing over 1,661 hours** of immersive clinical experiences across 15 hospital departments. Additionally, 14 undergraduate, graduate, and doctoral interns contributed more than **2,100 hours** supporting community health initiatives throughout the year.

We also continued bringing healthcare directly into our communities. Through partnerships with faith-based organizations, schools, community agencies, and local governments, our teams conducted **11 free health screening events**, providing **322 community members** with blood pressure, cholesterol, diabetes, prostate cancer, and EKG screenings. Overall, our outreach and education efforts engaged more than **4,483 community members**, helping connect individuals to preventive care, health education, and critical community resources.

Addressing behavioral health and substance use remained another important focus throughout the year. We expanded access to integrated behavioral healthcare through our **Urgent Care Plus** Mental and Behavioral Health Services and distributed **1,100 boxes of Narcan** throughout the Inland Empire, while educating community members on overdose prevention and response. The Lewis-San Antonio Healthy Communities Institute also reached **1,450 students** through mental health fairs, helping reduce stigma and increase awareness of available resources.

For more than a century, San Antonio Regional Hospital has remained committed to serving our community with excellence and compassion. Today, that commitment extends beyond the bedside through prevention, education, workforce development, and partnerships that improve health across every stage of life.

None of these accomplishments would be possible without the dedication of our physicians, employees, volunteers, community partners, Board of Trustees, and the countless organizations who share our vision of creating healthier futures. Together, we are building a stronger, healthier Inland Empire.

Thank you for your continued trust in San Antonio Regional Hospital and for joining us in this important work.

Sincerely,

John T. Chapman

President & Chief Executive Officer
San Antonio Regional Hospital



OUR VISION

Our vision is to be a leader in creating healthy futures through excellence and compassion.

OUR MISSION

Our mission is to improve the health and well-being of the people we serve.





OUR STORY



San Antonio Regional Hospital (SARH) was founded by Dr. William Howard Craig in 1907 to meet the healthcare needs of local residents. As the community surrounding the hospital grew, it became apparent that larger, more modern facilities were needed. Community leaders rallied to raise the needed capital and the hospital moved to its current location on San Bernardino Road in 1924.

Through community support, the hospital grew – from its modest beginning with 18 beds, 5 physicians, and limited staff – to a 363-bed regional medical facility with 2,200 employees, over 400 volunteers, and a medical staff of nearly 600 physicians representing a wide spectrum of medical and surgical specialties.



On January 6, 2017, the hospital's main campus in Upland underwent its largest expansion in its history. The 179,000-square-foot addition, which includes a new 52-bed emergency department and 92-bed patient tower, incorporated the latest healthcare architectural design and advanced technological features to meet the needs of the growing population in the West End of California's Inland Empire.

In addition to the main campus, the hospital has satellite locations in Rancho Cucamonga, Fontana, Eastvale, and Ontario. These facilities provide outpatient care in a close, convenient setting for the region's growing population.

San Antonio Regional Hospital opened a new 60,000-square-foot two-story ambulatory care facility directly across the street from the hospital in 2019. The Scheu Building houses City of Hope's comprehensive cancer center on the first floor and the hospital's outpatient services and programs on the second floor. The Women's Breast and Imaging Center, pre-operative and pre-procedural services, and targeted programs to complement City of Hope's cancer center are among the hospital's offerings in this location.

To combine urgent care and behavioral/mental health care under one roof, the first Urgent Care Plus opened in Ontario. Patients can be seen by a LCSW for mental health support and conditions.



OUR LEADERSHIP

San Antonio Regional Hospital is governed by a 13-member Board of Trustees. The hospital's Medical Staff President-Elect, President, and Immediate Past President are members of the board by virtue of their offices. At least two additional physicians are elected from the medical staff, and the remaining members are elected from the community-at-large.

The Board of Trustees, with physician leaders comprising a significant portion of its membership, sets the direction for the hospital's Community Benefits Program.

The Executive Management Group directs the hospital's strategic planning process and allocates resources for community benefit activities.

The Executive Management Group includes the Chief Executive Officer, Chief Financial Officer, Chief Operating Officer, Chief Nursing Officer, Chief Human Resources Officer, Chief Information Officer, Chief Population Health Officer and Interim President of the Hospital Foundation.



John T. Chapman, MBA

President and
Chief Executive Officer



Sara Khan, MD

Vice President and Chief
Population Health
Officer



Gigi Dhillon, RN, PHD

Vice President and
Chief Operating Officer



**Terry Jaqua, PHD,
MBA-HRM**

Vice President and
Chief Human Resources
Officer



**Leanne Logan,
MSN, RN**

Vice President and Chief
Nursing Officer



Kamal Pandya, MBA

Vice President and Chief
Information Officer



Heather Raymond

Vice President and
Chief Marketing &
Communications Officer



Wah-chung Hsu

Vice President and
Chief Financial Officer



Laura Tolbirt

Interim Foundation
President



OUR FACILITIES



San Antonio Regional Hospital

999 San Bernardino Road, Upland, CA 91786

Services At This Facility:

- Centers of Excellence:
 - Heart Center
 - Stroke Center
- Emergency Services
- Critical Care
- Endoscopy (G.I. Lab)
- Laboratory
- Maternity
- Neonatal Intensive Care
- Orthopedic Institute
- Radiology
- Rehabilitation Services
- Respiratory Care
- Retail Pharmacy
- Surgery – Inpatient & Outpatient



The Scheu Family Building

1100 San Bernardino Road, Upland CA 91786

Services At This Facility:

- Cancer Center
- Outpatient Center
- Lab Tests
- Preoperative Center
- Radiology (X-Ray & Imaging)
- Women's Breast and Imaging Center



Building 901

901 San Bernardino Road, Upland CA 91786

Services At This Facility:

- Upland Care4U Family Health Center
- Healthy Beginnings Maternal/Child Services
- Rehabilitation Services



Rancho San Antonio Medical Plaza

777 Milliken Avenue, Rancho Cucamonga CA 91730

Services At This Facility:

- Retail Pharmacy
- Community Blood Drives
- Physician Offices
- Urgent Care
- Diagnostic: Lab and Radiology
- Rehabilitation Services (Managed with Care by Casa Colina Centers for Rehabilitation)



Sierra San Antonio Medical Plaza

16465 Sierra Lakes Parkway, Fontana CA 92336

Services At This Facility:

- Fontana Care4U Family Health Center
- Retail Pharmacy
- Physician Offices
- Urgent Care
- Diagnostic: Lab and Radiology
- Rehabilitation Services (Managed with Care by Casa Colina Centers for Rehabilitation)



Eastvale San Antonio Medical Plaza
12442 Limonite Avenue, Eastvale CA 91752

Services At This Facility:

- Urgent Care
- Diagnostic: Radiology
- Physician Offices



San Antonio Urgent Care Plus Ontario
970 North Mountain Avenue, Ontario CA 91762

Services At This Facility:

- Urgent Care
- Mental and Behavioral Health



**San Antonio Regional Health
Center of Aging- Opened on June 2026**
11000 Eucalyptus Ave.
Rancho Cucamonga, CA 91768

Services At This Facility (June 2026):

- Cardiology Clinic
- Casa Colina Audiology Center
- Falls Clinic
- Foot and Ankle Center
- Geriatrics Clinic
- Laboratory
- Occupational Therapy
- Optometry
- Pharmacy
- Physical Therapy
- Primary Care Medical Groups
- San Antonio Family Medicine
- Social Services
- X-Ray, Ultrasound, MRI

The Center of Aging provides expanded healthcare services to address the needs of our region's growing Medicare-age population. Located in Rancho Cucamonga, the Center houses multiple providers for seniors in a "one-stop shop" concept.



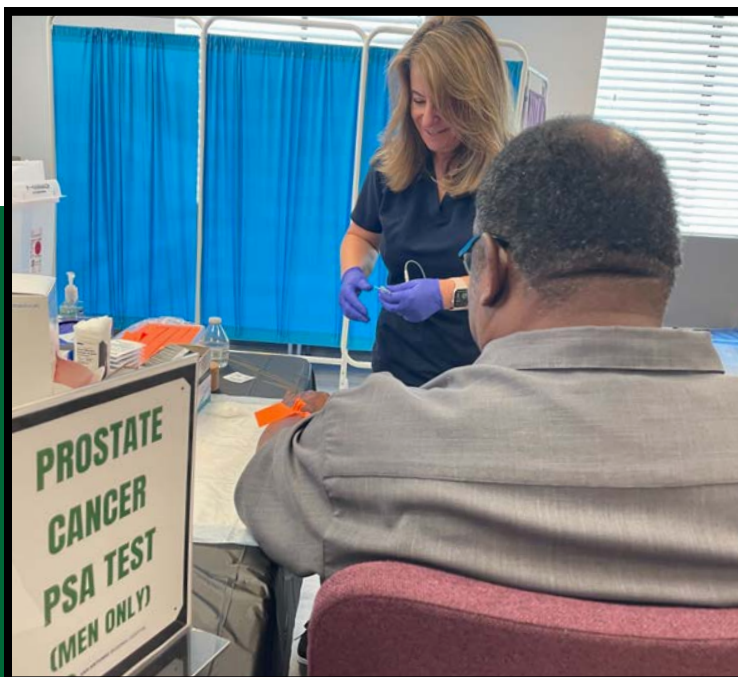
CARING FOR OUR COMMUNITY

San Antonio Regional Hospital is committed to improving the health and wellness of the residents it serves. As such, the hospital does its best to build partnerships with other organizations that share our values and mission. We understand that community benefits are more than just numbers; they represent people. This report highlights how San Antonio Regional Hospital serves its community by delivering essential patient care services to promote healthier lifestyles, early detection of disease, and enhanced access to basic healthcare services.

As a regional healthcare provider, San Antonio Regional Hospital is committed to maintaining the highest quality of care for those we serve. As a nonprofit hospital, all of our resources are devoted to providing healthcare services. We strive to provide our community with the best care by allocating a percentage of hospital operations to purchasing new or upgraded equipment, expanding services, and providing care for vulnerable populations.

This includes:

- free or low-cost screenings
- services
- health education to prevent chronic diseases and improve health outcomes





CARING FOR OUR COMMUNITY

While the Inland Empire is a maturing economic market, many individuals and families are at significant risk during a medical crisis. Often this is due to an inability to access health insurance or inadequate insurance coverage. The hospital's financial assistance policy provides relief to the families, who would otherwise face medical bankruptcy.

In 2025, **\$8,385,217 in financial assistance** was provided for patients. The hospital absorbed **\$74,915,540** in unreimbursed costs incurred in providing care and treatment for Medi-Cal patients, while other uncompensated care (bad debts) totaled **\$17,628,881** in actual costs incurred by the hospital.

In addition to direct medical care, San Antonio Regional Hospital reaches out to its community in a variety of ways that go well beyond the traditional care provided by an acute care hospital. An inventory of these programs and activities is provided later in this report.



In many communities within the hospital's service area, needs far exceed accessible resources.

San Antonio Regional Hospital understands the power of collaboration and seeks alliances with other health and social service providers to develop community-based programs with defined goals and measurable outcomes.

These partnerships leverage the community's resources to achieve the maximum benefit for its residents.



KEY COMMUNITY PARTNERS



Behavioral Health



HOPE through HOUSING
FOUNDATION





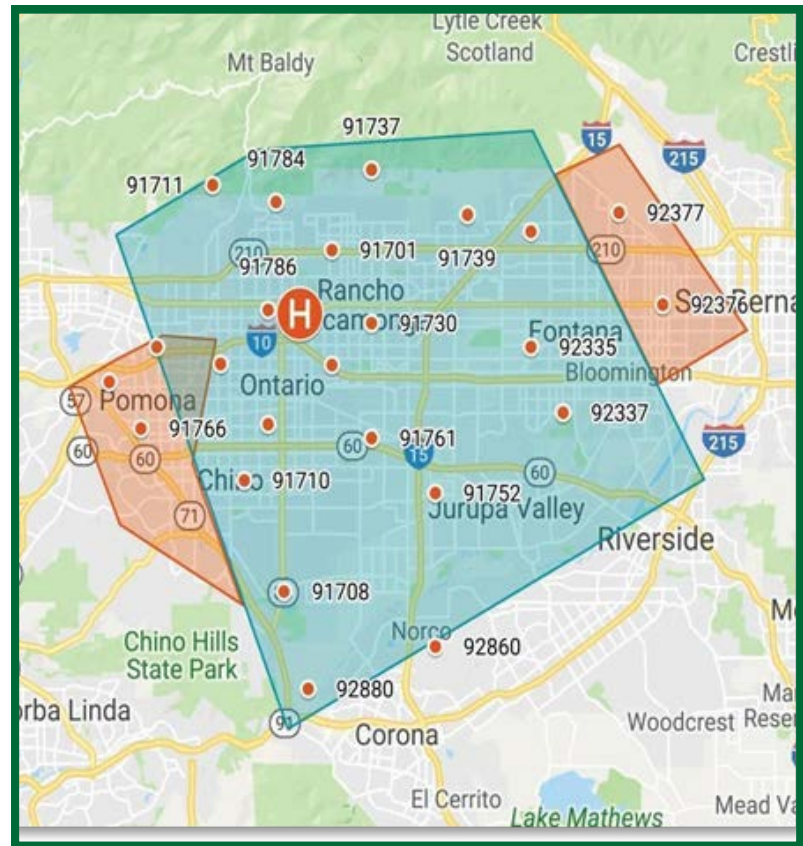
OUR SERVICE AREAS, OUR COMMUNITY

San Antonio Regional Hospital is located in the City of Upland, in the “West End” of San Bernardino County. However, like many hospitals, San Antonio Regional Hospital’s service area is defined as the geographic area from which it receives the majority of its hospital admissions.

The total service area consists of “primary and secondary” service areas, with the primary service area accounting for approximately 80% of the hospital’s admissions, and representing the majority of San Antonio’s planning efforts.

As illustrated on the map, San Antonio Regional Hospital’s primary service area, denoted in blue, is comprised of:

- Chino
- Claremont
- Eastvale
- Fontana
- Montclair
- Ontario
- Rancho Cucamonga
- Upland



Primary Service
Area



Secondary Service
Area

San Antonio Regional Hospital’s secondary service area, shaded in orange, extends to:

- Pomona on the west
- Chino Hills to the southwest
- Norco on the southeast
- Rialto at the eastern edge



2025-2027 COMMUNITY HEALTH NEEDS ASSESSMENT



As a nonprofit healthcare organization serving the Inland Empire, we remain committed to advancing health equity, improving access to care, and addressing the evolving needs of our community. To further understand the challenges and opportunities our residents experience, San Antonio Regional Hospital conducted a Community Health Needs Assessment (CHNA) in 2025. The assessment identified the health-related needs of the community including low income, minority, and medically underserved populations.

The 2025 Inland Empire Community Health Needs Assessment (CHNA) was conducted in partnership with Communities Lifting Communities (CLC), the Hospital Association of Southern California, and regional hospital partners:

- Chino Valley Medical Center
- Montclair Hospital Medical Center
- Redlands Community Hospital
- San Antonio Regional Hospital
- San Geronimo Memorial Hospital

The CHNA combines data on burden of disease, the vital conditions framework, and hospital utilization from more than 11,000 residents, health care professionals and community leaders. The CHNA report meets requirements of the Patient Protection and Affordable Care Act that nonprofit hospitals conduct a CHNA at least once every three years.

Although the 2025 CHNA results mirror previous years, it is vital to have current data to create hospital priorities and strategy for the 2025-2027 Community Health Implementation Strategy.



2025-2027 COMMUNITY HEALTH NEEDS ASSESSMENT

Two frameworks are used to identify specific levers that stakeholders can pull to improve community health through collective action: The Burden of Disease Framework and The Vital Conditions for Well-Being framework.



The Burden of Disease Framework:

- focuses on 12 health conditions
- provides a full picture of what's affecting the community's health, not just mortality
- organizes health challenges (illnesses, injuries, risk factors) into clear domains to reveal which problems are the biggest, where there's room to improve, and which populations might be falling behind

The Vital Conditions Framework:

- made up of seven "vital conditions" for well-being that capture essential aspects of daily life
- illustrates the building blocks that allow people and communities to thrive
- reveals inequities and opportunities for collaborative efforts





2025-2027 **COMMUNITY HEALTH** NEEDS ASSESSMENT

The insights of over 11,000 respondents paint a clear picture of what matters most to our region's health and highlight five shared priorities that can guide the way toward stronger, healthier communities.

**ACROSS RIVERSIDE AND SAN BERNARDINO COUNTIES,
THREE HEALTH CHALLENGES STAND OUT ABOVE ALL OTHERS:**



**Maternal
And Infant
Health**

Health of mothers during pregnancy, childbirth, and postpartum, and the health and development of infants.



**Mental Health
And Substance
Use**

Emotional, psychological, and social well-being, including depression, anxiety, and substance use.



**Cardiovascular
Disease and
Diabetes**

Conditions affecting the heart and blood vessels, as well as health issues related to blood sugar regulation, including diabetes.

TWO VITAL CONDITIONS THAT SHAPE COMMUNITY HEALTH:



**Basic Needs for
Health & Safety**



Humane Housing



THE COMMUNITY HEALTH IMPLEMENTATION PLAN (CHIP): PRIORITIES AND GOALS

The 2025-2027 Community Health Implementation Plan provides information on how San Antonio Regional Hospital plans to address critical health needs identified in the 2025 CHNA. The hospital plans to build on previous CHNA efforts and existing initiatives, while also considering new strategies and efforts to improve health through upstream and downstream interventions, with specific health indicators.

Priority Area: Maternal and Infant Health

2025-2027 CHIP GOAL:
Expand access to maternal and infant health education, support, and community-based resources.

Priority Area: Mental and Behavioral Health

2025-2027 CHIP GOAL:
Promote mental and behavioral health across the community by enhancing awareness, supporting early recognition and building effective partnerships.

Priority Area: Cardiovascular Disease and Diabetes

2025-2027 CHIP GOAL:
Reduce the burden of cardiovascular disease and diabetes in the Inland Empire through prevention, early detection, and improved disease management.



MATERNAL AND INFANT HEALTH RESOURCES FOR THE COMMUNITY

“It is such a culture of making patients feel comfortable and welcome, I felt it from everybody. She came into this world in such a peaceful and positive way.”

-Katie Witherington, SARH high risk patient



HEALTHY BEGINNINGS

Designed as a Baby Friendly Hospital, SARH strives to promote a healthy pregnancy, safe delivery, and support after a hospital stay.

Started in 2001 as part of the Children's First 5 Initiative, in response to high rates of newborn readmissions in San Bernardino County, the Healthy Beginnings Family Care Center provides education and support services to new families once discharged from the hospital. As part of the hospital's Baby Friendly Initiative, the Healthy Beginnings program strives to have 80% of their patients exclusively breastfeeding.

To achieve this goal, the program staff are trained as lactation consultants, providing education to encourage and promote successful breastfeeding. In an effort to reduce preventable hospital readmissions during the newborn period,

Healthy Beginnings provides weight and jaundice checks and pediatric referrals for newborns and general wellness and postpartum screenings for mother's post-discharge.

In 2025, Healthy Beginnings served **2,839** patients through the Neonatal Intensive Care Unit follow-up clinic, and classes on breastfeeding, infant care, safe sitter education, infant/child CPR and prepared childbirth classes.





HIGH RISK INFANT FOLLOW-UP CLINIC

This program focuses on monitoring and evaluating the development of infants who are at high risk for developmental difficulties after discharge from the NICU. Key outcomes determined through the clinic include early detection of developmental delays, service utilization, and parental engagement.

The clinic is a vital resource for families by assessing the progress of the patient's development and creating a treatment plan or referrals to promote optimal growth and development.





PRIORITIZING MENTAL AND BEHAVIORAL HEALTH





URGENT CARE PLUS

MENTAL AND BEHAVIORAL HEALTH SERVICES



San Antonio Regional Hospital is expanding its integrated care model with the addition of Mental and Behavioral Health Services at its Ontario Urgent Care Plus location. This innovative program bridges the gap between physical and mental health by offering urgent care-type brief services for individuals experiencing emotional distress, anxiety, grief, or other short-term mental health challenges.

The Mental and Behavioral Health Services Clinic provides compassionate assessments that address the physical, mental, emotional, social, and environmental factors affecting a patient's well-being. While Urgent Care Plus is not designed for long-term therapy, a LCSW works closely with on-site physicians and physician assistants to provide immediate support and short-term interventions.

By combining urgent care and behavioral/mental health under one roof, Urgent Care Plus delivers convenient, accessible, and holistic care to patients without a primary care physician, those in underserved communities, and anyone seeking immediate help for mild mental health symptoms, behaviors, or conditions.



COMPREHENSIVE CANCER SUPPORT SERVICES



Being diagnosed with cancer is a difficult experience for patients and their loved ones. At San Antonio Regional Hospital, we recognize that such a diagnosis can create issues and concerns that may influence a patient's ability to deal with this disease. Our goal is to help our patients and their families cope with cancer in a manner that will reinforce a healing environment both here and at home.

Examples of how we support cancer patients include:

- **Breast Cancer Support Group:** Provides a safe, supportive environment in which breast cancer survivors can share their personal experiences and exchange thoughts and feelings with each other.
- **General Cancer Support Group:** A cancer diagnosis provokes many emotions. This support group provides a safe space for both men and women with any type of cancer to work through their feelings and the emotional challenges a cancer diagnosis and survivorship brings.
- **Caregiver Support Group:** Being a caregiver to someone battling cancer can be overwhelming and have its own emotional toll. This support group provides a safe place to decompress and practice some self-care to meet your needs so you can meet the needs of your loved one.
- **Pilates for Cancer Health:** Exercise is an important part of maintaining a healthy mind and body. This class provides a safe environment for patients with cancer to continue to participate in exercise.
- **1:1 Cancer Orientation Classes:** This educational class is designed to help you and your family gain a better understanding of cancer and chemotherapy. It is for men and women with any cancer type and will be individualized for your needs.
- **Mammogram Vouchers:** SARH offers our \$49.95 mammogram voucher and screening.
- **Wig Salon:** Cancer treatment can come with a variety of unwanted side effects, none more visible than hair loss. For many people, hair loss is extremely distressing. We offer a free wig to our SARH cancer patients. In our Wig Salon, you can pamper yourself and find a wig (a variety of styles and colors to choose from) that suits your unique personality.



MENTAL HEALTH FAIRS

The Lewis-San Antonio Healthy Communities Institute (HCI) participates in mental health fairs at high school's throughout Chaffey Joint Union High School District every semester. At these outreach events, HCI provides students with:

- self-care tips
- mental health related giveaways
- activities to increase their knowledge about mental health resources on campus and in the community.



In 2025, HCI attended the following Mental Health Fairs and interacted with 1,450 students, an average of 181 students on each campus.

299 students
(Los Osos)

172 students
(Etiwanda)

34 students
(Valley View)

126 students
(Chaffey Joint)

112 students
(Alta Loma)

475 students
(Rancho Cucamonga)

164 students
(Ontario)

68 students
(Montclair)



NARCAN DISTRIBUTION



The California Department of Health Care Services created the Naloxone Distribution Project (NDP) to combat opioid overdose-related deaths throughout California. The NDP aims to address the opioid crisis by reducing opioid overdose deaths through the provision of free naloxone. San Antonio Regional Hospital participates in NDP by distributing Narcan for free and providing essential training on how to use Narcan to reverse an overdose caused by an opioid. Through community outreach, San Antonio Regional Hospital has distributed **1,100** boxes of Narcan throughout the Inland Empire.

The Community Health team educates the community on and distributes Narcan. Narcan is also available at the SARH Emergency Department and Urgent Care Centers at no-cost.





ELEV8

The Lewis-San Antonio Healthy Communities Institute (HCI) was established in April 2016 by Randall Lewis (a local community visionary, innovator and philanthropist) in collaboration with San Antonio Regional Hospital to positively impact the health of the Inland Empire region. HCI aims to form solutions in response to the high numbers of chronic diseases and low numbers of healthcare professionals in the region. The institute is designed to serve as a vehicle to help create innovative solutions and to support the efforts of local cities and healthcare entities by providing structure, programs, and specific training.

Elev8, a health education curriculum, is facilitated for juniors at Upland High School.

HCI staff and interns prepared the curriculum and facilitated the program to increase knowledge of the following 4 Pillars of Health:

- Physical Activity
- Nutrition
- Mental Resilience
- Sleep



HCI College Interns provided Health Education to over 117 Upland High School students.



ONTARIO-MONTCLAIR SCHOOL DISTRICT PARENT LEADERSHIP CONFERENCE



"I am glad that we have been able to be part of the success SARH has had with these amazing programs.

In the 28 years I have been in education, I never thought that one could have these partnerships to impact students and our families. One of many blessings I have had being in this role is being in the front row to witness all these rewarding experiences. "

-Yesenia Arvizu, Director,

**Family and Community Engagement
Ontario-Montclair School District**

Throughout 2025, the Community Health team nurtured and strengthened the existing partnership with the Ontario-Montclair School District's (OMSD) Family & Community Engagement (FCE) Department. In 2025, the Community Health team educated 17 parents on the 8 Dimensions of Wellness at the Annual OMSD Parent Leadership Conference.

The FCE provides professional development and education to support parents as they seek to better support the academic and personal growth of their students. This alignment of mission and purpose has resulted in a fruitful partnership between SARH and OMSD.



GENERATIONS AHEAD

A POSITIVE AGING PROGRAM



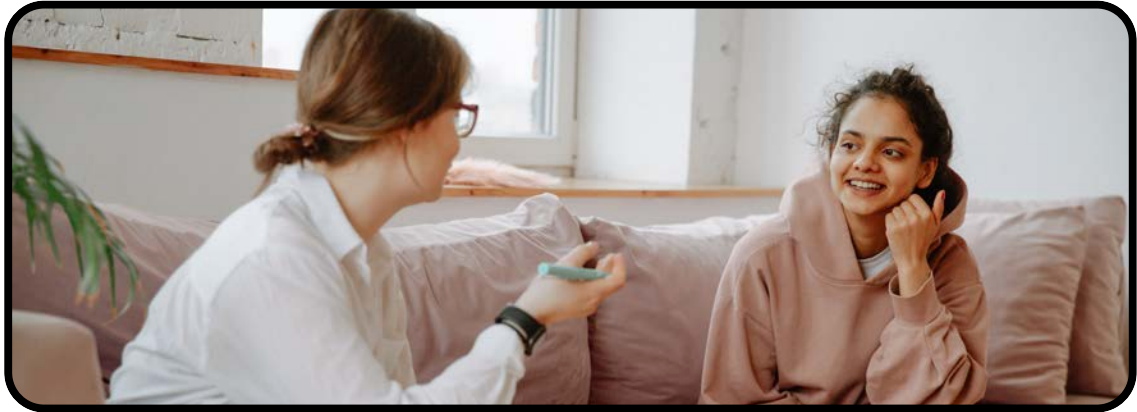
Generations Ahead is designed to enrich the lives of adults by fostering connections, celebrating the wisdom that comes with aging, and enhancing overall well-being. With an average of 30 participants every month, Generations Ahead sessions include education on topics such as:

- Warning Signs of Alzheimers
- Low-Impact Exercises
- Emergency Preparedness
- Uncovering Loneliness
- Nutrition

Through interactive workshops and social events, we create opportunities for personal growth, where everyone can find purpose and joy. Participants reported feeling more connected and empowered to improve their health.



COMMUNITY HEALTH IMPROVEMENT PROGRAM (CHIP)



The aging population and the continued escalation of patients with chronic conditions are the principal reasons why San Antonio Regional Hospital developed and implemented the community health improvement program (CHIP) in January 2015. CHIP's focus has been and continues to be:

1. Diminish healthcare gaps.
2. Promote the delivery of evidence-based care.
3. Reduce avoidable emergency room visits and hospitalizations.

A unique aspect of CHIP is the training and utilization of student health coaches. In addition to the CHIP interdisciplinary clinical team, members are monitored by health coaches trained through a collaborative program with local universities.

After the appropriate screening, licensed professionals (registered nurse, social worker and physician) oversee the work of the student health coaches. Each member is also reassessed with a focus on achieving health goals during weekly interdisciplinary case reviews.

Once trained, student health coaches provide:

- in-home visits and phone interactions
- education and motivation
- phone calls or video calls where available
- meaningful interactions to boost cooperation and adherence while helping resolve non-medical issues (social determinants of health)

In 2025, CHIP successfully recruited and trained **25** new students to become health coaches, bringing the total to **379** students over the past ten years. CHIP has now evolved and transitioned into the Enhanced Care Management Program to meet increasing needs of care for their patients in 2025.

ENHANCED CARE MANAGEMENT (ECM) REDUCING E.D. HIGH UTILIZERS

We understand that certain health conditions like diabetes, hypertension, behavioral health concerns or substance use disorder can be hard to manage. Enhanced Care Management (ECM) offers extra services to help patients get the care they need to stay healthy. These services have no cost, and patients can join or stop at any time.



Personalized Support for Your Health Journey

The ECM Provider will identify one of the following roles as the ECM Lead Care Manager for each patient:

Nurse Care Manager
Behavioral Health Care Manager
Care Coordinator
Community Health Worker

The care team helps set up no-cost services like primary care, mental health, community-based long-term services and supports, developmental health, oral health and social services. They can support by phone or in person and may even go to the patient's location.

Enhanced Care Management (ECM) includes support by helping patients:

- Find doctors and get appointments for all health needs
- Work with doctors on the care plan
- Arrange transportation to doctor visits
- Get follow-up services after discharge
- Manage medications
- Connect to local resources such as food or other social services

In 2025, the ECM team enrolled **281** members to the program with 109 members still active. Volunteer student health coaches, interns and Randall Lewis Fellows have contributed **1,770** hours to helping ECM patients.



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PREVENTING CARDIOVASCULAR DISEASE AND DIABETES





COMMUNITY HEALTH SCREENINGS

BRINGING HEALTHCARE TO THE COMMUNITY



In 2025, SARH committed to partnering with Faith-Based Organizations in Ontario, Rancho Cucamonga, Upland, Fontana, Montclair and Chino to provide free health screenings. Participants received blood pressure, A1C, cholesterol, prostate cancer and EKG checks and received immediate results. Any participants with abnormal results met with a specialist or resident physician and was also referred to SARH's primary clinics.

In 2025, **76** staff, volunteers and interns conducted **11** health screenings resulting in **322** community members receiving free health screenings.



COMMUNITY OUTREACH & LECTURES



The outreach and education efforts conducted by SARH's Community Health team aim to provide pertinent health information to members of the local community and connect them to resources that may support their overall health and wellbeing.

Through partnerships with local community-based organizations, cities, government agencies, physicians, and school districts, this team was able to engage over **4,483** individuals through community programs.

Such programs included the Cardiac and Orthopedic Lecture Series, as well as the Healthy Heart Class series where community members were able to learn directly from clinical professionals on relevant health topics.

During the Cardiac Community Panel Discussion, 120 attendees received healthy heart education from Cardiologists and 24 participants received blood pressure screenings on-site. Orthopedic specialists provided education to 72 attendees during the Orthopedic Lectures.



CREATING THE NEXT GENERATION OF HEALTHCARE PROFESSIONALS





INTERNAL MEDICINE RESIDENCY PROGRAM: A FIRST IN HOSPITAL HISTORY



"The San Antonio Regional Hospital Internal Medicine Residency Program stands out due to its dedicated staff and robust training. The core faculty and attending physicians genuinely care about each resident's personal goals and are committed to helping them succeed. Residents gain exposure to a wide range of medical conditions, ensuring they are thoroughly prepared for successful careers upon graduation."

– Nandini Gowda, MD, FACP
Program Director

In 2025, San Antonio Regional Hospital officially entered into an affiliation with Western University of Health Sciences and its Department of Internal Medicine.

This affiliation provides Western University of Health Sciences students with access to learning experiences through rotations in the San Antonio Regional Hospital Internal Medicine Residency Program. Rotations take place at San Antonio Regional Hospital.

The affiliation also allows San Antonio Regional Hospital physicians to receive faculty appointments through Western University of Health Sciences' Department of Internal Medicine.

The Internal Medicine Residency Program at San Antonio Regional Hospital is designed to inspire learning, collaboration, and progress in the field of Internal Medicine.

We see our residents as the next wave of physicians—driven, resilient, and committed to leading change rather than just keeping up with it. The San Antonio Regional Hospital Internal Medicine Residency Program received initial accreditation from the Accreditation Council for Graduate Medical Education in 2025. Our first cohort of Internal Medicine residents started on July 1, 2025.



SUPER SCIENCE DAYS

EARLY EXPOSURE TO STEM



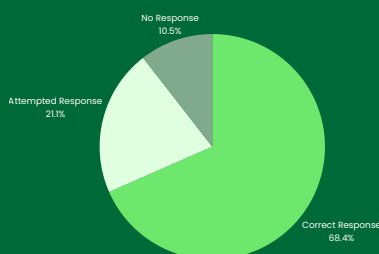
Super Science Days engages and excites elementary school students in STEM and healthcare careers. Students are encouraged to participate in interactive experiments and interdisciplinary STEM activities such as “Solve the Outbreak” that teaches food safety and exposes students to the field of Epidemiology.

In 2025, **21** students at Lehigh Elementary School in Ontario participated in this program. School administrators expressed appreciation for the program as they saw it ignite excitement in the students not just for participating in the activities but also for attending school overall.



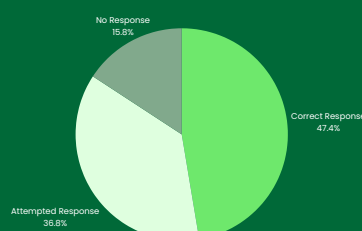
Healthy Habits

68% of students remembered the 5 main food groups



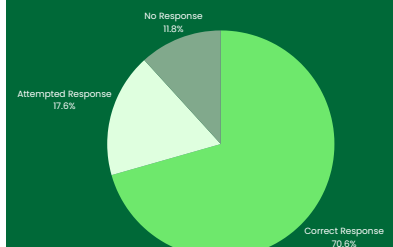
STEM Concepts

47% of students understood what a hydrophobic compound is



Healthcare Careers

70% of students understood what biomedical engineers do



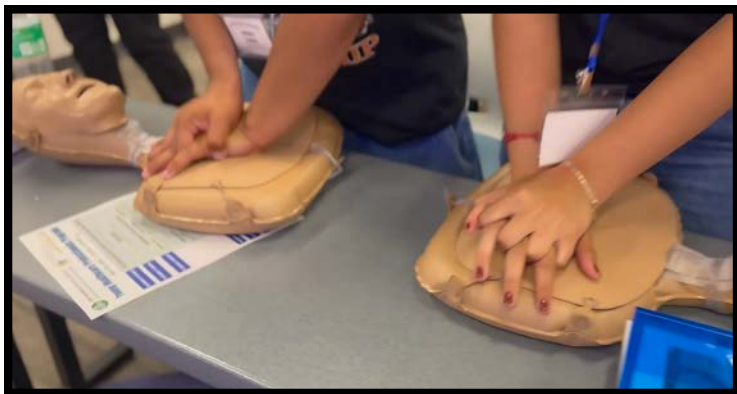


YOUNG HEALTHCARE PROFESSIONALS

SKILL BUILDING FOR THE NEXT GENERATION



Students throughout San Bernardino County heard from SARH healthcare professionals, were certified in various medical trainings, and became more equipped for a career in healthcare. Staff from San Antonio Regional Health answered student questions about a career in healthcare. 60 students from local high schools attended the Young Healthcare Professional Summit to learn from healthcare professionals during a panel discussion and become certified in Basic Life Saving CPR.





CLINICAL SHADOWING PROGRAM

The Clinical Shadowing Program (CSP) provides juniors in high school with an immersive experience in a hospital setting.

PROGRAM GOALS

- **Provide Opportunities To Students Who Need It**

Students throughout San Bernardino County are welcome to apply.

- **Workforce Development**

Students will gain skills and experiences to equip them for the dynamic future of work in healthcare.

- **Address the Healthcare Shortage**

This experience can ignite a passion for healthcare among students.



“Our goal with the Clinical Shadowing Program is to ignite a passion for medicine in our students from the region and equip them with invaluable insights that typical student volunteer or intern programs do not provide. We believe that by fostering these early connections and experiences, we are setting our students on a path to success in the medical field.”

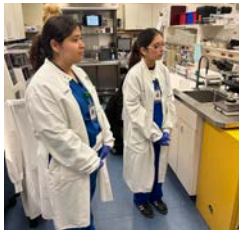
- John Chapman, President and CEO,
San Antonio Regional Hospital

Over 500 students from local school districts applied to participate in CSP and 60 students were offered the opportunity to participate in the program. **57** students accepted the offer and completed the program totaling **1,661** hours of shadowing in 15 clinical departments.



THE CLINICAL SHADOWING JOURNEY

Clinical Rotations in different departments. Students have the opportunity to shadow providers in SARH's Urgent Care Centers, Laboratory, Pharmacy, Maternity, Surgical Department, and 10 other departments.



Professional Development Seminars to improve career readiness.



Culminating Presentations provide students with an opportunity to reflect on their experience.





CLINICAL SHADOWING PROGRAM TESTIMONIALS



The most impactful part of the CSP experience was communicating and learning from the faculty. Many people on staff were eager to teach and enjoyed the company, which made me feel wanted and included."

-Atinuke Asalu



"The highlights from my experience was seeing all of the intricacies involved in hospital management and patient care. There's a lot of internal processes that not everyone is actually aware of and it really highlights the role that a hospital plays in."



"I got to observe various different patients in their recovery as well as the various different exercises that they are required to do. I even got some experience doing some of the office work. I all together had a great experience."

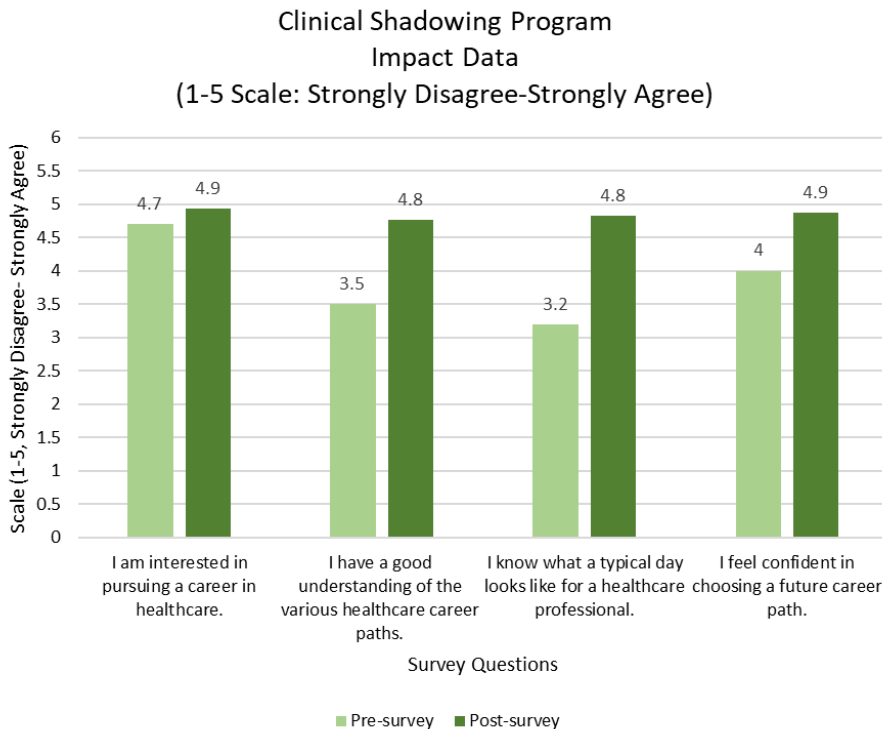


"The most impactful part was being able to see how hard working, intelligent, and kind the nurses are and their passion for what they do. It encourages me to be a nurse."

-Alivia Revelles



CLINICAL SHADOWING PROGRAM OUTCOMES



As shown on the visual, there is prominent increase in the following areas after the Clinical Shadowing Program:

- I have a good understanding of the various healthcare career paths.
- I know what a typical day looks like for a healthcare professional.
- I feel confident in choosing a future career path.

PIPELINING STUDENTS INTO HEALTHCARE CAREERS

The following CSP students are currently working towards becoming or is currently a healthcare professional:

- Became a Medical Assistant and enrolled in a Nursing Program (Farrah B., 2023)
- Got into a Pre-Nursing Program at CSUSB (Allyson C., 2023)
- Certified Community Health Worker and attends USC (Lucas A., 2024)
- Attending UCLA (Neha S., 2024; Ava S., 2024)
- Works in the Facilities Department at SARH (Raymond M., 2024)
- Completing last semester of EMT Training (Dayanara T., 2024)
- Certified Clinical Medical Assistant (Mennah E., 2024)
- Working on CNA certification with hopes to work at SARH (Cassidy S., 2025)
- Secured additional shadowing experience with a SARH surgeon (Han N., 2025)



NON-CLINICAL INTERNSHIP



Undergraduate, graduate and doctoral students from local universities in various health disciplines, such as public health, social work, healthcare administration, nutrition, and business administration are brought together to complete their field experiences on-site and in the community.

Students are connected to various health professionals in and out of the hospital, exposed to the need for health professionals in the local area, and are encouraged to remain in the region while fulfilling their professional aspirations. Interns have opportunities to participate in program development, evaluation, health education, marketing and business development related to the hospital's CHNA.



Currently, HCI has memorandums of understanding with 9 universities across the Southern California region, including California State Universities San Bernardino, Fullerton, Loma Linda University, Claremont Graduate University, Keck Graduate Institute, Cal Baptist University and Scripps College.

SARH had **14** interns at the undergraduate, graduate, and doctoral levels who collectively served **2,100** hours for the year.



NURSING SCHOLARSHIPS

Nurses play an essential role in the quality of care patients receive at San Antonio Regional Hospital. Given the workforce shortage San Bernardino County is facing, we greatly value the education and careers of our nurses.

San Antonio Regional Hospital provided three scholarship opportunities for employees currently enrolled in an accredited Registered Nursing Program. Current nursing students received scholarships totaling \$6,500.

*Advanced programs, including RN to BSN, MSN, or similar, **do not** qualify for these scholarships.



FINANCIAL SUMMARY OF COMMUNITY BENEFITS

Community Health Improvement Services	Benefit
Healthy Beginnings Classes: Family & Friends Infant/Child CPR, Breastfeeding, Infant Care, NICU Follow-Up Clinic, Prepared Childbirth, Prepared Childbirth C-Section, Safe Sitter	\$11,402
Healthy Beginnings Program	\$160,066
Pilates for Cancer Health	\$3,150
Wig Salon	\$1,471
Lewis-San Antonio Healthy Communities Institute-Planning, Operations, & Program Activities	\$225,000
Medical Minutes	\$98,230
Community Health Improvement Program (CHIP)	\$454,000
Palliative, Spirituality & Health	\$81,009
Access to Clinical Care/Physician Shortage	\$239,329
Community Health Improvement Services Total	\$1,273,657



Community Benefit Operations	Benefit
Community Benefit Operations, Community Outreach and Planning, Education, and Health Screenings	\$421,343
Community Benefit Operations Total	\$421,343

Health Professions Education	Benefit
Nursing Scholarship	\$6,500
Chaffey College Radiology Training	\$134,029
Health Professions Education Total	\$140,529

Subsidized Health Services	Benefit
Physician Fees: Indigent Care	\$157,460
Subsidized Health Services Total	\$157,460

Financial and In-Kind Donations	Benefit
Thanksgiving Gift Card Donations	\$1,625
Meals on Wheels	\$109,911
Cash Donations	\$7,500
Financial and In-Kind Donations Total	\$119,036

Total Community Benefit: \$2,112,025



Unreimbursed Medical Care (based on the fully allocated cost of care)	Benefit
Financial Assistance (Charity Care)	\$8,385,217
Medi-Cal Shortfall*	\$74,915,540
Total Community Benefit Including Unreimbursed Medical Care	\$85,412,782
Bad Debt	\$17,628,881
Total Including Bad Debt	\$103,041,664

*Medi-Cal (reimbursement does not cover the fully allocated cost of care)



CONTACT US

Additional information regarding San Antonio Regional Hospital, its history and its future, is available on our website. Questions regarding this report or the hospital's community benefit activities should be requested via email.

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