

# Community Benefit Report & Plan

Community Memorial Hospital – Ventura

HCAI ID: 106560473

January 1, 2025 – December 31, 2025



Submitted to  
Department of Health Care Access and Information  
Accounting and Reporting Systems Section  
Sacramento, California

## Contents

|                                                                |    |
|----------------------------------------------------------------|----|
| About Community Memorial Healthcare .....                      | 2  |
| Mission.....                                                   | 2  |
| Vision .....                                                   | 2  |
| Values.....                                                    | 2  |
| Community Memorial Hospital – Ventura .....                    | 2  |
| Awards and Recognition.....                                    | 2  |
| Governance.....                                                | 6  |
| Commitment to the Community.....                               | 8  |
| Community Health Needs Assessment .....                        | 9  |
| Addressing Priority Health Needs .....                         | 11 |
| Other Community Benefit Services.....                          | 16 |
| Financial Summary of Community Benefit .....                   | 19 |
| Community Benefit Plan 2026 .....                              | 20 |
| Significant Needs the Hospital Intends to Address.....         | 20 |
| Evaluation of Impact.....                                      | 24 |
| Priority Health Needs That Will Not Be Addressed .....         | 24 |
| Contact Information .....                                      | 25 |
| Appendix 1: Categorization of Community Benefit Programs ..... | 26 |
| Appendix 2: Community Stakeholders .....                       | 27 |

## About Community Memorial Healthcare

---

Community Memorial Healthcare is a nonprofit, independent health system serving the health needs of Ventura County residents. Our organization was established in 2005 when Community Memorial Hospital in Ventura merged with Ojai Valley Community Hospital, and it is comprised of these two hospitals along with primary and specialty care Health Centers across our service area.

### Mission

To heal, comfort, and promote health in the communities we serve. We are here for our patients and each other.

### Vision

To be an indispensable community treasure as the regional integrated health system of choice for patients, staff, physicians, and our community.

### Values

Caring, integrity, excellence, accountability, and transparency.

### Community Memorial Hospital – Ventura

Community Memorial Hospital – Ventura has been caring for Ventura County since 1902. The hospital has 250 private rooms, an Emergency Department with 37 private rooms, 10 operating suites, 5 catheterization laboratories, and a state-of-the-art, 23-bed Level 3 Neonatal Intensive Care Unit (NICU). Staffed with an array of experts in almost every medical specialty, our award-winning hospital is licensed by the California Department of Health Services and accredited by DNV Healthcare as an acute care hospital.

### Awards and Recognition

Community Memorial Hospital – Ventura received the following awards and recognitions.

#### Outstanding Patient Experience and Five-Star Awards, Healthgrades

Community Memorial Hospital – Ventura has earned the 2025 Outstanding Patient Experience Award from Healthgrades for the second consecutive year, placing it among the top 15 percent of hospitals nationwide for patient experience. Community Memorial Hospital – Ventura also received six 5-Star awards from Healthgrades in the areas of heart failure (cardiac care), cranial neurosurgery, stroke treatment (neurosciences), treatment of Chronic Obstructive Pulmonary Disease (COPD, pulmonary), gastrointestinal bleeding (gastrointestinal care), and respiratory failure (critical care).

#### Blue Distinction Designations, Blue Cross Blue Shield Association

The Blue Cross Blue Shield Association's Blue Distinction program recognizes only the highest quality providers and doctors. Hospitals that meet rigid standards for high-quality, effective, cost-efficient specialty care earn the coveted Blue Distinction Centers designation. Community Memorial Hospital – Ventura, has earned Blue Distinction Designation for the programs listed below:

- Designated Blue Distinction Center for Maternity Care

- Designated Blue Distinction Center+ for Spine Surgery
- Designated Blue Distinction Center+ for Knee & Hip Replacement
- Designated Blue Distinction Center for Bariatric Surgery

#### Det Norske Veritas, Inc. Accreditation

DNV accreditation addresses regulatory requirements for hospitals, such as US Government's Centers for Medicare and Medicaid (CMS) and provides guidance and best practices for delivering patient-centered care.

- DNV Accredited, Acute Care Hospital (2026 – 2029)
- ISO Certification (2023 – 2026)
- Primary Stroke Center (2024 – 2027)

#### International Board Certified Lactation Consultant Care Award (2025 – 2027)

This award is given to organizations that employ professionals who hold the International Board-Certified Lactation Consultant (IBCLC) certification and provide a lactation program for breastfeeding families, among other requirements that promote top breastfeeding care.

#### Baby Friendly Birth Facility (2024 – 2029)

This designation recognizes that a maternity facility has successfully implemented the Ten Steps to Successful Breastfeeding as stipulated by the World Health Organization and Baby-Friendly USA.

#### Maternity Care Honor Roll

Community Memorial Hospital – Ventura is one of only 108 hospitals in California to be recognized on the 2025 Maternity Honor Roll for meeting or surpassing the statewide target aimed at reducing births via C-section in first-time patients with low-risk pregnancies.

#### Geriatric Emergency Department Accreditation (2025 – 2028)

This accreditation is awarded to organizations who demonstrate their commitment to adopting best practices for older adults in the emergency department and are dedicated to providing the best care possible for the community's older adults. This accreditation process promotes high quality care for elders in the emergency department by promoting enhanced staffing, education for all staff, geriatric-focused policies and protocols, a senior-focused physical environment, and an interdisciplinary care team to improve the assessment of older adults.

#### Metabolic and Bariatric Surgery Center Accreditation

This accreditation signifies that our bariatric surgery program meets nationally recognized bariatric surgical standards.

#### Specialty Pharmacy Accreditation (2024 – 2027), Accreditation Commission for Health Care

This accreditation certifies that our pharmacy consistently meets high standards for providing comprehensive, high-quality care to patients who take complex, specialty medications. This accreditation is a voluntary process in which pharmacies must demonstrate their ability to meet rigorous guidelines in patient management, drug quality management, and regulatory compliance, as well as their dedication to delivering safe, effective, and coordinated care to

patients who take specialty medications for chronic and/or life-threatening diseases.

#### American College of Radiology (ACR)

The ACR Accreditation is recognized as the gold standard in medical imaging, and means that our facilities have met the highest standards for quality and safety, our staff and physicians meet qualification standards to perform your procedure and interpret your results, and our program undergoes regular, rigorous evaluation.

- Community Memorial Hospital – Ventura
  - Nuclear Medicine Accreditation (2024 – 2027)
  - MRI Accreditation (2023 – 2026)
  - Ultrasound Accreditation (2022 – 2025)
  - CT Accreditation (2022 – 2025)
- Community Memorial Breast Center
  - Comprehensive Breast Imaging Center/Mammography Accreditation (2024 – 2025)
  - Stereotactic Breast Biopsy Accreditation (2023 – 2026)
  - Breast Ultrasound Accreditation (2023 – 2026)

#### Pulmonary Rehabilitation Designated Facility (2024 – 2027)

This certification signifies that our facilities and pulmonary rehab program adhere to American Association of Cardiovascular and Pulmonary Rehabilitation standards and guidelines.

#### Primary Stroke Center (2024 – 2027), Det Norske Veritas, Inc. (DNV)

Designation as a Primary Stroke Center (PSC) indicates the hospital has the necessary staffing, infrastructure and programs to stabilize and treat most emergent stroke patients. We provide treatment for a broad range of stroke conditions, administer some acute therapies, and admit patients to a designated stroke unit or to beds, specifically assigned for stroke care.

**Get with the Guidelines (GWTG) – Stroke GOLD PLUS with Target: Type 2 Diabetes Honor Roll,** American Heart Association/American Stroke Association/American Diabetes Association  
GWTG awards recognize hospitals that demonstrate at least 85% compliance in each of the seven Get With The Guidelines® – Stroke Achievement Measures. The measures relate to speed and quality of treatment. This designation recognizes that Community Memorial patients with type 2 diabetes receive the most up-to-date, evidence-based care when hospitalized with cardiovascular disease or stroke.

#### California Department of Public Health, Healthcare-Associated Infections Program — Gold

The California Department of Public Health Antimicrobial Stewardship Program Honor Roll recognizes the top performing antimicrobial stewardship programs in California. The goals are to promote optimal use of antimicrobials, prevent emergence of antimicrobial resistance and *C. difficile* infections, and to showcase California healthcare facility antimicrobial stewardship programs that follow national guidelines and engage their local healthcare community.

#### Diabetes Education Program Accreditation (2022 – 2026)

The Community Memorial Health Centers Diabetes Education program (DEAP) is accredited by

the Association of Diabetes Care & Education Specialists (ADCES). This accreditation represents a high level of quality and service to the community, and the ability to meet the needs of Medicare recipients and others affected by diabetes. Diabetes education services utilize a collaborative process through which people with or at risk for diabetes work with a diabetes educator to receive individualized care to help them reach their health goals.

[Opioid Care Honor Roll](#), California Hospital Compare

This designation indicates that our program offers increased access to addiction treatment for hospitalized patients and is working toward a reduction in opioid-related deaths.

[Central Coast Best Places to Work \(2024\)](#), Pacific Coast Business Times

[Laboratory Accreditation \(2024 – 2026\)](#), College of American Pathologists

[Blood Bank Accreditation \(2024 – 2026\)](#), American Association of Blood Banks



## Governance

---

As a community-owned, not-for-profit organization, we are not backed by a corporate or government entity, nor do we answer to shareholders. Rather, we depend on and answer to the communities we serve. We are guided by a diverse Board of Trustees that represents a cross section of leaders in our community. They are responsible for governing Community Memorial Healthcare with a focus on what is best for our citizenry.

### Board of Trustees

William Kearney, *Chair*  
David Fukutomi, *Vice Chair*  
Gary L. Wolfe, *Treasurer*  
F. Ted Muegenburg, Jr., *Secretary*  
Richard R. Rush, PhD, *Immediate Past Chair*  
Neil Canby, MD  
Debbie Golden, *Community Memorial Foundation Board President*  
Lydia Hopps  
Chris Johnson, MD  
Jeffrey W. Loeb  
Judith Hale Norris  
Liz H. Pavlov  
Michael Salehpour, MD  
Alison Shuman, MD  
Monica White  
Linda Wilson, *Auxiliary President*  
Celina L. Zacarias

Mick Zdeblick, President & Chief Executive Officer

### Community Health Committee

Our Community Health Committee was established by the Board of Trustees to promote, protect, and enhance the health and wellbeing of the community served by Community Memorial Healthcare. The Community Health Committee reviews community needs and makes recommendations to our Board of Trustees on how to best respond to those needs directly and through collaboration with others. The Committee serves as an advisory body to the organization's leadership and provides input and recommendations on matters related to community health and wellbeing in order to advance a vibrantly healthy community. The committee was consulted on the development of the community benefit plan. Community Health Committee members in 2025 include:

#### Board of Trustee Members

- Lydia Hopps, Community Health Committee Chair
- David Fukutomi, Community Health Committee Past Chair
- Jeffrey W. Loeb
- Celina Zacarias

Community Memorial Foundation Board Member

- Roz Warner, MD

Ojai Valley Hospital Foundation Board Member

- Judith Hale Norris

Chief of Staff (or designee)

- Alison Shuman, MD

Community Memorial Chief Financial Officer

- Jim Corwin

Community Memorial Chief Administrative Officer of Ambulatory Medicine

- Anthony Russell, MD

Community Memorial Chief Marketing & Development Officer

- Jamie Maites

Other stakeholders and advisors with expertise in community health

- Erin Slack, Community Advisory Partner

*Ex-officio Members*

William Kearney, Board of Trustees Chair

Mick Zdeblick, President & CEO, Community Memorial Healthcare

Adam Thunell, Chief Operating Officer, Community Memorial Healthcare

Evelyn Scott, Director of Wellness

Kristine Supple, Director of Population Health



## Commitment to the Community

Our name begins with “Community” for a reason. Our community is everything to us. Community Memorial Healthcare is an independent, community-owned, nonprofit organization dedicated to fostering and preserving the health of those we serve. It’s part of our mission and our culture. That means we work hard to create programs and services that expressly meet the needs identified in the Community Health Needs Assessment (CHNA). It means we hire people who have a stake in the quality of care in our area. It means we answer to the community for our actions, as we are governed by an elected Board of Trustees. And it means we are as dedicated to wellness as we are to healing, offering a wide range of classes, support groups, and holistic services to treat people, mind, body and spirit.

### Service Area

Community Memorial Hospital – Ventura, is located at 147 North Brent Street, Ventura, CA 93003, in Ventura County. The hospital shares a service area with Community Memorial Hospital – Ojai. The service area includes 17 ZIP Codes in 10 cities or communities in Ventura County including: Camarillo, Fillmore, Oak View, Ojai, Oxnard, Point Magu, Port Hueneme, Santa Paula, Somis and Ventura.

### Service Area Snapshot

| Community Indicators                                                           | Community Memorial Hospital<br>Ventura Service Area |
|--------------------------------------------------------------------------------|-----------------------------------------------------|
| Population                                                                     | 514,735                                             |
| Median Household Income                                                        | \$87,827                                            |
| Children and Teens, Ages 0-17                                                  | 21.8%                                               |
| Adults, Ages 18-64                                                             | 60.7%                                               |
| Seniors, Ages 65 and Older                                                     | 17.5%                                               |
| Hispanic or Latino Residents                                                   | 56.9%                                               |
| White Residents                                                                | 41.5%                                               |
| Black or African American Residents                                            | 2.0%                                                |
| Asian Residents                                                                | 6.0%                                                |
| Population Ages 5 and Older with Language<br>Other than English Spoken at Home | 45.7%                                               |
| Does Not Have a High School Diploma                                            | 19.6%                                               |

### Vulnerable Populations

| Community Indicators                     | Ventura County |
|------------------------------------------|----------------|
| People Living Below Poverty Level        | 9.7%           |
| Households Living Below Poverty Level    | 8.1%           |
| Adults with Disability Living in Poverty | 18.3%          |
| Has Health Insurance, Total Population   | 91.5%          |
| Has Health Insurance, Ages 0-18          | 97.1%          |
| People with Severe Housing Problems      | 22.9%          |
| Food Insecurity                          | 10.5%          |

## Community Health Needs Assessment

---

As part of the Ventura County Community Health Improvement Collaborative (VCCHIC), Community Memorial Healthcare completed a Community Health Needs Assessment (CHNA) in 2025 as required by state and federal law. VCCHIC is a formal, charter-bound partnership of seven health agencies that participated in the development of a joint CHNA report. The agencies that constitute VCCHIC include:

- Adventist Health Simi Valley
- Camarillo Health Care District
- Clinicas Del Camino Real, Inc.
- Community Memorial Healthcare
- Gold Coast Health Plan
- Kaiser Foundation Health Plan
- St. John's Hospital Camarillo, Dignity Health
- St. John's Regional Medical Center, Dignity Health
- Ventura County Health Care Agency Community Health Center
- Ventura County Public Health

The CHNA is a primary tool used by Community Memorial Healthcare to determine its community benefit plan, which outlines how it will give back to the community in the form of healthcare and other community services to address unmet community health needs. The assessment incorporated components of primary data collection and secondary data analysis that focused on the health and social needs of the service area.

Secondary data were collected from local, county, and state sources to present community demographics, social determinants of health, life expectancy, mortality, and disparities. Where available, these data are presented in the context of Ventura County and California, framing the scope of an issue as it relates to the broader community. In addition, the CHNA included community surveys, focus groups and partner listening sessions with community stakeholders to obtain input on health needs, barriers to care and resources available to address the identified health needs. The collected data were used to identify significant community health needs.

### Significant Health Needs

The significant health needs identified in the 2025 CHNA are listed below in alphabetical order. These identified significant health needs were analyzed and then prioritized with community input through interviews with representatives from community-based organizations and surveys with community residents.

- Access to health care and social services
- Adolescent health
- Cancer
- Care navigation and caregiving
- Children's health
- Chronic disease
- Community
- Economy

- Education
- Environmental health
- Infectious diseases
- Mental health and mental disorders
- Nutrition, healthy eating and physical activity
- Older adults
- Prevention and safety
- Respiratory diseases
- Sociopolitical environment
- Substance use
- Women's health

Once the CHNA was completed, the Community Memorial Healthcare Community Health Committee met on July 9, 2025 to discuss the significant health needs. The following criteria were used by the committee to determine the significant health needs the hospital will address in the Implementation Strategy:

**Existing Infrastructure:** There are programs, systems, staff and support resources in place to address the issue.

**Established Relationships:** There are established relationships with community partners to address the issue.

**Ongoing Investment:** Existing resources are committed to the issue. Staff time and financial resources for this issue are counted as part of the community benefit effort.

**Focus Area:** The hospital has acknowledged competencies and expertise to address the issue, and the issue fits with the organizational mission.

The CHNA served as the resource document for the review of significant health needs as it provided data on the scope and severity of issues and included community input on the health needs. The prioritization of significant health needs by the VCCHIC Steering Committee members and community focus group and listening session organization representatives was also taken into consideration. As a result of the review of needs and application of the above criteria, Community Memorial Hospital - Ventura will address the following priority health needs:

- Access to healthcare
- Chronic diseases and healthy lifestyles
- Mental health
- Substance use

The CHNA and Implementation Strategy are available on the hospital website at [www.mycmh.org/community-health/community-health-needs-assessment/](http://www.mycmh.org/community-health/community-health-needs-assessment/). Public comment on the CHNA and Implementation Strategy is encouraged as community input is used to inform and influence this work. To request a hard copy of this document or to share any feedback or comments, please [contact us](#).

## Addressing Priority Health Needs

---

In 2025, Community Memorial engaged in activities and programs that addressed the priority health needs identified in the 2026 – 2028 Implementation Strategy. Community Memorial Hospital – Ventura addressed access to healthcare, chronic diseases and healthy lifestyles, mental health and substance use. Activities and programs that highlight the hospital's commitment to the community are detailed below.

### Access to Healthcare

#### Caregiver Navigator Program

Navigators addressed caregiver needs by connecting clients to home health, respite care, mental health, and other community resources. They assisted with communication and coordination with healthcare providers and created opportunities for caregiver education. Through this program, 250 people were assisted.

#### Community Support

Community Memorial participated in community collaborative groups that addressed access to healthcare and social needs in the community. In addition, the hospital supported community organizations through cash and in-kind contributions.

#### Financial Aid

Following our Financial Assistance Policy, the hospital provided discounted and free health care to qualified individuals.

#### Homeless Support

People experiencing homelessness were provided with food, clothing, transportation and temporary housing support upon discharge.

#### Homeless Clinic

On-site visits were provided to people housed at a Recuperative Care facility in Ventura. This is temporary housing for individuals experiencing homelessness. This recuperative care center is the only facility serving Ventura County. Community Memorial holds 2 beds for patients being discharged from the hospital without a home.

Staff members and Medical Residents visited the facility regularly to conduct well visits to prevent readmissions. They attend to anyone who needs or wants to be seen, not limited to Community Memorial patients.

#### Maternal Child Health

The hospital provided education classes and support that reached over 850 women and families. Birth at Community Memorial Hospital – Ventura is not required to participate in these community programs.

- Breastfeeding Support Group
- Child & Infant CPR Classes
- Child Birthing Classes
- Family Resource Class Series

- Hypnobirthing Classes
- Infant Care Classes
- Lactation Consultations Parenting Classes
- Prenatal and Postnatal Yoga
- Well Mama Emotional Support Group

### Street Medicine

The Street Medicine program offered consistent aid to individuals experiencing homelessness residing in the river bottom. Every Tuesday morning, a committed group assembled with nutrition, clothing, medical supplies, and other essential services. The effort was a collaboration among several organizations, including Community Memorial Healthcare:

- Conejo Health
- Downtown Ventura Partners' Park Ambassador Program
- Project Understanding
- Ventura County Public Health
- Ventura County Public Health HIV/AIDS Center
- Community Volunteers, Family and Friends

The Street Medicine team conducted 31 weekly clinics, providing 1,085 patient encounters, connecting individuals to case management, outpatient treatment, medication-assisted treatment support, and additional community resources.

Through this collaborative partnership, Community Memorial Hospital – Ventura supported patient-centered approaches that promote safety, dignity, education, and long-term recovery for some of the county's most vulnerable populations.

### Transportation Services

Transportation was made available to patients and families having difficulty accessing care. Additionally, taxi vouchers and Uber Health were utilized to transport Recuperative Care patients to and from medical appointments.

## Chronic Diseases and Healthy Lifestyles

### Cancer Resource Center

The Cancer Resource Center offered services, support, and educational opportunities for cancer patients, their families and caregivers, and the community at large. Services were offered at no cost, in a welcoming, non-hospital environment. The Cancer Resource Center provided an Oncology Nurse Navigator, nutrition consultations, social services support, wig and hat bank, classes, and support groups. Classes and support groups were available virtually and in-person and provided more than 1,220 people with 9,400 encounters and included:

- Breast Cancer Support Group
- Calm Art (art therapy class)
- Cancer Nutrition Class
- General Cancer Support Group
- Gynecological Cancer Support Group
- Head and Neck Support Group
- Lymphedema therapy
- Nutritional counseling (one-on-one counseling with Dietitian)

- Ostomy Support Group
- Cancer Survivorship Class Series
- Reiki
- Yoga (virtual and in-person)

### Community CPR

Community CPR and first aid classes provided more than 300 community residents with life-saving education and training. First aid support was provided by staff RNs at the Relay for Life and the St. Patrick's Day Parade.

### Community Support

Community Memorial participated in community collaborative groups that addressed chronic diseases and healthy lifestyles. In addition, the hospital supported community organizations through cash and in-kind contributions.

### Health Education and Outreach

Health education sessions were offered free of charge and covered a wide range of topics related to preventive care, healthy lifestyles, disease prevention and management. More than 400 people participated in the following education sessions:

- Advance Care Planning Workshop
- Protecting Our Kids, Families & Community FACT & FICTION ABOUT VACCINES (virtual and in-person, English & Spanish)
- Stroke Prevention Education

Health and wellness information and resources were shared with over 5,000 people at the Pacifica High School Student Wellness event, Santa Paula Senior Expo, Ventura Marathon, Ventura County Public Defender's Office Resource Fair, The Port of Hueneme Banana Festival, and other Ventura County community events.

The hospital provided an online subscription available to the community to access health information on prevention and treatment topics.

### LiveStrong

The LiveStrong program was developed to promote the importance of physical activity after a cancer diagnosis. The 12-week physical activity program was designed by LiveStrong Foundation and is hosted by YMCA of the USA. Community Memorial Healthcare funded the LiveStrong program at the local Ventura YMCA. There were 30 graduates in 2025.

### Support Groups

The following support groups were offered to community members and their caregivers. More than 1,080 encounters were provided:

- Breast Cancer support group
- Breastfeeding support group
- Caregiver support group
- General Cancer support group
- Gynecological Cancer support group

- Head and Neck support group
- Ostomy support group
- Stroke support group
- Well Mama postpartum emotional support group

### Wellness & Fitness Center

The Community Memorial Wellness & Fitness Center is a spacious and secure facility that offers community members gym services at reduced rates, free health education and screening sessions, and exercise classes. Additionally, the Wellness & Fitness Center coordinates community education, preventive care clinics, screenings and vaccinations.

- A weekly community outdoor yoga class served 50 people
- A weekly community outdoor tai chi class reached 141 people
- A free weekly adaptive yoga class reached 91 people
- A free ostomy clinic assisted 55 people with ostomy care
- Community flu vaccination clinics reached 278 people
- Stroke education was provided to 120 people in partnership with the YMCA
- Blood pressure screenings were provided to 56 people
- Low-cost mobile mammography was provided to 35 women

### Wise & Well

A free online program that provided social media messages, an e-newsletter and podcasts with health information, healthy recipes and community resources. The podcast and newsletter reached 43,903 community residents in 2025.

## Mental Health and Substance Use

### Community Support

Community Memorial participated in community collaborative groups that addressed mental health and substance use across the life span. In addition, the hospital supported community organizations through cash and in-kind contributions.

### Health Education and Outreach

Health education sessions were offered free of charge and covered a wide range of topics related to mental health and substance use.

### Justice Involved Program

Community Memorial Hospital – Ventura worked with the Ventura County Sheriff's office and provided addiction services to those who needed Medicated Assisted Treatment (MAT). The program provided Substance Use Disorder Screening Intakes for any justice involved patient on MAT by a Community Memorial Patient Navigator (Licensed Clinical Social Worker). Referrals were given to Community Memorial pre-release and screenings were provided in custody. Upon release, individuals met in person with a Community Memorial Addiction Medicine Medical Staff member for MAT services. Appointments were scheduled within three days of release from County Corrections, and group and individual appointments were provided. The program provided wrap-around care and follow up visits and provided ongoing support for MAT treatment and social work services beyond 90 days, if needed. To date,



Community Memorial has provided more than 291 intakes in jail and enrolled 200 individuals in the program.

#### Outpatient Addiction Medicine

Community Memorial provided outpatient services for substance use treatment. Addiction medicine specialists have advanced training in the genetic, biological, psychosocial, and spiritual aspects of addiction. Services included cognitive behavioral therapy, pharmacotherapy, counseling, and group therapy.

#### Outpatient Mental Health

Outpatient behavioral and mental health services included the evaluation, diagnosis, and management of

- Anxiety
- Attention-deficit and hyperactivity disorder (ADHD)
- Bipolar illness
- Depression
- Mood and thought disorders
- Substance use disorder
- Trauma
- Post-traumatic stress disorder (PTSD)
- Dual-diagnosis

#### Substance Use Navigation

Community Memorial Hospital – Ventura offered a program to help patients with a Substance Use Disorder (SUD) get treatment for their addiction. A substance use navigator helped people with SUD by initiating treatment in the hospital, connecting patients to follow-up care, and advocating for culture change to reduce stigma and discrimination.

## Other Community Benefit Services

---

Community Memorial Hospital – Ventura provided community benefit services in addition to those programs that focused on addressing priority health needs.

### Health Professional Education

*Definition: Education programs for physicians, nurses, and other health professionals.*

#### Graduate Medical Education

Community Memorial Healthcare began residency training in 2013 with accredited programs in Internal Medicine, Family Medicine, and Orthopedic Surgery. Since then, we have expanded our academic medicine program to include General Surgery and Psychiatry. The goal of our Graduate Medical Education program is to train outstanding physicians who work in a collaborative environment and give back to the communities with which they are involved. All five of our residency programs are ACGME accredited. We also offer an integrated Behavioral Health Psychology fellowship.

The JW Moore Lecture Series provided continuing medical education, which was made available to health professionals in the community. Physicians and content experts provided education on a variety of topics. In 2025, 103 health professionals participated in the JW Moore Lecture Series.

#### Nursing

Community Memorial Hospital – Ventura precepted 247 nursing students from California State University Channel Islands, West Coast University and Ventura Community College.

#### Other Health Professionals

Community Memorial Hospital – Ventura hospital staff precepted 143 other health professionals, including:

- Clinical Lab Scientists
- Emergency Medical Technicians
- Lactation Interns
- Medical Laboratory Technicians
- Paramedics
- Pharmacy Students
- Phlebotomy Technicians
- Physical Therapy
- Radiology Technicians
- Social Workers
- Speech and Language Pathologists
- Ultrasound Technicians

### Research

*Definition: Research is the study or investigation to generate generalizable knowledge made available to the public. Research includes the communication of findings and observations, including publication in a journal. Internally funded research and research funded by tax-*

*exempt, or government entities are eligible for reporting.*

Community Memorial Healthcare has a Research Department that supports research studies.

### **Subsidized Health Services**

*Definition: Clinical services provided despite a financial loss to the organization. The financial loss is measured after removing losses associated with bad debt, financial assistance, Medicaid, and other means-tested government programs.*

#### **Outpatient Palliative Care**

Community Memorial Healthcare offered outpatient palliative care to support patients and caregivers. Palliative care mitigates the effects of a serious illness or injury by helping patients manage pain, symptoms, stress, and treatment side effects. The goal is to enhance a person's quality of life. Palliative care is appropriate at any age and at any stage in a serious illness and can be provided alongside curative treatment.

#### **Outpatient Clinics**

Community Memorial Healthcare provided subsidized outpatient services and primary care centers in the community service area.

### **Cash and In-Kind Donations**

*Definition: Funds and in-kind services donated to community groups and nonprofit organizations.*

#### **Cash Donations and In-Kind Support**

Funds and staff time were donated to nonprofit community groups and local organizations. The support of these organizations furthered the health system's mission, addressed the community health needs identified through the CHNA, and focused on community health, wellness, and safety.

Medications were donated as a part of a Medical Mission Trip. Medical missions served patients in countries most in need of medical treatment who could not afford health care services or who did not have access to health care in their villages.

Our community partners included (partial listing):

- American Heart Association
- Boys & Girls Club of Camarillo
- Boys & Girls Club of Greater Ventura
- Brain Injury Center
- Breastfeeding Coalition of Ventura
- Casa Pacifica
- Community Integrating Communities
- Community Overdose Awareness and Solutions Team
- Gold Coast Health Plan
- Livingston Memorial Visiting Nurses Association

- Medical Mission Drug Supply
- Tri Counties PATH Collaborative
- Ventura County Leadership Association
- Ventura County Medical Association
- Ventura County Medical Resource Foundation
- Ventura Education Partnership
- Ventura Family YMCA
- Vitalant

### **Community Benefit Operations**

*Definition: Direct and indirect costs associated with assigned staff, community health needs assessments, community benefit planning, tracking, reporting, evaluating and operations.*

In 2025, community benefit operations included:

- Community benefit expenses
- Administrative support for community benefit
- CBISA software subscription
- Community benefit consultants
- Ventura County Community Health Improvement Collaborative

### **Community Building**

*Definition: activities that support community assets by offering the expertise and resources of the hospital organization. These activities may address the root causes of health problems or the determinants of health, such as education, homelessness, poverty, and the environment.*

### **Community Support**

Community Memorial Hospital – Ventura participated in community support networks and initiatives that were focused on community improvement, health, and safety.

## Financial Summary of Community Benefit

The Community Memorial Hospital – Ventura financial summary of community benefit for 2025 (January 1, 2025, to December 31, 2025) is summarized in the tables below. The community benefit costs comply with Internal Revenue Service instructions for Form 990 Schedule H. Appendix 1 lists the community benefit programs by category.

### Community Memorial Hospital – Ventura

| <b>Financial Assistance and Means-Tested Government Programs</b>     | <b>Vulnerable Populations</b> | <b>Broader Community</b> | <b>Total</b> |
|----------------------------------------------------------------------|-------------------------------|--------------------------|--------------|
| Traditional Charity Care                                             | \$901,461                     | \$0                      | \$901,461    |
| Medi-Cal Shortfall                                                   | \$24,098,011                  | \$0                      | \$24,098,011 |
| Other Means-Tested Government Programs (Indigent Care)               | \$0                           | \$0                      | \$0          |
| <b>Sum Financial Assistance and Means-Tested Government Programs</b> | \$24,999,472                  | \$0                      | \$24,999,472 |
| <b>Other Benefits</b>                                                |                               |                          |              |
| Community Health Improvement Services                                | \$124,762                     | \$3,183,365              | \$3,308,127  |
| Community Benefit Operations                                         | \$0                           | \$13,393                 | \$13,393     |
| Health Professions Education                                         | \$0                           | \$20,763,651             | \$20,763,651 |
| Subsidized Health Services                                           | \$1,860,027                   | \$0                      | \$1,860,027  |
| Research                                                             | \$0                           | \$124,967                | \$124,967    |
| Cash and In-Kind Contributions                                       | \$996,519                     | \$308,570                | \$1,305,089  |
| Other Community Benefit                                              | \$0                           | \$29,248                 | \$29,248     |
| <b>Total Other Benefits</b>                                          | \$2,981,308                   | \$24,423,194             | \$27,404,502 |
| <b>Community Benefit Spending</b>                                    |                               |                          |              |
| <b>Total Community Benefit*</b>                                      | \$27,980,780                  | \$24,423,194             | \$52,403,974 |
| Medicare (non-IRS)                                                   | \$17,791,846                  | \$0                      | \$17,791,846 |
| <b>Total Community Benefit with Medicare</b>                         | \$45,772,626                  | \$24,423,194             | \$70,195,820 |

\*Sum of Financial Assistance, Means-Tested Government Programs and Other Benefits.

## Community Benefit Plan 2026

---

### Significant Needs the Hospital Intends to Address

Community Memorial Hospital – Ventura participated in the Ventura County Community Health Improvement Collaborative (VCCHIC) to develop a county-wide Community Health Implementation Strategy. The hospital intends to take actions to address the following health needs identified in the 2025 CHNA and detailed in the 2026 – 2028 Implementation Strategy:

- Access to Healthcare
- Chronic Diseases and Healthy Lifestyles
- Mental Health
- Substance Use

### Access to Healthcare

#### Goal

- Increase access to services and resources to improve the health and welfare of community residents.

#### Strategies

**Caregiver Navigator Program** – Navigators address caregiver needs by connecting clients to home health, respite care, mental health, and other community resources. They assist with communication and coordination with healthcare providers and created opportunities for caregiver education.

**Community Support** – Provide donations and in-kind support to nonprofit community organizations dedicated to addressing access to healthcare and providing support services.

**Financial Assistance for the Uninsured or Underinsured** – Provide financial assistance through free and discounted care and government health programs for low-income patients for health care services, consistent with the hospital's financial assistance policy.

**Homeless Clinic** – Provide on-site visits to people housed at a Recuperative Care Center for individuals experiencing homelessness. This Center is the only facility serving Ventura County. Staff members and Medical Residents go to the facility regularly to conduct visits.

**Insurance Enrollment** – Assist people who are uninsured or underinsured to enroll in publicly available health insurance programs.

**Maternal Child Health** – Provide education classes and support for women and families. Birth at Community Memorial Hospital is not a requirement to participate in these programs.

**Street Medicine** – Offer aid to individuals experiencing homelessness residing near the river bottom. The Community Memorial team will provide services such as vaccines, wound care assistance, triage/physical exams, addiction medicine, care coordination, referrals/assessments for treatment, ECM referrals, insurance enrollment and health navigation.

**Transportation and Support Services** – Provide transportation for people who cannot afford transportation to or from medical services and appointments. For people living in poverty, provide medications, assisted living, and care management services.

**Planned Collaboration:** as a VCCHIC member organization, Community Memorial Healthcare will commit staff time and resources to support these activities. In addition, collaborative partners include:

- Community health centers and community clinics
- Community-based organizations
- Conejo Health
- Downtown Ventura Partners' Park Ambassador Program
- Homeless service agencies
- Project Understanding
- Senior service organizations
- Ventura County Public Health
- Ventura County Public Health HIV/AIDS Center

## **Chronic Disease and Healthy Lifestyles**

### **Goals**

- Reduce the impact of chronic diseases on health and increase the focus on chronic disease prevention and treatment.
- Reduce overweight and obesity by increasing healthy eating and physical activity.

### **Strategies**

**Cancer Resource Center** – Offer services, support, and educational opportunities for cancer patients, their families and caregivers, and the community at large. The Cancer Resource Center provides an Oncology Nurse Navigator, nutrition consultations, social services support, wig and hat bank, classes, and support groups, at no cost.

**Community CPR** – Provide community CPR and first aid classes.

**Community Support** – Provide donations and in-kind support to nonprofit community organizations dedicated to addressing chronic diseases and healthy lifestyles strategies.

**Health Education and Outreach** – Conduct community health sessions and attend community events to provide information on chronic disease prevention, management, and treatment, preventive care and healthy lifestyles.

**LiveStrong** – Promote the importance of physical activity after a cancer diagnosis. This 12-week physical activity program was designed by LiveStrong Foundation and is hosted by YMCA of the USA.

**Support Groups** – Offer support groups to community caregivers and their families at no cost.



**Wellness & Fitness Center** – Offer community members gym services at reduced rates, free health education and screening sessions, and exercise classes. Additionally, the Wellness & Fitness Center coordinates community education, preventive care clinics, screenings, and vaccinations.

**Wise & Well** – Offer a free online program that provides social media messages, an e-newsletter and podcasts with health information, healthy recipes, and community resources.

**Planned Collaboration:** as a VCCHIC member organization, Community Memorial Healthcare will commit staff time and resources to support these activities. In addition, collaborative partners include:

- American Cancer Society
- Braille Institute of America
- 
- Community health centers and community clinics
- Community-based organizations
- Faith-based organizations
- Farmers markets
- Food Share Ventura County
- Leisure Village
- Schools and school districts
- Senior service agencies
- Ventura County Public Health
- Ventura Family YMCA

## **Mental Health and Substance Use**

### **Goals**

- Increase access to mental health and substance use services in the community.
- Improve screening and identification of mental health and substance use needs.

### **Strategies**

**Community Support** – Provide donations and in-kind support to nonprofit community organizations that address mental health and substance use services.

**Health Education and Outreach** – Provide mental health and substance use and misuse education classes to increase community knowledge and increase awareness of prevention and treatment services available in the community.

**Justice Involved Program** – Provide Substance Use Disorder Screening Intakes for any justice involved patient who needs Medication Assisted Treatment (MAT).

**Outpatient Addiction Medicine** – Provide outpatient services for substance use treatment.

**Outpatient Mental Health** – Provide outpatient services for behavioral and mental health services, including evaluation, diagnosis and management of mental health disorders.

**Substance Use Navigation** – Offer a program to help people with a Substance Use Disorder (SUD) get treatment for their addiction. A substance use navigator assists people with SUD by initiating treatment in the hospital, connecting patients to follow-up care, and advocating for culture change to reduce stigma and discrimination.

**Planned Collaboration:** as a VCCHIC member organization, Community Memorial Healthcare will commit staff time and resources to support these activities. In addition, collaborative partners include:

- Casa Pacifica
- Community-based organizations
- Faith-based organizations
- Schools and school districts
- Senior service agencies
- Ventura County Sheriff
- Youth-serving organizations

### **Evaluation of Impact**

Through the CHNA process, community stakeholders provided input on the community health needs impacting the community, prioritization of the needs, and resources to address the needs. Appendix 2 identifies the community groups that were consulted.

Community Memorial Hospital – Ventura is committed to monitoring and evaluating key initiatives to access the programs and activities outlined in our Implementation Strategy. We have implemented a system for the collection and documentation of tracking measures, such as the number of people reached or served, and collaborative efforts to address health needs. An evaluation of the impact of the actions to address these significant health needs will be reported in the next scheduled CHNA.

### **Priority Health Needs That Will Not Be Addressed**

Since the hospital cannot directly address all the health needs present in the community, Community Memorial Hospital – Ventura will concentrate on those health needs that we can most effectively address given our areas of focus and expertise. The hospital has insufficient resources to effectively address all the identified needs and, in some cases, the needs are being addressed by others in the community. Taking existing hospital and community resources into consideration, Community Memorial Hospital – Ventura will not directly address the remaining health needs identified in the CHNA, including economy, education, environmental health, prevention and safety, and sociopolitical environment.

## Contact Information

---

Community Memorial Hospital – Ventura  
147 North Brent Street  
Ventura, CA 93003  
[www.mycmh.org](http://www.mycmh.org)

Community Benefit Contact  
Jamie Maites  
Chief Marketing & Development Officer  
Community Memorial Healthcare  
[jmaites@mycmh.org](mailto:jmaites@mycmh.org)

## Appendix 1: Categorization of Community Benefit Programs

|                                                                |
|----------------------------------------------------------------|
| <b>Medical Care Services</b>                                   |
| Charity care/financial assistance                              |
| Medi-Cal shortfall                                             |
| Medicare shortfall (non-IRS)                                   |
| <b>Other Benefits for Vulnerable Populations</b>               |
| Cash and -in-kind donations to support nonprofit organizations |
| Food distribution for food insecurity                          |
| Health insurance enrollment assistance                         |
| Homeless clinic                                                |
| Homeless support                                               |
| Justice Involved Program                                       |
| Outpatient Palliative Care                                     |
| Street medicine                                                |
| Transportation assistance                                      |
| <b>Other Benefits for the Broader Community</b>                |
| Cancer Resource Center                                         |
| Caregiver Navigator Program                                    |
| Cash and -in-kind donations to support nonprofit organizations |
| Community benefit operations                                   |
| Community CPR                                                  |
| Health education and outreach                                  |
| Maternal child health                                          |
| Outpatient Addiction Medicine                                  |
| Outpatient clinics                                             |
| Outpatient Mental Health                                       |
| Substance Use Navigation                                       |
| Substance use prevention education                             |
| Support groups                                                 |
| Wellness & Fitness Center                                      |
| Wise & Well                                                    |
| <b>Health Research, Education and Training Programs</b>        |
| Continuing medical education                                   |
| Graduate medical education                                     |
| Nursing precepting                                             |
| Other health professionals precepting                          |
| Research                                                       |
| <b>Nonquantifiable Benefits</b>                                |
| Community support                                              |

## Appendix 2: Community Stakeholders

Input was gathered from organizations that work with low-income, minority, or other medically underserved populations. Participation included community members and representatives of the organizations listed below.

| Focus Group Participants                            | Host Organizations                                                             |
|-----------------------------------------------------|--------------------------------------------------------------------------------|
| Adolescents and young adults                        | California State University Channel Islands Pacifica High School               |
| Black and African American populations              | Interface Children & Family Services<br>National Health Foundation Farmworkers |
| Farmworkers                                         | Mixteco/Indigena Community Organizing Project (MICOP)                          |
| Gold Coast Health Plan Community Advisory Committee | Gold Coast Health Plan                                                         |
| Hispanic and Latino populations                     | Clinicas del Camino Real, Inc.                                                 |
| LGBTQIA+ populations                                | Diversity Collective Ventura                                                   |
| Older adults and their caregivers                   | Camarillo Health Care District                                                 |
| People with disabilities and their caregivers       | Tri Counties Regional Center                                                   |
| Unhoused and housing insecure individuals           | The Partnership for Safe Families and Communities of Ventura County            |
| Veterans                                            | Gold Coast Veterans Foundation                                                 |

| Listening Sessions                          | Host Organizations                            |
|---------------------------------------------|-----------------------------------------------|
| Adolescent health                           | Ventura County Public Health                  |
| Health care services                        | Community Memorial Healthcare                 |
| Behavioral health                           | Ventura County Behavioral Health              |
| Older adult health                          | Camarillo Health Care District                |
| Prenatal, early childhood, childhood health | Gold Coast Health Plan                        |
| Social services                             | Ventura County Community Information Exchange |