



## 2024 COMMUNITY BENEFIT REPORT



Prepared by



# Table of Contents

I. Introduction: About NorthBay Health.....	1
NorthBay Health’s Mission, Vision, Pillars, and Values .....	5
NorthBay Health System – Facilities & Services .....	
NorthBay Health’s History of Community Benefit .....	8
II. Process for Plan Development .....	9
III. List of Prioritized Significant Health Needs in the 2022 CHNA.....	11
IV. NorthBay Health Implementation Plan 2022.....	12
Implementation Results .....	12
V. Amount spent on community benefit financials.....	16
VI. Methodology to determine the hospital’s costs .....	17



# I. Introduction: About NorthBay Health

## Community Health Needs Assessment (CHNA) Focus Area: Solano County

Solano County is located approximately 45 miles southwest of Sacramento and 45 miles northeast of San Francisco. The county's main cities and towns are Benicia, Dixon, Fairfield, Rio Vista, Suisun City, Vacaville, and Vallejo.

The total population of Solano County is 446,763. The age of most residents is between five and 74, with 18% of the population age 65 or older. Solano County is racially and ethnically diverse, with 34% of the population white, 28% Hispanic, 16% Asian, 14% Black, 7% mixed race, 1% Native Hawaiian or Pacific Islander, and less than 1% American Indian, Alaska Native. About 33% of households speak a language other than English. Solano County's employment rate is 58%<sup>1</sup>

### Geographic Footprint

NorthBay Health serves community members from 17 ZIP codes.

Zip Code	City	Zip Code	City
94510	Benicia	94591	Vallejo
94512	Birds Landing	94592	Vallejo
94533	Fairfield	95620	Dixon
94534	Fairfield	95625	Elmira
94535	Travis Air Force Base	95687	Vacaville
94571	Rio Vista	95688	Vacaville
94585	Suisun City	95694	Winters
94589	Vallejo	95696	P.O. Boxes
94590	Vallejo		

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<sup>1</sup> Solano County Demographics Report (<https://solanocounty.com/civicax/filebank/blobload.aspx?BlobID=45381>) accessed 4/23/25)



## NorthBay Health’s Definition of “Community Served”

The Internal Revenue Service defines the “community served” as those individuals residing within the hospital’s service area. A Hospital Service Area (HSA) includes all residents in a defined geographic area and does not exclude low-income or underserved populations. As noted previously in this report, NorthBay Health serves residents in Solano County, Napa County, and Yolo County, with a concentration of residents in the Fairfield, Vacaville, and Suisun Valley communities.

While NorthBay Health’s service area extends across the Northern California region, data in this report focuses on residents in Solano County.

## About NorthBay Health

At NorthBay Health, our leadership is driven by a dedicated team of professionals committed to making an impact across the broader region we serve. Founded in 1959 by a team of civic leaders and physicians, NorthBay Health is a regional non-profit health care system that services communities north of the San Francisco Bay Area, including Solano, Napa and Yolo counties. Our system encompasses two acute care hospitals with a combined total of over 200 beds, a Level II Trauma Center, a modern maternity unit with a neonatal intensive care unit (NICU), advanced critical care units, a comprehensive Cancer Center, four urgent care centers, five primary care locations, and a broad array of outpatient services.

NorthBay Health provides expert clinical and surgical care across multiple specialties such as cardiology, labor and delivery, general and robotic surgery, neurosciences, oncology, orthopedics, and women’s health. Services range from joint replacement to spine surgery, interventional cardiology, complex abdominal procedures, women’s services, and wound care. A leader in advanced surgical approaches, NorthBay Health is your destination for minimally invasive robotic procedures supported by state-of-the-art surgical suites, advanced imaging technology, and integrated diagnostics.

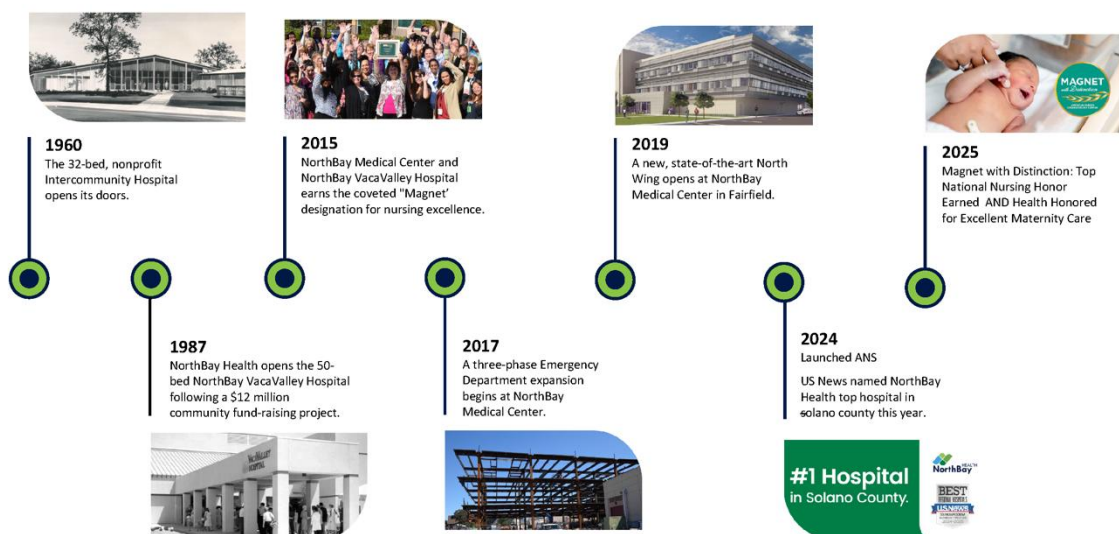
Our commitment to clinical excellence, innovation, and patient-centered care enables NorthBay Health to deliver high-quality outcomes close to home. Excellence isn’t just a goal; it’s a standard reflected in the recognitions NorthBay Health has earned at every level of care. We are proud to be among just 17 hospitals nationwide to achieve Magnet® recognition with distinction for nursing excellence. We were named a “Best Regional Hospital” by *U.S. News & World Report* (2024 – 2025) and earned the distinction of being the #1 hospital in Solano County. Additionally, NorthBay Health achieved “High Performing” status in eight procedure and condition areas, including **Heart Attack; Heart Failure; Kidney Failure; Stroke; Maternity Care (uncomplicated pregnancy); Hip Fracture; Chronic Obstructive**

**Pulmonary Disease (COPD); and Pneumonia.** In 2024, NorthBay Health Medical Center was named a Center of Excellence in Robotic Surgery by the Surgical Review Corporation, underscoring our commitment to delivering the highest quality and safest care in cutting-edge, robotic-assisted surgeries. In the same year both of our hospitals received “A” ratings from The Leapfrog Group, reflecting our unwavering commitment to patient safety and ensuring our patients are protected from medical errors while receiving compassionate, innovative care.

NorthBay Health Group, the physician-led medical practice of the NorthBay Health system, is uniquely integrated into the broader NorthBay Health network. This structure allows patients to access coordinated care across primary and specialty services, all within a single, connected system. By offering a continuum of care under one trusted name, NorthBay Health ensures a seamless, convenient experience for patients throughout their health care journey.

As we continue to grow into a leading regional health system, NorthBay Health remains firmly rooted in the community that has shaped our legacy for nearly 70 years. While expanding our reach and services across Northern California, we stay committed to delivering personalized care that feels familiar, caring, and accessible. Whether patients visit us for routine check-ups, specialty treatment, or complex procedures, they receive expert care backed by the strength of a growing system, yet continually grounded in the values of community, connection, and compassion.

## A Long Tradition of Care in the Region



## NorthBay Health's Mission, Vision, Pillars, and Values

At NorthBay Health, our mission, vision, and values form the foundation of who we are and how we serve. Together, they shape our culture, guide our decisions, and define how we care for our patients and communities.

We are guided by our **True North** values, a clear and concise commitment to compassion, collaboration, integrity, accountability, and excellence in every interaction. These values anchor our organization and inspire us to deliver the highest quality care while advancing health equity across the region.

### Mission

To improve the well-being of our communities by providing conveniently accessible, high-quality care.

### Vision

To be the trusted health care partner of choice for the communities we serve.

### Pillars



Driving  
Innovation



Growth &  
Access



People &  
Culture



Cultivating  
Partnerships



Financial  
Stewardship

## Values

EMBRACING OUR  
"TRUE NORTH"



**Nurture  
Care**

Compassion

We are committed to demonstrating compassionate and individualized care for every patient, ensuring their physical and emotional well-being is at the heart of everything we do.



**Own it**

Accountability

Both individually and collectively, we hold ourselves accountable for our decisions, actions, and results. We are committed to bringing our best self on a daily basis.



**Respect  
Relationships**

Teamwork

Collaboration across our health system is a priority. We foster a respectful and inclusive environment, valuing each team member, patient, and community member, promoting collaborative and supportive interactions.



**TBuild  
Trust**

Integrity

We are committed to upholding honesty and integrity in all our actions, ensuring that our patients and stakeholders are well-informed and trust in our commitment to ethical practices.



**Hardwire  
Excellence**

Excellence

We embrace excellence in health care with a focus on constant improvement. We deliver high-quality, patient-centered, ethical health care.

# NorthBay Health System – Facilities & Services

## NorthBay Health Medical Center

With more than 60 years of service to Solano County, this 154-bed nonprofit hospital is a designated Level II Trauma Center offering 24/7 emergency care. Key services include a modern maternity unit, Level III NICU, advanced imaging, cardiac catheterization, stroke care, an accredited Chest Pain Center, a robust heart and vascular program and state-of-the-art surgery.

## NorthBay Health Specialty Clinics and Services

We offer advanced specialty care across key areas led by clinical and surgical specialists recognized for excellence in their fields:

- **Cancer Care:** Accredited by the American College of Surgeons, our center supports patients from diagnosis to remission.
- **Cardiology:** The county's only comprehensive heart center, with advanced services like TAVR and an accredited Chest Pain Center.
- **General Surgery:** Robotic-assisted and minimally invasive options for hernia, gallbladder, colon, and more.
- **Neuroscience:** Expert care for complex neurological disorders such as epilepsy, migraines, brain injury, scoliosis, brain tumors, and movement disorders.
- **Orthopedics:** Treatment for joint, bone, and spine issues, including surgery and rehab.
- **Women's Health:** A full range of services from adolescence through menopause.

## NorthBay Health VacaValley Hospital

Located in Vacaville, this 50-bed nonprofit hospital provides emergency care, 44 medical-surgical beds, six ICU beds, two operating suites, lab services, and advanced imaging, meeting the growing needs of Vacaville and surrounding communities.

## NorthBay Health Primary Care

With locations in Solano County (Vacaville, Fairfield, and Dixon), Napa County (American Canyon), and a new site opening in Yolo County in summer 2025, patients can access same-day appointments and the My NorthBay Doc portal for easy scheduling.

## NorthBay Health Urgent Care

For immediate care that doesn't require the ER, NorthBay Health offers convenient urgent care centers across Solano, Napa, and Yolo counties. With locations in Fairfield, Dixon, Vacaville, American Canyon, and Winters – and more planned by the end of 2025 – our clinics treat non-life-threatening illnesses and injuries seven days a week. Walk-ins are welcome.

## NorthBay Health + Western Health Advantage

Western Health Advantage (WHA) is a nonprofit HMO serving more than 100,000 members across Northern California, with a strong focus on affordability and access to high-quality care. As a proud WHA co-founder and partner, NorthBay Health gives patients access to an extensive network of trusted physicians, specialists, and hospitals – all close to home.

## NorthBay Health's History of Community Benefit

NorthBay Health is committed to improving the health of the Solano County community. To augment our independent efforts, NorthBay Health also pursues its mission through participation in a variety of coalitions within the community. Our boards of directors understand that medical care is not the only factor that influences community health. Adequate housing and nutrition, education, employment, and a feeling of hope and well-being also impact community wellness. By working with civic agencies, nonprofit organizations, and health care partners, NorthBay Health is able to reach beyond the walls of our facilities and positively affect a number of community health needs, in addition to medical care.

NorthBay Health works collaboratively with a network of other community organizations. We are able to offer an array of health care services and benefit from the expertise of others in addressing broader social issues. NorthBay Health and our board of directors play an integral role in the governance, funding, and implementation of community health improvement projects.

Embracing community wellness, each year NorthBay Health partners with nonprofit organizations, educational institutions, public safety agencies, as well as Solano Public Health Department, to conduct activities, to build facilities, and to operate programs that directly and indirectly improve the quality of life of residents. The goal of each of these partnerships is to encourage healthy behavior, and therefore, address the needs identified in the assessment.

## II. Process for Plan Development

For the 2022 CHNA, Harder+Company conducted the assessment on behalf of NorthBay Health, utilizing a structured, mixed-methods approach that combined secondary data analysis with extensive primary community input, and culminated in a multi-round prioritization process involving a broad cross-section of regional partners and community stakeholders.

Secondary data were collected and analyzed using the Kaiser CHNA Data Platform, a web-based resource that includes 130 publicly available health indicators enabling the team to examine health drivers, identify racial and ethnic disparities, and benchmark local outcomes against state and national averages. Supplemental data were also incorporated from Solano County health department partners and additional online sources, including kidsdata.org and the California Healthy Places Index, to provide updated context where relevant.

To solicit the views of the community served by NorthBay Health, primary qualitative data were gathered through key informant interviews, provider group interviews, and community focus groups, engaging 125 total participants across the service area. Participants included representatives from health departments, school districts, local nonprofits, and regional organizations, as well as community leaders and individuals from medically underserved populations, including low-income residents, racial and ethnic minorities, and individuals experiencing homelessness. Sessions were conducted in both English and Spanish, and all data were coded and analyzed using ATLAS.ti qualitative software to identify priority health needs, disparities, barriers to care, and community-recommended solutions.

Community groups and local government officials were formally consulted during the development of the plan through two in-person prioritization meetings held with regional CHNA partners and stakeholders. Organizations participating in the Vacaville Hospital Service Area prioritization included Kaiser Permanente, NorthBay Health, Partnership HealthPlan of California, Solano Coalition for Better Health, Solano County Medical Services, and Solano Public Health. Organizations participating in the Vallejo Hospital Service Area prioritization included Kaiser Permanente, Community Health Initiative-Napa County, First 5 Solano, Napa County Public Health, Partnership HealthPlan of California, and Solano Public Health.

To evaluate and validate the prioritization of identified health needs, a third round of ranking was conducted via an online Qualtrics survey distributed by Solano Public Health, completed by 182 unique participants over a 12-day period. Participants reviewed updated, county-specific health need profiles and scored each need on three agreed-upon criteria — severity and magnitude, presence of

clear disparities or inequities, and potential for positive impact. Final rankings were mathematically combined across all three rounds, with the online round weighted more heavily to reflect its more current data and stronger geographic representation of the service area. This process produced the final prioritized list of community health needs informing NorthBay Health's implementation plan.

Please see the 2022 CHNA report for more information.



### **III. List of Prioritized Significant Health Needs in the 2022 CHNA**

The following six health needs were determined to be significant (in prioritized order):

1. Access to Care
2. Housing
3. Income & Employment
4. Mental & Behavioral Health
5. Community Safety
6. Transportation



# IV. NorthBay Health Implementation Plan

## 2022

The following describes examples of the strategy, tactics, and approaches NorthBay Health utilized to address all six significant health needs identified in the 2022 CHNA. Additionally, NorthBay Health Community Benefit granted \$140,000 in 2023 and \$114,000 in 2024 in grants to community-based organizations and sponsorships. All health needs are being addressed.

### Implementation Results

<b>1. ACCESS TO CARE</b>	
<b>Program</b>	<b>Charity Care</b>
<b>Description</b>	NorthBay Health opened as Intercommunity Hospital in 1960 to care for everyone in the community, regardless of their ability to pay for services. Health care, from the emergency department to specialty care to hospice, is often provided free or at reduced prices to low-income patients. NorthBay Health, as the leading safety net health system in Solano County, is a disproportionate share hospital, meaning it provides the bulk of care to those who are uninsured or underinsured in the community. Charity care provided by NorthBay Health is essential to local residents having access to high-quality care and services.
<b>Measurable Success</b>	NorthBay Health continues to provide Charity Care support via a financial assistance program with more information accessible on NorthBay Health's website. Between 2023 and 2024, NorthBay Health provided support totaling over \$7 million through the Charity Care program.

## 2. HOUSING

Program	<b>Opportunity House</b>
Description	As a financial supporter of the Opportunity House shelter, operating under the auspices of Vacaville Solano Services Corporation (VSSC), NorthBay Health is supporting the leading homeless advocacy organization in Vacaville. It has provided safe, temporary housing and a sober work-to-housing program to homeless individuals and families since 1990.
Measurable Success	In 2024 NorthBay Health donated \$25,000 to the Opportunity House.

## 3. INCOME & EMPLOYMENT

Program	<b>Salvation Army Kroc Center of Suisun City</b>
Description	NorthBay Health financially supports the programs of the Kroc Center in the low-income neighborhoods of Suisun City operated by the Salvation Army.
Measurable Success	In fiscal year 2024, the Kroc Center served 24,366 households and 65,111 people. NorthBay Health donated \$2,000 in 2024 for the Red Kettle Kick-Off Event. In addition to NorthBay Health's financial contributions to the Salvation Army, NorthBay Health has a seat on the Advisory Board. With this position, NorthBay Health members regularly attend monthly meetings, provide input on issues, provide creative support, attend and volunteer at events such as food packing days during the holiday season, attend the Back to School fairs, and adopt a family during the holidays.

#### 4. MENTAL & BEHAVIORAL HEALTH

Program	Address the behavioral health needs of the local homeless population, including patients post-discharge from local hospitals
Description	NorthBay Health worked with Solano County Health & Social Services as it opened a new mental health services unit on Beck Avenue in Fairfield. The facility created more access to services for discharged patients from NorthBay's emergency services departments.
Measurable Success	NorthBay Health leaders have been and currently are chairs of the Behavioral Health Advisory Board (to the Solano County Board of Supervisors) for the past eight years. NorthBay Health has successfully leveraged community services to decrease <b>homeless patients'</b> length of stay and continues to do so.

#### 5. COMMUNITY SAFETY

Program	Participate in California Perinatal Quality Care Collaborative (CPQCC) and California Maternal Quality Care Collaborative (CMQCC)
Description	Understanding how NorthBay Health's maternity care practices and outcomes differ by race/ethnicity is an essential step in working toward birth equity. CMQCC has adopted the definition of birth equity put forward by Joia Adele Crear-Perry, M.D., Founder and President of the National Birth Equity Collaborative: "The assurance of the conditions of optimal births for all people with a willingness to address racial and social inequities in a sustained effort."
Measurable Success	NorthBay Health's Labor and Delivery staff have and continue to review birth equity data from a quality improvement stand-point. Physician and nursing leaders discuss and collaborate on ways to continuously focus on birth equity and the needs of this patient population.

## 6. TRANSPORTATION

Program	<b>Health Care Lyft Option</b>
Description	While NorthBay Health does not have the scope or authority to address overall transportation issues in Solano County, it does maintain a program intended to assist patients struggling with transportation needs. A social services representative meets with each patient to determine their needs and connects them to services, if appropriate. Each year, NorthBay Health pays thousands for a Health Care Lyft option that is free for patients to travel to and from Emergency Department visits and for follow-up appointments.
Measurable Success	NorthBay Health spends over \$5,000 monthly on transporting patients who need financial assistance, via Lyft.



## V. Amount spent on community benefit financials

Total Community Benefits \$242,575,292

CATEGORY	TOTAL SPENT
<b>Medical care services</b>	
Traditional Charity Care	\$4,241,171
Medi-Cal	\$215,306,140
Other Means - Tested Government (Indigent Care)	\$2,526,847
<b>Subtotal</b>	<b>\$222,074,158</b>
<b>Other benefits for vulnerable populations</b>	
Community Benefit Operations	\$36,925
Cash and In-kind Contributions for Community Benefits	\$150,381
<b>Subtotal</b>	<b>\$187,306</b>
<b>Other benefits for the broader community</b>	
Community Benefit Operations	\$77,210
Cash and In-kind Contributions for Community Benefits	\$150,381
Subsidized Health Services	\$84,000
<b>Subtotal</b>	<b>\$311,591</b>
<b>Health research, education, and training programs</b>	
Health Professions Education	\$20,002,236
<b>Subtotal</b>	<b>\$20,002,236</b>
<b>TOTAL COMMUNITY BENEFITS</b>	<b>\$242,575,292</b>

# VI. Methodology to determine the hospital's costs

At NorthBay Health, community benefits encompass programs and activities designed to meet community needs through treatment, health promotion, and education.

Community benefit programs include medical care services, other benefits for vulnerable populations, other benefits for the broader community, and Health Research, education, and training programs. Defined as follows:

## Medical Care Services:

- Medical care services are defined as healthcare services provided to vulnerable and underprivileged patient populations including traditional charity care, Medi-Cal, and other Indigent Care.
- Financial expenditures within medical care services are reported as non-reimbursable charges for services rendered

## Other Benefits for Vulnerable Populations:

- Community benefit events operating expenses to raise funding and awareness for vulnerable populations
- Cash and in-kind contributions for community benefits include volunteer hours recognized by California Volunteer Value

## Other Benefits for the Broader Community:

- Community benefit events operating expenses to raise funding and awareness for the broader community
- Cash and in-kind contributions for community benefits include volunteer hours recognized by California Volunteer Value
- Subsidized health services as defined by HCAI; NorthBay subsidizes transportation service expenses for patients in need, including transportation after discharge, transportation to cancer appointments, and more.

## Health Research, Education, and Training Programs

- Health profession education expenditures include but are not limited to instructor led and online learnings.

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