



2024 ANNUAL REPORT



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CEO MESSAGE



Welcome to our first ever annual report! We are very proud to share several of our key accomplishments that your county hospital, Arrowhead Regional Medical Center (ARMC) has had over the past year.

ARMC is so much more than the hospital of last resort for the 2.2 million residents of San Bernardino County, it is the heart of a healthy community and a hub for advanced medicine and medical education throughout the County.

As a university-affiliated, full-service comprehensive health system, ARMC is proud to provide services ranging from primary care and family medicine to the most advanced services in neurosciences, trauma, burn, women's health, orthopedics, heart and vascular and beyond.

In 2024, we celebrated our 25th anniversary at our current location and naming of Arrowhead Regional Medical Center.

We are very excited in all that we've been able to accomplish last year, and very excited for what's to come in 2025 and into the future.

Thank you,

A handwritten signature in blue ink, reading "Ar Goldfrach".

ANDREW GOLDFRACH, FACHE

ABOUT US

Mission

In an **environment of learning and innovation**, to **serve our diverse community with high-quality compassionate care**.

Vision

To **improve the health of the community** by being a **provider of choice for health care delivery and education**.

Values



GOVERNANCE

BOARD OF SUPERVISORS

Dawn Rowe - Chairman & Third District Supervisor
Col. Paul Cook (Ret.) - Vice Chair & First District Supervisor
Jesse Armendarez - Second District Supervisor
Curt Hagman - Fourth District Supervisor
Joe Baca, Jr. - Fifth District Supervisor

JOINT CONFERENCE COMMITTEE

Dawn Rowe - Chairman & Third District Supervisor
Joe Baca, Jr. - Fifth District Supervisor
Luther Snoke - County Chief Executive Officer
Andrew Goldfrach, FACHE - ARMC Chief Executive Officer
John Brill, MD - ARMC Chief Medical Officer
Tommy Hyung-Suk Lee, MD - President, ARMC Medical Staff
David Seigler, MD - President-Elect, ARMC Medical Staff
Kambiz Raoufi, MD - Immediate Past President, ARMC Medical Staff



ABOUT US

Licensed Beds	456
Primary Care Clinics	5
Outpatient Specialty Clinics	40
Mobile Medical Units	3

GRADUATE MEDICAL EDUCATION

Accredited Residency Programs	11
Accredited Fellowship Programs	5
American Osteopathic Association Program	1



ARROWHEAD
REGIONAL MEDICAL CENTER

*The Heart of a
Healthy Community™*

Services Offered

- | | |
|---|--|
| <input checked="" type="checkbox"/> Comprehensive Cancer Care & Infusion Center | <input checked="" type="checkbox"/> Orthopedics |
| <input checked="" type="checkbox"/> Dev A. GnanaDev Level 1 Adult Trauma Center | <input checked="" type="checkbox"/> Pediatrics |
| <input checked="" type="checkbox"/> Edward G. Hirschman Regional Burn Center | <input checked="" type="checkbox"/> Primary and Specialty Care Clinics |
| <input checked="" type="checkbox"/> Heart and Vascular Services | <input checked="" type="checkbox"/> Primary Care and Family Medicine |
| <input checked="" type="checkbox"/> Inpatient Behavioral Health | <input checked="" type="checkbox"/> Pulmonary and Critical Care Services |
| <input checked="" type="checkbox"/> Integrated Community Health | <input checked="" type="checkbox"/> Women's Health |
| <input checked="" type="checkbox"/> Neonatal Intensive Care Unit | <input checked="" type="checkbox"/> Wound Care / Hyperbaric Medicine |
| <input checked="" type="checkbox"/> Neurosciences and Comprehensive Stroke Center | <input checked="" type="checkbox"/> And More... |

**ARMC is the primary teaching hospital for
the California University of Science and Medicine**



**California University
of Science and Medicine**



19 National Association of Counties Awards in 2024!

PATIENT CARE

2024 AT A GLANCE

90,000
ED
Visits



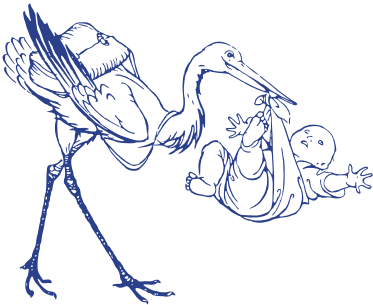
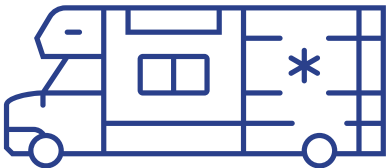
23,000
Hospital
Discharges



546,000 Outpatient Visits

Colton Fontana San Bernardino Redlands Rialto

3,100 Mobile Clinic Visits

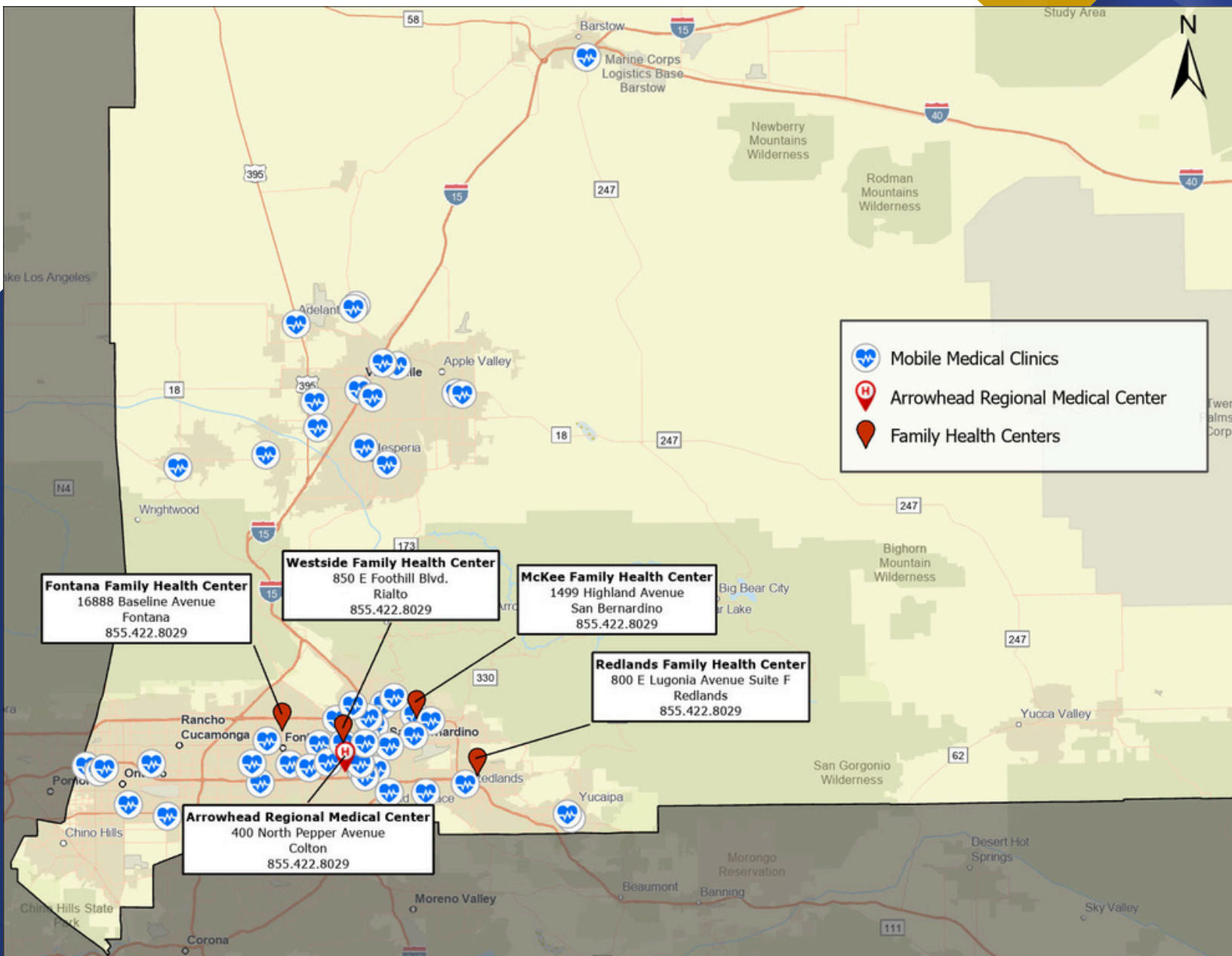


2,000 Number of Births

8,460 Total Surgeries



OUR SERVICE AREAS



COMMUNITY ENGAGEMENT

THE HEART OF A HEALTHY COMMUNITY

Health Screenings

Community Health Education

Partnerships with Local Nonprofits & Organizations

Collaborations with Local Schools & Colleges

Wellness Clinics

Support Groups



123+
*outreach
events*

COMMUNITY BENEFITS



Charity Care

\$ 83,810,773

Indigent Care Services

\$ 88,433,355

Subsidized Health Services

\$ 139,690,205



ARMC is proud to *invest* in the health of those whom **we serve**. We do this by providing **free** and *discounted medical care*, *offering health care services*, *funding community-based resources*, *educating the next generation of health care providers* and more.



OUR PEOPLE

5,000+
Employees

240
Resident
Physicians
& Fellows

700
Medical
Students

one mission
one team
WE ARE ARMC!



500+
Physicians &
Advanced Practice
Professionals

2024

PHYSICIAN & EMPLOYEES OF THE YEAR



NEW

PROGRAMS & SERVICES



NEW Adolescent Behavioral Health Unit

Groundbreaking of a new Adolescent Behavioral Health Unit in September 2024.
(Plan to open mid-2025)

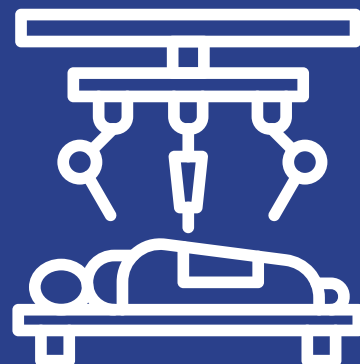


One of the first Adolescent Psychiatry Emergency Rooms in the State with a 20-bed dedicated adolescent psychiatry inpatient service.



Surgical Services Expansion

- ✓ Plastic Microsurgical Reconstruction
- ✓ In-House Cardiothoracic Service
- ✓ Robotic Pancreatic & Foregut
- ✓ Breast & Sarcoma Reconstruction



Residency Highlights

- ✓ 25th year of Neurosurgery Residency Program
- ✓ Established the 2nd Vascular Surgery - Integrated Residency Program in Southern California.

Spring 2024

Our Level 1 Trauma Center was renamed to
Dev A. GnanaDev Trauma Center.



CAPITAL IMPROVEMENTS



New Lab hematology automation system and middleware, test volume averages 23,000 CBCs monthly or 276,000 tests annually.

New AI software for radiologist offering improved patient outcomes through delivering the right care to each patient in need.



New Lab Chemistry analyzers, automation and middleware for the performance of approx. 100 different Chemistry and infectious disease tests. Monthly test volume averages 325,000 individual tests or 3.9 million tests annually.



Two new Hyperbaric Oxygen Chambers to provide patients with oxygen in the blood for improved healing, pain relief, circulation, and faster recovery.

EDUCATIONAL INSTITUTIONS

40 AFFILIATIONS

Azusa Pacific University *	Rocky Vista University
California Baptist University *	Roseman School of Pharmacy
California University of Science and Medicine	Saddleback College
Cal State University Dominguez Hills *	Saint Georges University
Cal State University San Bernardino *	San Bernardino Community College District *
Chamberlain University *	Santa Barbara City College
Chapman University	Smith Chason School
Colton/Redlands/Yucaipa ROP	Stanbridge University
Concorde Career Colleges	Texas Wesleyan University
Concordia University Irvine	United States University *
Grand Canyon University	University of Arizona
Loma Linda University	University of California Riverside
Loma Linda University School of Allied Health	USC, Keck School-Nurse Anesthesia
Loma Linda University, School of Nursing *	Victor Valley College *
Loma Linda University, School of Pharmacy	Walden University
Patton State	West Coast University *
Queens University of Charlotte *	Western Governor's University *
Rialto Fire Department	Western University of Health Sciences *
Riverside Community College *	Western University of the Pacific

* Nursing Schools



RESEARCH



42

publications indexed in the
National Library of Medicine's
PubMed system



39

other publications

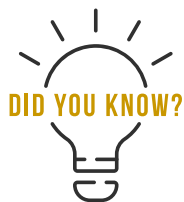


156

conference presentations



HEALTH EQUITY

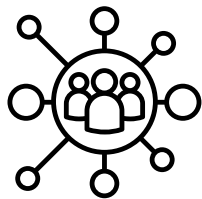


In 2024, ARMC had **65,866** assigned lives for primary care services.



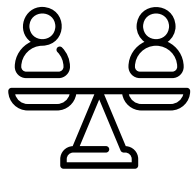
POPULATION HEALTH

The Value Based Programs team drives reduction in health care disparities through continuous focus on improving access to preventative health care services. These efforts have resulted in a significant increase in the number of patients accessing services.



ENHANCED CARE MANAGEMENT

Enhanced Care Management (ECM) is a multidisciplinary care team approach to support patients who meet criteria such as chronic conditions, serious mental health and/or substance use, individuals who are unhoused or at risk of being unhoused. In 2024, the ECM team provided services to 2,000 patients in San Bernardino County.



JUSTICE INVOLVED PROGRAM

In 2024, ARMC introduced the Justice Involved (JI) program which has the focus of supporting individuals re-entering the community post-incarceration and reducing recidivism. Community Health Workers facilitate Medi-Cal enrollment, continuity of healthcare services, and general support services to detainees at two juvenile detention centers and five jails.

ARMC FOUNDATION

Projects

ARMC officially broke ground on a state-of-the-art Adolescent Behavioral Health Unit in September 2024, to tackle the mental health challenges faced by the youth in our community.

The ARMC Foundation raised \$467,000 towards the project.

EVENTS

25th Annual Ed Hirshman Golf Classic

ARMC's Annual EMS Day

15th Annual 5K Walk/Run

10th Annual Gala & Awards Dinner



please
DONATE 





ONE MISSION
ONE TEAM
WE ARE
ARMC!



2024
EXCELLENCE
Awardee

Open by
[Name]

[Text]

ate Our DAISY Award
The DAISY Award
[Text]

Congratulations
[Text]

UNIVERSITY MEDICAL CENTER
[Text]

Garnett
[Text]

CERTIFICATE
OF APPRECIATION
[Text]