



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 "A. Goldfrach". The signature is fluid and cursive, written in a professional style.

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





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

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

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



**California University
of Science and Medicine**

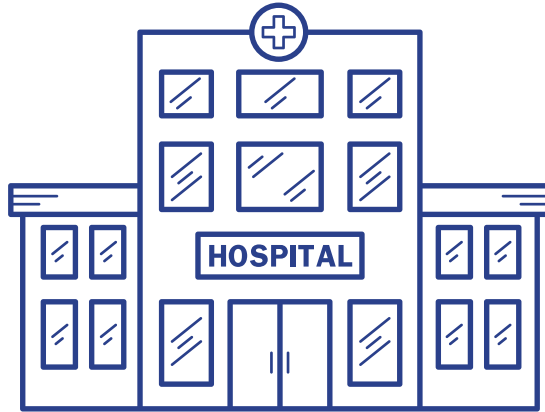


PATIENT CARE

2024 AT A GLANCE

90,000

**ED
Visits**



23,000

**Hospital
Discharges**



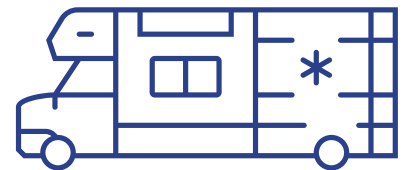
546,000

Outpatient Visits

Colton Fontana San Bernardino Redlands Westside

3,100

Mobile Clinic Visits



2,000

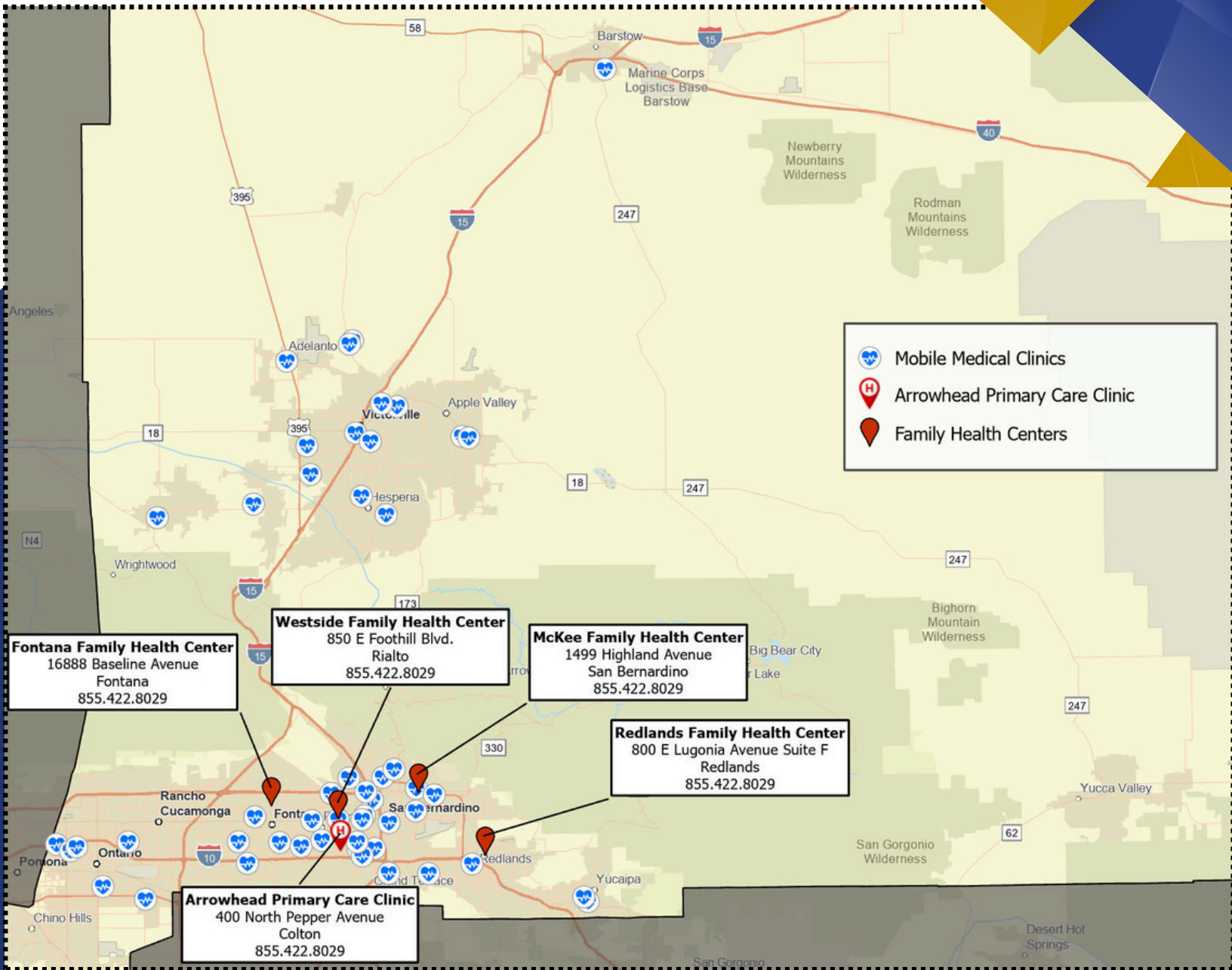
Number of Births

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



500+
Physicians &
Advanced Practice
Professionals

2024

PHYSICIAN & EMPLOYEES OF THE YEAR



NEW

PROGRAMS & SERVICES

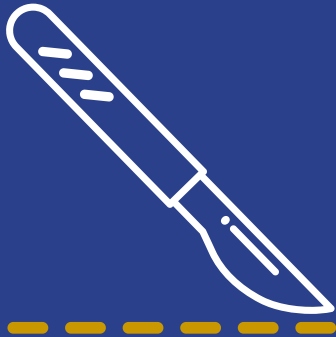


NEW Adolescent Behavioral Health Unit

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

* Nursing Schools



RESEARCH



42

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



39

other publications

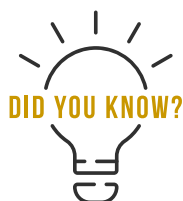


156

conference presentations



HEALTH EQUITY

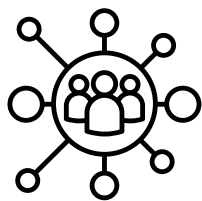


In 2024, ARMC had **65,866** assigned lives for primary care services.



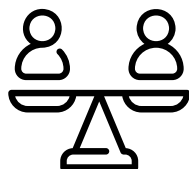
POPULATION HEALTH

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!



Opportunity for Excellence 2024

Open to All Employees

Opportunities for Excellence (OPE) is a program that recognizes and rewards employees who have made significant contributions to the organization's success. The program is open to all employees and is designed to encourage and motivate employees to achieve their full potential. Employees who are recognized for their achievements will receive a monetary award and a certificate of appreciation. The program is a key component of our talent management strategy and is designed to attract, retain, and develop the best talent in the industry.

Share Our DAISY Award
The DAISY Award
FOR PATIENT CARE EXCELLENCE

Congratulations

CERTIFICATE OF MERIT

WORLDWIDE REGIONAL MEDICAL CENTER
WORLDWIDE REGIONAL MEDICAL CENTER

Corning

HAPPY BIRTHDAY