



**FAIRCHILD**  
MEDICAL CENTER

**2025**

**Community Health Needs  
Assessment & Review of the  
Impacts of Actions Taken since  
the 2022 CHNA**









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# ABOUT FAIRCHILD MEDICAL CENTER

Located in Yreka, CA at the base of breathtaking, beautiful Mount Shasta, Fairchild Medical Center (FMC) provides local access to health care for communities across North Siskiyou County. FMC is accredited by the Joint Commission. FMC is a state-of-the-art healthcare facility, built in 1997 to replace the old Siskiyou General Hospital, which had served the residents of Siskiyou County since 1921. Fairchild Medical Clinic was built in 2000, with an expansion in 2015. Currently, FMC is constructing a new Emergency Department which will provide much needed additional capacity as well as an improved patient experience. This project is expected to be complete in 2027. Scott Valley Rural Health Clinic has served the Scott Valley since 1991 and a new clinic was built in Etna, CA in 2015.

Our organization offers the newest patient care technology available including surgical robotics, pain management, and our EPIC electronic record system. Our facilities enjoy the highest seismic rating and our organization maintains constant preparation and readiness for the next disaster. Fairchild Medical Center and Clinics offers a full spectrum of healthcare services. The Hospital offers emergent, medical, surgical as well as ancillary services such as laboratory and imaging. The Clinics offer outpatient services including behavioral health, dental, pediatrics, express care, family medicine, podiatry, internal medicine, women's health as well as other specialty services including general surgery and orthopedics. Our rehabilitation department includes physical therapy, speech, and occupational therapy services.

Our staff are fully engaged with our private and public partners to improve the health of our communities in North Siskiyou County.



# OUR MISSION VISION & VALUES

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## Our Mission

Our mission is to provide health care services of exceptional quality to all who need us.

## Our Vision

Fairchild Medical Center will serve the health care needs of our area by:

- Providing high quality, cost effective health care services related to inpatient, outpatient, wellness, prevention, and health education.
- Seeking to involve the entire community in achieving a healthier population.
- Being a leader and catalyst in the formation of a fully integrated health care system.
- Ensuring the availability and accessibility of health care services to our communities.

## Our Values

The source of our strength is a team of caring people including the Board of Directors, Leaders, Hospital Employees, Medical Staff and Volunteers. We value teamwork, compassion, respect, innovation and quality. Quality is paramount. Customers are the focus of everything we do.

Customers include patients, patients' families, employees, physicians, volunteers, suppliers, and our community at large. Services will be provided with our customers in mind, through a business and humanitarian approach at a competitive price. Continuous improvement is essential for our success. We will plan, measure, evaluate and improve the processes as necessary in order to continually make improvements in systems and services throughout our organization.



# EXECUTIVE SUMMARY

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At Fairchild Medical Center (FMC), as part of our commitment to continue providing access to quality health care in our rural area, it is important we engage our local community members around the issues of health and wellness. As a nonprofit organization, we are required every three years to complete a Community Health Needs Assessment (CHNA) as well as a Community Health Improvement Plan (CHIP). The CHNA involves engaging community members as well as key stakeholders through a process to identify the felt and perceived health needs of the residents living in the areas we serve. After the completion of the CHNA survey process and the development of the final CHNA report, a CHIP is developed. The 2025 Community Health Needs Assessment provides in detail the results of independent survey work as well as data showing the health status of Siskiyou County as a whole. The 2022 Community Health Improvement Plan details the planned efforts of FMC and provides a summary of health priorities we focused on from 2022 – 2025.

# COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA) **COLLABORATION**

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The 2025 Community Health Needs Assessment (CHNA) was commissioned in partnership with Fairchild Medical Center, Mercy Medical Center Mt. Shasta and the Siskiyou County Public Health Department. The CHNA was completed by an independent company, Ganey Science in June of 2025 and can be found in this document beginning on page 15. This document utilizes Siskiyou County as the geographic area for the CHNA and is inclusive of Fairchild Medical Center's (FMC's) primary service area which includes the northern, eastern, and western sections of the county. FMC's primary and secondary service area is Siskiyou County. There are no identified material differences in the Ganey Science CHNA and a CHNA that would have been produced independently by FMC. Therefore, the 2025 Community Health Needs Assessment is adopted with the addition of the information specific to FMC included in this section.



**FAIRCHILD**  
MEDICAL CENTER

**2022-2025**

**Review of the 2022 Implementation  
Strategies and the Impact of Actions  
Taken Since the 2022 Community Health  
Needs Assessment CHNA**





# DEAR COMMUNITY

Amidst these uncertain times across our nation and across the world, you can be certain that all of us at Fairchild Medical Center (FMC) remain committed and prepared to help you with your healthcare needs.

You can be sure that our single focus is to make local access to healthcare a reality for members of the communities that we serve across Siskiyou County. Our team works tirelessly to be here for you when you need us.

As part of its continued commitment to improving the health and well-being of the communities it serves, FMC presents this report summarizing actions taken and progress made since the completion of the 2022 Community Health Needs Assessment.

Local access to health care services was the dominant theme of the 2022 CHNA. Community feedback from the assessment highlighted the importance of access across multiple areas within the scope of services at FMC.

FMC developed Implementation Strategies as part of its 2022 Community Health Needs Assessment. These strategies are all critical to ensuring local access and were structured around four strategic areas: Expansion of Services, Workforce Development, Technology Advancements, and Facilities and Infrastructure.

The hospital will continue to engage with community partners and public health agencies to maximize use of community resources to ensure optimal access to care.

FMC extends sincere gratitude to its dedicated staff, board of directors, providers, volunteers, and community members whose support drives this shared mission forward.

Sincerely,

**Jonathon Andrus**

President and Chief Executive Officer  
Fairchild Medical Center

# Review of Fairchild's Actions Taken since the 2022 CHNA

## 1 ACCESS SERVICES

FMC has invested significantly to expand its clinical services to improve access. Notable achievements include:

### **Expanded Capacity**

Providers were recruited in Orthopedics, General Surgery, OB/GYN, Primary Care, Pain Management. While capacity expansion in Urology, Pulmonary, and Cardiac Rehabilitation is still underway, FMC has a letter of intent with a urologist and plans to utilize the current ED space for Pulmonary and Cardiac Rehabilitation services once the new ED is completed.

### **Chronic Pain Management Program**

Launched in January 2023, the program offers non-opioid treatment for chronic pain.

### **Bariatric and Metabolic Surgical Services**

Introduced in late 2023, the first surgery was completed in December. Demand has grown steadily, with plans to expand in 2025.

### **Robotic Surgery**

Access to the latest in robotic surgical technology is now available through the da Vinci Xi2 system. This includes cases in general surgery and OB/GYN.

### **Clinic Scheduling**

Management has worked to optimize patient scheduling with a focus on call center staffing resources and new technology including EPIC's MyChart patient scheduling technology.

### **Enhanced Care Management (ECM)**

In 2023, FMC implemented the ECM program to improve appropriate access to care for Medi-Cal patients with complex needs, such as homelessness or mental illness, by coordinating care that addresses their health, social, and behavioral needs in a personalized way. This approach helps prevent unnecessary emergency room visits, improves overall health outcomes, and reduces the frequent use of emergency services.



# Review of Fairchild's Actions Taken since the 2022 CHNA

## Senior Life Solutions (SLS)

A new program offering specialized services for seniors dealing with mental health and emotional well-being was finalized in 2024 and will be implemented in 2025.

## Emergency Department Enhancements

In 2023, FMC partnered with a local Emergency Medicine group to improve access in the emergency department. Patient length of stay was reduced by 50%.

## Telehealth Expansion

All clinics were equipped with virtual consultation technology improving access to multiple medical specialties.

## Transportation Support

FMC's Auxiliary Van Program provided over 1,100 patient transports annually for geographically isolated patients.

## Dental Services Expansion

Pediatric and adult Denti-Cal services were enhanced, improving access for underserved populations.

## Health Education

FMC hosted childbirth education classes and bariatric support groups, supporting informed patient care and wellness.



# Review of Fairchild's Actions Taken since the 2022 CHNA

## 2 ACCESS WORKFORCE DEVELOPMENT

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**FMC recognizes that a robust and skilled workforce is essential to community health. Key developments include:**

### **Provider Recruitment**

From 2022 to 2024, FMC successfully recruited 17 new providers in key specialties such as emergency medicine, Orthopedics (1), General Surgery (1), OB/GYN (2), Primary Care (6) and Pain Management (2). Additionally, three full-time Internal Medicine physicians will begin in 2025.

### **Medical Education and Training**

Student and resident rotations were hosted in partnership with UC Davis and Idaho College of Osteopathic Medicine.

### **Marcia Churchill Scholarship**

Continued financial support for medical and advanced practice students with local ties.

### **Nursing and Clinical Lab Support**

In 2024, FMC onboarded 2 Canadian nurses, with 8 additional international RNs expected in 2025. Support also included subsidizing wages for nursing instructors at the College of the Siskiyous and restarting the RN step-up program.

### **Medical Assistant Program**

Launched in 2022, the program trained 11 candidates, 9 of whom achieved professional certification.



# Review of Fairchild's Actions Taken since the 2022 CHNA

## 3 ACCESS TECHNOLOGY ADVANCEMENTS

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**Investments in health information systems and digital infrastructure have significantly enhanced care coordination, access, and security:**

### **EPIC EMR Implementation**

EPIC was fully deployed across all FMC locations in September 2022, improving record accuracy and provider communication. The hospital continues to invest in further development of the program. With both the clinic and hospital now operating on the same EHR, providers have better access to patient information across care settings. Integration with other EPIC sites and the Access Anywhere feature further enhances information sharing, supporting more informed and timely clinical decisions.

### **MyChart Patient Portal**

Enabled access to health records, online scheduling, and patient-provider communication. Cybersecurity: The hospital continues to deploy comprehensive strategies to improve system security.

### **Infrastructure**

The hospital continues to invest heavily in infrastructure including storage and disaster recovery.

### **Digital Patient Feedback**

New digital survey tools were introduced to better capture and act upon patient satisfaction insights.

# Review of Fairchild's Actions Taken since the 2022 CHNA

## 4 ACCESS FACILITIES & INFRASTRUCTURE

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**FMC has made important upgrades to ensure a safe, modern, and patient-friendly care environment:**

### **Hospital Registration Area Renovation**

Completed in 2022, the remodel included private registration areas to improve confidentiality and comfort for patients and their families.

### **Pediatric Clinic Renovation**

Completed in 2022, the remodel included new flooring, murals, and specialized exam rooms designed for children.

### **Pharmacy Improvements**

Included the addition of a sterile compounding suite to enhance medication, safety and capacity. Hospital Expansion Project: The hospital has begun construction on an expansion project. The project includes a new 25,000 sq ft building. A new emergency department will provide additional capacity including disaster response capabilities. New services including pulmonary rehabilitation will be added. The project allows for expansion of the surgical services department and the rural health clinic.

### **Disaster Preparedness**

FMC updated its emergency response plans and conducted annual disaster drills. The organization continuously evaluates emerging threats and actively strengthens its readiness to respond effectively to potential disasters, ensuring alignment with best practices and regulatory standards.

**In alignment with its Strategic Plan, FMC has demonstrated measurable progress in improving healthcare access. These improvements involve a strategic focus on expansion of services, enhancing workforce capacity, adopting innovative technologies, and modernizing facilities.**





**FAIRCHILD**  
MEDICAL CENTER

**2025**

# Community Health Needs Assessment

## PREPARED FOR:

DIGNITY HEALTH MERCY MEDICAL CENTER MT. SHASTA

FAIRCHILD MEDICAL CENTER

SISKIYOU COUNTY HEALTH AND HUMAN SERVICES  
AGENCY – PUBLIC HEALTH DEPARTMENT

