



Annual Report and Plan for Community Benefit
MemorialCare Long Beach Medical Center
Fiscal Year 2021 (July 1, 2020 - June 30, 2021)

Submitted to:
Department of Health Care Access and Information
Accounting and Reporting Systems Section
Sacramento, California
November 2021

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About Long Beach Medical Center

MemorialCare

MemorialCare is the largest health system headquartered in Orange County, California.

MemorialCare includes top hospitals – Orange Coast Medical Center, Saddleback Medical Center, Long Beach Medical Center and Miller Children’s & Women’s Hospital Long Beach; MemorialCare Medical Group and Greater Newport Physicians; MemorialCare Research, MemorialCare Select Health Plan and numerous convenient outpatient ambulatory surgery, medical imaging, urgent care, breast health, physical therapy, dialysis and primary care and specialty care centers.

Long Beach Medical Center

Long Beach Medical Center has been providing the community with compassionate, quality health care for more than 100 years. While leading in specialized care, research and education, Long Beach Medical Center has an outstanding record of innovation and medical advances. Established as Seaside Hospital in 1907, Long Beach Medical Center (LBMC) is a 453 bed, state-of-the-art regional medical center. The Medical Center is located on a 54-acre campus that it shares with Miller Children’s & Women’s Hospital Long Beach. These hospitals function under the same tax identification number but are separately licensed hospitals.

As a regional medical center, Long Beach Medical Center provides health care through many specialties and services, including the Certified Comprehensive Stroke Center, Long Beach Adult and Pediatric Sleep Center, MemorialCare Breast Center, MemorialCare Heart & Vascular Institute, MemorialCare Imaging Center, MemorialCare Joint Replacement Center, MemorialCare Rehabilitation Institute, MemorialCare Todd Cancer Institute, Spine Health Center and Level II Trauma Center.

In 2021, Long Beach Medical Center and Miller Children’s completed a \$2.1 million project to renovate the Emergency Department and upgrade the department’s “Fast Track” triage area to an enhanced “Super Track” with the ultimate goal of decreasing wait times and improving the patient experience. The design facilitates a “one-way system” providing patients with enhanced privacy and more effective workflow for staff. It also offers private rooms for added comfort and privacy.

Awards

Long Beach Medical Center was the recipient of the following awards and accolades:

- *U.S. News & World Report* Best Hospitals
 - Highest ranked in the Greater Long Beach Region
 - Top 5 in Los Angeles County
 - Top 7 in Los Angeles County and Orange County combined

- Top 13 in California
- Top 50 in Urology
- High Performance status in: Cancer, Heart Attack, Heart Bypass Surgery, Congestive Heart Failure, Stroke, Orthopedics, Knee Replacement, Neurology & Neurosurgery, Diabetes & Endocrinology, Geriatrics, Gastroenterology & GI Surgery, Pulmonology, Urology, Colon Cancer Surgery, COPD, Diabetes, Kidney Failure and Pneumonia.
- Magnet® designation by the American Nurses Credentialing Center's (ANCC) Magnet Recognition Program® for nursing excellence.
- In *Newsweek's* annual list of World's Best Hospitals for 2021, LBMC ranked 88 out of nearly 300 hospitals and 14 out of more than 100 California hospitals.
- The Patient Safety Movement Foundation's 5-Star Hospital Award in recognition of MemorialCare's steadfast commitment to patient safety and quality of care. MemorialCare is one of only six health systems across the United States to receive the award.
- American Heart Association/American Stroke Association's Get with the Guidelines® - Heart Failure Gold Plus Quality Achievement Award as well as the Get with the Guidelines® Stroke Gold Plus Quality Achievement Award.
- Named one of Healthgrades America's 100 Best Hospitals for spine and prostate surgeries. Healthgrades 2022 Specialty Awards included an Excellence Award for Joint Replacement and Specialty 5-Star Awards for:
 - Total Knee Replacement
 - Total Hip Replacement
 - Back Surgery
 - Pacemaker Procedures
 - Treatment of Sepsis
 - Treatment of Pancreatitis

Mission and Values

Mission

To improve the health and well-being of individuals, families and our communities.

Vision

Exceptional People. Extraordinary Care. Every Time.

Values

The iABCs of MemorialCare

The iABCs are a statement of our values—Integrity, Accountability, Best Practices, Compassion and Synergy. They remind us of our commitment to the highest standard of patient care and the active communication of clinical outcomes.

- **Integrity**
Always holding ourselves to the highest ethical standards and values. Doing the right thing, even when no one is watching.
- **Accountability**
Being responsible for meeting the commitments we have made, including ethical and professional integrity, meeting budget and strategic targets, and compliance with legal and regulatory requirements.
- **Best Practices**
Requires us to make choices to maximize excellence, and to learn from internal and external resources about documented ways to increase effectiveness and/or efficiency.
- **Compassion**
Serving others through empathy, kindness, caring and respect.
- **Synergy**
A combining of our efforts so that together we are more than the sum of our parts.

Governance

The MemorialCare Long Beach Medical Center and Miller Children’s & Women’s Hospital Long Beach Board of Directors guides the direction of community benefit, with assistance from the Community Benefit Oversight Committee (CBOC).

Board of Directors

- | | |
|---------------------|-------------------|
| Barry Arbuckle, PhD | Leslie Edrich, MD |
| Sathya Chey | Marcelle Epley |
| Jane Close Conoley | John Fielder |

Cynthia Herzog, MD
Lorna McFarland, MD
Jennifer McNulty, MD
Braden Phillips
Robert Schack

Freddy Sotelo, MD
Mike Van Dyke
William Webster, MD
James Wells, MD
Susan Anderson Wise

Community Benefit Oversight Committee

The CBOC (Community Benefit Oversight Committee) is an advisory committee for the hospital's community benefit programs and reports to the Board of Directors. The CBOC reviews and validates legal and regulatory compliance specific to community benefit mandates; assures community benefit programs and services are effectively meeting identified community health needs, with emphasis on populations with unmet health needs; and increases transparency and awareness of community benefit activities. The members of the CBOC included:

- Lynnette Bello, Welcome Baby Program, Miller Children's & Women's Hospital
- Sylvia Betancourt, Long Beach Alliance for Children with Asthma
- Melissa Biel, Community Benefit Consultant, Biel Consulting, Inc.
- Odrin Castillo, DO, MPH, Long Beach Memorial Family Medicine Residency
- Antonio Chacon, MemorialCare Long Beach Medical Center and Miller Children's & Women's Hospital
- Wendy Dow, MemorialCare Long Beach Medical Center and Miller Children's & Women's Hospital
- Yair Katz, MemorialCare Long Beach Medical Center and Miller Children's & Women's Hospital
- Julie Leung, Long Beach Department of Health & Human Services
- James Suazo, Long Beach Forward
- Kristen L. Pugh, MemorialCare
- Nancy Riano, Long Beach Department of Health & Human Services
- Ismael Salamanca, The LGBTQ Center Long Beach
- Julie Turvey, ChildNet Youth and Family Services, Inc.
- William Webster, MD, MemorialCare Long Beach Medical Center, Board of Directors

Caring for our Community

Long Beach Medical Center recognizes its obligation to provide service above and beyond its role as a healing facility. A group of physicians helped launch one new unified brand name for a nonprofit integrated health system with hospitals and ambulatory sites of care. They knew we could make clinical care across Orange County and Los Angeles County significantly better – by working together as a system. They created best practices and committed to using evidence-based medicine throughout a brand-new system, called MemorialCare. Since then, year over year, we have constantly raised the bar on how we work, the way we collaborate, and how we give our patients simply better care. This report demonstrates tangible ways in which LBMC is fulfilling its mission to improve the health and wellbeing of our community and provide extraordinary care. LBMC provides financial assistance to those in the community who cannot afford services, or whose health insurance does not cover all services rendered. In addition, LBMC invests in the community to increase access to health care services and improve health.

Service Area

Long Beach Medical Center is located at 2801 Atlantic Avenue, Long Beach, California in Los Angeles County, California. The service area is located in Los Angeles County and Orange County and includes 23 ZIP Codes, representing 12 cities or communities. The hospital service area was determined from the ZIP Codes that reflect a majority of patient admissions.

Long Beach Medical Center Service Area

Geographic Areas	ZIP Codes
Bellflower	90706
Carson	90745
Cerritos	90703
Compton	90220, 90221
Cypress	90630
Lakewood	90712, 90713
Long Beach	90802, 90803, 90804, 90805, 90806, 90807, 90808, 90810, 90813, 90814
Los Alamitos	90720
Norwalk	90650
Paramount	90723
Seal Beach	90740
Signal Hill	90755

Map of the Long Beach Medical Center Service Area



Community Snapshot

The population of the LBMC service area is 1,059,713. Children and youth, ages 0-17, are 24.7% of the service area population. 63.5% are adults, and 11.9% are seniors, 65 years and older. The service area is very diverse and hosts the largest Cambodian community in the United States. Latinos or Hispanics make up 47.4% of the service area population, Whites are 21.8% of the population, Asians make up 15.7% of the population and Blacks or African Americans comprise 12% of the population in the service area. Among service area residents, 21.6% of the population does not speak English well compared to Long Beach City (18.3%), and the county (24.9%).

In the service area, 16.9% of individuals live below the poverty level and 13.1% of families exist below the poverty level. In the service area, 21.8% of adults have less than a high school diploma.

Community Health Needs Assessment

LBMC completed a Community Health Needs Assessment (CHNA) in 2019 as required by state and federal law. The CHNA is a primary tool used by LBMC to determine its community benefit plan, which outlines how it will give back to the community in the form of health care and other community services to address unmet community health needs. LBMC participated in a collaborative process for the Community Health Needs Assessment, as part of the Long Beach CHNA Collaborative, which included MemorialCare Miller Children's & Women's Hospital Long Beach, Dignity Health St. Mary Medical Center, Kaiser Permanente South Bay Medical Center, Long Beach Department of Health and Human Services, and TCC Family Health. Given that these partners share an overlapping service area, a collaborative effort reduced redundancies and increased data collection efficiency.

The assessment incorporated components of primary data collection and secondary data analysis that focused on the health and social needs of the service area. The CHNA examined up-to-date data sources for the service area to present community demographics, social determinates of health, access to health care, oral health/dental care, acute and chronic diseases, exercise, nutrition and weight, mental health and mental disorders, leading causes of death, pregnancy and birth outcomes, preventive practices, and substance use and misuse. When applicable, these data sets were presented in the context of the City of Long Beach, Los Angeles County, California and compared to the Healthy People 2020 objectives.

Targeted interviews and focus groups were used to gather information and opinions from persons who represent the broad interests of the community served by the hospital. The hospital engaged ninety-one (91) community members through six (6) focus groups. Twenty (20) interviews were conducted by phone from January to March 2019. Interviewees included individuals who are leaders and/or representatives of medically underserved, low-income, and minority populations, local health or other departments or agencies that have current data or other information relevant to the health needs of the community. Input was obtained from the Los Angeles County Department of Public Health and the City of Long Beach Department of Health and Human Services.

Priority Health Needs

The list of significant health needs informed primary data collection. The primary data collection process was designed to validate secondary data findings, identify additional community issues, solicit information on disparities among subpopulations, ascertain community assets to address needs and discover gaps in resources. Community stakeholder interviews and focus groups were used to prioritize the significant health needs.

Upon completing the interviews, key stakeholders were asked to complete an online survey to prioritize the significant health needs. Survey participants scored the health needs on a scale from 1-5, with 1 meaning the respondent strongly disagreed to 5 meaning the respondent strongly agreed that the health need meets the criterion. Respondents were also able to select “Don’t Know/Unsure” for each health need.

The criteria for prioritization included to what extent an issue:

- Impacts many people in the community
- Significantly impacts subgroups in the community (gender, race/ethnicity, LGBTQ, etc.)
- Has inadequate existing resources in the community
- Has high risk for disease or death

Completion of the prioritization matrix resulted in numerical scores for each health need that corresponded to how well each health need met the criteria for prioritization. The scores were ranked from highest to lowest. Housing/Homelessness, Mental Health, and Economic Insecurity had the highest overall scores.

The significant health needs are shown below in priority order:

1. Housing and homelessness
2. Mental health
3. Economic insecurity
4. Public safety
5. Access to health care
6. Chronic diseases
7. Exercise, nutrition and weight
8. Food insecurity
9. Environment
10. Substances use and misuse
11. Pregnancy and birth outcomes
12. Preventive practices
13. Sexually transmitted infections
14. Oral health/dental care

Focus group participants were also asked to identify the most important significant health needs. The top five priorities were calculated by tallying all focus group participant votes and selecting the five significant health needs with the highest scores.

The top priorities were:

1. Access to health care
2. Mental health and mental health conditions
3. Housing and homelessness
4. Public safety
5. Chronic diseases

The complete CHNA report and the prioritized health needs can be accessed at www.memorialcare.org/about-us/community-benefit. We welcome feedback on the Community Health Needs Assessment. Please send your feedback to: communitybenefit@memorialcare.org.

Addressing Priority Health Needs

In FY21, Long Beach Medical Center engaged in activities and programs that addressed the priority health needs identified in the FY20-FY22 Implementation Strategy. LBMC has committed to community benefit efforts that address access to care, chronic diseases, mental health and behavioral health, preventive practices, and sexually transmitted infections. The hospital will consider the Social Determinants of Health (SDOH) as they address the identified priority needs. Selected activities and programs that highlight LBMC's commitment to the community are detailed below.

Access to Care/Preventive Care

Access to care is a key determinant of health that provides preventive measures and disease management, reducing the likelihood of hospitalizations and emergency room admissions. Routine health care includes screenings, check-ups, and counseling to prevent illness, disease, or other health problems. Individuals, who receive services in a timely manner, have a greater opportunity to prevent or detect disease during earlier, treatable stages.

Response to Need

The hospital provided financial assistance through free and discounted care for health care services. To address health care access issues, LBMC offered information and enrollment assistance in the Covered California health care exchange and other low-cost insurance programs. The hospital provided transportation support for those patients and families who were not able to access needed care due to a lack of transportation.

Health Education and Awareness

LBMC hosted or participated in community health fairs and prevention-focused activities. The events reached over 600 community members. The health fairs provided health education, resources and referrals.

Outreach campaigns and newsletters provided area residents with health care information and community resources, free classes, support groups, and screenings offered at the hospital. *Senior Plus Program* bimonthly newsletters reached local seniors with health information and resources.

Professional Education

Long Beach Medical Center is a professional teaching hospital accredited by the Accreditation Council for Graduate Medical Education (ACGME). The hospital trained physicians from several universities, overseeing 33 programs with approximately 200 residents and fellows. In addition, 20 medical students were trained monthly. In addition, Long Beach Medical Center has sponsored

residency programs in Family Medicine, Podiatry and Sports Medicine, and a Fellowship in Sports Medicine.

Advocacy

The Census determines federal funding for health care services, including Medicaid (Medi-Cal) and school programs. LBMC staff were active participants in the City of Long Beach's 2020 Census Initiative and provided community members with resources and education about the 2020 Census. The hospital provided financial support and in-kind donations of staff time and materials.

Chronic Diseases

Chronic diseases are long-term medical conditions that tend to progressively worsen. Chronic diseases, such as asthma, cancer, heart disease, diabetes and lung disease, are major causes of disability and death. Chronic diseases are also the major causes of premature deaths.

Response to Need

Health Education and Awareness

LBMC provided a variety of health education classes and special events that focused on chronic disease prevention, management and treatment

Support groups were provided for persons with diabetes, cancer and stroke and their caregivers.

A number of activities and programs focused on cancer awareness, prevention and treatment. These included: a cancer survivor walking group, cancer support group, Women Guiding Women program, yoga and Pilates, cancer journaling and Cancer Answers resource.

LBMC implemented targeted health awareness campaigns for breast health, lung health, spine health and the Be Fast (Balance, Eyes, Face Drooping, Arm Weakness, Speech Difficulty, Time to Call 911) stroke campaign. The campaigns reached nearly one million community members with life-saving prevention messages.

Partnered with the Los Alamitos Senior Grocery Store program, a local food distribution program, which provided health resources on stroke and heart health.

Mental Health and Behavioral Health

Positive mental health is associated with improved health outcomes. Indicators and contributors to poor mental health include poverty and low levels of education. The need to access mental and behavioral health services was noted as a high a priority among community members. The

Centers for Disease Control and Prevention reports that more than 40% of adults are struggling with mental health or substance use as a result of the pandemic.

Response to Need

MemorialCare recognized that both physical and mental health should be coordinated in primary care settings. As a result, the Behavioral Health Integration program was launched in 2018. The project has grown to include nine MemorialCare Medical Group Primary Care sites of care throughout our service areas. The primary care physicians are equipped to screen for mental health conditions and coordinate care options for patients with behavioral health needs. Patients are responding favorably on patient satisfaction surveys to the behavioral health coordinated model of care.

The program included:

- An embedded clinical social worker at each location
- Instant referral to needed services
- Access to a trained psychiatrist via Telehealth
- Tele-video visits to patients enrolled in the program
- Online patient self-management tools through SilverCloud

SilverCloud

In response to the unprecedented need for mental health and mental wellbeing services during the pandemic, MemorialCare offers a free online resource to the entire community. SilverCloud, an on-demand, virtual mental health platform offers digital behavioral health care via evidence-based content, programs and support. The online psychoeducational and therapeutic program aims to help manage anxiety, depression, stress and sleep. Using a blend of online programs – complete with interactive tools and tactics – the platform is customizable and designed to meet a person’s unique mental health goals. The program does not require a doctor’s order, can be completed at any pace by participants and is accessible any time on smartphone, tablet and computer devices. Over a two-year study period, 80% of patients in the program achieved remission from depression within 90 days.

Family Medicine Clinic

The Family Medicine Clinic, provided a Behavioral Health Clinic to train Family Medicine residents in a team-based approach. At the clinic, residents participated in a multidisciplinary approach to treating anxiety and depression, as they worked alongside a Family Medicine attending, a community psychiatrist, a social worker, a psychologist, and a therapist. The clinic converted to telehealth visits in March 2020 in response to COVID-19, and this virtual platform continues to

ensure access to mental health services. Behavioral health services were provided for 265 primary care clinic patients.

Sexually Transmitted Infections

Sexually transmitted infections (STIs) are infections that are passed from one person to another through sexual contact. The causes of STIs are bacteria, parasites, and viruses. There are more than 20 types of STIs; common STIs are chlamydia, gonorrhea, HIV, HPV and syphilis.

Response to Need

LBMC provided community health education on prevention, screening and treatment for STIs. STI screening occurred in primary care settings.

[Transgender and Non-Binary Clinic](#)

The Family Medicine's Transgender & Non-Binary Clinic at MemorialCare Long Beach Medical Center offers a wide range of services, including gender-affirming hormone therapy, primary care, preventive care and medical screenings, including for STIs. Patients are seen regardless of insurance type or ability to pay, and patients are assisted to find health care coverage if needed.

Family Medicine practitioners provided consultations about sexual health and administered IV and oral medication treatments for known or suspected STIs to 62 individuals at the LGBTQ Center of Long Beach.

COVID-19 Response

LBMC participated in the I-SPY COVID Trial (Investigation of Serial Studies to Predict Your COVID Therapeutic Response with Biomarker Integration and Adaptive Learning). The focus of the trial is to improve outcomes for severely ill COVID-19 patients.

Hospital staff participated on the City of Long Beach Department of Health and Human Services Vaccine Outreach Subcommittee, whose goal is to advise and assist the city on planning and execution of outreach efforts surrounding the COVID-19 vaccine in the highest impacted communities in Long Beach. As a result, 18,099 community members received COVID-19 education. In addition, over 20,000 COVID-19 vaccines (i.e., shots in arms) were administered at community clinics hosted on the Long Beach Medical Center campus and/or in the community in partnership with the Long Beach Department of Health and Human Services. These other pop up clinics included the Black Health Community Fair, and the Cambodian Association of America mobile clinic event.

Additionally, the MemorialCare Health System organized extensive vaccination community outreach and conducted vaccine clinics resulting in the delivery of approximately 115,000 doses where the administration was unbilled during fiscal year 2021.

Additional COVID-19 outreach activities included:

- In partnership with St. Mary's Church, NAACP, and the City of Long Beach, LBMC participated in "A Conversation on COVID-19: Addressing the Fears & Misunderstandings About the COVID-19 Vaccine for Communities of Color.
- In partnership with CSULB and the Black Health Equity Collaborative, LBMC participated in a Townhall on Vaccine Hesitancy and What it Means to be Black in Healthcare.

Community Benefit Services Summary FY21

Accomplishments in FY21 (July 1, 2020 to June 30, 2021)

Community benefit services promote health and healing and are focused on addressing the identified unmet health needs of the community. For a program or service to be considered a community benefit it must: improve access to health care; or enhance the health of the community; or advance medical or health care knowledge; or reduce the burden of government or other nonprofit community efforts. Due to the COVID-19 pandemic, some of our annually supported programs and events were postponed. Other programs were transferred from in person events to virtual meetings to allow for social distancing.

Community Health Improvement Services

Definition: activities carried out to improve community health, available to the public, which address a community need.

Community Health Education

- Women Guiding Women support and peer mentoring program for women newly diagnosed with breast and gynecologic cancers served 177 women.
- 24 community members received NICU Parent Self-Care and Building Resilience classes in FY2021.
- Hosted or participated in community health fairs and prevention-focused activities. The events reached over 600 community members.
- Health resources on heart health, cancer screenings, and pediatric pulmonology were distributed to 150 community members.
- Supported the Los Alamitos Senior Grocery Store program, a local food distribution program, by providing health resources on stroke and heart health to 200 participants.
- Yoga and Pilates class provided 411 class encounters for cancer survivors.
- Pre-diabetes and diabetes classes and support groups were offered in English and Spanish and reached 86 persons. Additionally, LBMC hosted an Ask the Expert Session on diabetes.
- Cancer patient support groups provided 157 encounters, and the cancer survivor walking group had 158 encounters among community members.
- A digital newsletter provided residents with health care information and community resources, free classes, support groups, and screenings offered at the hospital. On a monthly basis, over 22,000 community residents received a copy.
- *Senior Plus Program* bimonthly newsletters reached more than 3,900 local seniors.
- Through 8 virtual lectures, 161 seniors learned about spine health, dealing with pain, the aging brain, heart healthy nutrition, GI issues and GERD.

- 127 individuals participated in *Writing Through the Cancer Journey*, an 8-week writing series exploring the transformative power of creative writing.
- Adult bereavement and perinatal bereavement support groups provided education and resources for individuals grieving the loss of a loved one. 125 encounters were provided.
- Additional support groups included: diabetes, stroke and cancer survivorship. These support groups provided 1,135 encounters.
- Implemented targeted health awareness campaigns focused on breast health and breast cancer, lung health and lung cancer, spine health and the Be Fast (Balance, Eyes, Face Drooping, Arm Weakness, Speech Difficulty, Time to Call 911) stroke campaign. Nearly 1 million community members were reached.
- 60 individuals participated in a Stroke Seminar: Caring for Your Heart After a Pandemic. The BEFAST Stroke event for seniors served 30 individuals.
- Presented health information at the American Cancer Society and local health fairs. 149 community members participated.
- Hosted 3 public health seminars entitled *Connect to Healthy Living* for 161 participants.
- Hosted wellness seminars on topics that included: COVID-19, preventive care and sleep hygiene.
- Dr. Sotelo, an Emergency Medical Specialist, was interviewed on Facebook Live with the Long Beach Immigrants' Rights Coalition. The interview was conducted in Spanish and 200 individuals participated.

Community-Based Clinical Services

- Pre-sports physicals were conducted at no charge for 232 students at local colleges.
- Over 20,000 COVID-19 vaccines (i.e., shots in arms) were administered at Long Beach Medical Center's community clinics located on campus, as well as at the Black Health Community Fair, Cambodian Association health event, and Michelle Obama's Pop-up clinic.
- The Family Medicine Residency Program through the Family Medicine Clinic provided behavioral health services to adults and children. Family Medicine residents, a psychologist, psychiatrist, primary care physicians and a social worker provided behavioral health services for 265 primary care clinic patients.
- The Family Medicine Clinic launched a Transgender Clinic in partnership with the LGBTQ Center of Long Beach. The clinic served 149 individuals.
- Family Medicine residents provided consultations about sexual health and administered IV and oral medication treatments for known or suspected STIs to 62 individuals at the LGBTQ Center of Long Beach.
- 155 persons were vaccinated at a community flu clinic.

Health Care Support Services

- Transportation programs were provided for patients and families with limited resources to improve access to health care services. Including over 100 seniors who received rides to and from medical appointments through the Senior Plus Transportation Program. A shuttle service provided seniors in Leisure World with free trips to medical services.
- Information and assistance were offered to persons to enroll in low-cost or no cost health insurance programs.
- MemorialCare hosted the Wellist online platform that connected the public to health information and certified local resources, free of charge.
- MemorialCare hosted SilverCloud, an online educational and therapeutic program to help manage anxiety, depression, stress, and trouble sleeping. Available in English and Spanish.
- Nurse practitioners provided counseling to 8 cystic fibrosis individuals with diabetes (CFRD) who needed information and referrals.
- 37 community members received support from the Cancer Answers warm line hotline.
- Long Beach Medical Center provided Leisure World residents transportation services for medical appointments during the pandemic.

Health Professions Education

Definition: education programs for physicians, nurses, nursing students, and other health professionals.

Physicians and Medical Students

LBMC is a professional teaching hospital accredited by the Accreditation Council for Graduate Medical Education (ACGME) to sponsor post-MD medical training programs. Long Beach Medical Center is also accredited by the Council on Podiatric Medical Education (CPME), an independent accrediting agency for podiatric medical education. The hospital trained physicians from several universities. LBMC oversaw 33 programs with approximately 200 residents and fellows. In addition, 20 medical students were trained monthly.

LBMC has a Master Affiliation Agreement with the University of California, Irvine (UCI) School of Medicine that allowed UCI residents in the following programs to train at the institution:

- Anesthesiology
- Emergency Medicine
- Family Medicine
- Female Pelvic Medicine
- Internal Medicine
- Obstetrics and Gynecology
- Orthopedic Surgery

- Palliative Medicine
- Pathology
- Pediatrics
- Physical Medicine and Rehabilitation
- Psychiatry
- Radiation Oncology
- Surgery
- Plastic Surgery
- Pediatric Surgery
- Urology

From the University of Southern California, LBMC trained residents in:

- Emergency Medicine
- Pediatric Dentistry

From PIH Health Downey Hospital, LBMC received residents in:

- Family Medicine

From Harbor-UCLA, LBMC trained residents in:

- Emergency Medicine
- Pediatrics

From UCLA, LBMC trained residents in:

- Anesthesiology/Obstetrics
- Child Neurology
- Pediatrics Physical Medicine and Rehabilitation

From LAC+USC, LBMC trained residents in:

- Emergency Medicine

LBMC sponsored residency programs in:

- Family Medicine
- Podiatry
- Sports Medicine

A Master Affiliation Agreement with the University of California Irvine (UCI) School of Medicine also allowed fellows in the following fellowship programs to train at LBMC:

- Cardiology

- Gynecologic Oncology
- Maternal/Fetal Medicine
- Neonatology
- Pediatric Pulmonology
- Pulmonary/Critical Care

From Harbor-UCLA, LBMC received fellows in:

- Pediatric Emergency Medicine
- Pulmonary
- Vascular Surgery

From UCLA, LBMC received fellows in:

- Neuroradiology

Long Beach Medical Center sponsored a fellowship program in:

- Sports Medicine

Additional continuing medical education opportunities included:

- 4 CME events were held and 80 practitioners attended.

Nursing Education

At LBMC, 238 undergraduate and graduate student nurses participated in a precepted clinical rotations. The hospital supports the Trimester BSN program at CSULB.

Other Health Professions Education

More than 275 students received precepted training in their professions at LBMC this past fiscal year. Adult and pediatric clinical nutrition, physical therapy and physical therapy assistants, spiritual care and bioethics, occupational therapy, oncology social work, respiratory therapists, patient care assistants, pharmacy and pharmacy technicians and neurodiagnostic were represented.

LBMC also provided stipends to assist with the cost of school for four California State University, Dominguez Hills health sciences students.

Additional continuing education opportunities included:

- Resolve Through Sharing (RTS) Bereavement classes. RTS classes reviewed the 8 competencies in perinatal loss, decedent affairs, bereavement arrangements and support groups. 164 spiritual care and nursing students participated.

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.

In FY21, there were more than 300 ongoing research projects at LBMC. Studies focused on cancer, heart disease, orthopedics, infectious diseases, gynecology, obstetrics, urology, pediatrics, neonatology and many other areas. Support was also provided for staff to develop research projects, write research papers and present findings at professional conferences.

Some of the research performed was made possible by grants and other philanthropic support. In compliance with Federal regulations, research expenses were reported after applying the restricted research specific offsetting funding revenue.

Cash and In-Kind Donations

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

Cash Donations

Funds were donated to nonprofit community groups and local organizations. The support of these organizations furthered the hospital's mission and addressed the community health needs identified through the CHNA.

In-Kind Donations

Hospital employees represented the hospital on community boards and collaboratives that focused on increased access to health and social services, and improved wellness and safety.

Staff were active participants in the City of Long Beach's 2020 Census Initiative. Community members were provided with resources and education about the 2020 Census. The hospital provided financial support and in-kind donations of staff time and materials.

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 FY21, funding supported:

- Community benefit staff salary, benefits and expenses
- Administrative support for community benefit
- Community benefit consultants

Community Building Activities

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.*

Economic Development

Staff members participated in service area Chambers of Commerce and worked on issues that impacted health and safety.

- Cerritos Chamber
- Long Beach Chamber
- Redondo Chamber
- Seal Beach Chamber
- Women's Business Council
- Leadership Long Beach

Workforce Development

Long Beach Medical Center participated in community programs that encouraged careers in the health professions.

- Long Beach Medical Center had 20 high school students participate in a mentorship program in pharmacy and clinical nutrition.
- Collaborated with CSULB to educate and mentor 153 pre-med students from underserved minority communities.
- The Respiratory Therapy Department hosted a simulation of a trauma with respiratory therapists, radiologist technicians, pharmacists and lab technicians.

Financial Summary of Community Benefit

The LBMC financial summary of community benefit for FY21 (July 1, 2020 to June 30, 2021) is summarized in the table below. The Hospital's community benefit costs comply with Internal Revenue Service instructions for Form 990 Schedule H. Costs are determined as part of the VHA Community Benefit package and are based on the Hospital's overall cost to charge ratio.

Community Benefit Categories	Net Benefit
Charity Care/Financial Assistance ¹	\$6,447,006
Unpaid Costs of Medi-Cal ²	\$56,021,950
Others for the Economically Disadvantaged ³	\$1,375,360
Education and Research ⁴	\$6,650,912
Other for the Broader Community ⁵	\$1,136,471
Total Community Benefit Provided Excluding Unpaid Costs of Medicare	\$71,631,699
Unpaid Costs of Medicare ²	\$40,718,148
Total Quantifiable Community Benefit	\$112,349,847

¹ Financial Assistance includes traditional charity care write-offs to eligible patients at reduced or no cost based on the individual patient's financial situation. Financial Assistance or Charity Care does not include costs for patients who had commercial insurance, but could not afford their out of pocket costs.

² Unpaid costs of public programs include the difference between costs to provide a service and the rate at which the hospital is reimbursed.

³ Includes other payors for which the hospital receives little or no reimbursement (e.g. County indigent program).

⁴ Costs related to the health professions education programs and medical research that the hospital sponsors.

⁵ Includes non-billed programs such as community health education, screenings, support groups, clinics, support services and community benefit operations.

Community Benefit Plan FY22

LBMC continues to implement activities and programs to address the priority needs in our service area. Given the current unprecedented times because of COVID-19, LBMC anticipates some FY22 plans may be modified due to urgent community needs and situational restrictions that may limit how we are able to support the health and wellbeing of at-risk individuals and families in the hospital service area.

Significant Needs the Hospital Intends to Address

LBMC intends to take actions to address the following health needs that were identified in the FY19 CHNA and detailed in the FY20-FY22 Implementation Strategy:

- Access to care/preventive care
- Chronic diseases
- Mental health and behavioral health
- Sexually transmitted infections

Additionally, all community benefit efforts shall have a special focus on the Social Determinants of Health.

Health Need: Access to Care/Preventive Care Strategy

Increase access to programs that support prevention and health maintenance and decrease barriers to care for vulnerable populations.

Actions

1. Offer community health education, community lectures, presentations and workshops.
2. Support Family Medicine primary care clinics.
3. Provide funding and in-kind support to community organizations to support access to health care and preventive care.
4. Provide transportation support to increase access to health care services.
5. Provide financial assistance through free and discounted care for health care services, consistent with the hospital's financial assistance policy.
6. Work in collaboration with community agencies to address the impact that the social determinants of health have on health care access.
7. Reduce injuries and falls among seniors through balance improvement and fall prevention classes.
8. Offer sports physical clinics for high school students.
9. Provide free health screenings.

Health Need: Chronic Diseases

Strategy

Expand capacity and utilization of disease prevention, management and treatment services.

Actions

1. Offer health education, community lectures, presentations, and workshops on chronic disease prevention, treatment and management.
2. Provide health education focused on activity, exercise and nutrition.
3. Participate in health and wellness fairs and offer preventive screenings.
4. Support persons with cancer and their caregivers with yoga, exercise classes, walking groups, education, counseling, peer mentoring, support groups and life coaches.
5. Provide support groups to assist those with chronic diseases and their families.
6. Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases.
7. Provide funding and in-kind support to community organizations to support chronic disease prevention and treatment.

Health Need: Mental Health and Behavioral Health

Strategy

Expand access to services that will impact mental health and behavioral health in Long Beach Medical Center's service area.

Actions

1. Offer community health education, community lectures, presentations and workshops.
2. Provide mental and behavioral health screening and counseling for adults and children who access care at the MemorialCare Family Medicine Clinic.
3. Support multisector collaborative efforts that support access to mental and behavioral health services.
4. Increase community awareness of prevention efforts and availability of resources to address mental and behavioral health concerns.
5. Provide funding and in-kind support to community organizations to support mental and behavioral health awareness and access to care.

Health Need: Sexually Transmitted Infections

Strategy

Expand access to services that will reduce sexually transmitted infections in Long Beach Medical Center's service area.

Actions

1. Support community health education, community lectures, presentations and workshops.
2. Encourage screening in primary care settings.
3. Provide funding and in-kind support to community organizations to support sexually transmitted infection awareness and access to care.

Needs the Hospital Will Not Address

Taking existing hospital and community resources into consideration, LBMC will not directly address the remaining health needs identified in the CHNA including exercise, nutrition, weight, pregnancy and birth outcomes and oral health. LBMC chose to concentrate on those health needs that can most effectively be addressed, given the organization's capabilities. LBMC will continue to look for opportunities to address community needs and provide assistance where we can make a meaningful contribution.

Evaluation of Impact

LBMC will monitor and evaluate the programs and activities outlined above. The reporting process includes collection and documentation of tracking measures, such as the number of people reached/served and collaborative efforts to address health needs.

Contact Information

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