



**Annual Report and Plan for Community Benefit
Miller Children's & Women's Hospital Long Beach
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

Contents

About Miller Children’s & Women’s Hospital Long Beach2

Mission and Values.....4

Governance4

Caring for our Community1

Community Health Needs Assessment4

Addressing Priority Health Needs7

Community Benefit Services Summary FY2115

Community Benefit Plan FY2222

 Significant Needs the Hospital Intends to Address22

 Needs the Hospital Will Not Address.....24

 Evaluation of Impact24

Contact Information25

About Miller Children's & Women's Hospital Long Beach

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.

Miller Children's & Women's Hospital Long Beach

Miller Children's & Women's Hospital Long Beach (Miller Children's) is a nonprofit, pediatric teaching hospital that provides specialized pediatric care for children and young adults, as well as maternity care for expectant mothers. Nationally, only five percent of all hospitals are children's hospitals, and Miller Children's is one of only eight free-standing children's hospitals in California. Miller Children's has been named one of the top children's hospitals in the nation for quality and safety.

The hospital has 357 licensed pediatric and women's beds and is located on a 54-acre campus that it shares with Long Beach Medical Center. These hospitals function under the same tax identification number but are separately licensed hospitals. Patient and family-centered care is a cornerstone of Miller Children's. It is the only hospital in the region to have a level IV maternity center and a comprehensive level III NICU to provide specialized care for expectant mothers and their babies.

Within the hospital there are seven major inpatient care centers. Miller Children's also has comprehensive outpatient specialty centers that feature more than 40 sub-specialties, and include 16 California Children Services (CCS) approved special care centers. These centers provide specialized care for children with conditions, such as asthma, irritable bowel syndrome, bone deformities, congenital heart defects, rehabilitation, autism, cancer and blood disorders.

In 2021, Miller Children's and Long Beach Medical Center 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.

Also, in 2021, The Cheresse Mari Laulhere Children’s Village was opened. This facility is an 80,000 sq. ft., four-story building on the Miller Children’s & Women’s Hospital Long Beach campus that provides a one-stop approach to outpatient care. More than 30 different types of specialty physicians and a variety of medical services are centralized in the Children’s Village. This makes the health care experience more convenient and efficient for thousands of children and families across the region who need specialized outpatient pediatric care each year from occupational therapy, medical appointments, imaging, lab services, and mental health.

Awards

Miller Children’s was the recipient of the following awards and accolades:

- 2021 Southern California Super Doctors Report – more than 40 physicians recognized in the top 5% of their fields by the Southern California Super Doctors Report, which surveyed 20,000 physicians in Southern California.
- 2019 Baby-Friendly® designation – ranked in top 10% of US hospitals and birth centers by Baby-Friendly USA, Inc.
- Magnet® designation by the American Nurses Credentialing Center’s (ANCC) Magnet Recognition Program® for nursing excellence.
- Disease Specific Certification in Pediatric Asthma from The Joint Commission for excellence in asthma care.
- The Patient Safety Movement Foundation’s 5-Star Hospital Award in recognition of MemorialCare’s commitment to patient safety and quality of care. MemorialCare is one of only six health systems across the United States to receive the award.
- *US News & World Report*, the global authority in hospital rankings and consumer advice, named Miller Children’s among the tops children’s hospitals for Pediatric Pulmonology & Lung Surgery in its 2021-2022 Best Children’s Hospital Rankings.

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

Board of Directors

Barry Arbuckle, PhD

Sathya Chey

Jane Close Conoley

Leslie Edrich, MD

Marcelle Epley

John Fielder

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

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

Miller Children’s 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 Miller Children’s & Women’s is fulfilling its mission to improve the health and wellbeing of our community and provide extraordinary care. Miller Children’s provides financial assistance to those in the community who cannot afford services, or whose health insurance does not cover all services rendered. In addition, Miller Children’s invests in the community to increase access to health care services and improve health.

Service Area

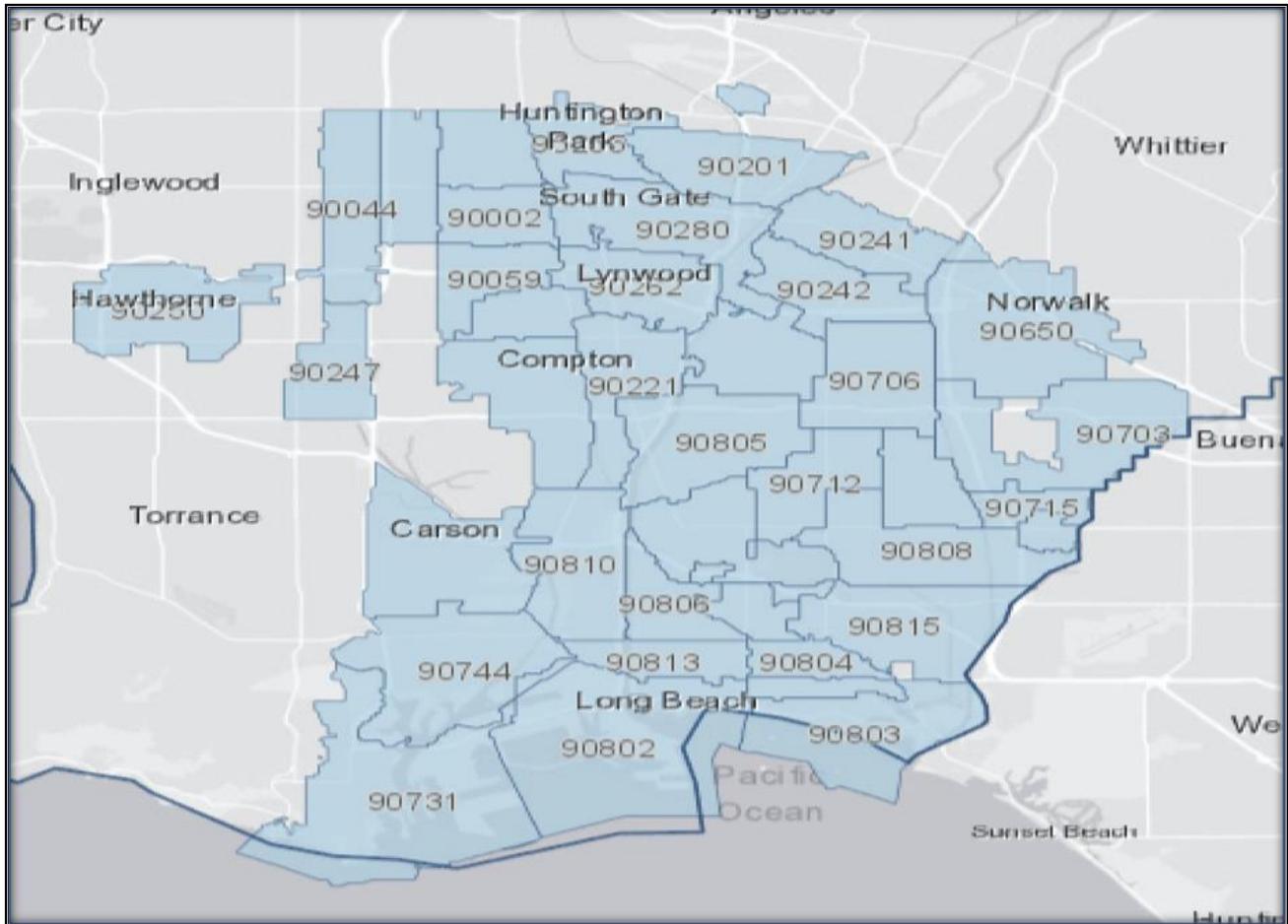
Miller Children’s & Women’s Hospital Long Beach is located at 2801 Atlantic Avenue, Long Beach, California. The service area is located in Los Angeles County and includes 39 ZIP Codes, representing 22 cities or communities. The hospital service area was determined from the ZIP Codes that reflect a majority of patient admissions.

Miller Children’s & Women’s Hospital Long Beach Service Area

Geographic Areas	ZIP Codes
Bell/Cudahy	90201
Bellflower	90706
Carson	90745
Cerritos	90703
Compton	90220, 90221, 90222
Downey	90241, 90242
Gardena	90247
Hawaiian Gardens	90716
Hawthorne	90250
Huntington Park	90255
Lakewood	90712, 90713, 90715
Long Beach	90802, 90803 90804, 90805, 90806, 90807, 90808, 90810, 90813, 90814, 90815
Lynwood	90262
Norwalk	90650
Paramount	90723
Signal Hill	90755

Geographic Areas	ZIP Codes
San Pedro	90731
South Central LA	90001, 90002, 90003, 90044
South Gate	90280
South Los Angeles	90059
Wilmington	90744

Map of the Miller Children’s & Women’s Hospital Long Beach Service Area



Community Snapshot

The population of the Miller Children’s service area is 2,081,473. Children and youth make up 27% of service area population, 63.3% are adults, and 9.7% are seniors, 65 years and older. The service area is very diverse: 63.3% of the services area population is Latino or Hispanic, Whites make up 12.8% of the population, Blacks or African Americans comprise 12.7% of the population, and 9.2% are Asians.

Among service area residents, 27.9% of the population does not speak English well compared

to Long Beach City (18.3%), and the county (24.9%). In the services area, 22% of individuals live below the poverty level, 18.6% of families and 32.1% of children exist below the poverty level. In the service area, 31.3% of adults have less than a high school diploma.

Community Health Needs Assessment

Miller Children's Hospital Long Beach completed a Community Health Needs Assessment (CHNA) in 2019 as required by state and federal law. The CHNA is a primary tool used by Miller Children's 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. Miller Children's participated in a collaborative process for the Community Health Needs Assessment, as part of the Long Beach CHNA Collaborative, which included MemorialCare Long Beach Medical Center, 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, Miller Children’s engaged in activities and programs that addressed the priority health needs identified in the FY20-FY22 Implementation Strategy. Miller Children’s committed to address community benefit efforts focus on access to care, chronic diseases, mental health and behavioral health, preventive care, pregnancy and birth outcomes, and sexually transmitted infections. The hospital also considered the Social Determinants of Health (SDOH) as they influenced the identified priority needs. Selected activities and programs that highlight Miller Children’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, Miller Children’s 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.

[The Family Resource Center](#)

The Family Resource Center is a place for families raising children with special needs to find knowledge and support as they navigate through their health care journey. The Family Resource Center provided parent-to-parent support, workshops and trainings, referrals to community resources, and informational books, brochures and videos.

[Outpatient Specialty Centers](#)

The Outpatient Specialty Centers at Miller Children’s are a major referral center for outpatient pediatric specialty care, offering more than 40 subspecialties. Some of the clinics include: hematology, oncology, food allergy, developmental, cardiology, endocrine, neurology, renal, pulmonary, orthopedics, and rheumatology. Children are seen at the Outpatient Specialty Centers for consultations, as well as treatments for acute, chronic or surgical conditions. Outpatient Specialty Centers are known for serving as the “medical home” for many patients who will need ongoing follow-up care and support on a regular basis. Each specialty center, or clinic within the center, has a multi-specialty care team, with subspecialists, fellows, residents,

advanced practice nurses, registered nurses, child life specialists, social workers, nutritionists and others.

Children Services Special Care Centers

Miller Children's has 16 California Children Services (CCS) approved special care centers. These Centers provide specialized care for children with chronic conditions, such as asthma, irritable bowel syndrome, bone deformities, congenital heart defects, rehabilitation, autism, cancer and serious blood disorders. Patients typically qualify for the CCS Special Care Center by medical diagnosis, complexity of their disease and financial status.

Health Education and Awareness

Miller Children's participated in community events, where over 18,000 community members learned about preventive practices, disease prevention and treatment, COVID-19 safety, disaster preparedness, and available health resources. Miller Children's implemented a targeted health awareness campaign focused on the value of being screened and preventing the spread of COVID-19. Health news from experts and doc talks were featured in monthly publications.

20 foster youth participated in a Life Skills Series on Health Care Transitions. Classes included Reproductive Health, STIs, Health Insurance, Differences Between ED and Urgent Care, PCPs, Vaping and SA, Birth Control, Tips on Keeping a Medical History, How to Read a RX label, and How to Read an Insurance Card.

MemorialCare hosted the Wellist online platform that connected the public to health information and certified local resources, free of charge.

Injury Prevention

Pedestrian-automobile incidents are the number one reason kids are rushed to the hospital. To support helmet usage, Miller Children's participated in four YMCA events that reached 210 community members. Additionally, over 3,000 persons were reached with demonstrations and information in English and Spanish on child safety, car seat safety, pedestrian and bicycle safety. Car seats and bike helmets were distributed in the community.

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 major causes of premature deaths.

Response to Need

[Jonathan Jaques Children's Cancer Institute](#)

The Jonathan Jaques Children's Cancer Institute at Miller Children's provided comprehensive, family centered care to children with cancer, sickle cell disease and other serious blood disorders. Children had access to the latest clinical trials and research initiatives, leading to improved cure rates and breakthroughs in treatments of childhood cancers and blood disorders.

[Long Beach Alliance for Children with Asthma \(LBACA\)](#)

The Long Beach Alliance for Children with Asthma (LBACA) is a community coalition that is dedicated to improving the lives of children with asthma in the greater Long Beach area. LBACA provided education and outreach using promotoras community health workers. They provided asthma control education to physicians, nurses and community members. The efforts of LBACA helped reduce asthma hospitalizations and children gained reasonable control over their asthma symptoms. LBACA worked with schools, after-school programs, parks and recreational centers to develop asthma-friendly environments and policies, and mobilized the community to respond to indoor and outdoor air quality issues.

[Disease Specific Certification in Pediatric Asthma](#)

Miller Children's was the first free-standing Children's Hospital in California to receive Disease Specific Certification in Pediatric Asthma from The Joint Commission, an accreditor of health care organizations. Asthma care was standardized throughout the hospital, including the Emergency Department, pediatric units, the pediatric pulmonary unit and outpatient specialty clinics.

[Health Education and Awareness](#)

Miller Children's provided a variety of health education classes and special events that focused on chronic disease prevention, disability, management and treatment. These included:

- Presentations on asthma, hemophilia, Loving our Truly Unique Selves, Support our Siblings classes, autism, cancer, and other disease-related topics reached children, family members and caregivers.
- A monthly Spanish autism support group provided education on various topics such as self-care, counseling, self-advocacy, and accessing speech services for 96 community members.
- In partnership with Team of Advocates for Special Kids (TASK), Miller Children's offered free 55-minute consultations to five families facing challenges with their children's special educational plans (IEPs). These families also learned about Assistive Technology and were shown alternatives that were free or at low cost.

- Asthma 101 classes were provided to 118 community members and asthma prevention and treatment outreach activities reached 1,447 individuals.
- Language development was provided to 35 Early Start families through a partnership with Harbor Early Start Partnership and the Family Resource Center.
- The hospital hosted sickle cell awareness events and reached 155 individuals. The events included: First Friday Awareness Event, a panel presentation to parents and patients, and education and vocational issues for patients in the community.
- 925 individuals participated in Family and Parent Support Specialist Training with the California Deaf and Blind Services.

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 priority among community members in the community health assessment. Families, children and teens are struggling with mental health or substance use as a result of the pandemic.

Response to Need

[Behavioral Health Integration Program](#)

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 because of COVID-19 and continues to use this virtual platform for patients. Behavioral health services were provided for 265 primary care clinic patients.

Services Supporting Access

The Family Resource Center provided a Zoom Mental Health Series for 384 Promotoras. The series focused on early interventions, diagnosis, and stigma related to mental health and how to get help for your family.

227 individuals received psychotherapy by licensed clinical psychologists and 67 neuropsychological assessments were completed by psychologists. In addition, 105 students received school reintegration assistance, through school visits and recommendation letters by psychologists.

Miller Children’s started an online parent support group in response to COVID-19. A psychologist offered self-care techniques, how to build routines, discussed parent/child relationship and activities. Nine Zoom sessions reached 73 parents with information on stress management, resilience and self-help, and coping with distance learning. 73 parents participated.

Pregnancy and Birth Outcomes

Pregnancy complications and adverse birth outcomes are growing public health concerns. Birth outcome measures show the status of reproductive health across populations and can be used to examine disparities in maternal/child health. Important pregnancy and birth outcomes include neonatal mortality, stillbirth, long-term neurologic problems, and maternal mortality.

Response to Need

[Birth Equity](#)

Maternal morbidity and mortality data in California show persistently higher rates among Black mothers when compared to mothers from all other racial groups. For the past two years, our teams have participated in building a birth equity toolkit with the California Maternal Quality Care Collaborative (CMQCC). Miller Children's implemented an evidence-based implicit bias program for its health care providers involved in perinatal care of patients. In addition, a patient survey tool is used to inform and monitor our equity work with a focus on awareness and reduction of implicit bias.

[Welcome Baby](#)

Welcome Baby is a program that provides pregnant women and new moms with information, support and a trusted partner to help them through the journey of pregnancy and early parenthood. Available at no cost to maternity patients who reside in Los Angeles County, the Welcome Baby continuum of care includes breastfeeding support, referrals to community resources and an in-home visit from a registered nurse. Welcome Baby is a program of Best Start, an effort funded by First 5 LA. Long Beach is a targeted community and the Welcome Baby program and Miller Children's are programmatic strategic partners. The Welcome Baby Program reached 852 pregnant women, new moms and their families. Because of COVID restrictions, in home visits were restricted.

[Women, Infant and Children \(WIC\) Program](#)

The Women, Infant and Children (WIC) Program at Miller Children's is a supplemental food and nutrition program for income eligible pregnant, breastfeeding, and postpartum women and children under age five. Participants in the WIC program were provided with food vouchers that could be used to purchase specific nutritious foods, which are high in protein and/or iron. The WIC Program is a service of the City of Long Beach Department of Health and Human Services, Nutrition Services Division.

[Services Supporting Access](#)

Miller Children's provided a board-certified lactation consultant to discuss preparation and success factors to 140 community members. A weekly support group taught infant massage techniques, while increasing the parent's ability to respond optimally to baby's needs and making the transition to motherhood a more positive experience for 420 expectant mothers. There were 713 community members that participated in preparation for childbirth and prenatal classes, regardless of where they chose to deliver.

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

Miller Children's provided community health education on prevention, screening and treatment for STIs. STI screening occurred in primary care settings.

[Bickerstaff Pediatric Family Center](#)

The Bickerstaff Pediatric Family Center at Miller Children's cared for infants, children, adolescents and pregnant women who were at risk for, or infected with, HIV/AIDS, acute community-acquired illnesses, chronic infections and other immunological disorders. Board-certified infectious disease physicians and the care team also advised on immunization and infectious disease prevention. In FY21, the Bickerstaff Pediatric Family Center celebrated 25 years of zero mother to baby transmissions among HIV-infected mothers.

COVID-19 Response

Miller Children's was an active participant in the U.S. Government-supported National Expanded Access Program to provide convalescent plasma to patients suffering from severe or life-threatening COVID-19. Staff participated on the 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. 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:

- The hospital implemented a targeted health awareness campaign focused on the value of being screened and preventing the spread of COVID-19. Health news from experts, and doc talks were featured in monthly publications. Nearly 2.6 million community members were reached.
- The Family Resource Center partnered with Tichenor Clinic and provided a Drive Thru Event, which provided 250 families with special needs with resources and Personal Protective Equipment (PPE).
- Over 20,000 COVID-19 vaccines (i.e., shots in arms) were administered at community clinics hosted on the MemorialCare Long Beach campus, as well as a variety of community events

including the Black Equity Health Fair, the Black Health Community Fair, and the Cambodian Association of America mobile clinic event.

- Miller Children’s launched an online parent support group in response to COVID-19. Nine Zoom sessions reached 73 parents.

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 COVID-19, 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

- Injury prevention and safety efforts included car seat, bike safety, safe driving, kitchen safety and CPR classes as well as disaster preparedness classes reached over 3,000 children and their families.
- In partnership with Team of Advocates for Special Kids (TASK), Miller Children's offered free 55-minute consultations to five families facing challenges with their children's special educational plans (IEPs). These families also learned about Assistive Technology and were shown alternatives that were free or at low cost.
- Through social media blogs, newsletters, digital newsletters and fliers, over 125,000 community residents were provided health care information and community resources, free classes, support groups, and screenings offered at the hospital.
- 20 foster youth participated in a Life Skills Series on Health Care Transitions. Classes included Reproductive Health, STIs, Health Insurance, Differences Between ED and Urgent Care, PCPs, Vaping and SA, Birth Control, Tips on Keeping a Medical History, How to Read a RX label, and How to Read an Insurance Card.
- 868 community members participated in preparation for childbirth classes (regardless of where they chose to deliver), parenting classes, breastfeeding support and expectant parents learned about breathing and relaxation techniques, and pain management.
- Implemented a targeted health awareness campaign focused on the value of being screened and preventing the spread of COVID-19. Health news from experts, and doc talks were featured in monthly publications. Nearly 2.6 million community members were reached.

- Hosted numerous sickle cell awareness events to 155 individuals including, a panel presentation to parents and patients, and education and vocational issues for patients in the community.
- Special events and health education were provided to parents and families of children who suffer from chronic disease and disability.
- Unidad y Fuerza (Unity and Strength) is a collaborative with Harbor Regional Center. The collaborative provides support, education and resources. In FY21, six ZOOM sessions were provided, supporting 132 families.
- Jonathan Jaques Children’s Cancer Institute (JJCCI) hosted Loving our Truly Unique Selves classes.
- Support our Siblings classes were provided for 7 children.
- Launched an online parent support group in response to COVID-19. A psychologist offered self-care techniques, how to build routines, discussed parent/child relationship and activities. Provided nine ZOOM sessions for parents on topics of stress management, resilience and self-help, and coping with distance learning. 73 parents participated.
- Nurturing the New You Support Group, an ongoing weekly support group taught participants infant massage techniques while increasing the parent’s ability to respond to baby’s needs. The group promoted transitioning into motherhood, making it a more positive experience. 420 mothers were served.
- Participated in community events, where 15,000 community members learned about injury prevention, bike safety, preventive practices, disease treatment, helmet safety, COVID-19 safety, and available health resources.
- Asthma 101 classes were provided to 118 community members and Asthma prevention and treatment outreach activities reached 1,447 individuals.
- A monthly autism support group reached 96 people and provided education on various topics, including self-care, counseling, self-advocacy, and accessing speech services.
- 34 expectant parents learned about baby care basics, including baby proofing the home, purchasing baby equipment/toys/furniture with safety in mind and practicing hands-on care including care/diapering/bathing/holding/burping as well as parenting skills.
- Miller Children’s provided a board-certified lactation consultant to discuss preparation and success factors to 140 community members.
- The Welcome Baby program shared information with 852 community residents.
- Miller Children’s participated in four YMCA events that reached 210 community members. Additionally, over 3,000 persons were reached with demonstrations and information in English and Spanish on child safety, car seat safety, pedestrian and bicycle safety. Car seats and bike helmets were distributed in the community.
- Partnered with Tichenor Clinic to provide 250 families with PPE items and resources for families with special needs.

- 925 individuals participated in Family and Parent Support Specialist Training with the California Deaf and Blind Services.
- 1,000 families in North and West Long Beach received diapers, groceries, and health information.
- 35 families were provided language development for early start families through a workshop in partnership with Harbor Early Start Partnership and the Family Resource Center.
- The Family Resource Center participated in Tichenor's 6th Annual Resource Fair, providing 300 local families with PPE items and health and social support information.
- In partnership with LBUSD Head Start program, 60 families were provided early start information and health resources.

Community-Based Clinical Services

- 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.
- Provided vaccines and health information to 220 persons at the Black Health Equity Health Fair and the Cambodian Association of America.
- Over 20,000 COVID-19 vaccines (i.e., shots in arms) were administered at community clinics at the MemorialCare Long Beach campus. We were proud to partner with the City of Long Beach Department of Health and Human Services to host community clinics to help people get vaccinated quickly.

Health Care Support Services

- Transportation programs were provided for patients and families with limited resources to improve access to health care 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.

Health Professions Education

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

Physicians and Medical Students

Miller Children's offered a pediatric residency training program in partnership with the University of California, Irvine. Over 100 residents and 10 fellows provided specialized care to infants, children and adolescents. Miller Children's offered a General Pediatrics Residency and a Pediatrics/Medical Genetics Residency. The hospital also offered fellowship programs that provided fellows with pediatric subspecialty programs, including: Neonatology, Perinatology and the Pediatric Pulmonary Fellowship.

Continuing medical education (CME) events were offered, including a Pediatric Grand Rounds on Supporting Breastfeeding Families. Forty physicians participated in the CME offerings.

Nursing Education

There were 216 undergraduate and graduate student nurses who participated in clinical rotations this past year. The hospital supports the Trimester BSN program at CSULB.

Additionally, training and continuing education were provided to health professionals through several different venues including conferences hosted at the hospital campus.

Conferences and seminars included:

- Southwest Chapter NC AWHONN: Sudden Unexpected Infant Death and Sudden Unexplained Postnatal via ZOOM
- 2020 Oregon Perinatal Collaborative Virtual Summit
- Pumps and Lactation Aids

Other Health Professions Education

Other health professionals were educated and performed their clinical hours and/or internship rotations at the hospital. Students were directly supervised by staff.

- 20 child life interns
- 9 pediatric rehabilitation students
- 6 pharmacy students
- 21 patient care assistants
- 6 respiratory students.

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

A two-day virtual Birth Equity Summit event was provided by the Comprehensive Perinatal Services Program (CPSP) Birth Equity Summit.

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.

Miller Children's is committed to basic science, translational and clinical research. The hospital participated in national research studies in collaboration with other national children's hospitals to ensure the pediatric health care community stays at the forefront of leading treatments, patient care best practices and new technology. For details on these studies, visit www.millerchildrenshospitallb.org/research/. Miller Children's continued to partner with the National Institutes of Health (NIH), Children's Hospitals Association (CHA) and the Children's Oncology Group (COG) nationally, and with University of Southern California (USC), University of California Los Angeles (UCLA) and University of California Irvine (UCI) locally on cutting edge research.

Miller Children's research programs included oncology clinical research and the fetal growth study. The hospital's clinical research programs supported clinical trials in many subspecialties allowing physicians to provide state-of-the-art treatment options to children who have illnesses where there is no standard therapy or where conventional therapy is failing. Much 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, improved safety, and children's health issues.

Staff were active participants in the City of Long Beach’s 2020 Census Initiative. The Child Life team 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. Additionally, the hospital provided a land lease, below fair market value, to the Long Beach Ronald McDonald House charity, which supports a 23-room Ronald McDonald House. Miller Children’s also rented office and dental clinic space to TCC Family Health at below fair market value.

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 Beach Chamber
- Seal Beach Chamber
- Torrance Chamber

Coalition Building

Hospital staff participated in meetings for the LA Practicum Consortium.

Financial Summary of Community Benefit

The 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	\$1,003,164
Unpaid Costs of Medi-Cal ²	\$4,725,893
Others for the Economically Disadvantaged ³	\$35,669
Education and Research ⁴	\$4,311,830
Other for the Broader Community ⁵	\$1,316,579
Total Community Benefit Provided Excluding Unpaid Costs of Medicare	\$11,393,135
Unpaid Costs of Medicare ²	\$166,263
Total Quantifiable Community Benefit	\$11,559,398

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

Miller Children's continues to implement activities and programs to address the priority needs in our service area. Given the current unprecedented times because of COVID-19, Miller Children's 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

Miller Children's 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
- Pregnancy and birth outcomes
- 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. Provide specialty care for children through the Outpatient Specialty Center at Miller Children's (a California Children's Services (CCS) approved Special Care Center).
2. Train residents and fellows in pediatric specialties.
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. Provide public health education in the media and community health awareness events to encourage healthy behaviors and promote preventive health care.
7. Work in collaboration with community agencies to help address the impact that the social determinants of health have on health care access.

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. Continue our work through the Long Beach Alliance for Children with Asthma (LBACA), which provides education, clinician training, community health workers, and advocacy related to asthma in the greater Long Beach community.
4. Participate in health and wellness fairs and offer preventive screenings.
5. Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases.
6. 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 MCWHLB's service area.

Actions

1. Offer community health education, community lectures, presentations and workshops.
2. Participate in health and wellness fairs that include screenings for anxiety and depression.
3. Support multisector collaborative efforts that support access to mental and behavioral health services.
4. Promote the school reintegration program for children with long-term mental illness in order to prevent school absenteeism.
5. Provide mental health screening and counseling for children and their families who access care at the MemorialCare Family Medicine Clinic.
6. Increase community awareness of prevention efforts and availability of resources to address mental and behavioral health concerns.
7. Provide funding and in-kind support to community organizations to support mental and behavioral health awareness and access to care.

Health Need: Pregnancy and Birth Outcomes

Strategy

Expand access to services that will impact pregnancy and birth outcomes in the Miller Children's

service area.

Actions

1. Provide health education and support group services for new and expecting mothers.
2. Track birth outcomes in partnership with the Black Infant Health Program.
3. Continue providing education and other services to mothers and babies as part of its Welcome Baby program.
4. Support breastfeeding initiatives for new and expecting mothers.
5. Provide public health education in the media and community health awareness events to encourage healthy behaviors in pregnancy and in the post-partum period.
6. Provide funding and in-kind support to community organizations to support pregnancy and birth outcomes awareness and access to care.

Health Need: Sexually Transmitted Infections

Strategy

Expand access to services that will impact sexually transmitted infections in MCWHLB'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 infections awareness and access to care.

Needs the Hospital Will Not Address

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

Evaluation of Impact

Miller Children's 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

Miller Children's & Women's Hospital Long Beach

2801 Atlantic Avenue

Long Beach, California 90806

www.memorialcare.org/locations/miller-childrens-womens-hospital-long-beach

Community Benefit Contact

Kristen L. Pugh, MPA

Vice President, Advocacy & Government Relations

MemorialCare Health System

kpugh@memorialcare.org