



MemorialCare[™]
Orange Coast Medical Center



**Annual Report and Plan for Community Benefit
MemorialCare Orange Coast 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
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About Orange Coast 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.

Orange Coast Medical Center

Orange Coast Medical Center is the only nonprofit hospital in Fountain Valley, California. Orange Coast Medical Center became a member of MemorialCare in January 1996. In May 1997, the hospital was granted nonprofit status retroactive to December 26, 1995, the date of incorporation. The hospital is home to the MemorialCare Cancer Institute, MemorialCare Breast Center, MemorialCare Imaging Center, MemorialCare Heart & Vascular Institute, MemorialCare Surgical Weight Loss Center, MemorialCare Joint Replacement Center, Childbirth Center, Digestive Care Center, and Spine Health Center.

Awards

Orange Coast Medical Center was the recipient of the following awards and accolades:

- U.S. News & World Report Best Hospitals
 - Ranked in the Top 10 Hospitals in Los Angeles and Orange counties, and a Top 5 in Orange County.
 - High Performance status in Cancer, Orthopedics, Aortic Valve Surgery, Geriatrics, Gastrointestinal Surgery, Neurology & Neurosurgery, Pulmonology & Lung Surgery, Colon Cancer Surgery and Knee Replacement.
- Consistently voted by *The Orange County Register’s* readers as Best of Orange County Hospital, ranking #1 for the past four years and a Top Workplace for the 11th time.
- Magnet[®] designated by American Nurses Credentialing Center’s (ANCC) Magnet Recognition Program[®] for nursing excellence
- 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.
- Received an “A” Safety Grade from Leapfrog Group, an independent national organization committed to health care quality and safety.

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 Orange Coast 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

Sharon Cheever, Chairperson

Resa Evans

Thomas Feldmar

Lalita M. Komanapalli, MD

Joel Lautenschleger

Michael Dean Moneta, MD

Donna Rane-Szostak, EdD

James W. Gauss
Catherine Y. Han, MD
Julio Ibarra, MD

Tom Rogers
Lawrence Tran, MD
David A. Wolf

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:

- Sue Allie, Community Member
- Cheryl Brothers
- Tony Coppolino, Community Member
- Marc Ecker, Community Member
- Beth Hambelton, Senior Program and Community Outreach Liaison, Orange Coast Medical Center
- Erin Hotra-Shinn, Vice President, Strategy and Business Development, Orange Coast Medical Center
- Tanya Hoxsie, Chief Executive Officer, Boys & Girls Club of Huntington Valley
- Marcia Manker, Chief Executive Officer, Saddleback Medical Center and Orange Coast Medical Center
- Frank Marino, Physician, MemorialCare
- Sarah Mitchell, Director of Marketing and Communications, Orange Coast Medical Center
- Tam Nguyen, Community Member
- Robin Phillips, Oncology Nurse Navigator, Orange Coast Medical Center
- Kristen L. Pugh, Vice President, Advocacy & Government Relations, MemorialCare
- David Truong, Community Member
- Jennifer Zouras, Community Member

Caring for our Community

Orange Coast Medical Center recognizes its obligation to provide service above and beyond its role as a healing facility. In 1997, 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 they could help 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 Orange Coast Medical Center (OCMC) is fulfilling its mission to improve the health and wellbeing of our community and provide extraordinary care. Orange Coast Medical Center provides financial assistance to those in the community who cannot afford services, or whose health insurance does not cover all services rendered. In addition, Orange Coast Medical Center invests in the community to increase access to health care services and improve health.

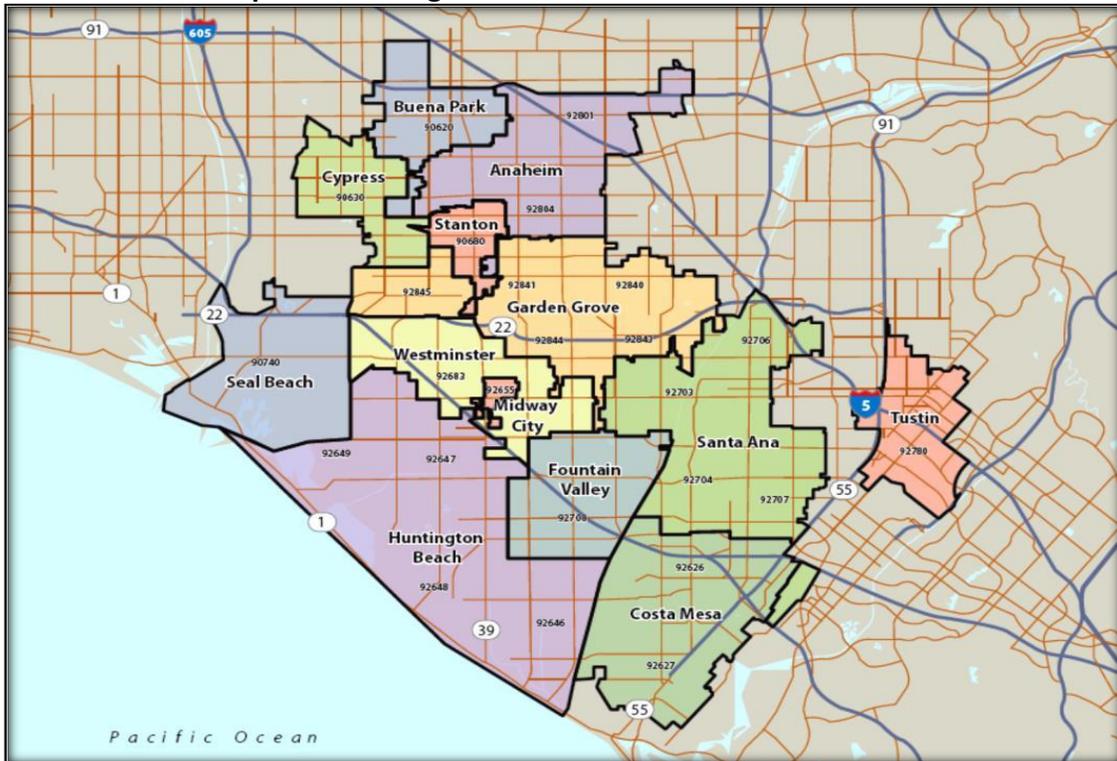
Service Area

Orange Coast Medical Center is located at 9920 Talbert Avenue, Fountain Valley, in Orange County. The Orange Coast Medical Center service area includes 25 Zip Codes, representing 13 cities or communities. The hospital service area was determined from the ZIP Codes that reflect a majority of patient admissions.

Orange Coast Medical Center Service Area

Geographic Areas	ZIP Codes
Anaheim	92801,92804
Buena Park	90620
Costa Mesa	92626, 92627
Cypress	90630
Fountain Valley	92708
Garden Grove	92840, 92841, 92843, 92844, 92845
Huntington Beach	92646, 92647, 92648, 92649
Midway City	92655
Santa Ana	92703, 92704, 92706, 92707
Seal Beach	90740
Stanton	90680
Tustin	92780
Westminster	92683

Map of the Orange Coast Medical Center Service Area



Community Snapshot

The population of the OCMC service area is 1,284,792. Children and youth make up 22.3% of service area population, 62.6% are adults, and 15.1% are seniors, ages 65 and older. The service area has a higher percentage of seniors than found in the county (12.5%) and the state (12.3%). More than half of the population (50.7%) is White. At 24.8% of the population, Asians are the second largest race/ethnic group in the service area. Latinos or Hispanics make up 17.2% of the population in the service area. The remaining races/ethnicities comprise 5.5% of the service area population.

In the service area, 33.9% of residents are foreign born, 17.5% of whom are not citizens. This is a higher percentage of foreign born compared to the state (28.7%). 46.3% of residents speak English only in the home, while Spanish is spoken in 30.3% of homes and an Asian or Pacific Islander language is spoken in 19.9% of service area homes. 2.4% of residents in the area speak an Indo-European language.

Among students enrolled in area schools, 26.6% are English learners, higher than the county (23.5%) and state (20.4%) rates. Among area residents, 14.6% are at or below 100% of the federal poverty level (FPL) and 34.2% are at 200% of FPL or below (low-income). In the service area, 20.3% of children live in poverty, 11.8% of seniors and 21.5% of female head of households with children

live in poverty. In the OCMC service area, 21.1% of adults are high school graduates, and 36.6% of the population has graduated college, lower than the rate for the county (46.3%) and the state (39.8%).

Community Health Needs Assessment

Orange Coast Medical Center completed a Community Health Needs Assessment (CHNA) in 2019 as required by state and federal law. The CHNA is a primary tool used by Orange Coast Medical Center 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. 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, health care access, maternal and infant health, leading causes of death, disability and disease, health behaviors, mental health, substance use and misuse, and preventive practices. When applicable, these data sets were presented in the context of Orange 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. Eleven (11) interviews were completed from December 2018 to January 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 Orange County Department of Public Health. Additionally, 3 focus groups were conducted in January and February 2019 that engaged 28 persons. The focus group meetings were hosted by trusted community organizations.

Priority Health Needs

Health needs were identified from secondary data using the size of the problem (relative portion of population afflicted by the problem) and the seriousness of the problem (impact at individual, family, and community levels). The analysis of secondary data yielded a preliminary list of significant health needs, which then 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.

The identified significant health needs were prioritized with input from the community. Focus group attendees and interviewees were asked to rank order the health needs according to highest level of importance in the community. The total score for each significant health need (possible score of 4) was divided by the total number of responses for which data were provided, resulting

in an overall average for each health need.

Access to care, liver disease, preventive practices, mental health and senior health were ranked as the top five priority needs in the service area. The calculations of the community input resulted in the following priority ordering of the significant health needs:

1. Access to health care
2. Liver disease
3. Preventive practices
4. Mental health
5. Senior health
6. Economic insecurity
7. Heart disease/stroke
8. Substance use and misuse
9. Dental care
10. Transportation
11. Diabetes
12. Asthma
13. Overweight and obesity

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, Orange Coast Medical Center engaged in activities and programs that addressed the priority health needs identified in the FY20-FY22 Implementation Strategy. Orange Coast Medical Center has committed to community benefit efforts that address access to health care, preventive practices, chronic diseases, overweight and obesity, and mental health/substance use. Target populations for community benefit efforts are seniors and the Vietnamese community. Selected activities and programs that highlight the Orange Coast Medical Center commitment to community health 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

[Vietnamese Community Outreach Coordinator](#)

Orange Coast Medical Center supported a Vietnamese Community Outreach Coordinator who organized and directed free community education and health screenings. The Coordinator also assisted with securing medical transportation for the elderly in the Vietnamese community. Programs were conducted in Vietnamese.

[Local Radio, Cable TV and Internet Outreach](#)

Orange Coast Medical Center also offered a targeted health outreach program to the Vietnamese community on local radio and cable TV. Information was presented weekly on a variety of topics. Radio listeners called-in with questions. An estimated 8.1 million people listened to and watched these presentations. The hospital also presented health education and prevention messages to the Vietnamese community through a variety of social media and newsletters. Orange Coast developed a [Vietnamese language website](#) to better serve Vietnamese speaking community members.

[Education Classes](#)

OCCMC's prenatal, childbirth and parenting classes assisted 1,583 parents-to-be and provided advice, strategies, and tools for parents and families. Classes included baby care basics, breastfeeding, childbirth series, and infant CPR and safety. In addition, Maternal Child Health offered a breastfeeding clinic that provided support for 212 persons. Additionally, community

classes were presented that focused on injury prevention.

City of Fountain Valley's Hop On! Senior Transportation Program

The OCMC grant program supported the City of Fountain Valley's Hop On! Senior Transportation Program. The Senior Transportation program provided access to care and socialization engagement opportunities seven days a week, 8 am to 7 pm, to seniors who live in Fountain Valley and are 60 years and older. Participants utilized the transportation service for appointments with doctors, dentists, physical therapy, medical treatments, mental health counseling and the pharmacy. The transportation service also brought seniors to the grocery store, the senior center and places for personal care. In FY21, Hop On! provided 983 medical trips, 1,071 shopping trips, and 509 trips for personal care. These opportunities were critical for seniors to remain mobile and keep their social independence with friends and family and reduce feelings of isolation, loneliness and many other life-prolonging benefits.

Vietnamese American Cancer Foundation

The OCMC grant program supported the Vietnamese American Cancer Foundation. The program increased cancer awareness and knowledge for 776 community members through a combination of webinars, one-on-one phone education, and mini-workshops held virtually and drive-in.

Additional outcomes included:

- 470 individuals received reminders and referrals to schedule a routine cancer screening with their primary care practitioner or at community clinics.
- Through health navigators, individuals, especially seniors, were trained on using new communication technologies which help with tele-health services.
- 470 individuals were referred to community and public services, including health insurance, screening and diagnostic services, consultation with specialists, in home support services, legal aid, food distribution, nutrition consultation, translation and explanation services, transportation, financial assistance with rent and groceries, mental health services and pandemic related services.
- 178 cancer patients and survivors were navigated to meet their financial, social, medical and emotional support needs during treatment and survivorship.

Supportive Services

The hospital offered transportation to increase access to health care and support services. OCMC provided durable medical equipment, infusion services, home health support and pharmacy assistance to 16 individuals who could not afford the cost of these services. A social work support line assisted 360 persons with health care guidance and referrals to services.

Chronic Diseases

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

Response to Need

Senior Outreach Coordinator

OCMC supported a Senior Outreach Coordinator who collaborated with local agencies and organizations to assist older adults in securing needed services. This included coordinating free medical transportation program for seniors, free health screenings, flu clinics, health education and disease prevention classes, socialization and enrichment events, and directly assisting seniors and their families, as needed.

- Classes this year included: Advanced Care Planning, Becoming a Dementia Friends Champion, Bloomin' Zoomin', COVID-19 Isolation Depression, Embrace Your Age, Fall Prevention and Balance Improvement, Five Wishes Advanced Directive, Heart Healthy You!, Homelessness 101, Is Low Back Pain Keeping You Down?, Joint Pain Treatment Options, Meal Planning for Seniors, Mindfulness, New Year Be Healthy!, Staying Healthy in this Time of COVID, Understanding Diabetes, Understanding Social Security, What is Dementia Friends, Your Heart Health, and Zoom Training for Seniors. 388 senior class encounters were reported.

Education Classes and Support Groups

OCMC provided education classes to the community on topics related to chronic disease prevention and treatment, including: cancer, heart disease, arthritis, respiratory/lung care, and back pain. Support groups provided resources, education and support to individuals and their caregivers. Support groups included: Look Good Feel Better (cancer), mindfulness, and bereavement.

Parkinson's Disease Support

OCMC provided a variety of health education classes, support groups and special events that focused on Parkinson's disease. Offerings included disease support groups provided for individuals with movement disorders, early disease onset and for caregivers. In addition, Parkinson's classes included wellness recovery and loud crowd classes. 4,415 encounters were provided.

Mental Health and Substance Use

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

substance use services was noted as a high a priority among community members. The Centers for Disease Control and Prevention reports that more than 40% of U.S. adults are struggling with mental health or substance abuse as a result of the pandemic.

Response to Need

Education Classes and Support Groups

A number of education classes were presented that focused on mental health topics. Support groups reached 130 persons and included: isolation and depression in seniors, bereavement and mindfulness.

Whole Person Care Pilot

OCMC is a participating hospital in the Orange County Whole Person Care (WPC) Pilot. The program coordinates physical, behavioral health, and social services in a patient-centered approach with the goals of improved health and well-being through more efficient and effective uses for Medi-Cal beneficiaries struggling with homelessness. Through this program, 390 individuals were connected to wraparound services including recuperative care, coordinated entry into supportive housing, linkages to mental health and substance use disorder treatment, and a Community Referral Network.

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 favorability 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.

[Be Well OC Mental Health and Wellness Campus](#)

MemorialCare believes that caring for our mental health is equally as important as treating our physical health. We partnered with Be Well OC in opening a mental health and wellness campus in Orange. The 60,000 square foot state-of-the-art facility, which opened in January 2021, provides best-in-class mental health and substance use disorder services to all Orange County residents who are referred for care. The first of three planned campuses, the facility in Orange features a crisis stabilization center for mental health needs, and a recovery station for substance use disorders. Other services include: withdrawal management, adult residential treatment, and an integrated support center.

Overweight and Obesity

Overweight and obesity affect a wide range of health issues and are major risk factors for diabetes, cardiovascular disease, and other chronic diseases. Physical activity plays a key role in levels of overweight and obesity, and in the development and management of chronic diseases. Healthy eating and nutrition programs also promote a healthy body weight.

Response to Need

[Meals on Wheels](#)

The OCMC grant program supported Meals on Wheels Orange County (MOWOC) Senior Nutrition Program. MOWOC provided Meals on Wheels and Lunch Café services to reduce hunger and loneliness for at-risk older adults by delivering three meals a day, five days a week, to frail, homebound older adults. In addition, Lunch Cafés offered nutritious lunches to more active but isolated older adults through local senior centers. However, due to the pandemic, the Lunch Café program was reimagined into a Grab & Go Solution, where older adults 60+ or their surrogates picked up a week’s worth of frozen meals at a senior center near them. If the older adult did not have a surrogate and could not get to the senior center, frozen meals were delivered to their

homes. As a result of the program in FY21, 794,852 meals were served to 1,738 unduplicated frail, homebound older adults. In addition, 1,439,709 Grab & Go meals were provided to an estimated 12,500 seniors. Additionally, seniors were provided wellness checks and case management services to help them maintain their independence.

Breastfeeding

Breastfeeding in infancy is known to help reduce overweight and obesity later in life. OCMC provided breastfeeding classes and a breastfeeding clinic available to new mothers.

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

- Health education classes and events were made available to the public. Health education targeted the general community, pregnant and lactating mothers, seniors, and the Vietnamese community.
- Health and wellness education reached 520 individuals on topics that included: back pain, healthy lungs, palliative care, stroke, cardiovascular health, cancer, nutrition, women's health, Social Gathering and Hesitancy and advance care planning.
- Childbirth, baby care, breastfeeding and infant CPR and safety classes were provided, free-of-charge, to 1,583 mothers from the community. Classes were conducted in English and Vietnamese.
- Support groups, free and open to the public, were provided for bereavement, isolation and depression in seniors, Parkinson's disease, Parkinson's disease caregivers, and mindfulness.
- Orange Coast developed a [Vietnamese language website](#) to better serve Vietnamese speaking community members.
- Provided education sessions on various topics focused on senior issues. Classes included: Advanced Care Planning, Becoming a Dementia Friends Champion, Bloomin' Zoomin', COVID-19 Isolation Depression, Embrace Your Age, Fall Prevention and Balance Improvement, Five Wishes Advanced Directive, Heart Healthy You!, Homelessness 101, Is Low Back Pain Keeping You Down?, Joint Pain Treatment Options, Meal Planning for Seniors, Mindfulness, New Year Be Healthy!, Staying Healthy in this Time of COVID, Understanding Diabetes, Understanding Social Security, What is Dementia Friends, Your Heart Health, and Zoom Training for Seniors. 388 seniors participated.

- The Look Good Feel Better program taught 12 women beauty techniques to help them manage their appearance-as they underwent cancer treatment.
- Provided education and exercise classes focused on Parkinson’s disease. Offerings included: disease support groups for individuals with movement disorders, early disease onset and for caregivers. In addition, Parkinson’s classes included: wellness recovery, and loud crowd classes. 4,415 encounters were provided.
- About 5-10% of all cancers are inherited. This means mutations in specific genes are passed from one blood relative to another. Cancer Risk Assessment and Genetics, a counseling podcast, served 50 community members.
- Offered a targeted health outreach program to the Vietnamese community on local radio and cable TV. Information on a variety of topics was presented weekly on local access channels. Radio listeners called-in with questions. It is estimated that over 8.1 million people listened to and watched these presentations.
- The *MemorialCare 55+ Program* newsletter was mailed to senior residents to notify them of free health classes, events, and important information. This information was also posted at www.memorialcare.org.
- The *Care Connection* triannual newsletter was mailed to over 420,000 residents to provide preventive care information and notify them of free classes, screenings, and support groups held at the hospital and in the community. The information was also posted at www.memorialcare.org.

Community-Based Clinical Services

- Provided 45,000 COVID-19 vaccines.
- Offered a breastfeeding clinic that assisted 212 women.
- The Cancer Resource Center provided counseling to 33 persons, free of charge.

Health Care Support Services

- The Community Resource Center, equipped with computers, provided access to online health and wellness information, and printed health information.
- Social Workers provided 360 individuals with information, support and referrals to services.
- Infusion services, medications, recuperative care, durable medical equipment and home health services were provided to increase access to support services for vulnerable populations.
- Cancer patients and community members received free wig fittings, resources, referrals, blankets, and hats.
- Patient Financial Services assisted low-income individuals to enroll in health insurance

- programs, regardless of where they received care.
- Provided 604 transportation rides, including Uber, bus passes, and cab rides for people to access health care services.
 - The Vietnamese Community Outreach Coordinator secured medical transportation for the elderly in the local Vietnamese community.
 - The Senior Outreach Coordinator collaborated with local agencies and organizations to assist older adults in securing needed services. This included coordinating free medical transportation program for seniors.
 - 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.
 - OCMC participated in the Orange County Whole Person Care (WPC) Pilot. Through this program, 390 Medi-Cal recipients were connected to wraparound services including recuperative care, coordinated entry into supportive housing, linkages to mental health and substance use disorder treatment, and a Community Referral Network.

Health Professions Education

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

Continuing Medical Education (CME)

CME lectures were offered for educational purposes and were available to physicians and health care professionals in the community. Seventeen CME lectures were offered throughout the year and were available to physicians and health care professionals in the community. Over 595 professionals attended the lectures.

Nursing Education

Orange Coast Medical Center provided precepting for 29 nursing students during the 2020-2021 academic year. In addition, Orange Coast Medical Center hosted educational presentations on *Oncologic Emergencies, Acute Leukemias, and Breast Cancer Overview Case Studies*. 54 nurses attended.

Other Health Professions

Orange Coast Medical Center provided precepting for 143 health professions. Students were precepted and performed their clinical hours and/or internship rotations for ultrasound,

occupational therapy, social work, cardiopulmonary, pharmacy, physical therapy, radiology, respiratory therapy, genetic counselor, and cardiovascular technician.

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 medical center's mission and addressed the community health needs identified through the CHNA.

Be Well OC

Be Well OC provided mental health and substance use disorder services to all County residents who are referred for care.

In-Kind Donations

Orange Coast Medical Center provided in-kind donations of shoes, clothing, blankets and hygiene kits for persons experiencing homelessness. OCMC employees represented the hospital on community boards and collaboratives that focused on increased access to health and social services, improved safety, and senior health issues.

Grant Program

In FY21, OCMC provided grant funds to support community-based organizations that addressed identified health needs and served vulnerable populations within the service area.

Meals on Wheels Orange County

The Meals on Wheels Orange County (MOWOC) provided Meals on Wheels and Lunch Café services to reduce hunger and loneliness for at-risk older adults by delivering three meals a day, five days a week, to frail, homebound older adults.

Hop On! Senior Transportation

The City of Fountain Valley's Senior Transportation Program, Hop On! Senior Transportation program provided access to care and socialization seven days a week, 8 am to 7 pm, to seniors who live in Fountain Valley and are 60 years and older.

Vietnamese American Cancer Foundation

The Vietnamese American Cancer Foundation (OCMC) increased cancer awareness and knowledge for community members through a combination of webinars, one-on-one phone education, and

mini-workshops held virtually and drive-in.

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

The hospital supported economic development groups that focused on issues that impacted community health improvement and safety, including:

- Fountain Valley Chamber of Commerce
- Huntington Beach Chamber of Commerce
- Orange County Business Council

Financial Summary of Community Benefit

The Orange Coast Medical Center 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	\$2,209,000
Unpaid Costs of Medi-Cal ²	\$19,524,000
Education and Research ³	\$1,094,000
Other for the Broader Community ⁴	\$2,108,000
Total Community Benefit Provided Excluding Unpaid Costs of Medicare	\$24,935,000
Unpaid Costs of Medicare ³	\$15,645,000
Total Quantifiable Community Benefit	\$40,580,000

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

⁴ Includes non-billed programs such as community health education, screenings, support groups, clinics, support services and community benefit operations.

Community Benefit Plan FY22

Orange Coast Medical Center continues to implement activities and programs to address the priority needs in our service area. Given the current unprecedented times because of COVID-19, Orange Coast Medical Center 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

Orange Coast Medical Center 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 substance use
- Overweight and obesity

Additionally, all community benefit efforts shall have a special focus on seniors and the Vietnamese population.

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. Orange Coast Medical Center will provide financial assistance through free and discounted care for health care services, consistent with the hospital's financial assistance policy.
2. Provide free health screenings and offer local flu shot clinics.
3. Our Senior Liaison will continue to work with local organizations to assist older adults in securing needed services and coordinating the free senior medical transportation program.
4. Our Vietnamese Community Outreach worker will continue to assist with securing medical transportation for the Vietnamese community.
5. Reduce injuries and falls among seniors through balance improvement and fall prevention classes.
6. Provide public health education in the media and community health awareness events to encourage healthy behaviors and promote preventive health care.

7. Provide grant funding and in-kind support to community organizations to support access to health care and preventive care.

Health Need: Chronic Diseases

Strategy

Expand capacity and utilization of disease prevention, management and treatment services in Orange Coast Medical Center's service area.

Actions

1. Offer community health education, community lectures, presentations and workshops.
2. Support health and wellness fairs for seniors, including screenings.
3. Offer health and wellness fairs, and additional screenings targeting the Vietnamese community.
4. Offer flu shot clinics for adults, seniors and the Vietnamese community.
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 grant funding and in-kind support to community organizations to support chronic disease prevention and treatment.

Health Need: Mental Health and Substance Use

Strategy

Expand access to services that will impact mental health and substance use in Orange Coast Medical Center's service area.

Actions

1. Offer community health education, community lectures, presentations and workshops.
2. Support multisector collaborative efforts that support access to mental and substance use health services.
3. Increase community awareness of prevention efforts and availability of resources to address mental and substance use concerns.
4. Provide grant funding and in-kind support to community organizations to support mental and behavioral health awareness and access to care.

Health Need: Overweight and Obesity

Strategy

Increase knowledge about healthy food choices and improve healthy eating behaviors and

increase physical activity to improve health.

Actions

1. Offer community health education, community lectures, presentations and workshops.
2. Host health and wellness fairs that include screenings for BMI, blood pressure, and blood glucose.
3. Provide support for educational outreach to children and their families on nutrition, healthy food choices, and physical activity.
4. Support services to improve senior nutrition.
5. Provide grant funding and in-kind support to promote healthy eating and physical activity.

Needs the Hospital Will Not Address

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

Evaluation of Impact

Orange Coast Medical Center 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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Community Benefit Contact

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