



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

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

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About Saddleback 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.

Saddleback Medical Center

MemorialCare Saddleback Medical Center is a full service, nonprofit hospital in Laguna Hills, California. Saddleback Medical Center provides a wide range of services and innovative specialty programs through its Centers of Excellence, which include the MemorialCare Heart & Vascular Institute, the MemorialCare Cancer Institute, the MemorialCare Breast Center, the MemorialCare Joint Replacement Center, Spine Health Center, robotic-assisted surgery program and The Women’s Hospital. Saddleback Medical Center is continually honored for exceptional medical expertise that offers high quality, compassionate care for patients and families at every stage of their lives.

Awards

Saddleback Medical Center was the recipient of the following awards and accolades:

- U.S. News & World Report Best Hospitals:
 - America’s 50 Best Hospitals
 - Top 50 Cardiovascular Hospitals
 - High-performing rankings in Abdominal Aortic Aneurysm Repair, Gastroenterology & Gastrointestinal Surgery, Heart Failure, Knee Replacement, Orthopedics, and Urology.
- *The Orange County Register’s* Best of Orange County: ranked No. 2 best hospital in Orange County and a Top Workplace.
- Magnet® designated by American Nurses Credentialing Center (ANCC) for nursing excellence
- Geriatric Emergency Department Accreditation by the American College of Emergency Physicians
- American Heart Association/American Stroke Association Care Gold Plus and Thrombectomy-Capable Stroke Center Certification
- Received an “A” Safety Grade from Leapfrog Group, an independent national organization committed to health care quality and safety.

- Recognized in Newsweek’s Best Maternity Hospitals 2021 list, for providing exceptional care to mothers, newborns and their families. Newsweek developed this list in partnership with Leapfrog Group.
- Center of Excellence by the Society for Obstetric Anesthesia and Perinatology
- 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.

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 Saddleback 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:

- LaVal Brewer, Executive Director, Playworks Southern California
- Susie Caskey, Community Member
- Jan Gameroz, Community Relations Manager, Saddleback Medical Center
- Susan McInerney, Laguna Woods Village Social Services Manager
- Kristen L. Pugh, Vice President, Advocacy & Government Relations, MemorialCare
- Donna Rane-Szostak, MemorialCare Orange County Board Member
- Tony Struthers, Vice President, Saddleback Medical Center
- Suzie Swartz, Saddleback Valley Unified School District Board Member
- Elizabeth Tsai, Physician, MemorialCare
- Erin Ulibarri, Policy, Planning and Community Engagement Manager, Orange County Office on Aging

Caring for our Community

Saddleback Medical Center 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 Saddleback Medical Center is fulfilling its mission to improve the health and well-being of our community and provide extraordinary care. Saddleback 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, Saddleback Medical Center invests in the community to increase access to health care services and improve health.

Service Area

Saddleback Medical Center is located at 24451 Health Center Drive, Laguna Hills, in Orange County, California. The service area is located in Orange County and includes 40 ZIP Codes, representing 17 cities or communities. The hospital service area was determined from the ZIP Codes that reflect a majority of patient admissions.

Saddleback Medical Center Service Area

Geographic Areas	ZIP Codes
Aliso Viejo	92656, 92698
Capistrano Beach	92624
Dana Point	92629
Foothill Ranch	92610
Irvine	92602, 92603, 92604, 92606, 92612, 92614, 92616, 92617, 92618, 92619, 92620, 92623, 92650, 92697
Ladera Ranch	92694
Laguna Beach	92651, 92652
Laguna Hills	92653, 92654
Laguna Niguel	92677, 92607
Laguna Woods	92637
Lake Forest	92630
Mission Viejo	92690, 92691, 92692
Rancho Santa Margarita	92688
San Clemente	92672, 92673, 92674
San Juan Capistrano	92675, 92693
Trabuco Canyon	92678, 92679
Tustin	92782

Community Snapshot

The population of Saddleback Medical Center's service area is 919,008. Children and youth make up 20.5% of service area population, 63.6% are adults, and 15.9% 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 (56.7%) is White. At 20.0% of the population, Asians are the second largest race/ethnic group in the service area. Latinos or Hispanics make up 17.1% of the population in the service area. The remaining races/ethnicities comprise 4.7% of the service area population.

66.8% of residents speak English only in the home in the service area. An Asian or Pacific Islander language is spoken in 13.5% of service area homes. Spanish is spoken in 9.7% of the homes in the service area. 1.7% of residents in the service area speak an Indo-European language in the home. Among students enrolled in area school districts, 14.2% are English learners, lower than the percentage of English learners in the county (23.5%) and state (20.4%).

Among area residents, 10.6% are at or below 100% of the federal poverty level (FPL) and 18.0% are at 200% of FPL or below (low-income). In the service area, 9.3% of children live in poverty. 7.3% of seniors, and 14.8% of female head of households with children live in poverty. The rate of poverty among females head of household living with children is higher in the service area than in the county (14.4%). Among Orange County seniors, 32.3% spend 30% or more of their household income on housing.

In the service area, 12.0% of adults are high school graduates. 63.4% of the population in the service area has graduated college, higher than the rate for the county (46.3%) and the state (39.8%).

Community Health Needs Assessment

Saddleback 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 the hospital 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. Fourteen (14) interviews were completed from January 2019 to March 2019. Interviewees included individuals who are leaders and/or representatives of medically underserved, low-income, and minority populations, and 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, two focus groups were conducted in February 2019 that engaged 22 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.

Mental health, access to care, preventive practices, substance use and misuse, 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. Mental health
2. Access to health care
3. Preventive practices
4. Substance use and misuse
5. Senior health
6. Heart disease/stroke
7. Diabetes
8. Dental care
9. Overweight and obesity
10. Asthma/lung disease
11. Liver disease

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, Saddleback Medical Center engaged in activities and programs that addressed the priority health needs identified in the FY20-FY22 Implementation Strategy. Saddleback Medical Center has committed to community benefit efforts that address access to care, preventive care, chronic diseases, mental health and behavioral health, and have a special focus on the senior population. Selected activities and programs that highlight the hospital'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

Health Education and Awareness

Saddleback Medical Center provided support and services for community residents that removed barriers to care and increased access to health care and preventive measures. General health and wellness education reached 6,022 individuals on topics that included: arthritis, heart disease, stroke, podiatry, Parkinson's disease, nutrition, colon cancer prevention, heart palpitations, pregnancy after 35, Alzheimer's disease, diabetes and eye health, planning for pregnancy, Fertility 101, spine health, keeping lungs healthy, joint solutions, cardiac rehab, fall prevention, mindful eating during the holidays and successful aging, among others.

Saddleback Medical Center assisted 5,721 parents-to-be and provided advice, strategies, and tools for parents and families through prenatal, childbirth and parenting classes. Breastfeeding support with lactation experts provided 3,451 phone consultations.

Local Publications, Cable TV, Podcasts and Social Media

Through local and regional publications, Saddleback Medical Center reached 710,000 individuals with messages on health topics including shoulder arthritis, breast health, fall and balance, and pregnancy after 35. The free podcast series, "A Weekly Dose of Wellness" allowed 2,450 listeners to learn from physicians and other health care professionals who spoke on topics related to their specialties. Topics in FY21 included Preconception Planning, Don't Delay Joint Replacement, Leaky Bladder, and Shoulder Arthritis.

Through social media platforms, including Facebook, Instagram, Twitter, YouTube and LinkedIn, Saddleback Medical Center reached approximately 28,000 individuals with messages on health topics, trends and concerns. Saddleback Medical Center physicians presented education sessions through the local television station, reaching 96,000 individuals. Saddleback developed a Mandarin language website to better serve Mandarin speaking community members. The website was accessed over 50,000 times in FY21.

Support Services

The hospital offered transportation to 413 riders to increase access to health care. Saddleback Medical Center assisted persons with insurance enrollment. The hospital provided pharmacy assistance to individuals who could not afford the cost of their prescriptions.

Family Assistance Ministry (FAM)

The Saddleback Medical Center grant program supported the Family Assistance Ministry (FAM) Program, which provided a safety net to community members experiencing homelessness and to those who were trying not to become homeless. FAM's case management/care coordination was offered to all new clients and all clients requesting financial assistance. Through case management/care coordination, 226 households (536 individuals) learned about the importance of establishing preventive care routines, were connected to health care, or enrolled in insurance. FAM's Housing Continuum clients, five years of age and under, were offered early childhood developmental screenings. Fourteen children, five years of age and under, in FAM's emergency shelters were offered early childhood developmental screenings. FAM offered nutritious food options to those experiencing food insecurity. 100% of people (1,030 individuals) seeking food assistance received nutritious food options.

Chronic Diseases (Alzheimer's Disease, Cancer, Diabetes, Heart Disease, Liver Disease, Lung Disease, and Stroke)

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. The hospital serves a community with a high percentage of seniors who suffer from dementia and Alzheimer's disease.

Response to Need

Health Education and Awareness

Saddleback Medical Center provided a variety of health education classes, podcasts, social media posts, articles in regional publications, and local television events that focused on chronic disease prevention, management and treatment. Presentations on heart disease, stroke, diabetes,

Alzheimer’s disease, Parkinson’s disease, cancer, arthritis, joint disease and other disease-related topics reached in excess of 1 million community residents. A cancer support group guided 66 community members as they navigated the journey from cancer diagnosis to treatment. The Parkinson’s and Movement Disorders support group assisted 69 persons to better understand and cope with their conditions.

[Age Well Senior Services](#)

The Saddleback Medical Center grant program provided funding for Age Well Senior Services Non-Emergency Transportation Program and Senior Nutrition Program that served seniors throughout South Orange County.

- The Senior Non-Emergency Medical Transportation program ensured elderly participants with serious chronic conditions got to their medical appointments. 155 roundtrip rides were provided to and from medical appointments.
- The Senior Nutrition Program (includes Meals on Wheels and COVID-19 emergency meal delivery program) provided nutritious meals to the homes of isolated seniors. Volunteers delivered three meals each weekday to seniors throughout Orange County. 2,500 meals supported by the grant.

Mental Health and Behavioral Health

Positive mental health is associated with improved health outcomes. Indicators and contributors to poor mental health include poverty and low-levels of education. The need to access mental and behavioral health services was noted as a high a priority among community members. The Centers for Disease Control and Prevention reports that more than 40% of U.S. adults are struggling with mental health or substance abuse as a result of the pandemic

Response to Need

[Behavioral Health Integration Program](#)

MemorialCare health system recognized that both physical and mental health should be coordinated in primary care settings. We launched the Behavioral Health Integration program in 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 feet 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.

[Support Services](#)

A bereavement support group provided 240 encounters for persons experiencing loss and grief. Not uncommonly, unused prescription drugs can be obtained illegitimately and lead to substance abuse. The Saddleback Medical Center Outpatient Pharmacy maintained a drug take back repository, which received unused drugs from the community and appropriately destroyed them.

Saddleback Medical Center’s COVID-19 Response

Saddleback Medical Center is 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. In FY21, Saddleback Medical Center provided a senior vaccine clinic, along with education materials and snacks. This included volunteers providing 16,890 COVID-19 vaccination shots to seniors residing in Laguna Woods Village between January and June of 2020. Additionally, in response to the COVID-19 pandemic, 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.

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

- General health and wellness education reached 6,022 individuals on topics related to disease prevention and treatment, health access and wellness topics.
- Education sessions were provided to over 5,721 persons on a variety of topics that focused on healthy pregnancy, infant safety, childcare and breastfeeding support.
- 144 individuals participated in postpartum support groups.
- Developed a Mandarin language website to better serve Mandarin speaking community members. The website was accessed over 50,000 times.
- Support groups for Parkinson’s disease, cancer, and bereavement reached 375 community residents and family members/caregivers.
- *CareConnection* quarterly newsletter was made available to service area residents to provide health education messages and notify the community of free classes, support groups, and screenings offered at the hospital. Nearly 690,000 newsletters were distributed in FY21. The information was also posted on memorialcare.org.
- Through social media platforms, reached approximately 28,000 individuals with messages on health topics, trends and concerns.
- Through local and regional publications, reached 710,000 individuals with messages on various health topics.
- The free podcast series, “A Weekly Dose of Wellness” allowed 2,450 listeners to learn from physicians and other health care professionals who spoke on topics related to their specialties.
- Saddleback Medical Center physicians presented education sessions through the local television station, reaching 96,000 individuals.

Community-Based Clinical Services

- Take Back Medication Program supported the safe collection and disposal of unused medications.
- Volunteers provided 16,890 COVID-19 vaccination shots to seniors residing in Laguna Woods Village between January and June of 2020. Free lactation consultation, open to the community, was provided to 3,451 new mothers using the Lactation Breastfeeding Help Line.

Health Care Support Services

- Patient Financial Services enrolled community residents in low cost or no cost insurance programs, regardless of where they received care.
- The Compassionate Care program provided free prescriptions, home health medications, recuperative care and transport for 58 community members.
- Transportation programs for patients and families with limited resources to support access to care. 413 persons were supported with needed transportation.
- 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.

Nursing Education

339 nursing students participated in clinical rotations at Saddleback Medical Center.

Other Health Professions Education

Saddleback Medical Center provided precepting for 76 health professionals. Students were educated and performed their clinical hours and/or internship rotations in speech therapy, physical therapy, physician assistant, pharmacy, occupational therapy, respiratory therapy, imaging, genetic counseling, cardiovascular tech, palliative care, paramedic, pathology, and sterile processing.

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

Saddleback Medical Center 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. The hospital partnered with the Saddleback Valley Unified School District and Laguna Woods Social Services to provide families and seniors in need with needed food and supplies. 46 families and 53 seniors were served.

Grant Program

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

Family Assistance Ministries

The Family Assistance Ministries' (FAM) Care Coordination Program provided needed health and social services to individuals and families in South Orange County who are low-income or poverty level and are homeless or at risk of homelessness.

Age-Well Senior Services

The Age-Well Senior Services Non-Emergency Transportation Program and Senior Nutrition Program served seniors throughout South Orange County.

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:

- Laguna Hills Chamber of Commerce
- Laguna Niguel Chamber of Commerce
- San Clemente Chamber
- Orange County Business Council
- South Orange County Economic Coalition

Financial Summary of Community Benefit

The Saddleback 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	\$2,095,000
Unpaid Costs of Medi-Cal ²	\$11,344,000
Education and Research ³	\$2,974,000
Other for the Broader Community ⁴	\$2,677,000
Total Community Benefit Provided Excluding Unpaid Costs of Medicare	\$19,090,000
Unpaid Costs of Medicare ²	\$15,651,000
Total Quantifiable Community Benefit	\$34,741,000

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

Saddleback 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, Saddleback 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 well-being of at-risk individuals and families in the hospital service area.

Significant Needs the Hospital Intends to Address

Saddleback 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 (includes Alzheimer's disease, cancer, diabetes, heart disease, liver disease, lung disease, and stroke)
- Mental health and behavioral health

Additionally, all community benefit efforts shall have a special focus on the senior 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. Saddleback Medical Center will offer community health education, community lectures, presentations and workshops.
2. Provide grant funding and in-kind support to community organizations to support access to health care and preventive care.
3. Provide transportation support to increase access to health care services.
4. Provide financial assistance through free and discounted care for health care services, consistent with the hospital's financial assistance policy.

Health Need: Chronic Diseases

Strategy

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

Actions

1. Provide support groups to assist those with chronic diseases and their families.
2. Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases.

3. Provide grant funding and in-kind support to community organizations to support chronic disease prevention and treatment.
4. Saddleback Medical Center will continue to host health and wellness fairs for seniors, including screenings and flu shots.
5. Offer community health education, community lectures, presentations and workshops.

Health Need: Mental Health and Behavioral Health

Strategy

Expand access to services that will impact mental health and behavioral health in Saddleback Medical Center'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. Increase community awareness of prevention efforts and availability of resources to address mental and behavioral health concerns.
5. Provide grant funding and in-kind support to community organizations to support mental and behavioral health awareness and access to care.

Needs the Hospital Will Not Address

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

Evaluation of Impact

Saddleback 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

Saddleback Medical Center

24451 Health Center Drive

Laguna Hills, California 92653

www.memorialcare.org/locations/saddleback-medical-center

Community Benefit Contact

Kristen L. Pugh, MPA

Vice President, Advocacy & Government Relations

MemorialCare Health System

kpugh@memorialcare.org