



Annual Report and Plan for Community Benefit  
MemorialCare Long Beach Medical Center  
Fiscal Year 2022 (July 1, 2021 - June 30, 2022)

Submitted to:  
Department of Health Care Access and Information  
Accounting and Reporting Systems Section  
Sacramento, California  
November 2022

## Contents

About Long Beach Medical Center .....	2
Mission and Values .....	4
Governance.....	4
Caring for our Community .....	1
Community Health Needs Assessment.....	3
Addressing Priority Health Needs.....	5
Community Benefit Services Summary FY22.....	10
Financial Summary of Community Benefit.....	17
Community Benefit Plan FY23 .....	18
Significant Needs the Hospital Intends to Address.....	<b>Error! Bookmark not defined.</b>
Evaluation of Impact .....	20
Health Needs the Hospital Will Not Address .....	20
Contact Information .....	21

## About Long Beach Medical Center

### MemorialCare

MemorialCare Long Beach Medical Center (LBMC) is a member of MemorialCare, an integrated, nonprofit 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 outpatient ambulatory surgery, medical imaging, urgent care, breast health, physical therapy, dialysis and primary care and specialty care centers.

### Long Beach Medical Center

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

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

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

### Awards

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

- *U.S. News & World Report* Best Hospitals
  - Highest ranked in the Greater Long Beach Region
  - Top 5 in Los Angeles County
  - Top 15 in California
  - Top 50 in Obstetrics & Gynecology

- High Performance status in: Cancer, Heart Attack, Aortic Valve Surgery, Congestive Heart Failure, Stroke, Orthopedics, Neurology & Neurosurgery, Diabetes & Endocrinology, Geriatrics, Gastroenterology & GI Surgery, Pulmonology and Lung Surgery, Urology, Colon Cancer Surgery, Kidney Failure, COPD, and Pneumonia.
- Healthgrades 2022 Specialty Awards included an Excellence Award for Joint Replacement and Specialty 5-Star Awards for:
  - Total Knee Replacement
  - Total Hip Replacement
  - Back and Neck Surgery
  - Pacemaker Procedures
  - Treatment of Sepsis
  - Treatment of Pancreatitis
- American Heart Association/American Stroke Association's Get with the Guidelines<sup>®</sup> - Heart Failure Gold Plus Quality Achievement Award as well as the Get with the Guidelines<sup>®</sup> Stroke Gold Plus Quality Achievement Award and Target Type 2 Diabetes Honor Roll.
- Magnet<sup>®</sup> designation by the American Nurses Credentialing Center's (ANCC) Magnet Recognition Program<sup>®</sup> for nursing excellence.
- For the fourth year in a row, MemorialCare Long Beach Medical Center has achieved a ranking on Newsweek's list of World's Best Hospitals 2022. Long Beach Medical Center ranked No. 94 on the 2022 list out of more than 400 hospitals in the United States and No. 11 out of more than 30 California hospitals.
- The Patient Safety Movement Foundation's 5-Star Hospital Award in recognition of MemorialCare's steadfast commitment to patient safety and quality of care. MemorialCare is one of only six health systems across the United States to receive the award.

# Mission and Values

## Mission

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

## Vision

Exceptional People. Extraordinary Care. Every Time.

## Values

### The iABCs of MemorialCare

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

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

## Governance

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

### Board of Directors

Barry Arbuckle, PhD  
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  
Andrew Wittenberg, MD

### **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 Strategy Committee and 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:

- Ana Barraza, ChildNet Youth and Family Services, Inc.
- Lynnette Bello, Welcome Baby Program, Miller Children's & Women's Hospital Long Beach
- Sylvia Betancourt, Long Beach Alliance for Children with Asthma
- Odrin Castillo, DO, MPH, Long Beach Memorial Family Medicine Residency program
- Martha Gonzalez, 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
- Danny Luna, MemorialCare Long Beach Medical Center and Miller Children's & Women's Hospital
- Phoung Nguyen, 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
- William Webster, MD, MemorialCare Long Beach Medical Center, Board of Directors

## Caring for our Community

Long Beach Medical Center recognizes its obligation to provide service above and beyond its role as a healing facility. In 1997, a group of physicians helped launch one new, unified brand name for a nonprofit integrated health system with hospitals and ambulatory care sites. 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 LBMC is fulfilling its mission to improve the health and wellbeing of our community and provide extraordinary care. LBMC provides financial assistance to those who cannot afford services, or whose health insurance does not cover all services rendered. In addition, LBMC invests in the community to increase access to health care services and improve health.

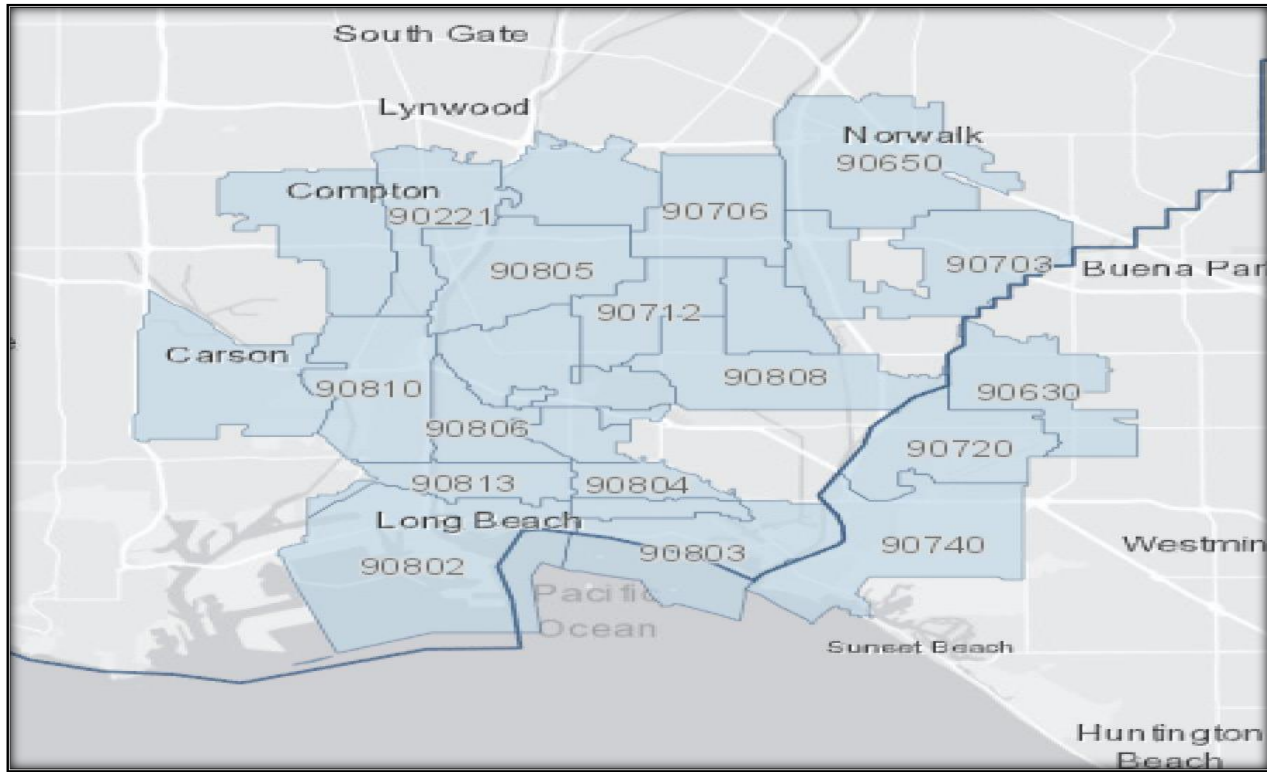
### Service Area

Long Beach Medical Center is located at 2801 Atlantic Avenue, Long Beach, California in Los Angeles County, California. The primary service area includes 24 ZIP Codes, representing 12 cities in Orange County and Los Angeles County. The service area comprises portions of Los Angeles County Services Planning Areas (SPAs) 6, 7 and 8. This primary service area was determined by averaging total inpatient ZIP Codes from 2018 to 2020. This service area noted below represents 76% of total inpatient ZIP Codes of patient origin.

**Long Beach Medical Center Service Area**

Geographic Areas	ZIP Codes
Bellflower	90706
Carson	90745
Cerritos	90703
Compton	90220, 90221
Cypress	90630
Lakewood	90712, 90713
Long Beach	90802, 90803, 90804, 90805, 90806, 90807, 90808, 90810, 90813, 90814, 90815
Los Alamitos	90720
Norwalk	90650
Paramount	90723
Seal Beach	90740
Signal Hill	90755

**Map of the Long Beach Medical Center Service Area**



**Community Snapshot**

The population of the LBMC service area is 1,092,245. Children and youth, ages 0-17, are 23.2% of the service area population. 63.9% are adults, and 12.9% are seniors, 65 years and older. The service area is very diverse and hosts the largest Cambodian community in the United States. Latinos or Hispanics make up 46.5% of the service area population, Whites comprise 22.6% of the population, Asians make up 15.8% of the population and Blacks or African Americans comprise 11.2% of the population in the service area. Among the area population, 48.9% speak only English in the home, 36.8% speak Spanish in the home, 11.5% speak an Asian/Pacific Islander language, and 2.8% speak an Indo-European language or other language in the home.

In the service area, 13.7% of individuals are at or below 100% of the poverty level and 33.6% are at 200% or below. In the service area, 20.1% of adults, age 25 and older, have less than a high school diploma and 36.7% of adult residents hold a college degree.



## Community Health Needs Assessment

LBMC completed a Community Health Needs Assessment (CHNA) in Fiscal Year 2022 as required by state and federal law. The CHNA is a primary tool used by LBMC to determine its community benefit plan, which outlines how it will give back to the community in the form of health care and other community services to address unmet community health needs. LBMC participated in a collaborative process for the CHNA, as part of the Long Beach CHNA Collaborative, which included the Long Beach Department of Health and Human Services, MemorialCare Long Beach Medical Center, MemorialCare Miller Children's & Women's Hospital Long Beach, Dignity Health St. Mary Medical Center and TCC Family Health. Given that these partners share an overlapping service area, a collaborative effort reduced redundancies and increased data collection efficiency.

The CHNA examined up-to-date data sources for the service area to present community demographics, social determinates of health, health care access, birth indicators, leading causes of death, acute and chronic disease, COVID-19, health behaviors, mental health, substance use and preventive practices. When applicable, these data sets were presented in the context of the City of Long Beach, Los Angeles County, California and were compared to the Healthy People 2030 objectives.

Targeted interviews and focus groups were used to gather information and opinions from persons who represented the broad interests of the community served by the hospital. The hospital engaged ninety (90) community members through six (6) virtual focus groups conducted from November 2021 to February 2022. Focus groups included Latino, Black/African American, Cambodian/Pacific Islander, LBGTQIA+, disabled persons/veterans, and older adults. Twenty-seven (27) key stakeholder interviews were conducted by phone from September 2021 to January 2022. 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.

### Significant Community 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 needs included (in alphabetical order):

- Access to health services
- Chronic diseases
- COVID-19
- Economic insecurity
- Environment
- Food insecurity
- Housing and homelessness
- Mental health
- Overweight and obesity
- Pregnancy and birth outcomes
- Preventive practices
- Racism and discrimination
- Substance use
- Violence and injury

The identified significant health needs were then prioritized with input from the community. The community stakeholders were asked to rank order the health needs according to highest level of importance in the community. Among key stakeholder interviewees, mental health, access to care, housing and homelessness, substance use and chronic disease were ranked as the top five priority needs in the service area. Community participants in the focus groups ranked mental health, housing and homelessness, access to health care, racism and discrimination, COVID-19 and economic insecurity (*tied*) as the top priority health needs.

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

## Addressing Priority Health Needs

In FY22, LBMC engaged in activities and programs that addressed the priority health needs identified in the FY20-FY22 Implementation Strategy. LBMC has committed to community benefit efforts that address access to care, chronic diseases, mental health and behavioral health, preventive practices, and sexually transmitted infections. The hospital also considered the Social Determinants of Health (SDOH) as they affected the identified priority needs. Selected activities and programs that highlight LBMC's 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

#### Financial Assistance and Support Services

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

#### Health Education and Outreach

LBMC hosted or participated in community health fairs and prevention-focused activities that provided health education, resources and referrals. Outreach campaigns and newsletters provided area residents with health care information and community resources, free classes, support groups, and screenings offered at the hospital and in the community.

#### COVID-19

LBMC provided communitywide communications on COVID-19 prevention, testing, vaccines and boosters.

#### Sports Physicals

Sports physicals were provided free of charge for students at Lakewood High School, Cabrillo High School and Cypress College.

### [Wellist](#)

Health information and community resources were available to the public through a web-based portal and phone line that connects to professionals available in over 200 languages.

### [Long Beach Immigrant Rights Coalition](#)

The LBMC grant program provided funding for Health Equity and Justice programming through the coalition's Thriving Immigrant Families Project to promote health care. Most families served were low-income BIPOC families who are first generation immigrants and undocumented families who are monolingual Spanish speakers who have limited access to food, health care, and resources. Information included Medi-Cal Enrollment Navigation, Culturally Sound Sex Education, COVID-19 Safety Procedures, CDC Protocols and Recommendations, and specific health education for BIPOC, undocumented, and mixed status families.

- 4,500 families received information on COVID-19 vaccines, boosters, the importance of mental health, and education on access to Medi-Cal
- 45 families received healthy fresh foods
- 300 households participated in an online sex education series, held in Spanish

### **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.

### **Response to Need**

#### [Health Education and Outreach](#)

LBMC provided health education classes and special events that focused on chronic disease prevention, management and treatment. Targeted health awareness campaigns concentrated on arthritis, breast health, heart disease, nutrition, lung health, cancer, diabetes, spine health and the Be Fast (Balance, Eyes, Face Drooping, Arm Weakness, Speech Difficulty, Time to Call 911) stroke campaign.

Senior health programs provided health education and events targeting disease prevention, healthy lifestyles, nutrition and heart health.

### [Support Groups](#)

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

### [Disease Screening](#)

LBMC participated in community health fairs that provided information on chronic disease

prevention and treatment and screened participants for high blood pressure and bone sonometry. Additionally, preventive screening education and public messaging were provided in a variety of community locations and through social media outlets.

### Cancer Support

Cancer education, information on cancer screening, cancer support group, yoga and Pilates classes for survivors, cancer survivor walking group, and the Cancer Answers help line provided needed prevention and treatment information. In addition, oncology social workers provided care management, referrals and information to persons with cancer and their families.

### Diabetes Support

Diabetes education, a diabetes support group, and 1:1 consultation with a nurse practitioner were provided to persons with diabetes and their families.

### Smoking Cessation

Smoking cessation materials were provided to community members and a smoking cessation event focused on reasons to stop smoking and included helpful strategies to quit smoking.

## **Mental Health and Behavioral Health**

Positive mental health is associated with improved health outcomes. The need to access mental and behavioral health services was noted as a high a priority among community members.

## **Response to Need**

### Behavioral Health Integration Program

MemorialCare health system 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 area. The primary care physicians are equipped to screen for mental health conditions and coordinate care options for patients with behavioral health needs. 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 offered a free online resource to the community. SilverCloud is an on-demand, virtual mental health platform that 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 online programs, 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.

### [Mental Health Awareness](#)

Outreach, education classes and support groups increased awareness of mental health issues and connected area residents with available resources.

### [Family Medicine Clinic](#)

The LBMC 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 physician, a community psychiatrist, a social worker, a psychologist, and a therapist.

### [Jewish Family & Children's Services](#)

The LBMC grant program provided funding to Jewish Family & Children's Services to provide low-income mental health counseling services to 250 individuals. Of those individuals, 65% of the counseling clients had a reduction in negative symptoms and high-risk behaviors and continued treatment for at least 90 days. Additionally, gift cards for gas and groceries were provided to families.

## **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**

### [Education and Screening](#)

LBMC provided community health education on prevention, screening and treatment for STIs. STI screening occurred in primary care settings, including the MemorialCare Family Medicine Clinic.

### [Transgender and Non-Binary Clinic](#)

The MemorialCare Family Medicine Clinic operated a Transgender & Non-Binary Clinic. This Clinic ensures that patients who are considering transitioning, are in the process of transitioning, or have

already transitioned have access to medical providers who specialize in the care of transgender and gender non-conforming people. The clinic offered gender-affirming hormone therapy, primary care, preventive care and medical screenings, including screening and treatment for STIs. Patients were seen regardless of insurance type or ability to pay and were assisted to find health care coverage if needed.

#### [LGBTQ Center of Long Beach](#)

The LBMC grant program provided funding for gender-diverse medical care, including transgender and non-binary patients. Programs included primary care, STI screenings, linkages to care, and general physical health services for nearly 75 individuals. This included 55 of these individuals being referred for PrEp services and 26 were successfully linked to a provider for an initial intake.

Additionally, MemorialCare Family Medicine physicians provided consultations about sexual health and administered IV and oral medication treatments for known or suspected STIs at the LGBTQ Center of Long Beach.

## Community Benefit Services Summary FY22

### Accomplishments in FY22 (July 1, 2021 to June 30, 2022)

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

### Community Health Improvement Services

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

#### Community Health Education

- Health resources and seminars on heart health and Hip-Spine Syndrome were shared with 164,000 community members in the Connect to Healthy Living Program.
- Seminars and monthly newsletters addressing Mental Health, Joint Pain/Arthritis, the ABCs of Emotion, Holiday Weight Gain impacted 7,143 individuals.
- Heart disease awareness, including Aortic Dissection, Heart Valve Disease, and Heart Failure reached 1,682 community members.
- Joint Health Education reached 234,215 community members.
- Pelvic Health Education reached 147,810 community members.
- 558 yoga and pilates class encounters for cancer survivors.
- Pre-diabetes and diabetes classes hosted by a Certified Diabetes Care and Education Specialist (CDCES) reached 17 community members. Additionally, a Clinical Nutrition presentation was attended by 36 individuals.
- A cancer support group provided 229 encounters, and the cancer survivor walking group had 227 encounters among community members.
- Provided End of Life Advanced Directives information in multiple languages to 2,857 individuals. Education also included What to Expect When a Loved One is Dying pamphlet, and information about palliative care.
- Promoted health and wellness through Be More Healthy Community Health Fair, reaching 765 community members.
- In honor of Black Heritage Month, the Office of Student Equity at Long Beach City College held a screening and discussion of the documentary Black Men in White Coats. Dr. Kenneth



Job, third year resident with Long Beach Medical Center Family Medicine Residency Program, was a featured panelist. 105 persons attended.

- At the Black Health Expo, health education and outreach were provided. 50 people received blood pressure checks and information on stroke prevention.
- Community wellness was supported through monthly newsletters. 627,500 community members received these publications.
- A COVID Delta Variant Educational Social Media post reached 627 individuals.
- A digital newsletter, *CareConnection*, provided residents with health care information and community resources, free classes, support groups, and screenings offered at the hospital. On a monthly basis, over 14,200 community residents received a copy.
- Through senior living articles, senior meals, event postcards and *Senior Plus Program* bimonthly newsletters, 93,334 seniors were reached with health information and resources.
- 10 Ways Smoking Affects the Body and a Smoking Cessation Event reached 5,211 persons.
- Adult bereavement and perinatal bereavement support groups provided education and resources for individuals grieving the loss of a loved one. 349 encounters were provided.
- Additional support groups included: diabetes, stroke and cancer survivorship These support groups provided 594 encounters.
- Implemented targeted health awareness campaigns focused on breast health, lung health, cancer, chronic diseases, spine health and the Be Fast stroke campaign.
- Presented health information at the American Cancer Society and local health fairs. 342 community members participated.
- COVID vaccine awareness reached over 92,000 community members through flyers, pop-up calendar listings, anniversary reminders, and social media posts.
- Virtual classes provided 1,804 community members education on Cardio-Oncology, Sex and Cancer, Cancer & Depression, and Integrative Medicine.
- Provided lectures to local high school students and Sheriff's Department employees on Stop the Bleed, Trauma and Disaster Preparation.

### **Community-Based Clinical Services**

- Sports physicals were conducted at no charge for 739 high school and college students.
- At the Long Beach Black Health Expo and Job Fair, 50 individuals received blood pressure checks and stroke education.
- 43 community members received Bone Sonometry screenings at the Weingart Senior Center.
- A diabetes nurse practitioner provided 1:1 consultations for five persons with Cystic Fibrosis and diabetes (CFRD).

- An oncology social worker provided 172 persons with cancer with education and resources.

### **Health Care Support Services**

- Transportation programs were provided for patients and families with limited resources to improve access to health care services. Additionally, a shuttle service provided 115 seniors in Leisure World with free transportation to medical services.
- Information and assistance were offered to persons to enroll in low-cost or no cost health insurance programs.
- Provided food, clothing, and transportation services for people experiencing homelessness.
- MemorialCare hosted the Wellist online platform that connected the public to health information and certified local resources free of charge.
- SilverCloud was available to the community as an online educational and therapeutic program to help manage anxiety, depression, stress, and trouble sleeping. Available in both English and Spanish.
- Hosted a Take Back Medication Event for the community.
- Community members received support from the Cancer Answers warm line.

### **Health Professions Education**

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

### **Continuing Medical Education (CME)**

CME events reached over 500 health professionals with up-to-date medical education.

### **Physicians and Medical Students**

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

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

- Anesthesiology
- Emergency Medicine
- Family Medicine
- Female Pelvic Medicine

- Internal Medicine
- Obstetrics and Gynecology
- Orthopedic Surgery
- Palliative Medicine
- Pathology
- Pediatrics
- Physical Medicine and Rehabilitation
- Psychiatry
- Radiation Oncology
- Surgery
- Plastic Surgery
- Pediatric Surgery
- Urology

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

- Emergency Medicine
- Pediatric Dentistry

From PIH Health, LBMC received residents in:

- Family Medicine

From Harbor-UCLA, LBMC trained residents in:

- Emergency Medicine
- Pediatrics

From UCLA, LBMC trained residents in:

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

From LAC+USC, LBMC trained residents in:

- Emergency Medicine

LBMC sponsored residency programs in:

- Family Medicine
- Podiatry
- Sports Medicine

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

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

From Harbor-UCLA, LBMC received fellows in:

- Pediatric Emergency Medicine
- Pulmonary
- Vascular Surgery

From UCLA, LBMC received fellows in:

- Neuroradiology

Long Beach Medical Center sponsored a fellowship program in:

- Sports Medicine

### **Nursing Education**

At LBMC, 500 undergraduate and graduate student nurses participated in precepted clinical rotations. The hospital supported the Trimester BSN program at California State University, Long Beach (CSULB).

Health education programs were made available to nursing professionals. Topics included trauma, bereavement, and spiritual care.

### **Other Health Professions Education**

283 students received precepted training in their professions at LBMC.

- Dietetics
- Neurodiagnostics
- Occupational therapy
- Patient care assistant
- Pharmacy
- Pharmacy technician
- Physical therapy
- Physical therapy assistant

- Respiratory therapy
- Social work

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

## **Research**

*Definition: research is the study or investigation to generate generalizable knowledge made available to the public. Research includes the communication of findings and observations, including publication in a journal. Internally funded research and research funded by tax-exempt or government entities are eligible for reporting.*

In FY22, there were more than 300 ongoing research projects at LBMC. Studies focused on cancer, heart disease, orthopedics, infectious diseases, gynecology, obstetrics, urology, pediatrics, neonatology and many other areas. Support was also provided for staff to develop research projects, write research papers and present findings at professional conferences.

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

## **Cash and In-Kind Donations**

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

### **Cash Donations**

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

### **In-Kind Donations**

- LBMC provided in-kind donations of shoes, clothing, blankets and hygiene kits for people experiencing homelessness.
- Registered Dietitians purchased and prepared food for residents staying at the Ronald McDonald House
- KN95 masks were donated to Ukraine.
- LBMC employees represented the hospital on community boards and committees that focused on improved health equity and the social determinants of health.

## **Grant Program**

In FY22, LBMC provided \$25,000 in grant funds to support community-based organizations that addressed identified health needs and served vulnerable populations within the hospital service area. Grants were provided to:

- Jewish Family & Children’s Services
  - Mental health counseling
- Long Beach Immigrant Rights Coalition
  - Thriving Immigrant Families Project to promote health care
- The LGBTQ Center of Long Beach
  - Gender-diverse medical care including primary care, STI screening and referrals

## **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 FY22, community benefit operations included:

- 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.

## **Workforce Development**

LBMC participated in community programs that encouraged careers in the health professions.

- 81 LBUSD high school students participated in a mentorship program.
- Collaborated with CSULB through the Neighborhood Med Program to educate and mentor 126 pre-med students from underserved minority communities.
- The Respiratory Therapy Department hosted 15 high school *Pathways Program* students.
- Family Medicine residents mentored 11 high school students interested in medical school through the *Doc is In Program*.

## Financial Summary of Community Benefit

The LBMC financial summary of community benefit for FY22 (July 1, 2021 to June 30, 2022) 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 <sup>1</sup>	\$5,333,325
Unpaid Costs of Medi-Cal <sup>2</sup>	\$55,081,595
Others for the Economically Disadvantaged <sup>3</sup>	\$2,453,704
Education and Research <sup>4</sup>	\$8,478,273
Other for the Broader Community <sup>5</sup>	\$1,375,262
<b>Total Community Benefit Provided Excluding Unpaid Costs of Medicare</b>	<b>\$72,722,159</b>
Unpaid Costs of Medicare <sup>2</sup>	\$37,893,058
<b>Total Quantifiable Community Benefit</b>	<b>\$110,615,217</b>

<sup>1</sup> 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.

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

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

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

<sup>5</sup> Includes non-billed programs such as community health education, screenings, support groups, support services, cash and in-kind donations, and community benefit operations.

## Community Benefit Plan FY23

### Significant Needs the Hospital Intends to Address

The hospital convened the Community Benefit Oversight Committee in April 2022, to discuss and prioritize the significant health needs identified in the CHNA. The Community Benefit Oversight Committee applied the following criteria to the significant needs to determine the priority health needs the hospital will address in the Community Benefit Plan.

- Existing infrastructure: There are programs, systems, staff, and support resources in place to address the issue.
- Established relationships: There are established relationships with community partners to address the issue.
- Ongoing investment: Existing resources are committed to the issue. Staff time and financial resources for this issue are counted as part of our community benefit effort.
- Focus area: Has acknowledged competencies and expertise to address the issue and the issue fits with the organizational mission. The need was identified as a priority in the previous Implementation Strategy.

As a result of this prioritization process, LBMC intends to take actions to address the following health needs that were identified in the FY22 CHNA and detailed in the FY23-FY25 Implementation Strategy (Community Benefit Plan):

- Access to care
- Behavioral health (mental health and substance use)
- Chronic diseases
- Preventive practices

Using the lens of the social determinants of health and health equity, LBMC will focus attention on food insecurity, environmental pollution, housing and homelessness, and racism and discrimination as applied to these priority health needs.

### Access to Care

**Goal:** Increase access to health care for the medically underserved.

### Strategies

1. Provide financial assistance through free and discounted care for health care services, consistent with the hospital's financial assistance policy, for persons who are uninsured or underinsured.
2. Provide transportation support to increase access to health care services.
3. Provide grant funding and in-kind support to increase access to health care.



4. Work in collaboration with community agencies to address the impact that the social determinants of health and health equity have on health care access.

### **Behavioral Health (Mental Health and Substance Use)**

**Goal:** Increase access to mental health and substance use services in the community.

#### **Strategies**

1. Increase community awareness of prevention efforts and availability of resources to address mental health and substance use and misuse concerns.
2. Offer community health education, community lectures, presentations and workshops focused on mental health and substance use topics.
3. Support multisector collaborative efforts to increase access to behavioral health services.
4. Provide funding and in-kind support to increase behavioral health awareness and access to behavioral health services.
5. Work in collaboration with community agencies to address the impact that the social determinants of health and health equity have on accessing behavioral health services.

### **Chronic Diseases**

**Goal:** Reduce the impact of chronic diseases on health and increase the focus on chronic disease prevention and treatment education.

#### **Strategies**

1. Offer health education workshops and presentations on chronic disease prevention, treatment, and management, including physical activity, exercise, and nutrition.
2. Participate in health and wellness fairs and offer preventive screenings.
3. Provide support for persons with cancer and caregivers with exercise programs, education, counseling, peer mentoring, support groups and life coaches.
4. Provide support groups to assist those with chronic diseases and their families.
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 for chronic disease prevention and treatment.
7. Work in collaboration with community agencies to address the impact that the social determinants of health and health equity have on chronic diseases.

### **Preventive Practices**

**Goal:** Improve community health through preventive health practices.

#### **Strategies**

1. Provide free health screenings.

2. Provide vaccines in the community (COVID-19 and flu).
3. Provide education and resources focused on healthy living and disease prevention.
4. Reduce injuries and falls among seniors through balance improvement and fall prevention classes.
5. Offer sports physical clinics for high school students.
6. Provide public health education in the media and community health awareness events to encourage healthy behaviors and promote preventive health care.
7. Provide funding and in-kind support to increase/expand preventive health services.
8. Work in collaboration with community agencies to address the impact that the social determinants of health and health equity have on access to preventive practices.

### **Evaluation of Impact**

LBMC is committed to monitoring and evaluating key initiatives to assess the programs and activities outlined in this Implementation Strategy. We have implemented a system for the collection and documentation of tracking measures, such as the number of people reached or served, and collaborative efforts to address health needs. In addition, through our grants program, we track and report program outcomes. An evaluation of the impact of LBMC's actions to address these significant health needs will be reported in the next scheduled CHNA.

### **Health Needs the Hospital Will Not Address**

Since LBMC cannot directly address all the health needs present in the community, we will concentrate on those health needs that can most effectively be addressed given our areas of focus and expertise. Taking existing hospital and community resources into consideration, LBMC will not directly address the remaining health needs identified in the CHNA, including economic insecurity, overweight and obesity, pregnancy and birth outcomes, and violence and injury. While LBMC will not address pregnancy and birth outcomes, MemorialCare Miller Children's & Women's Hospital Long Beach will address pregnancy and birth outcomes as a priority health need.

## Contact Information

Long Beach Medical Center

2801 Atlantic Avenue

Long Beach, California 90806

[www.memorialcare.org/locations/long-beach-medical-center](http://www.memorialcare.org/locations/long-beach-medical-center)

## Community Benefit Contact

Kristen L. Pugh, MPA

Vice President, Advocacy & Government Relations

MemorialCare Health System

[kpugh@memorialcare.org](mailto:kpugh@memorialcare.org)