



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

MemorialCare

MemorialCare Miller Children's & Women's Hospital 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.

Miller Children's & Women's Hospital Long Beach

Miller Children's & Women's Hospital (Miller Children's) is a nonprofit, pediatric teaching hospital that provides specialized pediatric care for children and young adults, and maternity care for expectant mothers. The hospital has 357 licensed pediatric and women's beds that is located on a 54-acre campus that it shares with Long Beach Medical Center. These hospitals function under the same tax identification number but are separately licensed hospitals.

Patient and family-centered care is a cornerstone of Miller Children's. It is the only hospital in the region to have a level IV maternity center and a comprehensive level III NICU to provide specialized care for expectant mothers and their babies.

Within the hospital there are seven major inpatient care centers. Miller Children's also has comprehensive outpatient specialty centers that feature more than 30 sub-specialties and include 18 California Children Services (CCS) approved special care centers. These centers provide specialized care for children with conditions, such as asthma, irritable bowel syndrome, bone deformities, congenital heart defects, rehabilitation, autism, cancer and blood disorders.

Awards

Miller Children's is the recipient of the following awards and accolades:

- Miller Children's remains the only free-standing children's hospital in California, and only one of 13 hospitals in the nation, to receive the Disease Specific Certification in Pediatric Asthma from The Joint Commission for excellence in asthma care for the fourth consecutive time.
- *US News & World Report* recognized Miller Children's as High Performing in Maternity Care (Uncomplicated Pregnancy), the first-year list published in December 2021.

- More than 70 physicians were recognized in the top 5% of their fields by the Southern California Super Doctors Report, which surveyed 20,000 physicians in Southern California.
- Orange Coast Magazine's annual Top Doctors List are distinguished by the Orange County Medical Association as among the most accomplished and caring physicians throughout Orange County. More than 10 physicians at Miller Children's were recognized in the Top Doctors List.
- Baby-Friendly® designation – ranked in top 10% of US hospitals and birth centers by Baby-Friendly USA, Inc.
- Magnet® designation by the American Nurses Credentialing Center's (ANCC) Magnet Recognition Program® for nursing excellence.
- 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

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

Service Area

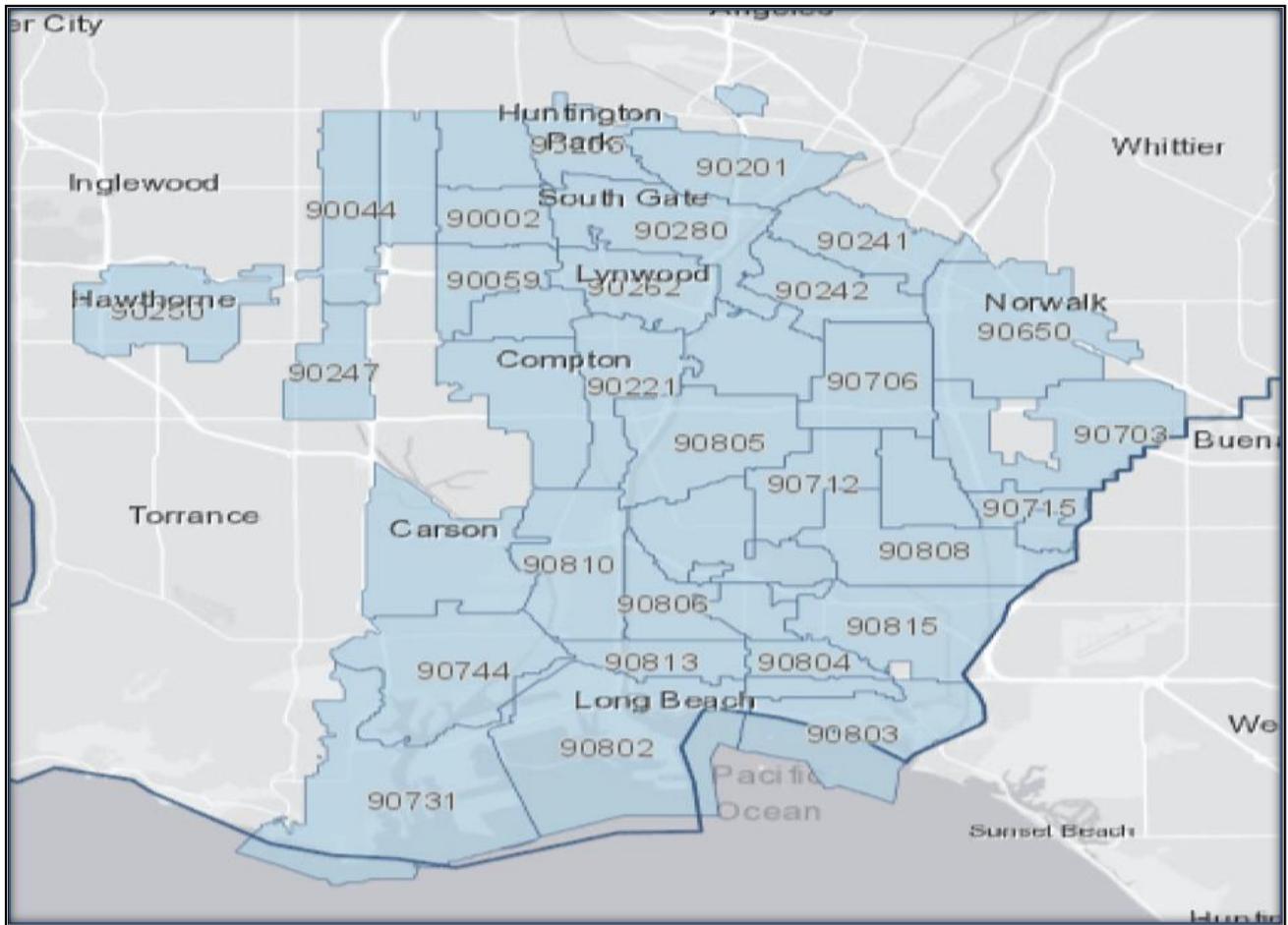
Miller Children’s & Women’s Hospital Long Beach is located at 2801 Atlantic Avenue, Long Beach, California. The service area is located in Los Angeles County and includes 44 ZIP Codes, representing 24 cities in Los Angeles County and Orange County. The service area comprises portions of Los Angeles County 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 80% of total inpatient ZIP Codes of patient origin.

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

Geographic Areas	ZIP Codes
Artesia	90701
Bell Gardens	90201
Bellflower	90706
Carson	90745, 90746
Cerritos	90703
Compton	90220, 90221, 90222
Cypress	90630
Downey	90241, 90242
Gardena	90247
Hawaiian Gardens	90716
Hawthorne	90250
Huntington Park	90255

Geographic Areas	ZIP Codes
Lakewood	90712, 90713, 90715
Long Beach	90802, 90803, 90804, 90805, 90806, 90807, 90808, 90810, 90813, 90814, 90815
Los Alamitos	90720
Los Angeles	90001, 90002, 90003, 90044, 90059
Lynwood	90262
Norwalk	90650
Paramount	90723
San Pedro	90731
Seal Beach	90740
Signal Hill	90755
South Gate	90280
Wilmington	90744

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



Community Snapshot

The population of the Miller Children’s service area is 2,227,329. Children and youth make up 25.5% of service area population, 63.3% are adults, and 11.2% are seniors, 65 years and older. The largest portion of the population in the service area identifies as Hispanic/Latino (61.2%), Whites make up 14% of the population, Blacks or African Americans comprise 12.2% of the population, and 9.9% are Asians.

Among service area residents, 37.7% of the population, ages 5 and older, speak only English in the home. Among the area population, 52.6% speak Spanish in the home, 7.3% speak an Asian/Pacific Islander language, and 1.6% speak an Indo-European language in the home.

In the services area, 17.4% of individuals live at or below the 100% of the poverty level, and 41.1% are 200% of poverty level or below (low-income). 25.7% of children live at or below the poverty level. In the service area, 28.1% of adults, age 25 and older, lack a high school diploma, which is higher than the county (20.9%) and state (16.7%) rate.

Community Health Needs Assessment

Miller Children's 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 Miller Children's to determine its community benefit plan, which outlines how it will give back to the community in the form of health care and other community services to address unmet community health needs. Miller Children's participated in a collaborative process for the 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 alpha 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. We welcome feedback on the Community Health Needs Assessment. Please send your feedback to: communitybenefit@memorialcare.org

Addressing Priority Health Needs

In FY22, Miller Children’s engaged in activities and programs that addressed the priority health needs identified in the FY20-FY22 Implementation Strategy. Miller Children’s committed to address community benefit efforts focus on access to care, chronic diseases, mental health and behavioral health, preventive care, pregnancy and birth outcomes, and sexually transmitted infections. The hospital also considered the Social Determinants of Health (SDOH) as they affected the identified priority needs. Selected activities and programs that highlight Miller Children’s commitment to the community are detailed below.

Access to Care/Preventive Care

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

Response to Need

[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, Miller Children’s offered information and enrollment assistance in the Covered California health care exchange and other low-cost insurance programs. The hospital provided transportation support for those patients and families who were not able to access needed care due to a lack of transportation.

[The Family Resource Center](#)

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

[Outpatient Specialty Centers](#)

The Outpatient Specialty Centers at Miller Children’s are a major referral center for outpatient pediatric specialty care, offering more than 30 subspecialties. Some of the clinics include: hematology, oncology, food allergy, developmental, cardiology, endocrine, neurology, renal, pulmonary, orthopedics, and rheumatology. Children are seen at the Outpatient Specialty Centers for consultations, as well as treatments for acute, chronic or surgical conditions. Outpatient Specialty Centers are known for serving as the medical home for many patients who

will need ongoing follow-up care and support. Each specialty center, or clinic within the center, has a multi-specialty care team, with subspecialists, fellows, residents, advanced practice nurses, registered nurses, child life specialists, social workers, nutritionists and other health professionals.

Children Services Special Care Centers

Miller Children's has 18 California Children Services (CCS) approved special care centers. These Centers provide specialized care for children with conditions, such as asthma, irritable bowel syndrome, bone deformities, congenital heart defects, rehabilitation, autism, cancer and serious blood disorders. Patients typically qualify for the CCS Special Care Center by medical diagnosis, complexity of their disease and financial status.

Health Education and Outreach

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

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.

Telehealth

MemorialCare partnered with TytoCare, a modular device for telehealth medical exams. The FDA-approved handheld examination kit enabled users to perform comprehensive physical exams of the heart, skin, ears, throat, abdomen, and lungs, and measure heart rate and body temperature. This allowed health care clinicians to gain the clinical data needed to remotely monitor, diagnose, and treat patients.

Injury Prevention

Miller Children's participated in multiple community events promoting helmets, child safety, car seat safety, pedestrian and bicycle safety. Information was available in English and Spanish.

Vaccines

Information and resources for COVID-19 vaccines and childhood vaccines were distributed. COVID ages 5-11 vaccines were administered at community events.

Children’s Dental Health Clinic

The Miller Children’s grant program provided funding for the Children’s Dental Health Clinic Multi-Specialty Pediatric Dental Treatment Program, serving children and young adults (ages 0-21). In FY22, 5,309 children received services through 14,555 dental visits. Services included dental care needing sedation and general anesthesia. All patients and caregivers received Oral Health Education and an Oral Health Kit, provided in the language spoken at home.

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 premature death.

Response to Need

Jonathan Jaques Children’s Cancer Institute

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

Long Beach Alliance for Children with Asthma (LBACA)

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

In FY22, the Fight Asthma Tracker, a new online tool, was developed by SmartAirLA with guidance from LBACA. Using an interactive website and phone text messages, the tool alerts asthma patients to manage their health when asthma danger is high. Real time tools with coordinated education equipped community members to make informed decisions about their daily outdoor activities and improve asthma self-management.

Primary Ciliary Dyskinesia Clinic

Primary ciliary dyskinesia is a rare, inherited genetic disorder that is caused by abnormal cilia

that don't move. Miller Children's opened a Ciliary Dyskinesia clinic, one of only four in the Western US and the only one in Southern California. The clinic is part of the Children's Pulmonary Institute.

Health Education and Outreach

Miller Children's provided health education classes, health fairs and special events that focused on chronic disease prevention, disability, management and treatment. Targeted health awareness campaigns focused on health and wellness, asthma, childhood obesity, heart disease, and autism.

Support Groups

Support groups were provided for children with asthma, autism, cancer and those with special needs, their families and caregivers.

Tichenor Clinic for Children

The Miller Children's grant program provided funding for parent/caregiver focused programs that provided education, empowerment and a sense of community among parents and caregivers of children with disabilities. Services were provided in English and Spanish. Programs included monthly support groups for teens with disabilities and a financial education series.

- 13 classes on the impact of disabilities on the learning process reached 643 families.
- 379 low-income, uninsured or underinsured children up to age 6 months participated in treatment to maintain or improve functioning in at least one area of their treatment plan.
- 215 parents/caregivers engaged in parent empowerment, education, or support groups.
- 3,529 in-person therapy sessions and 484 sessions via telehealth were held.
- 18 Compassionate Communication sessions were provided as well as a co-facilitated session with NAMI on suicide prevention.
- 373 children participated in individual swim sessions to improve physical strength, coordination, endurance/lung capacity and confidence

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 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.

[Boys & Girls Clubs of Long Beach](#)

The Miller Children's grant program provided funding for the Boys & Girls Clubs of Long Beach. The programs increase access to quality afterschool programming by operating 12 sites in high-need neighborhoods. The clubs serve approximately 2,200 children and teens annually. Many of the programs' participants face significant obstacles, which may include housing instability, health issues, challenges at home, and language barriers. Through the Youth for Unity and Brent's Club programs:

- Over 62 students received one-to-one mentoring to ensure overall well-being and 261 students received group mentoring sessions.
- 64 students and their families were provided with referrals to community services, including mental health and housing needs.
- 261 students were taught how to advocate for themselves, the importance of resiliency and overcoming adversity in the Empowered Voices Program.
- 258 students received education on drug and alcohol use prevention as well as weekly random drug testing. 93% of participating students received negative drug tests.

Mental Health Services and Education

The Family Resource Center provided a Mental Health education series. The series provided early intervention regarding mental health, focusing on the diagnosis, stigma, and how to get support for your family.

Children and youth received psychotherapy by licensed clinical psychologists and neuropsychological assessments were completed by psychologists. In addition, students received school reintegration assistance, through school visits and recommendation letters.

Pregnancy and Birth Outcomes

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

Response to Need

Birth Equity

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

Cherished Futures for Black Moms & Babies

In FY22, Miller Children's joined the second phase of Cherished Futures for Black Moms & Babies, a two-year cohort, with three other LA County hospitals, Communities Lifting Communities, the Public Health Alliance of Southern California, and the Hospital Association of Southern California, a collaborative effort to reduce Black maternal and infant health inequities in LA County. Guided by data and grounded in Black women's experiences, this cohort brings together decision makers from local birth hospitals, public health departments, health plans and Black community leaders to co-design systems-change solutions across clinical, institutional and community systems.

Welcome Baby

Welcome Baby is a program that provides pregnant women and new moms with information, support and a trusted partner to help them through the journey of pregnancy and early

parenthood. Available at no cost to women who reside in Los Angeles County, the Welcome Baby continuum of care includes breastfeeding support, referrals to community resources and an in-home visit from a registered nurse. Welcome Baby is a program of Best Start, an effort funded by First 5 LA. Long Beach is a targeted community and the Welcome Baby program and Miller Children's are programmatic strategic partners.

Education and Support

Miller Children's provided a board-certified lactation consultant to discuss breastfeeding preparation and success factors. Pregnant women and their families participated in preparation for childbirth and prenatal classes, regardless of where they chose to deliver. Nurturing the New You weekly support group taught infant massage techniques, transitioning into motherhood, and increasing a parent's ability to respond optimally to baby's needs.

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

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

Bickerstaff Pediatric Family Center

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

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

- Injury prevention and safety efforts included car seat, bike safety, drowning prevention, pedestrian safety, summer safety tips, helmet safety, as well as COVID-19 and flu education reached over 56,000 children and their families at 21 community events.
- Car seat education classes were taught in English and Spanish through Zoom. 33 classes reached 162 people.
- In partnership with Team of Advocates for Special Kids (TASK), Miller Children’s offered free online parent training for the transition from Early Start services to the Special Education system and tools for accessing an Individual Educational Plan (IEP).
- Provided 6 sessions on mental health to 144 persons. Sessions discussed early intervention including diagnosis, stigma, and how to get support for your family.
- Children participated in 544 art therapy sessions.
- Through social media blogs, newsletters, digital newsletters and fliers, community residents were provided with health care information and community resources, free classes, support groups, and screenings offered in the community and at the hospital.
- 21 foster youth participated in a Life Skills Series on Health Care Transitions. Classes included Health Insurance, Preventive Care, Reproductive Health, Healthy Life Choices, Primary Care Providers, and Self-Care Responsibility.
- 1,466 community members participated in preparation for childbirth classes (regardless of where they chose to deliver), parenting classes, and breastfeeding support. Expectant parents learned about breathing, relaxation techniques, and pain management.
- At the Early Learning Festival in Downtown Long Beach, 100 community members received education and outreach materials from the Family Resource Center.

- Participated in community events, where community members learned about Heart Healthy Kids, How to Read a Medicine Label, asthma, childhood obesity, the importance of having a pediatrician, preventive practices, disease treatment, helmet safety, and available health resources.
- Implemented a targeted health awareness campaign focused on the value of being screened for cancer and overall cancer awareness. Health news from experts, and doc talks were featured in monthly publications.
- An Autism Awareness event reached over 800,000 persons with health information.
- At the Black Health Fair, held in partnership with the Black Health Equity Collaborative, community members congregated at the Bethany Baptist Church parking lot for health screenings, games, and art stations.
- Special events and health education were provided to parents and families of children who suffer from chronic disease and disability.
- Unidad y Fuerza (Unity and Strength) is a Spanish support group that collaborates with Harbor Regional Center. Support, education and resources were provided for families with special needs children.
- A monthly Autism Support Group provided parent support, education and resources. This resulted in 9 Zoom sessions providing 270 encounters.
- 38 Asthma 101 classes were provided to 371 community members and asthma prevention and treatment outreach activities reached 1,495 individuals.
- A monthly autism parent support group reached 270 people and provided education on self-care, counseling, self-advocacy, and accessing speech services.
- A board-certified lactation consultant discussed breastfeeding preparation and success factors with 409 community members.
- Nurturing the “New You” weekly support group provided 680 encounters on infant massage techniques, transitioning into motherhood, and increasing the parent’s ability to respond optimally to baby’s needs.
- Hosted a parent training class on Sensory Integration in partnership with HESP for 40 Harbor Regional families.
- The Welcome Baby program provided information to 1,679 new mothers and their families.
- Offered online Parent Book Club and online Parent Support Group, which focused on self-care and setting boundaries.
- The Family Resource Center hosted Reading with Dr. Rosie, which promoted health literacy for 15 children and their parents. Books and activities were provided at two sessions.
- The Family Resource Center participated in Tichenor Clinic’s 6th Annual Resource Fair, providing 500 local families with PPE items and health and social support information.
- In partnership with the LBUUSD Head Start program, 132 families were provided early start

information and health resources.

Community-Based Clinical Services

- Provided information and social media posts on COVID vaccines for ages 5-11. Mixed, prepared and administered COVID 5-11 vaccines. Over 104,000 persons were reached with vaccine messaging and administration.
- Neuropsych testing by psychologists was completed for 77 children at the Jonathan Jaques Children’s Cancer Institute.
- 833 sessions of psychotherapy were provided by Licensed Clinical Psychologists for children at the Jonathan Jaques Children’s Cancer Institute.

Health Care Support Services

- Transportation programs were provided for patients and families with limited resources to improve access to health care services.
- Information and assistance were offered to persons to enroll in low-cost or no cost health insurance programs.
- MemorialCare hosted the Wellist online platform that connected the public to health information and certified local resources, free of charge.
- SilverCloud was available as free online educational and therapeutic program to community to help manage anxiety, depression, stress, and trouble sleeping. Available in English and Spanish.
- 200 children were assisted with school reintegration. School visits and letters from psychologists were completed.

Health Professions Education

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

Physicians and Medical Students

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

Nursing Education

At Miller Children's, 410 undergraduate and graduate student nurses participated in precepted clinical rotations. The hospital supported the Trimester BSN program at CSULB.

Health education programs were made available to nursing professionals in the community.

Topics included:

- Oncological Fertility Preservation
- Children's Oncology Group
- 2nd Annual UCLA Health MLK, Jr. Health Justice Symposium
- Southern California Association of Pediatric Hematology Oncology Nurses (SCAPHON)
- National Hemophilia Foundation

Other Health Professions Education

105 students received precepted training in their professions at Miller Children's.

- Child life interns
- Dietitians
- Family life interns
- Pediatric rehabilitation students
- Patient care assistants

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

A Fertility Preservation Symposium was attended by 50 health professionals.

Research

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

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

research. The hospital's clinical research programs supported clinical trials in many subspecialties allowing physicians to provide state-of-the-art treatment options to children who have illnesses where there is no standard therapy or where conventional therapy is failing. 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

Hospital employees represented the hospital on community boards and collaborative committees that focused on increased access to health and social services, improved safety, and children's health issues. The hospital also provided financial support and in-kind donations of staff time and materials.

- KN95 masks were donated to Ukraine.
- Provided a land lease, below fair market value, to the Long Beach Ronald McDonald House charity, which supports a 23-room Ronald McDonald House.
- Rented office and dental clinic space to TCC Family Health at below fair market value.

Grant Program

In FY22, MCWHLB 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:

- Boys & Girls Clubs of Long Beach
 - Afterschool programming at 12 sites in high-need neighborhoods.
 - Referrals to needed community resources, mentoring, health education
- Children's Dental Clinic
 - Multi-Specialty Pediatric Dental Treatment Program, serving children and young adults (ages 0-21)
- Tichenor Clinic
 - Caregiver education in English and Spanish

- Monthly support group for teens with disabilities
- Financial education

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.

Financial Summary of Community Benefit

The 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 ¹	\$723,820
Unpaid Costs of Medi-Cal ²	\$16,006,431
Others for the Economically Disadvantaged ³	\$149,445
Education and Research ⁴	\$5,775,071
Other for the Broader Community ⁵	\$1,484,242
Total Community Benefit Provided Excluding Unpaid Costs of Medicare	\$24,139,009
Unpaid Costs of Medicare ²	\$403,769
Total Quantifiable Community Benefit	\$24,542,778

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

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

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

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

⁵ Includes non-billed programs such as community health education, screenings, support groups, clinics, cash and in-kind donations, support services 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, Miller Children’s 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
- Pregnancy and birth outcomes
- Preventive practices

Using the lens of the social determinants of health and health equity, MCWH will call attention to 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 medically underserved children.

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. Train residents and fellows in pediatric specialties.
4. Support pediatric specialty care clinics.
5. Provide specialty care for children through the Outpatient Specialty Center at Miller Children's & Women's Hospital Long Beach - a California Children's Services (CCS) approved Special Care Center.
6. Provide grant funding and in-kind support to increase access to health care.
7. 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. Provide support groups for parents and children to address unique health needs.
4. Promote the school reintegration program for children with long-term mental illness in order to prevent school absenteeism.
5. Support multisector collaborative efforts that increase behavioral health access.
6. Provide grant funding and in-kind support to increase awareness and access to services.
7. 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 public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases.
4. Provide support groups to assist children and their families with chronic diseases.
5. Continue work through the Long Beach Alliance for Children with Asthma, which provides education, clinician training, community health workers, and advocacy related to asthma in

the greater Long Beach community.

6. Provide care for children with chronic diseases and disabilities through the Outpatient Specialty Center at Miller Children’s & Women’s Hospital Long Beach - a California Children’s Services (CCS) approved Special Care Center.
7. Provide grant funding and in-kind support for chronic disease prevention and treatment.
8. Work in collaboration with community agencies to address the impact that the social determinants of health and health equity have on children with chronic diseases.

Pregnancy and Birth Outcomes

Goal: Improve the health of new mothers and their babies through preventive and postpartum practices.

Strategies

1. Provide health education and support group services for new and expecting mothers.
2. Support breastfeeding initiatives for new and expecting mothers.
3. Provide public health education in the media and community health awareness events to encourage healthy behaviors in pregnancy and in the post-partum period.
4. Track birth outcomes in partnership with infant health programs.
5. Continue providing education and other services to mothers and babies as part of the Welcome Baby program.
6. Provide grant funding and in-kind support to improve birth outcomes.
7. Work in collaboration with community agencies to address the impact that the social determinants of health and health equity have on pregnancy and birth outcomes.

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. Provide public health education in the media and community health awareness events to encourage healthy behaviors and promote preventive health care.
5. Reduce injuries and accidents among children by providing safety programs, bicycle helmets and car seats.
6. Provide grant funding and in-kind support to increase/expand preventive health services.
7. Work in collaboration with community agencies to address the impact that the social determinants of health and health equity have on children’s access to preventive practices.

Evaluation of Impact

Miller Children's 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 Miller Children's actions to address these significant health needs will be reported in the next scheduled CHNA.

Health Needs the Hospital Will Not Address

Since Miller Children's 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, Miller Children's will not directly address the remaining health needs identified in the CHNA, including economic insecurity, overweight and obesity, and violence prevention.

Contact Information

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