



**Annual Report and Plan for Community Benefit
Long Beach Medical Center
Fiscal Year 2019 (July 1, 2018 – June 30, 2019)**

Submitted to:
Office of Statewide Health Planning and Development
Healthcare Information Division
Accounting and Reporting Systems Section
Sacramento, California

November 2019

Contents

About the Organization	2
Mission.....	2
Vision	2
Values	2
MemorialCare.....	2
Long Beach Medical Center	3
Governance	3
Our Community.....	5
Community Health Needs Assessment.....	6
Priority Health Needs.....	8
Community Benefit Services Summary FY2019	9
Financial Summary of Community Benefit.....	15
Community Benefit Plan FY2020.....	16
Access to Care	16
Chronic Diseases	17
Mental Health.....	17
Preventive Practices	17
Sexually Transmitted Infections	18
Substance Use and Misuse.....	18
Evaluation of Impact.....	18
Contact Information	19

About the Organization

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.

MemorialCare

MemorialCare is a nonprofit integrated health care delivery system that includes four hospitals¹ – Long Beach Medical Center, Miller Children's & Women's Hospital Long Beach, Orange Coast Medical Center, and Saddleback Medical Center; award-winning medical groups – MemorialCare Medical Group and Greater Newport Physicians;

¹ Due to an active earthquake fault line under the hospital and California's impending seismic regulations for acute care hospitals, Community Medical Center Long Beach closed on July 3, 2018.

Seaside Health Plan; and convenient outpatient health centers, imaging centers, surgical centers and dialysis centers throughout Orange and Los Angeles Counties.

An innovator in health care delivery, we focus on evidence-based, best practice medicine. Our physicians and health care professionals study health care's best practices and work to implement them at all our medical centers. The results are outcomes that frequently exceed state and national averages. For more information on our work and accomplishments please visit <http://www.memorialcare.org/about/reports>.

Long Beach Medical Center

Established as Seaside Hospital in 1907, Long Beach Medical Center (LBMC) is a 462 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, Long Beach Medical Center 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 Trauma Center.

Long Beach Medical Center has been recognized as a major regional provider of medical and surgical services. Long Beach Medical Center consistently achieves national accolades for its quality care, including being named as one of the U.S. top 125 hospitals by Consumers' CHECKBOOK; named Top 100 Hospitals Cardiovascular by Thomson Reuters; and named one of "America's Best Hospitals" for Orthopedics by *U.S. News & World Report* magazine.

Governance

The Board of Directors guided the direction of community benefit, with assistance from the Strategy Committee and the Community Benefit Oversight Committee (CBOC).

Long Beach Medical Center and Miller Children's & Women's Hospital Long Beach, Board of Directors

Barry Arbuckle, PhD

Sathya Chey

Jane Close Conoley

Leslie Edirch, MD

John Fielder
Clifford Hancock, MD
Cynthia Herzog, MD
Russell Hill
Stephen Hryniwicki, MD
Lorna McFarland, MD
Robert Schack
William Webster, MD, Chair
James Wells, MD
Susan Anderson Wise

Community Benefit Oversight Committee

The CBOC (Community Benefit Oversight Committee) is an advisory committee for the MemorialCare Long Beach hospitals' community benefit programs and reports to the Strategy Committee. 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 include:

- Lynnette Bello, Welcome Baby Program, Miller Children's Hospital
- Sylvia Betancourt, Long Beach Alliance for Children with Asthma
- Melissa Biel, Community Benefit Consultant, Biel Consulting, Inc.
- Lauren Gallant, MemorialCare
- Martha P. Gonzalez, MemorialCare Long Beach Medical Center
- Yair Katz, MemorialCare Long Beach Medical Center
- Linda Kerr, MemorialCare Long Beach Medical Center
- Julie Leung, Long Beach Department of Health & Human Services
- Karina Melgar, MD, MemorialCare Medical Group
- Mercedes Perezchica, Long Beach Department of Health & Human Services
- Christine Petit, 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, Chair

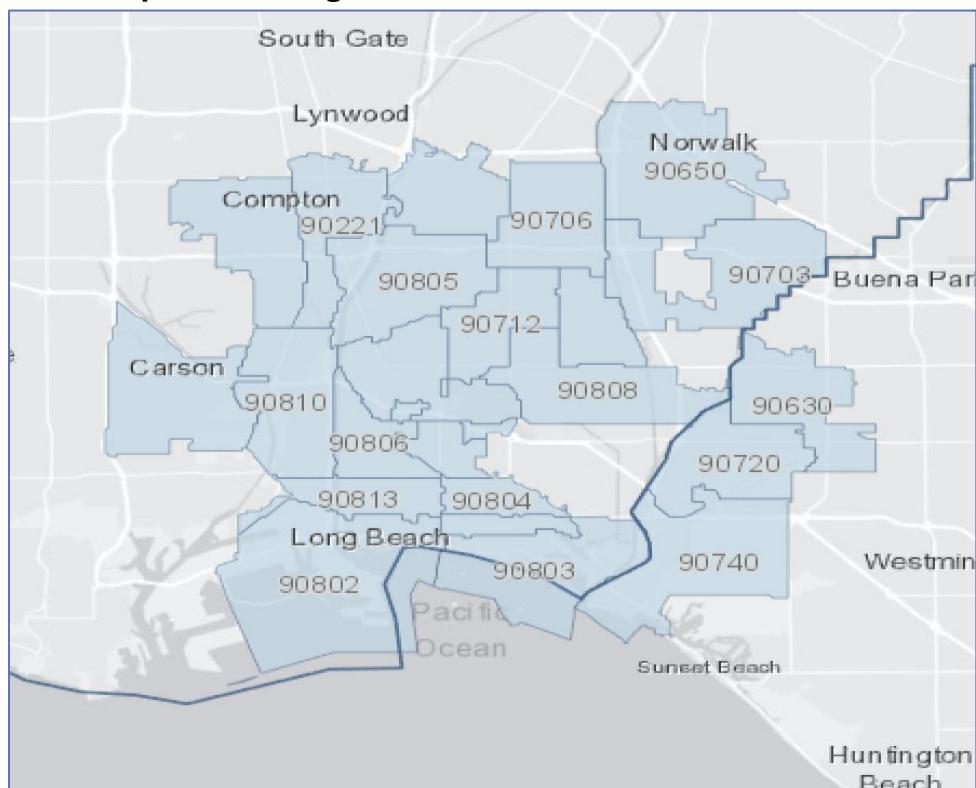
Our Community

Long Beach Medical Center is located at 2801 Atlantic Avenue, Long Beach, California 90806, in Los Angeles County. The service area includes 23 ZIP Codes, representing 12 cities in Los Angeles County and Orange County. The service area also includes parts of Los Angeles County Service Planning Area (SPA) 6, SPA 7, and SPA 8.

Long Beach Medical Center Service Area

City	ZIP Code	Service Planning Area/County
Bellflower	90706	SPA 7/Los Angeles
Carson	90745	SPA 8/Los Angeles
Cerritos	90703	SPA 7/Los Angeles
Compton	90220, 90221	SPA 6/Los Angeles
Cypress	90630	Orange County
Lakewood	90712, 90713	SPA 7/Los Angeles
Long Beach	90802, 90803, 90804, 90805, 90806, 90807, 90808, 90810, 90813, 90814	SPA 8/Los Angeles
Los Alamitos	90720	Orange County
Norwalk	90650	SPA 7/Los Angeles
Paramount	90723	SPA 6/Los Angeles
Seal Beach	90740	Orange County
Signal Hill	90755	SPA 8/Los Angeles

Map of the Long Beach Medical Center Service Area



The City of Long Beach is a coastal community located in Los Angeles County. Based on the U.S. Census, Long Beach is the thirty-sixth most populous city in the nation and seventh in California. The service area includes 1,059,713 residents. Children and youth (ages 0-19) make up 24.7% of the population; while seniors (65 years and older) account for 10.4% of the population. The service area is very diverse. The largest portion of the service area is Hispanic/Latino (47.4%). Whites make up 21.8% of the population; Blacks/African Americans comprise 12% of the population; Asians comprise 15.7% of the population. Long Beach has the largest Cambodian community in the United States. Among service area residents, 25 years old and older, 21.8% have less than a high school diploma. Overall, 16.9% of people and 13.1% of families in the Long Beach Medical Center service area are living in poverty.

Community Health Needs Assessment

Long Beach Medical Center completed a Community Health Needs Assessment (CHNA) in 2019 as required by state and federal law. The Community Health Needs Assessment is a primary tool used by Long Beach Medical Center to determine its community benefit plan, which outlines how it will give back to the community in the form of health care and other community services to address unmet community health needs. Long Beach Medical Center participated in a collaborative process for the Community Health Needs Assessment as part of the LB CHNA Collaborative, which included Miller Children's & Women's Hospital, Dignity Health St. Mary's Medical Center, Kaiser Permanente South Bay Medical Center, Long Beach Department of Health and Human Services, and The Children's Clinic, Serving Children and Their Families.

The assessment incorporated components of primary data collection and secondary data analysis that focus on the health and social needs of the service area. The CHNA examined up-to-date data sources for the service area to present community demographics, social determinates of health, access to health care, oral health, acute and chronic diseases, exercise, nutrition and weight, mental health, leading causes of death, pregnancy and birth outcomes, preventive practices, and substance use and misuse. When applicable, these data sets were presented in the context of California and compared to the Healthy People 2020 objectives.

Targeted interviews and focus groups were used to gather information and opinions from persons who represent the broad interests of the community served by the hospital. The hospital engaged ninety-one (91) community members through six (6) focus groups. Twenty (20) key community stakeholder interviews were conducted by phone from January through March 2019. Interviewees included individuals who are leaders and/or representatives of medically underserved, low-income, and minority

populations, local health or other departments or agencies that have current data or other information relevant to the health needs of the community. Input was obtained from Los Angeles County Department of Public Health.

Priority Health Needs

Health needs were identified from secondary data using the size of the problem (relative portion of population afflicted by the problem) and the seriousness of the problem (impact at individual, family, and community levels). The analysis of secondary data yielded a preliminary list of significant health needs, which then informed primary data collection. The primary data collection process was designed to validate secondary data findings, identify additional community issues, solicit information on disparities among subpopulations, ascertain community assets to address needs and discover gaps in resources.

The identified significant health needs were prioritized with input from the community. Focus group attendees and interviewees were asked to rank the order of the health needs according to highest level of importance in the community. Housing and homelessness, mental health, economic insecurity, public safety and access to health care were ranked as the top five priority needs in the service area. The calculations of the community input resulted in the following priority ordering of the significant health needs:

1. Housing and homelessness
2. Mental health
3. Economic insecurity
4. Public safety
5. Access to health care
6. Chronic diseases
7. Exercise, nutrition and weight
8. Food insecurity
9. Environment
10. Substance use and misuse
11. Pregnancy and birth outcomes
12. Preventive practices
13. Sexually transmitted infections
14. Oral health/dental care

The completed 2019 CHNA report and the prioritized health needs can be accessed at <https://www.memorialcare.org/content/community-benefit>.

Community Benefit Services Summary FY2019

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.

In FY2019, Long Beach Medical Center provided community benefit activities and programs that reached over 200,800 persons. A summary of these activities follows.

Community Health Improvement Services

Activities carried out to improve community health, available to the public, which address a community need.

Community Health Education

Health education classes and events were made available to the public. Community health education targeted the community at large, populations with, or at risk of, chronic disease, seniors and populations with health disparities. The hospital supported community health education by reaching out to vulnerable populations in communities at risk and partnering with senior centers, community-based organizations, community clinics, churches, schools, local employers, the City of Long Beach and other community partners. Examples of activities included:

- Pre-diabetes and diabetes classes were offered in English and Spanish and reached 142 persons.
- Health education on nutrition, healthy eating and overall wellness reached over 560 persons.
- Women Guiding Women support and peer mentoring program for women newly diagnosed with breast and gynecologic cancers served 666 women.
- “Tar Wars” tobacco-free education program served 575 fifth graders in the Long Beach Unified School District.
- Long Beach Medical Center staff participated in over 40 community health fairs.
- Yoga, exercise classes, walking groups and healing through creativity classes for cancer survivors.
- Senior health lecture series.
- Health education seminars reached over 2,100 persons and were held on a number of topics including: heart disease, cancer, stroke prevention, nutrition for cancer prevention and healthy holiday eating, mental health and diabetes as well as Ask the Expert community presentations.
- Community education and planning was provided for advance directives and palliative care at the Long Beach Farmer’s Market, serving over 230 individuals.

- *CareConnection* digital newsletter provided residents with health care information and community resources, free classes, support groups, and screenings offered at the hospital.
- Long Beach Medical Center held a Cambodian New Year's Health Fair and Caregivers Resource Fair.
- Support groups, offered in English and Spanish, for community residents and family members/caregivers. The groups included: Alzheimer's disease, cardiac rehab, stroke, cancer, caregivers, adult diabetes, Parkinson's and movement disorders, bereavement, perinatal bereavement, young cancer survivors' group, and writing through the cancer journey among others.
- Community events focused on increasing access to health care, providing information and resources, and improving the health of the community.

Community-Based Clinical Services

- The heart failure clinic reached 140 persons with life-saving screenings.
- Pre-sports physicals were conducted at no charge for 270 local high school students.
- The Family Medicine Residency Program through the Family Medicine Clinic provided behavioral health services to adults and children. Family Medicine residents, a psychologist, psychiatrist, primary care physicians and a social worker provided behavioral health services for 119 primary care clinic patients.
- In FY2019, over 575 blood pressure screening were conducted in the community.

Health Care Support Services

- Oncology life coach provided community members with answers to questions and cancer-related information and provided referrals to local services.
- Social workers provided support to individuals with breast cancer and/or gynecological cancers.
- Nurse practitioners provided counseling to cystic fibrosis individuals with diabetes (CFRD) in the community who needed information and referrals.
- Transportation programs were provided for patients and families with limited resources to improve access to healthcare services.
- Community members received support from our Cancer Answers warm line hotline.
- The Family Medicine Clinic provided healthy food through a nonperishable on-site food bank, and information on local food resources to assist food insecure clinic patients.
- Information and assistance were offered 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.

Health Professions Education

Education programs for physicians, medical students, nurses, nursing students, and other health professionals.

Long Beach Medical Center 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 trains physicians from several universities. We currently oversee 33 programs with approximately two hundred residents and fellows. In addition, 20 medical students trained at our facility each month as well as short-term medical students, physician assistant students, residents, fellows, research fellows and visiting professors.

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 our 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 had residents in:

- Emergency Medicine
- Pediatric Dentistry

From PIH Health Hospital - Downey, 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 three 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 our institution:

- 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

LBMC sponsored a fellowship program in:

- Sports Medicine

In addition to graduate medical education, Long Beach Medical Center has an outstanding nursing education program partnering with colleges, universities and California State University, Long Beach (CSULB), School of Nursing. There were over 400 undergraduate and graduate student nurses participating in a clinical rotation at the hospital this past year. MemorialCare hospitals administered an H-1B Visa Skills Training Grant Program to provide skills, certifications and training needs in the health care sector. Additionally, 5 nurse practitioners were trained at our facilities in FY2019.

The hospital hosted the 11th Annual Nursing Research Conference, reaching 218 participants. Nursing students at Long Beach City College and CSULB were trained on spiritual care, bio-ethics, advance directives and advance care planning.

Other health professionals were educated and performed their clinical hours and/or internship rotations at LBMC. Students were directly supervised by LBMC staff. Adult and pediatric clinical nutrition, physical therapy, social work, surgical tech and pharmacy were represented. More than 120 students received on-site training at LBMC this past fiscal year.

Additionally, training and continuing education were provided to community physicians, nurses and other health professionals through a number of different venues including conferences hosted at our facility. Conferences and seminars addressed: perinatal loss, advance directives, spiritual care and pediatric nutrition, among others.

Research

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 FY2019, 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.

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

Cash and In-Kind Contributions

Funds and in-kind services donated to community groups and non-profit organizations. The hospital provided in-kind donations of meeting space for nonprofit organizations and community groups. Contributions were also made to nonprofit organizations that support community benefit efforts.

The hospital provided a land lease, below fair market value, to the Long Beach Ronald McDonald House charity, which supports a 23-room Ronald McDonald House. LBMC also rented office and clinic space to The Children's Clinic "Serving Children and Their Families" at below fair market value.

Community Building Activities

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 environmental concerns.

Community Support

Staff members at Long Beach Medical Center are active community members. They participated in a number of initiatives that supported the community.

Coalition Building and Advocacy

Hospital representatives served on a number of local, regional and state level organizations and committees that addressed health improvement and supported professional health organizations. MemorialCare engaged in local, state and national advocacy efforts that supported access to health care.

Workforce Development

Hospital staff participated in community programs that encouraged careers in nursing and other health professions and promoted diversity in health care careers. Staff members visited local schools to discuss careers in health care and shared their expertise as mentors to high school students. In Fy2019, we had 90 high school students participate in a mentorship program with Long Beach Medical Center staff.

Additionally, hospital residents visited Jordan High School every month for one-hour sessions of "The Doc is In," where students learned about various health issues and were free to ask the doctors questions.

Financial Summary of Community Benefit

Consolidated financials for MemorialCare Health System hospitals: Long Beach Medical Center, Miller Children's & Women's Hospital Long Beach, Orange Coast Medical Center and Saddleback Medical Center.

Community Benefit Categories	Net Benefit (<i>in thousands of dollars</i>)
CHARITY CARE ¹	\$9,624
UNPAID COSTS OF MEDI-CAL ²	\$19,335
OTHERS FOR THE ECONOMICALLY DISADVANTAGED ³	\$507
EDUCATION AND RESEARCH ⁴	\$18,154
OTHER FOR THE BROADER COMMUNITY ⁵	\$9,739
TOTAL COMMUNITY BENEFIT PROVIDED EXCLUDING UNPAID COSTS OF MEDICARE	\$57,359
UNPAID COSTS OF MEDICARE ²	\$68,798
TOTAL QUANTIFIABLE COMMUNITY BENEFIT	\$126,157⁶

¹ Charity Care includes traditional charity care write-offs to eligible patients at reduced or no cost based on the individual patient's financial situation.

² Unpaid costs of public programs include the difference between costs to provide a service and the rate at which the hospital is reimbursed. Estimated costs are based on the overall hospital cost to charge ratio. This total includes the Quality Assurance Fees paid to the State of California.

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

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

⁵ Includes non-billed programs such as community health education, screenings, support groups, clinics and support services.

Community Benefit Plan FY2020

In FY2019, Long Beach Medical Center conducted a Community Health Needs Assessment (CHNA) to assess the significant health needs for the hospital area. Priority health needs were identified that the hospital has chosen to address through its Implementation Strategy. For Long Beach Medical Center, selected community benefit efforts shall focus on increasing and supporting access to health care services through direct programs and partnerships with local community-based organizations. Our programs address the following priority health needs:

- Access to health care
- Chronic diseases
- Mental health
- Preventive practices
- Sexually transmitted infections
- Substance use and misuse

The hospital will consider the Social Determinants of Health (SDOH) as we address the identified priority needs. There may be ways to address SDOH items (housing, food insecurity, safety, transportation, etc.), when implementing proven strategies to impact the priority health needs of the community.

Addressing Health Needs

The Implementation Strategy, developed from the FY2019 Community Health Needs Assessment, spans the period of 2020-2022. Long Beach Medical Center will meet the identified priority health needs through a commitment of resources with the following programs and services:

Access to Care

Long Beach Medical Center will address access to care by taking the following actions:

- Provide financial assistance through both free and discounted care for health care services, consistent with the hospital's financial assistance policy, for the uninsured and underinsured.
- Provide transportation support to increase access to health care services.
- Support Family Medicine primary care clinics.
- Provide grant funding and in-kind support to increase access to health care.
- Work in collaboration with community agencies to address the impact that the social determinants of health have on health care access.

Chronic Diseases

Long Beach Medical Center will address chronic diseases by taking the following actions:

- Offer health education, community lectures, presentations and workshops on chronic disease prevention, treatment and management.
- Provide health education focused on activity, exercise and nutrition.
- Participate in health and wellness fairs and offer preventive screenings.
- Support persons with cancer and their caregivers with yoga, exercise classes, walking groups, education, counseling, peer mentoring, support groups and life coaches.
- Provide support groups to assist those with chronic diseases and their families.
- Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases.
- Provide funding and in-kind support to encourage chronic disease prevention and treatment.

Mental Health

Long Beach Medical Center will address mental health by taking the following actions:

- Offer health education, community lectures, presentations and workshops.
- Support multisector collaborative efforts that increase access to mental health services.
- Provide mental health screening and counseling for adults and children who access care at the MemorialCare Family Medicine Clinic.
- Increase community awareness of prevention efforts and availability of resources to address mental health concerns.
- Provide funding and in-kind support to increase mental health awareness and access to care.

Preventive Practices

Long Beach Medical Center will address preventive practices by taking the following actions:

- Provide free health screenings.
- Provide education and resources focused on healthy living and disease prevention.
- Reduce injuries and falls among seniors through balance improvement and fall prevention classes.
- Offer sports physical clinics for high school students.
- Provide public health education in the media and community health awareness events to encourage healthy behaviors and promote preventive health care.

- Provide funding and in-kind support to increase preventive health services.

Sexually Transmitted Infections

Long Beach Medical Center will address sexually transmitted infections by taking the following actions:

- Support community health education, community lectures, presentations and workshops.
- Encourage screening in primary care settings.
- Provide funding and in-kind support to prevent and treat sexually transmitted infections.

Substance Use and Misuse

Long Beach Medical Center will address substance use and misuse by taking the following actions:

- Offer health education, community lectures, presentations and workshops.
- Support multisector collaborative efforts that increase access to substance use services.
- Increase community awareness of prevention efforts and availability of resources to address substance use and misuse concerns.
- Provide funding and in-kind support to increase substance use awareness and access to care.

Evaluation of Impact

Long Beach Medical Center will monitor and evaluate the programs and activities outlined above. The hospital anticipates the actions taken to address significant health needs will improve health knowledge, behaviors, and status, increase access to care, and help support good health. The hospital is committed to monitoring key initiatives to assess impact and has implemented a system to track the implementation of the activities and documents the anticipated impact. Our reporting process includes the collection and documentation of tracking measures, such as the number of people reached/served and collaborative efforts to address health needs. An evaluation of the impact of the hospital's actions to address these significant health needs will be reported in the next scheduled CHNA.

Contact Information

Address of Hospital Campus

Long Beach Medical Center
2801 Atlantic Avenue
Long Beach, CA 90806

Web Address

<https://www.memorialcare.org/long-beach-medical-center>

Community Benefit Contact

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