



**MemorialCare™**  
Miller **Children's & Women's**  
Hospital Long Beach



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

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## 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 hospitals<sup>1</sup> – 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;

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<sup>1</sup> 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> .

### **Miller Children's & Women's Hospital Long Beach**

Miller Children's & Women's Hospital Long Beach provides specialized pediatric care for children and young adults, as well as maternity care for expectant mothers. Nationally, five percent of all hospitals are children's hospitals, making them unique not only to children's health care needs in the community, but across the region. Miller Children's is one of only eight free-standing children's hospitals in California.

Miller Children's & Women's Hospital Long Beach (MCWHLB) is a nonprofit, pediatric teaching hospital that provides specialized care for children and young adults, as well as maternity care for expectant mothers. The hospital has 357 licensed pediatric and women's beds and 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.

The Birth Care Center at Miller Children's delivered more than 5,700 babies last year; of these, 1,200 were high-risk births. In FY18, there were 14,900 pediatric admissions and 62,350 pediatric outpatient visits. More than 870 pediatric specialists and sub-specialists, 860 pediatric registered nurses, as well as nearly 100 OB/GYNs, including 10 high-risk pregnancy specialists (maternal fetal sub-specialists), ensure that the highest quality, compassionate care is given to patients and their families.

Miller Children's features eight Centers of Excellence, including seven major inpatient care centers within the hospital and comprehensive outpatient specialty centers that feature more than 40 sub-specialties, and include 16 California Children Services (CCS) approved special care centers. These Centers provide specialized care for children with chronic conditions, such as endocrine and metabolic, pulmonary, gastroenterology, orthopedics, cardiology, rehabilitation, diabetes, asthma, autism, neurology and hematology/oncology (cancer) conditions.

MCWHLB received international recognition as a designated Baby-Friendly USA birth facility. This prestigious award recognizes birth facilities that provide an optimal level of

care for breastfeeding mothers and their babies. Additionally, Miller Children's was recognized for the second time in 2018 for its excellence in asthma care. Miller Children's & Women's remains the only free-standing hospital in California to receive the Disease Specific Certification in Pediatric Asthma from the Joint Commission. In 2019, more than 20 of our physicians were recognized as among the best in their fields by Southern California Super Doctors. Additionally, the hospital is accredited by the Cystic Fibrosis Foundation as a Cystic Fibrosis Center. For a complete list of MCWHLB's services visit: <http://www.millerchildrenshospitallb.org/>.

### **Miller Children's Philosophy**

Patient and family-centered care is a cornerstone of Miller Children's & Women's Hospital Long Beach. Health care teams and physicians understand that parents and families are an important part of the health care team and help improve recovery times. Child Life Specialists help patients adjust to their hospital stay and maintain their daily, normal childhood activities. Family resource centers, parent mentors and parent advocates are available to ease the anxieties for hospitalization for the entire family. Miller Children's values patient safety and ensures that quality initiatives are met. Miller Children's has been named one of the top children's hospitals in the nation for quality and safety.

### **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 Hryniewicki, 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, Chair, MemorialCare Long Beach Medical Center Board of Directors

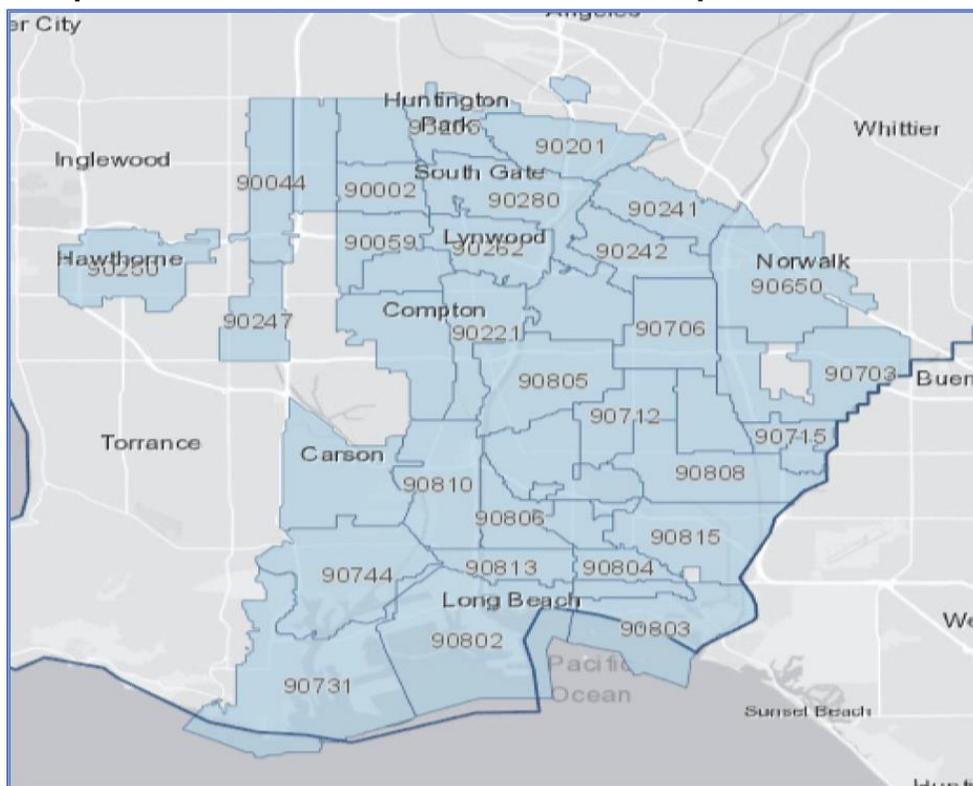
## Our Community

Miller Children’s & Women’s Hospital Long Beach is located at 2801 Atlantic Avenue, Long Beach, California 90806. The service area includes 39 ZIP Codes, representing 22 cities in Los Angeles County. The service area also includes parts of Los Angeles County Service Planning Area (SPA) 6, SPA 7, and SPA 8.

### Miller Children’s & Women’s Hospital Service Area

City	ZIP Code	LA County Service Planning Area
Bell/Cudahy	90201	SPA 7
Bellflower	90706	SPA 7
Carson	90745	SPA 8
Cerritos	90703	SPA 7
Compton	90220, 90221, 90222	SPA 6
Downey	90241, 90242	SPA 7
Gardena	90247	SPA 8
Hawaiian Gardens	90716	SPA 7
Hawthorne	90250	SPA 8
Huntington Park	90255	SPA 7
Lakewood	90712, 90713, 90715	SPA 7
Long Beach	90802, 90803, 90804, 90805, 90806, 90807, 90808, 90810, 90813, 90814, 90815	SPA 8
Lynwood	90262	SPA 6
Norwalk	90650	SPA 7
Paramount	90723	SPA 6
Signal Hill	90755	SPA 8
San Pedro	90731	SPA 8
South Central LA	90001, 90002, 90003, 90044	SPA 6
South Gate	90280	SPA 7
South Los Angeles	90059	SPA 6
Wilmington	90744	SPA 8

## Map of the Miller Children's & Women's Hospital 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 for Miller Children's & Women's Hospital includes 2,081,473 residents. Children and youth (ages 0-19) make up 27% of the population; while seniors (65 years and older) account for 9.7% of the population. The service area is very diverse. The largest portion of the service area is Hispanic/Latino (63.3%). Whites make up 12.8% of the population; Blacks/African Americans comprise 12.7% of the population, and 9.2% are Asians. Among service area residents, 25 years old and older, 30.9% have less than a high school diploma. 22% of service area residents live below the poverty level, 18.6% of families live below poverty level and 32.1% of children are existing below the poverty level.

### Community Health Needs Assessment

Miller Children's & Women's Hospital completed a Community Health Needs Assessment (CHNA) in 2019 as required by state and federal law. The CHNA is a primary tool used by Miller Children's & Women's Hospital to determine its community benefit plan, which outlines how it will give back to the community in the form of health care and other community services to address unmet community health needs. Miller Children's participated in a collaborative process for the Community Health Needs

Assessment as part of the Long Beach CHNA Collaborative, which included MemorialCare Long Beach Medical Center, Miller Children's and Women's Hospital Long Beach, 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.

The assessment incorporated components of primary data collection and secondary data analysis that focused on the health and social needs of the service area. The CHNA examined up-to-date data sources for the service area to present community demographics, social determinants of health (SDOH), 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 and the Long Beach Department of Health and Human Services.

## 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 complete 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, Miller Children's & Women's Hospital Long Beach provided community benefit activities and programs to over 91,500 individuals. 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. Programs and activities were provided through the Family Resource Center, Long Beach Alliance for Children with Asthma (LBACA), the Welcome Baby Program, Perinatal Health and Lactation Support Services, Jonathan Jaques Children's Cancer Center, Pediatric Rehabilitation Therapy, WIC Program, Transitions of Care Program, and Child Life Program.

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. While the Long Beach Family Resource Center is located in Miller Children's & Women's Hospital Long Beach and supports patients and their families who are hospitalized, services are also available to all families in the community. The Family Resource Center offers parent-to-parent support, workshops and trainings, referrals to community resources, and informational books, brochures and videos.

Long Beach Alliance for Children with Asthma – Miller Children's & Women's Hospital Long Beach is an active partner with the Long Beach Alliance for Children with Asthma (LBACA). LBACA provides education and outreach using promotoras community health workers. They provide asthma control education to physicians, nurses and the community. The efforts of LBACA have helped to reduce asthma hospitalizations and children have gained reasonable control over their asthma symptoms. LBACA works with schools, after-school programs, parks and recreational centers to develop asthma-friendly environments and policies, and mobilizes the community to respond to air quality issues, both indoors and outdoors. Miller Children's & Women's Hospital was the first free-standing children's hospital in California to receive Disease Specific Certification in Pediatric Asthma from The Joint Commission, an accreditor of health care organizations. Asthma care was standardized throughout the hospital, including

the Emergency Department, pediatric units, the pediatric pulmonary unit and outpatient specialty clinics.

The Welcome Baby Program - a grant funded program to help address the needs of mothers and infants within the Long Beach community located at Miller Children's & Women's Hospital. The program 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 maternity patients 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.

Perinatal Health Education and Lactation Support – preparation for birth and lactation support are offered through health education classes provided by the hospital. There are childbirth classes, baby care, breastfeeding, parenting and a new mother support group available to the community. Additionally, a number of services support breast feeding. Miller Children's & Women's Hospital provides lactation consultants and through the Lactation Outpatient Clinic assists women with additional lactation support after discharge to ensure the mother and baby get off to the best start possible. Services are provided by board-certified registered nurse lactation consultants who have advanced training in breastfeeding management. All lactations consultants are experienced in counseling, teaching and problem solving with latching or other breast-feeding issues for breastfeeding mothers.

Jonathan Jaques Children's Cancer Center (JJCCC) – provides comprehensive, family centered care to children with cancer, sickle cell disease and other serious blood disorders. The strong focus on integrating new research efforts into treatment plans allows patients access to leading therapies. Children have access to the latest clinical trials and research initiatives, which leads to improved cure rates and breakthroughs in treatments of childhood cancers and blood disorders. JJCCC provides community education and outreach, and support groups for patients and families open to the community free of charge.

The Outpatient Specialty Center at Miller Children's & Women's Hospital Long Beach – a major referral center for outpatient pediatric specialty care, offering more than 30 sub-specialties. 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 a one-time consultation to treatments for acute, chronic or surgical conditions. The Outpatient Specialty Centers are a California Children's Services (CCS) approved Special Care

Center (SCC). Patients typically qualify for the CCS Special Care Center by medical diagnosis, complexity of their disease and financial status. Outpatient Specialty Centers serve as the “medical home” for many patients who need ongoing follow-up care and support. Each specialty center, or clinic within the center, has a multi-specialty care team, with sub-specialists, fellows, residents, advanced practice nurses, registered nurses, child life specialists, social workers, nutritionists and others.

Pediatric Rehabilitation Therapy – the Rehabilitation Outpatient Specialty Center at Miller Children’s & Women’s Hospital houses all the outpatient California Children’s Services (CCS) special care centers and clinics related to pediatric rehabilitation, with comprehensive rehab-based programs such as rehabilitation, hypertonicity and spina bifida. There is also a pediatric urodynamics program that provides specialized care within several of these clinics. CCS is a state program that provides assistance for children with certain chronic and specific illnesses, including spina bifida and hypertonicity. The Rehabilitation Outpatient Specialty Center at Miller Children’s & Women’s Hospital has three CCS Centers to provide care to children with rehab-related issues or conditions: Rehabilitation CCS Center, The Spina Bifida Center, The Hypertonicity Center. Additionally, pediatric rehabilitation offers a school reintegration program for children.

The Women, Infant and Children (WIC) Program – WIC at Miller Children's & Women's Hospital Long Beach is a supplemental food and nutrition program for income-eligible pregnant, breastfeeding, and postpartum women and children under age five. Participants in the WIC Program are provided with food vouchers that can be used to purchase specific nutritious foods, which are high in protein and/or iron. The WIC Program is a service of the City of Long Beach Department of Health and Human Services, Nutrition Services Division.

Transitions of Care Program – given medical advances, up to 90% of children with chronic diseases survive to adulthood. However, many chronically ill youth do not receive the support they need to transition from the nurturing pediatric care setting into the increasingly complex adult health care environment. Miller Children’s & Women’s Hospital Long Beach has a Transition of Care Program to help fill this void. As a result, an estimated 1,000 young adults, who have chronic conditions, will be less vulnerable and better equipped for the future. Through education and support, a transition care coordinator guides youth through their journey from pediatric to adult health care. Patients first receive transition education at age 14 to create an individualized, developmentally appropriate transition plan. In these early teen years, clients learn more about their disease and treatments, as well as how to cope with their diagnoses. Older teens determine tasks they can own, such as scheduling doctor visits, filling

prescriptions, and handling insurance forms. Over the course of several years until they reach age 21, these emerging adults gradually become self-reliant, while still in a controlled setting where parents and caregivers are close.

The Child Life Program – The Child Life Program was developed to help make the hospital experience a more positive one for children of all ages and provides patient and family-centered care to patients, ages 0 to 21, offering developmental, educational and emotional support. Child Life Specialists plan individualized and group programs that help children adjust to their hospital stay and promote the continuity of normal, daily childhood activities. The Child Life Program also focuses on community injury prevention among children and youth, community health outreach and increasing awareness of health improvement.

### Community Health Education

Health education classes and events were made available to the public. Community health education targeted the community at large, populations with health disparities, pregnant women, and families with children with special needs. Examples of activities included:

- Parenting classes and health education, including self-care and building resilience. Classes were held in English and Spanish and topics included becoming a parent, breastfeeding, kindergarten festival, preparation for childbirth, support for siblings, and others. Over 8,000 community members were reached through these events.
- Health and resource fairs with a special focus on children and their families, including special needs and Individual Education Plans (IEPs). Over 5,000 persons were reached.
- Asthma education and community outreach reached over 5,800 persons.
- Mental health awareness, education and training reached 536 persons.
- Miller Children's & Women's Hospital hosted an annual Latina Women's Conference, in concert with Latinas in Action, reaching 130 individuals.
- Injury prevention and safety efforts that included: car seat, bike safety, safe driving, kitchen safety and CPR classes as well as disaster preparedness classes, reached over 7,300 children and their families.
- Support groups supported over 1,000 family members and caregivers of children. A number of support groups were offered in Spanish. Support groups included: sickle cell, adolescents, sibling support, Down's syndrome, cancer, hematology/oncology, diabetes, autism, asthma, parenting, grief and loss, and breast feeding, among others.
- Special events and health education for parents and families of children who suffer from chronic disease and disability.

- *CareConnection* digital newsletter provided residents with health care information and community resources, free classes, support groups, and screenings offered at the hospital.
- Community events focused on the health of children and families that included: a live Facebook Q/A about the movie “Five Feet Apart” a dramatization about cystic fibrosis in partnership with Claire’s Place Foundation that reached 6,000 viewers , Flames of Hope (childhood cancer awareness), and other family-focused events.

### Community-Based Clinical Services

- 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 free treatment for mental health and or substance use to 119 patients served at the clinic.

### Health Care Support Services

- Transportation programs for families with limited resources to support access to care.
- Assistance with breastfeeding/lactation support was available free to breastfeeding mothers in the community.
- The Family Medicine Clinic provided healthy non-perishable food, and information on local food resources to assist food insecure clinic patients.
- Information and assistance were offered to enroll in no cost or low-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.

Miller Children’s & Women’s Hospital Long Beach 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 & Women’s Hospital offered a General Pediatrics Residency and a Pediatrics/Medical Genetics Residency. Miller Children’s & Women’s Hospital also offered fellowship programs that provided fellows with pediatric sub-specialty programs, including: Neonatology, Perinatology and the Pediatric Pulmonary Fellowship.

In June 2017, UCLA Mattel Children's Hospital, part of UCLA Health, and Miller Children's & Women's Hospital Long Beach, part of MemorialCare Health System announced a strategic affiliation that brought together their academic, clinical and research expertise and resources to enhance children's health care services in Southern California. In partnership with UC Irvine Health, the organizations expanded their pediatric residency and medical education programs, as well as their nationally recognized centers of excellence for clinical education of residents and fellows in pediatric medicine. This included residency rotations for pediatric experiences in related medical and surgical specialties as well as the establishment of medical and surgical fellowship training programs.

In addition to medical education, the hospital has an outstanding nursing education program partnering with colleges, universities and California State University Long Beach (CSULB), School of Nursing. There were 28 undergraduate and graduate student nurses who participated in a clinical rotation this past year.

Other health professionals were educated and performed their clinical hours and/or internship rotations at the hospital. Students were directly supervised by staff. Miller's Children's & Women's Hospital hosted 125 Child life interns, 19 pediatric rehabilitation students, and 12 pharmacy residencies/preceptorships.

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 included our 11<sup>th</sup> Annual Pediatric Care Conference and a Chronic Illness and Disability Conference.

Based on the significant need for mental health services in the community, , the hospital partnered with the Department of Mental Health's Promotora program to host 11 workshops each quarter on prevention and intervention for healthy mental health; over 120 individuals were trained.

## **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.

Miller Children's & Women's Hospital 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. For details on these studies, visit [www.millerchildrenshospitallb.org/research/](http://www.millerchildrenshospitallb.org/research/). Miller Children's & Women's Hospital continues 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.

Miller Children's & Women's Hospital leading research programs included the oncology clinical research and the fetal growth study. Miller Children's & Women's Hospital clinical research programs supported clinical trials in many sub-specialties 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.

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 a number of nonprofit organizations and community groups. Contributions were made to nonprofit organizations that support community benefit efforts.

### **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 social determinants of health, such as education, homelessness, poverty and environmental concerns.

### Community Support

Staff at Miller Children's & Women's Hospital Long Beach are active community members. They participated in a number of initiatives that supported the community at large as well as the community of children and their families.

### Coalition Building and Advocacy

One of the ways we care for children is by advocating with legislators and government agencies to help improve pediatric health care, on a local, state and national level. Public policies are critical to a children's hospital's ability to care for all children, through clinical care, training, research and public health. Miller Children's & Women's Hospital, along with other children's hospitals, and the California Children's Hospital Association,

worked with policy makers to ensure children's unique health care needs were not overlooked and that children have access to high quality, cost effective care. Hospital representatives participated in local, regional and state level organizations and committees that address health improvement. Miller Children's & Women's Hospital Long Beach and its partners strive to:

- Advise on policies that seek to improve children's health care quality and safety.
- Spread the word on what works to improve children's health outcomes.
- Advocate to local, state and federal government officials to pass laws that protect and promote health of children in the community.
- Advocate for improvements at the State level for access to behavioral health services to meet the needs of pediatric patients and young adults.

#### Workforce Development

The hospital participated in community programs that encouraged careers in the health professions, including presentations at local high schools and college fairs. In FY2019, the hospital provided Cabrillo High School, Long Beach Unified School District and Hawthorne Middle School with various Career Day presentations, directly reaching over 275 students.

## Financial Summary of Community Benefit

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

Community Benefit Categories	Net Benefit (in thousands of dollars)
CHARITY CARE <sup>1</sup>	\$9,624
UNPAID COSTS OF MEDI-CAL <sup>2</sup>	\$19,335
OTHERS FOR THE ECONOMICALLY DISADVANTAGED <sup>3</sup>	\$507
EDUCATION AND RESEARCH <sup>4</sup>	\$18,154
OTHER FOR THE BROADER COMMUNITY <sup>5</sup>	\$9,739
<b>TOTAL COMMUNITY BENEFIT PROVIDED EXCLUDING UNPAID COSTS OF MEDICARE</b>	<b>\$57,359</b>
UNPAID COSTS OF MEDICARE <sup>2</sup>	\$68,798
<b>TOTAL QUANTIFIABLE COMMUNITY BENEFIT</b>	<b>\$126,157</b>

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

<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. 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.

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

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

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

## Community Benefit Plan FY2020

In FY2019, Miller Children's & Women's Hospital conducted a 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 Miller Children's & Women's Hospital, 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
- Pregnancy and birth outcomes
- Preventive practices
- Sexually transmitted infections
- Substance use and misuse

The hospital will consider the Social Determinants of Health (SDOH) as they 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 needs of the community.

### Addressing Health Needs

The Implementation Strategy, developed from the FY2019 Community Health Needs Assessment, spans the period of 2020-2022. Miller Children's & Women's Hospital will meet the identified priority health needs through a commitment of resources with the following programs and services:

### **Access to Care**

Miller Children's & Women's Hospital 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.
- Train residents and fellows in pediatric specialties.
- Support specialty care clinics.
- 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).
- Provide grant funding and in-kind support to increase access to health care.

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

### **Chronic Diseases**

Miller Children's & Women's Hospital 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.
- Continue its work through the Long Beach Alliance for Children with Asthma (LBACA), which provides education, clinician training, community health workers, and advocacy related to asthma in the greater Long Beach community.
- Participate in health and wellness fairs and offer preventive screenings.
- Provide support groups to assist children with chronic diseases and their families.
- 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).
- 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**

Miller Children's & Women's Hospital 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.
- Promote the school reintegration program for children with long-term mental illness in order to prevent school absenteeism.
- Provide support groups for parents and children to address unique health needs and increase social support.
- Provide mental health screening and counseling for children and their families 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.

## **Pregnancy and Birth Outcomes**

Miller Children's & Women's Hospital will address pregnancy and birth outcomes by taking the following actions:

- Provide health education and support group services for new and expecting mothers.
- Track birth outcomes in partnership with the Black Infant Health program.
- Continue providing education and other services to mothers and babies as part of its Welcome Baby program.
- Support breastfeeding initiatives for new and expecting mothers.
- Provide public health education in the media and community health awareness events to encourage healthy behaviors in pregnancy and in the post-partum period.
- Provide funding and in-kind support to improve birth outcomes.

## **Preventive Practices**

Miller Children's & Women's Hospital 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 accidents among children by providing safety programs, bicycle helmets and car seats.
- 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**

Miller Children's & Women's Hospital 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**

Miller Children's & Women's Hospital will address substance use and misuse by taking the following actions:

- Offer health education, community lectures, presentations and workshops.
- 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**

Miller Children's & Women's Hospital 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

Miller Children's & Women's Hospital Long Beach  
2801 Atlantic Avenue  
Long Beach, CA 90806

### Web Address

<http://www.memorialcare.org/miller-childrens-womens-hospital-long-beach>

<http://www.millerchildrenshospitallb.org/>

### Community Benefit Contact

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