



**Annual Report and Plan for Community Benefit
MemorialCare Long Beach Medical Center
Fiscal Year 2020 (July 1, 2019 - June 30, 2020)**

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Office of Statewide Health Planning & Development
Healthcare Information Division
Accounting and Reporting Systems Section
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About Long Beach Medical Center

MemorialCare

MemorialCare is a nonprofit integrated health care delivery system that includes four hospitals – Long Beach Medical Center, Miller Children's & Women's Hospital Long Beach, Orange Coast Medical Center, and Saddleback Medical Center; and award-winning medical groups – MemorialCare Medical Group and Greater Newport Physicians; 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 see our annual report at: <http://www.memorialcare.org/about/reports>.

Long Beach Medical Center

Established as Seaside Hospital in 1907, Long Beach Medical Center (LBMC) is a 453 bed, state-of-the-art regional medical center. The Medical Center is located on a 54-acre campus that it shares with Miller Children's & Women's Hospital Long Beach. These hospitals function under the same tax identification number but are separately licensed hospitals.

As a regional medical center, 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 Level II Trauma Center.

Awards

Long Beach Medical Center was the recipient of the following awards and accolades in 2019:

- *U.S. News & World Report* Best Hospitals:
 - Highest ranked in Greater Long Beach Region
 - Top 6 in Los Angeles County
 - Top 15 in California
 - High Performance status in Cancer, Cardiology & Heart Surgery, Heart Failure, Heart Bypass Surgery, Orthopedics, Geriatrics, Neurology & Neurosurgery, Colon Cancer Surgery, Gastroenterology & Gastrointestinal Surgery, and more

- 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 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 guided the direction of community benefit, with assistance from the Community Benefit Oversight Committee (CBOC).

Board of Directors

Barry Arbuckle, PhD	Cynthia Herzog, MD
Bill Webster, MD, Chairperson	Stephen Hyriewicki, MD
David Carver	Lorna McFarland, MD
Sathya Chey	Jennifer McNulty, MD
Jane Close Conoley	Braden Phillips
Leslie Edrich, MD	Robert Schack, EdD
John Fielder	James Wells, MD
	Susan Anderson Wise

Community Benefit Oversight Committee

The Community Benefit Oversight Committee (CBOC) is an advisory committee for the hospital’s 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 & Women’s
- Sylvia Betancourt, Long Beach Alliance for Children with Asthma
- Melissa Biel, Community Benefit Consultant, Biel Consulting, Inc.
- Odrin Castillo, DO, MPH, Long Beach Memorial Family Medicine Residency
- Antonio Chacon, MemorialCare Long Beach Medical Center and Miller Children’s & Women’s
- Wendy Dow, MemorialCare Long Beach Medical Center and Miller Children’s & Women’s
- Yair Katz, MemorialCare Long Beach Medical Center and Miller Children’s & Women’s
- Julie Leung, 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
- Ismael Salamanca, The LGBTQ Center Long Beach
- Julie Turvey, ChildNet Youth and Family Services, Inc.
- William Webster, MD, MemorialCare Long Beach Medical Center, Board of Directors

Caring for our Community

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

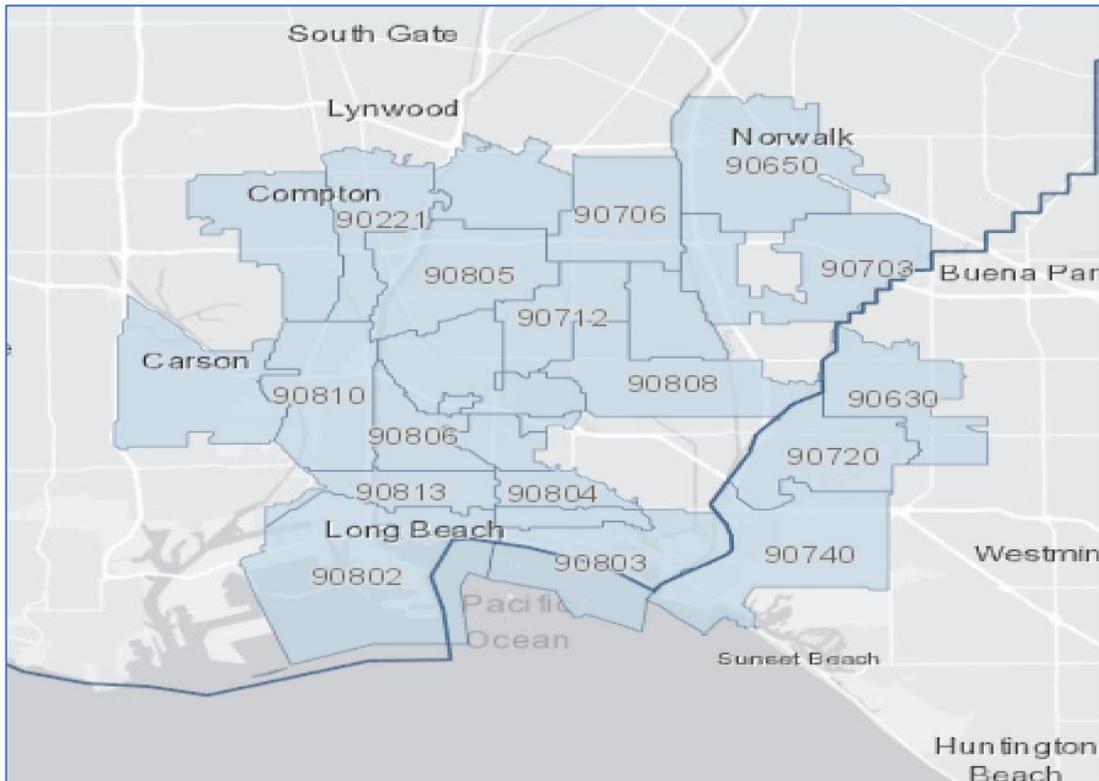
Service Area

Long Beach Medical Center is located at 2801 Atlantic Avenue, Long Beach, California in Los Angeles County, California. The service area is located in Los Angeles County and Orange County and includes 23 ZIP Codes, representing 12 cities or communities. The hospital service area was determined from the ZIP Codes that reflect a majority of patient admissions.

Long Beach Medical Center Service Area

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

Map of the Long Beach Medical Center Service Area



Community Snapshot

The population of the Long Beach Medical Center service area is 1,059,713. Children and youth make up 24.7% of service area population, 63.5% are adults, and 11.9% are seniors, 65 years and older. The service area is very diverse and hosts the largest Cambodian community in the United States. Latinos or Hispanics make up 47.4% of the service area population, Whites are 21.8% of the population, Asians make up 15.7% of the population and Blacks or African Americans comprise 12% of the population in the service area. Among area residents, 16.9% of individuals live below the poverty level and 13.1% of families exist below the poverty level. In the service area, 21.8% of adults have less than a high school diploma.

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 CHNA is a primary tool used by LBMC to determine its community benefit plan, which outlines how it will give back to the community in the form of health care and other community services to address unmet community health needs. LBMC participated in a collaborative process for the Community Health Needs Assessment, as part of the Long Beach CHNA Collaborative, which included MemorialCare Miller Children's & 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. Given that these partners share an overlapping service area, a collaborative effort reduced redundancies and increased data collection efficiency.

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, access to health care, oral health/dental care, acute and chronic diseases, exercise, nutrition and weight, mental health and mental disorders, 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 the City of Long Beach, Los Angeles County, California and compared to the Healthy People 2020 objectives.

Targeted interviews and focus groups were used to gather information and opinions from persons who represent the broad interests of the community served by the hospital. The hospital engaged ninety-one (91) community members through six (6) focus groups. Twenty (20) interviews were conducted by phone from January to 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 the Los Angeles County Department of Public Health and the City of Long Beach Department of Health and Human Services.

Priority Health Needs

The list of significant health needs 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. Community stakeholder interviews and focus groups were used to prioritize the significant health needs.

Upon completing the interviews, key stakeholders were asked to complete an online survey to prioritize the significant health needs. Survey participants scored the health needs on a scale from 1-5, with 1 meaning the respondent strongly disagreed to 5 meaning the respondent strongly agreed that the health need meets the criterion. Respondents were also able to select “Don’t Know/Unsure” for each health need.

The criteria for prioritization included to what extent an issue:

- Impacts many people in the community
- Significantly impacts subgroups in the community (gender, race/ethnicity, LGBTQ, etc.)
- Has inadequate existing resources in the community
- Has high risk for disease or death

Completion of the prioritization matrix resulted in numerical scores for each health need that corresponded to how well each health need met the criteria for prioritization. The scores were ranked from highest to lowest. Housing/Homelessness, Mental Health, and Economic Insecurity had the highest overall scores.

The significant health needs are shown below in priority order:

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. Substances use and misuse
11. Pregnancy and birth outcomes
12. Preventive practices
13. Sexually transmitted infections
14. Oral health/dental care

Focus group participants were also asked to identify the most important significant health needs. The top five priorities were calculated by tallying all focus group participant votes and selecting the five significant health needs with the highest scores.

The top priorities were:

1. Access to health care
2. Mental health and mental health conditions
3. Housing and homelessness
4. Public safety
5. Chronic diseases

The complete CHNA report and the prioritized health needs can be accessed at www.memorialcare.org/about-us/community-benefit.

Addressing Priority Health Needs

In FY2020, Long Beach Medical Center engaged in activities and programs that addressed the priority health needs identified in the FY2020-2022 Implementation Strategy/Community Benefit Plan. Long Beach Medical Center has committed to community benefit efforts that address access to care, chronic diseases, mental health and behavioral health, preventive practices, and sexually transmitted infections. The hospital will consider the Social Determinants of Health (SDOH) as they address the identified priority needs. Selected activities and programs that highlight LBMC'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

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

Long Beach Medical Center provided support and services to community residents that removed barriers to care and increased access to health care and preventive measures. Health and wellness education classes were provided, covering topics such as healthy eating, stroke prevention, diabetes, heart disease, cancer prevention, and stress management. Education events reached 1,883 community members. Connect to Healthy Living reached 95 persons at two public health seminars on spine health and Gastroesophageal reflux disease (GERD).

Before the onset of COVID-19, Long Beach Medical Center hosted or participated in 13 community health fairs and prevention-focused activities, including Race on the Base community health fair, and health fair events in Torrance and Long Beach. The events reached over 4,200 community members. The health fairs provided health education, breast health information, blood pressure and disease prevention screenings, resources and referrals.

The hospital offered pre-sports physicals for 630 students at Cypress College, Lakewood High School and Cabrillo High School.

Long Beach Medical Center launched a public media campaign focused on stroke prevention and treatment. The B.E.F.A.S.T. Stroke campaign, reached 39,293 individuals.

In FY2020, Long Beach Medical Center implemented targeted health awareness campaigns for breast health, focused on the importance of mammograms, and on lung health, focused on the importance of lung screening. The campaigns were estimated to have reached over 1.2 million community members with life-saving prevention messages.

Long Beach Medical Center is a professional teaching hospital accredited by the Accreditation Council for Graduate Medical Education (ACGME). The hospital trained physicians from several universities, overseeing 33 programs with approximately 200 residents and fellows. In addition, 20 medical students were trained monthly. In addition, Long Beach Medical Center has sponsored residency programs in Family Medicine, Podiatry and Sports Medicine, and a Fellowship in Sports Medicine.

The Census determines federal funding for health care services, including Medicaid (Medi-Cal) and Medicare coverage and funding. Long Beach Medical Center staff were active participants in the City of Long Beach's 2020 Census Initiative through education tools and resources for patients and visitors. The hospitals provided financial support and in-kind donations of staff time and materials.

Chronic Diseases

Chronic diseases are long-term medical conditions that tend to progressively worsen. Chronic diseases, such as cancer, heart disease, diabetes and lung disease, are major causes of disability and death. Chronic diseases are also the major causes of premature adult deaths.

Response to Need

Long Beach Medical Center provided a variety of health education classes and special events that focused on chronic disease prevention, management and treatment. Yoga and Pilates classes for cancer survivors provided 701 session encounters. A cancer survivor walking group, which met twice weekly, had 400 encounters for exercise. An Oncology Life Coach provided 954 sessions with community members, offering answers to questions and providing cancer-related information referrals to local services. The Women Guiding Women support and peer mentoring program provided 562 encounters for women who were newly diagnosed with breast and gynecologic cancers. Additionally, to assist adults with cancer, the Wellness Clinic provided 350 palliative care encounters to provide relief from the symptoms and stress of cancer.

Long Beach Medical Center presented a number of community events that focused on chronic disease awareness, prevention and treatment. These events included:

- The Annual Heart Healthy dinner provided a delicious heart healthy meal for 130 persons.
- The Todd Cancer Institute at Long Beach Medical Center's annual Team Spirit Long Beach 5K event brought more than 250 people together for a 5K featuring a breast cancer awareness activity.
- The Women's Heart & Stroke Seminar provided health lectures and medical screenings to more than 180 people.
- A breast health outreach community event in Seal Beach reached 723 community members.
- Stop the Bleed training to recognize life-threatening bleeding and intervene effectively. This included twenty sessions, which trained 596 persons.
- A presentation on the signs of a stroke reached 200 community residents at the 15th Annual Khmer Health Forum.
- A Trends in Women's Health event reviewed the signs and symptoms of a heart attack and stroke with 46 persons.

Nurse Practitioners (NP) hosted a heart failure clinic, which reached 105 underserved community members. NPs also provided counseling to 15 cystic fibrosis individuals with diabetes (CFRD) in the community who needed information and referrals.

The Family Medicine Clinic, provides access to care to a large percentage of underinsured and Medi-Cal patients, and surveyed patients on SDOH. They identified 19% of clinic participants screened positive for food insecurity. In response, the clinic has an on-site food pantry for those experiencing food insecurity. In FY2020, prior to COVID-19 interrupting services the clinic provided 21 bags of food were distributed to patients over a four-month period.

Before COVID-19 restrictions limited face-to-face gatherings, Long Beach Medical Center hosted a number of support groups. In an effort to provide continuity and ongoing support, many support groups were transitioned to online ZOOM session. The support groups included:

- Cancer support group provided 378 session encounters as persons with cancer and their families navigated the journey from cancer diagnosis to treatment.
- Adult Diabetes support group met with 41 persons.
- Cardiac Rehab Women's support group assisted 12 women.
- Heart support group reached 60 persons.
- Parkinson's and Movements Disorders support group assisted 84 persons.
- Perinatal Bereavement support group for parents who lost an infant before or after birth. This support group provided 408 encounters.

- Pre-Diabetes support group reached 5 persons.
- Stroke support group provided a weekly call for 13 weeks and completed 104 encounters.
- US TOO support group reached 142 persons with prostate cancer.
- Young Cancer Survivors support group provided outreach and support for persons younger than 50 years old diagnosed with cancer.

Mental Health and Behavioral Health

Positive mental health is associated with improved health outcomes. Indicators and contributors to poor mental health include poverty and low levels of education. The need to access mental and behavioral health services was noted as a high a priority among community members.

Response to Need

MemorialCare health system recognized that both physical and mental health should be coordinated in primary care settings. We launched the Behavioral Health Integration program in 2018, now growing to nine at our 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. Patients are responding favorability on patient satisfaction surveys to the behavioral health coordinated model of care.

The program includes:

- 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

The Family Medicine Residency Program, through the Family Medicine Clinic, provided a Behavioral Health Clinic to train residents in a team-based approach to treating mental health. At the clinic, residents are able to take a multidisciplinary approach to treating anxiety and depression, as they precept with a family medicine attending, a community psychiatrist, a social worker, a psychologist, and a therapist. The clinic converted to telehealth visits in March because of COVID. Behavioral health services were provided for 156 primary care clinic patients.

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

Long Beach Medical Center provided community health education on prevention, screening and treatment for STIs.

STI screening occurred in primary care settings.

Long Beach Medical Center and Miller Children's & Women's provided funding support to community organizations that prevent and treat sexually transmitted infections.

Long Beach Medical Center's COVID-19 Response

Long Beach Medical Center is participating in two multi-national clinical trials that test the effectiveness and safety of two different anti-viral treatments designed to reduce the severity and potentially stop the spread of COVID-19 in both hospitalized and ambulatory patients. Long Beach Medical Center is also an active participant in the U.S. Government-supported National Expanded Access Program to provide convalescent plasma to patients suffering from severe or life-threatening COVID-19.

Community Benefit Services Summary FY2020

Accomplishments in FY2020 (July 1, 2019 to June 30, 2020)

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

Community Health Improvement Services

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

Community Health Education

- Health education on nutrition, healthy eating, GERD and overall wellness reached over 1,000 persons.
- Health education seminars reached over 625 persons and were held on a number of topics including: heart disease, surgical interventions, cancer, stroke prevention, nutrition for cancer prevention and healthy holiday eating, mental health, lung health and diabetes as well as 'Ask the Expert' community presentations.
- 200 local Cambodians received education on stroke and stroke prevention at the 15th Annual Khmer Health Forum.
- Women Guiding Women support and peer mentoring program for women newly diagnosed with breast and gynecologic cancers served 562 women.
- 'Tar Wars' tobacco-free education program served fifth graders in the Long Beach Unified School District.
- Long Beach Medical Center staff participated in 13 community health fairs, reaching 2,260 community members.
- Yoga and Pilates class provided 700 class encounters for cancer survivors.
- Pre-diabetes and diabetes classes and support groups were offered in English and Spanish and reached 86 persons.
- Community education and planning was provided for advance directives and advanced care planning, including a notary, at California State University, Long Beach.
- Cancer patient support groups provided 378 encounters, and the cancer survivor walking group, which meets twice weekly, had 400 encounters among community members.
- Cancer health fairs reached 824 persons.

- Long Beach Medical Center digital newsletter provided residents with health care information and community resources, free classes, support groups, and screenings offered at the hospital. Approximately 1,810 community residents received a copy monthly
- *Senior Plus Program* bi-monthly newsletter reached more than 6,000 local seniors.
- Long Beach Medical Center hosted a Cambodian New Year's Health Fair and Caregivers Resource Fair.
- Adult bereavement and perinatal bereavement support groups education and resources for individuals grieving the loss of a loved one. In FY2020, 1,330 encounters were provided.
- Additional support groups included: cardiac rehab, stroke, cancer, caregivers, Parkinson's and movement disorders, young cancer survivors' group and prostate cancer. These support groups provided 792 encounters.
- Long Beach Medical Center implemented targeted health awareness campaigns focused on breast health and breast cancer, lung health and lung cancer, and the Be Fast (Balance, Eyes, Face Drooping, Arm Weakness, Speech Difficulty, Time to Call 911) stroke campaign. Nearly 1.3 million community members were reached.
- Coordinated and planned a wellness lecture on stress management for 58 staff and students at California State University, Long Beach's (CSULB) Career Development Center.
- Impact Teen Drivers Train-the-Trainer workshop and Ready LB Preparedness Expo reached 106 first responders to address the number one killer of teens in American, reckless and distracted driving.
- Presented 20 Stop the Bleed trainings for the local community and 596 people participated.
- 350 adult palliative care encounters were provided at the Wellness Clinic.

Community-Based Clinical Services

- The heart failure clinic reached 105 persons with life-saving screenings.
- Pre-sports physicals were conducted at no charge for 630 local students at Cypress College, Lakewood High School, and Cabrillo High School.
- Blood pressure and other preventive health screenings were provided for 732 individuals at local health fairs.
- 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 156 primary care clinic patients.
- In response to recognizing the large disparity in care between transgender patients and cisgender counterparts and wanting to create a space for transgender patient to initiate and continue hormone replacement therapy, a Transgender Clinic was launched. The clinic served 8 unique patients for 12 visits in FY2020.

Health Care Support Services

- The Oncology Life Coach completed 954 calls with community members, providing answers to questions and cancer-related information and provided referrals to local services.
- Nurse practitioners provided counseling to 15 cystic fibrosis individuals with diabetes (CFRD) who needed information and referrals.
- Transportation programs were provided for patients and families with limited resources to improve access to health care services.
- Community members received support from the 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.
- Registered dietitians purchased and prepared food for 40 residents at the Ronald McDonald House.
- 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

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

Graduate Medical Education

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. Long Beach Medical Center is also accredited by the Council on Podiatric Medical Education (CPME), an independent accrediting agency for podiatric medical education. The hospital trained physicians from several universities. Long Beach Medical Center oversaw 33 programs with approximately 200 residents and fellows. In addition, 20 medical students were trained monthly.

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

- Anesthesiology
- Emergency Medicine
- Family Medicine
- Female Pelvic Medicine
- Internal Medicine
- Obstetrics and Gynecology

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

From the University of Southern California, Long Beach Medical Center trained residents in:

- Emergency Medicine
- Pediatric Dentistry

From PIH Health Hospital - Downey, Long Beach Medical Center received residents in:

- Family Medicine

From Harbor-UCLA, LBMC trained residents in:

- Emergency Medicine
- Pediatrics

From UCLA, Long Beach Medical Center trained residents in:

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

From LAC+USC, Long Beach Medical Center trained residents in:

- Emergency Medicine

Long Beach Medical Center sponsored residency programs in:

- Family Medicine
- Podiatry
- Sports Medicine

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

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

From Harbor-UCLA, Long Beach Medical Center received fellows in:

- Pediatric Emergency Medicine
- Pulmonary
- Vascular Surgery

From UCLA, Long Beach Medical Center received fellows in:

- Neuroradiology

Long Beach Medical Center sponsored a fellowship program in:

- Sports Medicine

Nursing Education

Long Beach Medical Center had 375 undergraduate and graduate student nurses participated in a precepted clinical rotation at the hospital this past year. MemorialCare hospitals administered an H-1B Visa Skills Training Grant Program to provide nursing students with skills, certifications and training needs.

Other Health Professions Education

More than 260 students received on-site training at LBMC this past fiscal year.

Adult and pediatric clinical nutrition, physical therapy and physical therapy assistants, spiritual care and bioethics, occupational therapy, oncology social work, and pharmacy and pharmacy technicians were represented. Long Beach Medical Center also provided stipends to assist with the cost of school for four California State University, Dominguez Hills health sciences students.

Research

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

In FY2020, there were more than 300 ongoing research projects at Long Beach Medical Center.

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 Donations

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

The hospital provided in-kind donations of meeting space for a number of nonprofit organizations and community groups. 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.

In FY2020, Long Beach Medical Center supported community organizations that have programs focused on priority health needs and/or social determinants of health among persons and communities at risk (partial listing):

- Casa Youth Shelter
- Khmer Parent Association, Inc.
- Long Beach Community Action Partnership
- March of Dimes
- MOMS Club of Long Beach
- The Children’s Clinic
- The LGBTQ Center
- WomenShelter of Long Beach

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 FY2020, funding supported:

- Community benefit staff salary, benefits and expenses
- Administrative support for community benefit
- Community benefit consultants

Community Building Activities

Definition: *activities that support community assets by offering the expertise and resources of the hospital organization. These activities may address the root causes of health problems or the determinants of health, such as education, homelessness, poverty and the environment.*

Workforce Development

Long Beach Medical Center participated in community programs that encouraged careers in the health professions.

- Long Beach Medical Center had 115 high school students participate in a mentorship program in pharmacy and clinical nutrition.
- Long Beach Medical Center collaborated with Hillside Enterprises to employ 15 disabled individuals.

Economic Development

Staff members participated in service area cities' Chambers of Commerce and worked on issues that impacted health and safety.

Coalition Building and Advocacy

Hospital representatives served on a number of local, regional and state level organizations and committees that address health improvement. MemorialCare engages in local, state and national advocacy efforts that support access to health care.

Financial Summary of Community Benefit

The Long Beach Medical Center financial summary of community benefit for FY2020 (July 1, 2019 to June 30, 2020) 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	\$8,069,703
Unpaid Costs of Medi-Cal ²	\$17,460,737
Others for the Economically Disadvantaged ³	\$1,075,248
Education and Research ⁴	\$7,658,784
Other for the Broader Community ⁵	\$1,694,976
Total Community Benefit Provided Excluding Unpaid Costs of Medicare	\$35,959,448
Unpaid Costs of Medicare ²	\$52,757,939
Total Quantifiable Community Benefit	\$88,717,387

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, support services and community benefit operations.

Community Benefit Plan FY2021

Long Beach Medical Center continues to implement activities and programs to address the priority needs in our service area. Given the current unprecedented times because of COVID-19, LBMC anticipates some FY2021 plans may be modified due to urgent community needs and situational restrictions that may limit how we are able to support the health and wellbeing of at-risk individuals and families in the hospital service area.

Significant Needs the Hospital Intends to Address

LBMC intends to take actions to address the following health needs that were identified in the FY2019 CHNA and detailed in the FY2022-2022 Implementation Strategy:

- Access to care/preventive care
- Chronic diseases
- Mental health and behavioral health
- Sexually transmitted infections

Additionally, all community benefit efforts shall have a special focus on the Social Determinants of Health.

Health Need: Access to Care/Preventive Care

Strategy

Increase access to programs that support prevention and health maintenance and decrease barriers to care for vulnerable populations.

Actions

1. Offer community health education, community lectures, presentations and workshops.
2. Support Family Medicine primary care clinics.
3. Provide funding and in-kind support to community organizations to support access to health care and preventive care.
4. Provide transportation support to increase access to health care services.
5. Provide financial assistance through free and discounted care for health care services, consistent with the hospital's financial assistance policy.
6. Work in collaboration with community agencies to address the impact that the social determinants of health have on health care access.

Health Need: Chronic Diseases

Strategy

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

Actions

1. Provide support groups to assist those with chronic diseases and their families.
2. Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases.
3. Provide funding and in-kind support to community organizations to support chronic disease prevention and treatment.

Health Need: Mental Health and Behavioral Health

Strategy

Expand access to services that will impact mental health and behavioral health in Long Beach Medical Center's service area.

Actions

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

Health Need: Sexually Transmitted Infections

Strategy

Expand access to services that will reduce sexually transmitted infections in Long Beach Medical Center's service area.

Actions

1. Support community health education, community lectures, presentations and workshops.
2. Encourage screening in primary care settings.
3. Provide funding and in-kind support to community organizations to support sexually transmitted infection awareness and access to care.

Needs the Hospital Will Not Address

Taking existing hospital and community resources into consideration, Long Beach Medical Center will not directly address the remaining health needs identified in the CHNA including exercise/nutrition/weight, pregnancy and birth outcomes and oral health. Long Beach Medical

Center chose to concentrate on those health needs that can most effectively be addressed, given the organization's capabilities. Long Beach Medical Center will continue to look for opportunities to address community needs and provide assistance where we can make a meaningful contribution.

Evaluation of Impact

Long Beach Medical Center will monitor and evaluate the programs and activities outlined above. The reporting process includes collection and documentation of tracking measures, such as the number of people reached/served and collaborative efforts to address health needs.

Contact Information

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Community Benefit Contact

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