



Annual Report and Plan for Community Benefit  
Miller Children's & Women's Hospital Long Beach  
Fiscal Year 2020 (July 1, 2019 - June 30, 2020)

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## About Miller Children’s & Women’s Hospital Long Beach

### MemorialCare

MemorialCare is a nonprofit integrated health care delivery system that includes four hospitals – Miller Children's & Women's Hospital Long Beach, Long Beach Medical Center, Orange Coast Medical Center, 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>.

### Miller Children’s & Women’s Hospital Long Beach

Miller Children’s & Women's Hospital Long Beach (Miller Children’s & Women’s) is a nonprofit, pediatric teaching hospital that provides specialized pediatric care for children and young adults, as well as maternity care for expectant mothers. Nationally, only five percent of all hospitals are children’s hospitals, and Miller Children’s is one of only eight free-standing children’s hospitals in California. Miller Children’s has been named one of the top children’s hospitals in the nation for quality and safety.

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. Patient and family-centered care is a cornerstone of Miller Children’s & Women’s. Miller Children’s & Women’s is the only hospital in the region to have a level IV maternity center and a comprehensive level III NICU to provide specialized care for expectant mothers and their babies under the same roof. This means that if the baby needs to go to the NICU, she will be taken just down the hall, rather than transported to another hospital away from mom.

### Awards

Miller Children’s & Women’s was the recipient of the following awards and accolades in 2019:

- 2019 Southern California Super Doctors Report – more than 20 physicians recognized in the top 5% of their fields by the Southern California Super Doctors Report, which surveyed 20,000 physicians in Southern California.

- 2019 Baby-Friendly® designation – ranked in top 10% of US hospitals and birth centers by Baby-Friendly USA, Inc.
- Magnet® designation by the American Nurses Credentialing Center’s (ANCC) Magnet Recognition Program® for nursing excellence.
- Disease Specific Certification in Pediatric Asthma from The Joint Commission for excellence in asthma care.
- The Patient Safety Movement Foundation’s 5-Star Hospital Award in recognition of MemorialCare’s commitment to patient safety and quality of care. MemorialCare is one of only six health systems across the United States to receive the award.

## Mission and Values

### Mission

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

### Vision

Exceptional People. Extraordinary Care. Every Time.

### Values

#### *The iABCs of MemorialCare*

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

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

## Governance

The MemorialCare Miller Children’s & Women’s Hospital Long Beach and Long Beach Medical Center Board of Directors guides 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

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

### Service Area

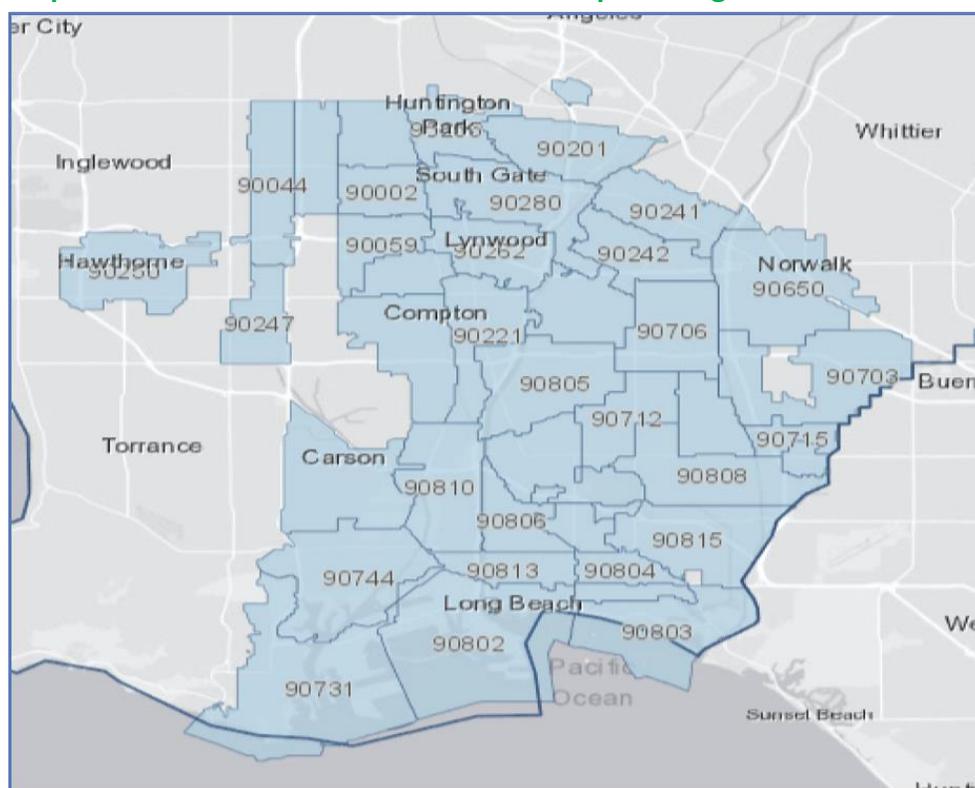
Miller Children’s & Women’s Hospital Long Beach is located at 2801 Atlantic Avenue, Long Beach, California. The service area is located in Los Angeles County and includes 39 ZIP Codes, representing 22 cities or communities. The hospital service area was determined from the ZIP Codes that reflect a majority of patient admissions.

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

Geographic Areas	ZIP Codes
Bell/Cudahy	90201
Bellflower	90706
Carson	90745
Cerritos	90703
Compton	90220, 90221, 90222
Downey	90241, 90242
Gardena	90247
Hawaiian Gardens	90716
Hawthorne	90250
Huntington Park	90255
Lakewood	90712, 90713, 90715
Long Beach	90802, 90803, 90804, 90805, 90806, 90807, 90808, 90810, 90813, 90814, 90815
Lynwood	90262
Norwalk	90650
Paramount	90723
Signal Hill	90755

Geographic Areas	ZIP Codes
San Pedro	90731
South Central LA	90001, 90002, 90003, 90044
South Gate	90280
South Los Angeles	90059
Wilmington	90744

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



### Community Snapshot

The population of the Miller Children’s & Women’s service area is 2,081,473. Children and youth make up 27% of service area population, 63.3% are adults, and 9.7% are seniors, 65 years and older. The service area is very diverse. 63.3% of the services area population is Latino or Hispanic. Whites make up 12.8% of the population. Blacks or African Americans comprise 12.7% of the population, and 9.2% are Asians.

Among service area residents, 27.9% of the population has difficulty speaking English compared to Long Beach City (18.3%), the county (24.9%) and state (18.6%). In the services area, 22% of individuals live below the poverty level, 18.6% of families exist below the poverty level, and 32.1% of children exist below the poverty level. In the service area, 31.3% of adults have less than a high school diploma.

## Community Health Needs Assessment

Miller Children's & Women's Hospital Long Beach 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 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 & Women'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, 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 determinates 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](http://www.memorialcare.org/about-us/community-benefit).

## Addressing Priority Health Needs

In FY2020, Miller Children’s & Women’s engaged in activities and programs that addressed the priority health needs identified in the FY 2020-2022 Implementation Strategy/Community Benefit Plan. Miller Children’s & Women’s has committed to community benefit efforts that address access to care, chronic diseases, mental health and behavioral health preventive care, pregnancy and birth outcomes, 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 Miller Children’s & Women’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, Miller Children’s & Women’s also offered information and enrollment assistance in the Covered California health care exchange and other low-cost insurance programs. Miller Children’s & Women’s continued to provide transportation support for those patients and families who were not able to access needed care due to a lack of transportation.

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

The Outpatient Specialty Centers at Miller Children’s & Women’s Hospital Long Beach –are a major referral center for outpatient pediatric specialty care, offering more than 40 subspecialties. Some of the clinics include: hematology, oncology, food allergy, developmental, cardiology, endocrine, neurology, renal, pulmonary, orthopedics, and rheumatology. Children are seen at the Outpatient Specialty Centers for consultations, as well as treatments for acute, chronic or surgical conditions. Outpatient Specialty Centers are known for serving as the “medical home” for many patients who will need ongoing follow-up care and support on a regular basis. Each specialty center, or clinic within the center, has a multi-specialty care team,

with subspecialists, fellows, residents, advanced practice nurses, registered nurses, child life specialists, social workers, nutritionists and others.

Miller Children's and Women's Hospital Long Beach has 16 California Children Services (CCS) approved special care centers. These Centers provide specialized care for children with chronic conditions, such as asthma, irritable bowel syndrome, bone deformities, congenital heart defects, rehabilitation, autism, cancer and serious blood disorders. Patients typically qualify for the CCS Special Care Center by medical diagnosis, complexity of their disease and financial status.

Miller Children's & Women's offers a pediatric residency training program in partnership with the University of California, Irvine. Annually, over 100 residents and 10 fellows provide specialized care to infants, children and adolescents. Miller Children's & Women's offers a General Pediatrics Residency and a Pediatrics/Medical Genetics Residency. Miller Children's & Women's also offers fellowship programs with a selection of pediatric subspecialty programs, including: Neonatology, Perinatology and a Pediatric Pulmonary Fellowship.

Miller Children's & Women's provides support and services to community residents that remove barriers to care and increased access to health care and preventive measures. The hospital partners with local nonprofits, schools, and city councils to help parents and kids live their best lives.

For FY2020, education and wellness awareness were provided, covering topics such as bike safety, the importance of helmets, injury prevention, health resources and disaster preparedness classes. Education events reached 27,625 children and their families. Before the onset of COVID-19, Miller Children's & Women's hosted or participated in a number of community health fairs and prevention-focused activities, including health screenings, resources awareness and referrals. The events reached over 13,385 community members and provided health education, screening, resources and referrals.

Miller Children's & Women's held a resource fair for community health workers and social workers, reaching 140 professionals. In addition, the Family Resource Center collaborated with Parents & Caregivers for Wellness to provide professional training for those who work with families with mental health care needs.

The Injury Prevention Program at Miller Children's & Women's provides education and resources guided by important laws and statistics to increase safety in the community and reduce childhood injuries in the community. The program offers classes on bicycle safety,

infant CPR and car seat classes.

The Census determines federal funding for health care services, including Medicaid (Medi-Cal) and school programs. Miller Children's & Women's staff were active participants in the City of Long Beach's 2020 Census Initiative working with their child life team to provide visitors, families, and patients with resources and education about the 2020 census. 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 major causes of premature deaths.

### Response to Need

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

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

Miller Children's & Women's 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.

Miller Children's & Women's provided a variety of health education classes and special events that focused on chronic disease prevention, disability, management and treatment. These included:

- Presentations on asthma, hemophilia, Loving our Truly Unique Selves, Support our Siblings classes, autism, cancer, and other disease-related topics reached 1,285 children, family members and caregivers.
- Additionally, 84 parents participated in Parents Against Cancer back to school event. In partnership with Tichenor Clinic for Children, a family support group was held with physical activities for children, reaching 400 individuals.
- A monthly Spanish autism support group provided education on various topics such as self-care, counseling, self-advocacy, and accessing speech services.
- In addition, Miller Children’s & Women’s invested in an educational awareness campaign on children’s heart healthy diet that reached 28,415 individuals.

In partnership with Team of Advocates for Special Kids (TASK), Miller Children’s & Women’s offered free 55-minute consultations to 13 families facing challenges with their children’s special educational plans (IEPs). Also, 45 individuals were provided Self-Determination Facilitator training in partnership with California State Council on Developmental Disabilities LA Office.

### **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 in the community health assessment.

### **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 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 partnership with Latinos in Action, Miller Children's & Women's offered mental health training regarding being an immigrant and addressing the associated stress, fear and anxiety. Family Resilience & Traumatic Stress parent training reached 21 parents. Topics included trauma and family resilience and coping strategies.

### **Pregnancy and Birth Outcomes**

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

### **Response to Need**

Welcome Baby is a program that provides pregnant women and new moms with information, support and a trusted partner to help them through the journey of pregnancy and early parenthood. Available at no cost to 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. Long Beach is a targeted community and the Welcome Baby program and Miller Children's & Women's are programmatic strategic partners. The Welcome Baby Program provided 7,264 encounters with at-risk Long Beach area new mothers and their babies.

The Women, Infant and Children (WIC) Program at Miller Children's & Women's 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 were provided with food vouchers that could 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.

Miller Children's & Women's provided a board-certified lactation consultant to discuss preparation and success factors to 442 community members. A weekly support group taught infant massage techniques, while increasing the parent's ability to respond optimally to baby's needs and making the transition to motherhood a more positive experience for 497 expectant

mothers. While 523 expectant parents learned about baby care basics, including baby proofing your home, purchasing baby equipment/toys/furniture with safety in mind and practicing hands-on care including care/diapering/bathing/holding/burping. There were 993 community members that participated in preparation for childbirth classes, regardless of where they chose to deliver, 158 individuals participated in becoming a parent classes, and 282 expectant parents learned about breathing and relaxation techniques and pain management options.

The Family Resource Center partnered with the East LA Women's Center to provide a 10-week Domestic Violence Promotora training. This included 15 promotoras receiving 40 hours of education.

### **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**

Miller Children's & Women's provided community health education on prevention, screening and treatment for STIs.

The Bickerstaff Pediatric Family Center at Miller Children's & Women's cares for infants, children, adolescents and pregnant women who are at risk for, or infected with, HIV/AIDS, acute community-acquired illnesses, chronic infections and other immunological disorders. Board-certified infectious disease physicians and the care team also advise on immunization and infectious disease prevention. In 2020, the Bickerstaff Pediatric Family Center celebrated 25 year of zero mother to baby transmissions among HIV-infected mothers.

STI screening occurred in primary care settings.

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

### **Miller Children's & Women's Hospital Long Beach COVID-19 Response**

- Miller Children's & Women's is 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.
- Miller Children's & Women's hosted two conferences, Going Home During a Pandemic and Infant Feeding in the NICU and COVID-19, which reached 75 professionals.

- Miller Children's & Women's started an online parent support group in response to COVID-19. A psychologist offered self-care techniques, how to build routines, discussed parent/child relationships and activities.
- In collaboration with the YMCA Long Beach, Miller Children's & Women's hosted a drive through event, where 41 families obtained supplies, including food vouchers, food baskets, toiletries, educational materials, PPE (personal, protective equipment) supplies, kid friendly activities, and other community resources.

## 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 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 Jacques Children’s Cancer Institute, Pediatric Rehabilitation Therapy, WIC Program, Transitions of Care Program, and the Cherese Mari Laulhere 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 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:** LBACA provided education and outreach using promotoras community health workers. They provided asthma control education to physicians, nurses and the community. The efforts of LBACA helped reduce asthma hospitalizations and children gained reasonable control over their asthma symptoms. LBACA worked with schools, after-school programs, parks and recreational centers to develop asthma-friendly environments and policies, and mobilizes the community to respond to air quality issues, both indoors and outdoors.

**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. The program provided 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 included breastfeeding support, referrals to community resources and an in-home visit from a registered nurse.

**Perinatal Health Education and Lactation Support:** There are a variety of free support groups and educational programs to support new mothers at the hospital and in the community. This includes education classes for preparation for birth and lactation by the hospital. There were childbirth classes, baby care, breastfeeding, parenting and a new mother support groups available to the community. Additionally, a number of services supported breast feeding. Miller Children’s & Women’s provided lactation consultants and, through the Lactation Outpatient Clinic, assisted women with lactation support. Services were provided by board-certified registered nurse lactation consultants who have advanced training in breastfeeding management.

**Jonathan Jaques Children’s Cancer Institute (JJCCI):** The Institute provided 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 provided children with cancer with access to leading therapies. JJCCI provided 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 40 subspecialties. Some of the clinics include: hematology, oncology, food allergy, developmental, cardiology, endocrine, neurology, renal, pulmonary, orthopedics, and rheumatology. Children are seen at the Outpatient Specialty Centers for consultations, as well as treatments for acute, chronic or surgical conditions. Outpatient Specialty Centers 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 subspecialists, fellows, residents, advanced practice nurses, registered nurses, child life specialists, social workers, nutritionists and others.

In addition, Miller Children’s and Women’s Hospital Long Beach has 16 California Children Services (CCS) approved special care centers. These Centers provide specialized care for children with chronic conditions. Patients typically qualify for the CCS Special Care Center by medical diagnosis, complexity of their disease and financial status.

Construction is almost complete on the Chereese Mari Laulhere Children's Village, an 80,000 sq. ft., four-story building on the Miller Children's & Women's campus that will bring all of Miller Children's & Women's pediatric specialties under one roof, allowing families to receive all the care they need in one easy location to access care.

**Pediatric Rehabilitation Therapy:** The Rehabilitation Outpatient Specialty Center at Miller Children's & Women's houses all the outpatient California Children's Services (CCS) special care centers as well as clinics related to pediatric rehabilitation. These include comprehensive rehab-based programs such as rehabilitation, hypertonicity and spina bifida. Specifically, the Rehabilitation Outpatient Specialty Center at Miller Children's & Women's has three CCS Centers to provide care to children with rehab-related conditions, which include the Rehabilitation CCS Center, The Spina Bifida Center, and 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 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. The Welcome Baby Team works in close collaboration with WIC at the Long Beach Department of Health and Human Services and the other local WIC sites. Miller Children's & Women's refers clients that qualify to WIC and prior to COVID, WIC representatives would come to the hospital to register clients for WIC.

**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 has a Transition of Care Program to help fill this void. Through education and support, a transition care coordinator guides youth through their journey from pediatric to adult health care. An estimated 1,000 young adults, who have chronic conditions, are provided with age-appropriate support.

**The Child Life Program:** The Chereese Mari Laulhere Child Life Program provides family-centered care to children, ages 0 to 21, offering developmental, educational and emotional support. The Child Life Program focuses on community injury prevention among children and youth, community health outreach and increasing awareness of health improvement.

## Community Health Education

- 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.
- In partnership with Team of Advocates for Special Kids (TASK), Miller Children's & Women's offered free 55-minute consultations to 13 families facing challenges with their children's special educational plans (IEPs).
- 45 individuals were provided Self-Determination Facilitator training in partnership with California State Council on Developmental Disabilities LA Office.
- Miller Children's & Women's provided outreach materials and education to 550 families who attended two Kindergarten Festivals, through the Long Beach Unified School District.
- 993 community members participated in preparation for childbirth classes, regardless of where they chose to deliver, 158 individuals participated in becoming a parent classes, and 282 expectant parents learned about breathing and relaxation techniques, and pain management options.
- Support for Hemophilia Activities, Resources and Education (SHARE) assisted 21 individuals.
- Special events and health education were provided to parents and families of children who suffer from chronic disease and disability.
- 1,422 families received car seat educational resources and 7,000 community members received education on bike safety.
- 10,000 community members stopped by at the Miller Children's & Women's booth at the Redondo Beach Super Bowl Community Resources Fair.
- Jonathan Jaques Children's Cancer Institute (JJCCI) hosted two sessions of Loving our Truly Unique Selves class.
- 84 parents participated in the Parents Against Cancer back to school event.
- Support our Siblings classes were provided for 15 children.
- Miller Children's & Women's started an online parent support group in response to COVID-19. A psychologist offered self-care techniques, how to build routines, discussed parent/child relationship and activities.
- Miller Children's & Women's participated in community events, including Irvine Winter Wonderland, Littlepalooza, Kindergarten Festivals, Los Alamitos community events, National Night Out, Ready Long Beach, the Redondo Beach Kite Festival, Rossmoor Winter Festival, Redondo Pier Concerts and Movie Nights, Fountain Valley Concerts in the Park, MOMS Back to School Event, and the Los Alamitos Race on the Base. Over 20,325 community members learned about injury prevention, bike safety, preventive practices, disease treatment, and available health resources.
- Provided a domestic violence monthly support group in collaboration with the East LA Women's Center.

- Asthma prevention and treatment outreach activities reached 2,040 individuals.
- Family Resilience & Traumatic Stress parent training was presented to 21 parents. Topics included trauma and family resilience and coping strategies.
- 550 individuals participated in JJCCI community events addressing cancer care.
- Asthma 101 classes were provided to 739 community members.
- In partnership with Tichenor Clinic for Children, a family support group was held with physical activities for children, providing 400 encounters.
- In partnership with Latinos in Action, Miller Children's & Women's offered a mental health training that focused on being an immigrant, being stressed, having fears of deportation, and anxiety.
- At the Angels Autism and Harbor Regional Fall Resource events 475 community members learned about autism resources.
- At a resource event for families of prospective college students at California State University Long Beach, 400 community members learned about access to care at the Cherese Mari Laulhere Children's Village at Miller Children's & Women's coming in February 2021.
- 35 parents attended the session, Navigating the Multiple Needs of Your Family.
- A monthly Spanish autism support group reached 22 people and provided education on various topics, including self-care, counseling, self-advocacy, and accessing speech services.
- A weekly support group taught infant massage techniques, while increasing the parent's ability to respond optimally to baby's needs and making the transition to motherhood a more positive experience. 497 expectant mothers participated.
- 523 expectant parents learned about baby care basics, including baby proofing the home, purchasing baby equipment/toys/furniture with safety in mind and practicing hands-on care including care/diapering/bathing/holding/burping.
- Miller Children's & Women's held a resource fair for community health workers and social workers, reaching 140 professionals.
- Miller Children's & Women's educational awareness campaign on a children's heart healthy diet reached nearly 28,415 individuals.
- Miller Children's & Women's provided a board-certified lactation consultant to discuss preparation and success factors to 442 community members.
- The Welcome Baby program shared information with 7,264 community residents.

### 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 behavioral health services for 156 primary care clinic patients.

- The Family Resource Center partnered with East LA Women’s Center and provided a 10-week Domestic Violence Promotora training. 15 promotoras received 40 hours of education.
- The Family Resource Center collaborated with Parents & Caregivers for Wellness to provide professional training for persons who work with families with mental health care needs.

### Health Care Support Services

- Transportation programs were provided for patients and families with limited resources to improve access to healthcare services.
- Information and assistance were offered to persons to enroll in low-cost or no cost health insurance programs.
- MemorialCare hosted the Wellist online platform that connected the public to health information and certified local resources, free of charge.
- The Family Medicine Clinic provided healthy food through an on-site food pantry. Non-perishable food items were distributed along with information on local food resources to assist patients who screened positive for food insecurity.
- In collaboration with the YMCA Long Beach, Miller Children’s & Women’s hosted a drive through event, where 41 families obtained supplies, including food vouchers, food baskets, toiletries, educational materials, PPE (personal protective equipment) supplies, kid friendly activities, and other community resources.
- 650 families received diapers, groceries, and health information at the Love in the Mirror Toy Giveaway event.

### **Health Professions Education**

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

### Continuing Medical Education (CME)

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

## Nursing Education

There were 290 undergraduate and graduate student nurses who participated in clinical rotations this past year.

Additionally, training and continuing education were provided to health professionals through several different venues including conferences hosted at the hospital campus.

Conferences and seminars included:

- 90 professionals participated in the annual Pediatric Care Conference
- 75 professionals participated in the Infant Feeding in the NICU and COVID-19
- Going Home During a Pandemic conference reached 75 professionals

## Other Health Professions Education

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 trained 126 child life interns, 13 pediatric rehabilitation students, and 12 pharmacy students. 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.*

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

Miller Children's & Women's research programs included oncology clinical research and the fetal growth study. The hospital's clinical research programs supported clinical trials in many subspecialties allowing physicians to provide state-of-the-art treatment options to children who

have illnesses where there is no standard therapy or where conventional therapy is failing. 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.*

Funds and in-kind services were donated to community groups and nonprofit organizations. The support of these organizations furthered the hospital's mission and aligned with the community health needs identified through the CHNA. The hospital provided in-kind donations of meeting space for a number of nonprofit organizations and community groups. Additionally, 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. Miller Children's & Women's also rented office and dental clinic space to The Children's Clinic "Serving Children and Their Families" at below fair market value.

In FY2020, Miller Children's & Women's 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):

- LB Littles
- Long Beach Community Action Partnership
- 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.*

### 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, 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:

- Advised 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.
- Advocated to local, state and federal government officials to pass laws that protect and promote health of children in the community.
- Advocated for improvements for access to behavioral health services to meet the needs of pediatric patients and young adults.

### Workforce Development

Miller Children's & Women's participated in community programs that encouraged careers in the health professions. In FY2020, the Family Resource Center collaborated with the Long Beach Unified School District at their annual carrier/college exploration night. 450 community members attended this event.

## Financial Summary of Community Benefit

The Miller Children’s & Women’s 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 <sup>1</sup>	\$1,633,867
Unpaid Costs of Medi-Cal <sup>2</sup>	\$0
Others for the Economically Disadvantaged <sup>3</sup>	\$555,684
Education and Research <sup>4</sup>	\$7,320,194
Other for the Broader Community <sup>5</sup>	\$1,138,081
<b>Total Community Benefit Provided Excluding Unpaid Costs of Medicare</b>	<b>\$10,647,826</b>
Unpaid Costs of Medicare <sup>2</sup>	\$130,782
<b>Total Quantifiable Community Benefit</b>	<b>\$10,778,608</b>

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

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

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

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

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

## Community Benefit Plan FY2021

Miller Children's & Women's continues to implement activities and programs to address the priority needs in our service area. Given the current unprecedented times because of COVID-19, Miller Children's & Women's 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

Miller Children's & Women's 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
- Pregnancy and birth outcomes
- 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. Provide specialty care for children through the Outpatient Specialty Center at Miller Children's & Women's (a California Children's Services (CCS) approved Special Care Center).
2. Train residents and fellows in pediatric specialties.
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. Provide public health education in the media and community health awareness events to encourage healthy behaviors and promote preventive health care.
7. Work in collaboration with community agencies to help 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. Offer health education, community lectures, presentations and workshops on chronic disease prevention, treatment and management.
2. Provide health education focused on activity, exercise and nutrition.
3. Continue our 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.
4. Participate in health and wellness fairs and offer preventive screenings.
5. Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases.
6. Provide funding and in-kind support 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 MCWHLB's service area.

### Actions

1. Offer community health education, community lectures, presentations and workshops.
2. Participate in health and wellness fairs that include screenings for anxiety and depression.
3. Support multisector collaborative efforts that support access to mental and behavioral health services.
4. Promote the school reintegration program for children with long-term mental illness in order to prevent school absenteeism.
5. Provide mental health screening and counseling for children and their families who access care at the MemorialCare Family Medicine Clinic.
6. Increase community awareness of prevention efforts and availability of resources to address mental and behavioral health concerns.
7. Provide funding and in-kind support to community organizations to support mental and behavioral health awareness and access to care.

## Health Need: Pregnancy and Birth Outcomes

### Strategy

Expand access to services that will impact pregnancy and birth outcomes in the Miller Children's & Women's service area.

## Actions

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

## Health Need: Sexually Transmitted Infections

### Strategy

Expand access to services that will impact sexually transmitted infections in MCWHLB'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 infections awareness and access to care.

## Needs the Hospital Will Not Address

Taking existing hospital and community resources into consideration, Miller Children's & Women's will not directly address the remaining health needs identified in the CHNA including exercise, nutrition, weight and oral health. Miller Children's chose to concentrate on those health needs that can most effectively be addressed, given the organization's capabilities. Miller Children's & Women's will continue to look for opportunities to address community needs and provide assistance where we can make a meaningful contribution.

## Evaluation of Impact

Miller Children's & Women's 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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### Web Address

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

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