



MemorialCare[™]
Orange Coast Medical Center



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

Submitted to:
Office of Statewide Health Planning & Development
Healthcare Information Division
Accounting and Reporting Systems Section
Sacramento, California
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About Orange Coast Medical Center

MemorialCare

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

Orange Coast Medical Center

Orange Coast Medical Center is the only nonprofit hospital in Fountain Valley. Orange Coast Medical Center became a member of MemorialCare in January 1996. In May 1997, the hospital was granted nonprofit status retroactive to December 26, 1995, the date of incorporation. The hospital is home to the MemorialCare Cancer Institute, MemorialCare Breast Center, MemorialCare Imaging Center, MemorialCare Heart & Vascular Institute, MemorialCare Surgical Weight Loss Center, MemorialCare Joint Replacement Center, Childbirth Center, Digestive Care Center, and Spine Health Center.

Awards

Orange Coast Medical Center was the recipient of the following awards and accolades in 2019:

- U.S. News & World Report Best Hospitals
 - High Performance status in Gastroenterology & Gastrointestinal Surgery, Geriatrics, Neurology & Neurosurgery, Orthopedics, Pulmonary & Lung Surgery, and Cancer
- *The Orange County Register's* Best of Orange County: ranked #1 hospital in Orange County and Top Workplace
- Magnet® designated by American Nurses Credentialing Center's (ANCC) Magnet Recognition Program® for nursing excellence

- The Patient Safety Movement Foundation’s 5-Star Hospital Award in recognition of MemorialCare’s steadfast commitment to patient safety and quality of care. MemorialCare is one of only six health systems across the United States to receive the award.

Mission and Values

Mission

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

Vision

Exceptional People. Extraordinary Care. Every Time.

Values

The iABCs of MemorialCare

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

➤ **Integrity**

Always holding ourselves to the highest ethical standards and values. Doing the right thing, even when no one is watching.

➤ **Accountability**

Being responsible for meeting the commitments we have made, including ethical and professional integrity, meeting budget and strategic targets, and compliance with legal and regulatory requirements.

➤ **Best Practices**

Requires us to make choices to maximize excellence, and to learn from internal and external resources about documented ways to increase effectiveness and/or efficiency.

➤ **Compassion**

Serving others through empathy, kindness, caring and respect.

➤ **Synergy**

A combining of our efforts so that together we are more than the sum of our parts.

Governance

The MemorialCare Orange Coast 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

Sharon Cheever

Resa Evans, Chairperson

Thomas Feldmar

James W. Gauss

Catherine Y. Han, MD

Tim Helgeson

Julio Ibarra, MD

Lalita M. Komanapalli, MD

Joel Lautenschleger

Donna Rane-Szostak, EdD

Thomas Rogers

Lawrence Tran, MD

Myron Wacholder, MD

David A. Wolf

Community Benefit Oversight Committee

The CBOC (Community Benefit Oversight Committee) is an advisory committee for the hospital's community benefit programs and reports to the Orange Coast Board of Directors. The CBOC reviews and validates legal and regulatory compliance specific to community benefit mandates; assures community benefit programs and services are effectively meeting identified community health needs, with emphasis on populations with unmet health needs; and increases transparency and awareness of community benefit activities. The members of the CBOC include:

- Sue Allie, Community Member
- Stanley Arnold, Physician, MemorialCare
- Tony Coppolino, Community Member
- Marc Ecker, Community Member
- Beth Hambelton, Senior Program and Community Outreach Liaison, Orange Coast Medical Center
- Erin Hotra-Shinn, Vice President, Strategy and Business Development, Orange Coast Medical Center
- Tanya Hoxsie, Chief Executive Officer, Boys & Girls Club of Huntington Valley
- Marcia Manker, Chief Executive Officer, Saddleback Medical Center and Orange Coast Medical Center
- Frank Marino, Physician, MemorialCare
- Sarah Mitchell, Director of Marketing and Communications, Orange Coast Medical Center
- Tam Nguyen, Community Member
- Robin Phillips, Oncology Nurse Navigator, Orange Coast Medical Center
- Kristen L. Pugh, Vice President, Advocacy & Government Relations, MemorialCare
- David Truong, Community Member
- Jennifer Zouras, Community Member

Caring for our Community

Orange Coast Medical Center recognizes its obligation to provide service above and beyond its role as a healing facility. In 1997, a group of physicians helped launch one new, unified brand name for a nonprofit integrated health system with hospitals and ambulatory sites of care. They knew they could help make clinical care across Orange County and Los Angeles County significantly better – by working together as a system. They created best practices and committed to using evidence-based medicine throughout a brand-new system, called MemorialCare. Since then, year over year, we have constantly raised the bar on how we work, the way we collaborate, and how we give our patients simply better care. This report demonstrates tangible ways in which Orange Coast Medical Center is fulfilling its mission to improve the health and wellbeing of our community and provide extraordinary care. Orange Coast Medical Center provides financial assistance to those in the community who cannot afford services, or whose health insurance does not cover all services rendered. In addition, Orange Coast Medical Center invests in the community to increase access to health care services and improve health.

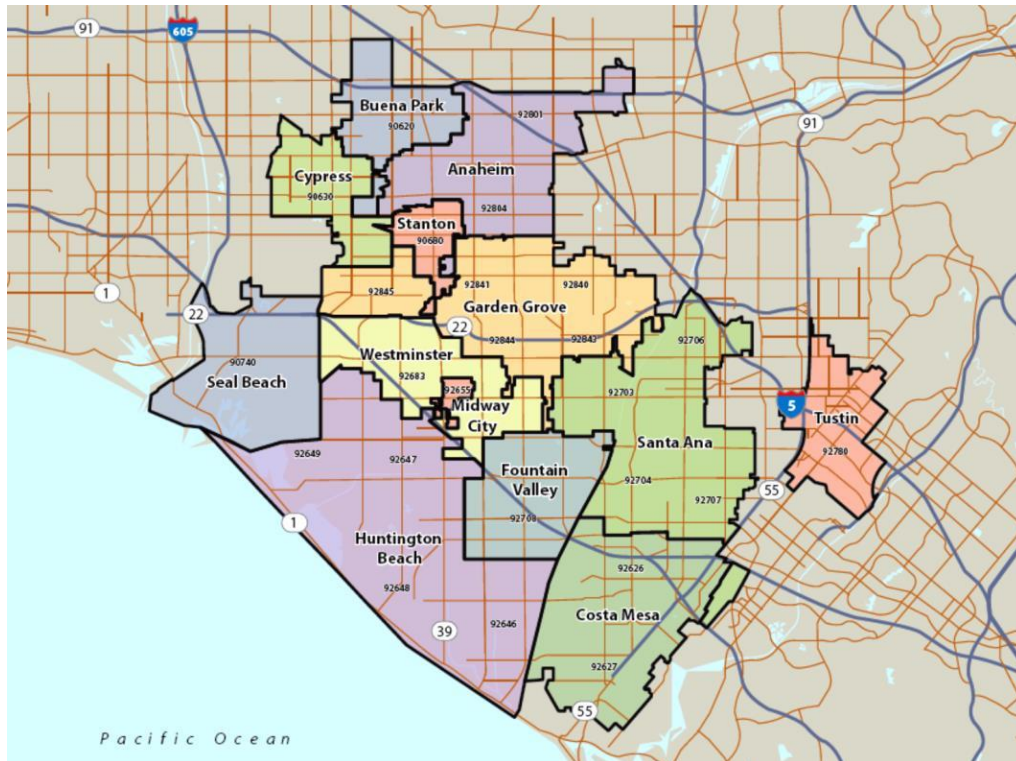
Service Area

Orange Coast Medical Center is located at 9920 Talbert Avenue, Fountain Valley, in Orange County. The Orange Coast Medical Center service area includes 25 Zip Codes, representing 13 cities or communities. The hospital service area was determined from the Zip Codes that reflect a majority of patient admissions.

Orange Coast Medical Center Service Area

Geographic Areas	ZIP Codes
Anaheim	92801,92804
Buena Park	90620
Costa Mesa	92626, 92627
Cypress	90630
Fountain Valley	92708
Garden Grove	92840, 92841, 92843, 92844, 92845
Huntington Beach	92646, 92647, 92648, 92649
Midway City	92655
Santa Ana	92703, 92704, 92706, 92707
Seal Beach	90740
Stanton	90680
Tustin	92780
Westminster	92683

Map of the Orange Coast Medical Center Service Area



Community Snapshot

The population of the Orange Coast Medical Center's service area is 1,284,792. Children and youth make up 22.3% of service area population, 62.6% are adults, and 15.1% are seniors (65 years and older). The service area has a higher percentage of seniors than found in the county (12.5%) and the state (12.3%). More than half of the population (50.7%) is White. At 24.8% of the population, Asians are the second largest race/ethnic group in the service area. Latinos or Hispanics make up 17.2% of the population in the service area. The remaining races/ethnicities comprise 5.5% of the service area population.

Among area residents, 14.6% are at or below 100% of the federal poverty level (FPL) and 34.2% are at 200% of FPL or below (low-income). In the service area, 21.1% of adults are high school graduates, higher than the rate for the county (17.4%) and the state (20.6%). 36.6% of the population in the service area has graduated college, lower than the rate for the county (46.3%) and the state (39.8%).

Community Health Needs Assessment

Orange Coast 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 Orange Coast Medical Center to determine its community benefit plan, which outlines how it will give back to the community in the form of health care and other community services to address unmet community health needs. 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, health care access, maternal and infant health, leading causes of death, disability and disease, health behaviors, mental health, substance use and misuse, and preventive practices. When applicable, these data sets were presented in the context of Orange 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. Eleven (11) interviews were completed from December 2018 to January 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 Orange County Department of Public Health. Additionally, 3 focus groups were conducted in January and February 2019 that engaged 28 persons. The focus group meetings were hosted by trusted community organizations.

Priority Health Needs

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

The identified significant health needs were prioritized with input from the community. Focus group attendees and interviewees were asked to rank order the health needs according to highest level of importance in the community. The total score for each significant health need (possible score of 4) was divided by the total number of responses for which data were provided, resulting

in an overall average for each health need.

Access to care, liver disease, preventive practices, mental health and senior health were ranked as the top five priority needs in the service area. The calculations of the community input resulted in the following priority ordering of the significant health needs:

1. Access to health care
2. Liver disease
3. Preventive practices
4. Mental health
5. Senior health
6. Economic insecurity
7. Heart disease/stroke
8. Substance use and misuse
9. Dental care
10. Transportation
11. Diabetes
12. Asthma
13. Overweight and obesity

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, Orange Coast Medical Center engaged in activities and programs that addressed the priority health needs identified in the 2020-2022 Implementation Strategy/Community Benefit Plan. Orange Coast Medical Center has committed to community benefit efforts that address access to health care, preventive practices, chronic diseases, overweight and obesity, and mental health/substance use. Target populations for community benefit efforts are seniors and the Vietnamese community. Selected activities and programs that highlight the Orange Coast Medical Center commitment to community health 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

Orange Coast Medical Center supported a Vietnamese Community Outreach Coordinator who organized and directed free community education and health screenings. The Coordinator also assisted with securing medical transportation for the elderly in the Vietnamese community. Programs were conducted in Vietnamese and included: sessions on lung cancer, colorectal cancer, Parkinson's disease, depression, sepsis, syncope and collapse, diabetes, sleep apnea and frequent urination, maternal child health baby care basics, and breastfeeding.

Orange Coast Medical Center also offered a targeted health outreach program to the Vietnamese community on local radio and cable TV. Information was presented weekly on a variety of topics. Radio listeners called-in with questions. An estimated 7.9 million people listened to and watched these presentations. The hospital also presented health education and prevention messages to the Vietnamese community through a variety of social media and newsletters.

Before the onset of COVID-19, Orange Coast Medical Center hosted or participated in community health fairs and prevention-focused activities, including the Fall Festival for Life. The events provided health education, screening, resources and referrals. The hospital offered flu shots for Vietnamese community members, body composition screening, Hepatitis B & C screenings, breast exam screening, blood pressure checks and pulmonary screenings for 2,230 persons.

Orange Coast Medical Center's prenatal, childbirth and parenting classes assisted 1,507 parents-

to-be and provided advice, strategies, and tools for parents and families. Classes included baby care basics, breastfeeding, childbirth series, and infant CPR and safety. In addition, Maternal Child Health offered a breastfeeding clinic that provided support for 633 persons.

The hospital offered transportation to 1,620 riders to increase access to health care and support services.

Orange Coast Medical Center provided durable medical equipment, infusion services, home health support and pharmacy assistance to 46 individuals who could not afford the cost of these services.

The Orange Coast Medical Center grant program supported the City of Fountain Valley's Hop On! Senior Transportation Program. The Senior Transportation program provided access to care and socialization engagement opportunities seven days a week, 8 am to 7 pm, to seniors who live in Fountain Valley and are 60 years and older. Participants utilized the transportation service for appointments with doctors, dentists, physical therapy, medical treatments, mental health counseling and the pharmacy. The transportation service also brought seniors to the grocery store, the senior center and places for personal care. As a result of the program: 900 seniors registered for the program, 3,506 trips were provided, and 44% of riders were ages 80 years and older.

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

Orange Coast Medical Center supported a Senior Outreach Coordinator who collaborated with local agencies and organizations to assist older adults in securing needed services. This included coordinating free medical transportation program for seniors, free health screenings, flu clinics, health education and disease prevention classes, socialization and enrichment events, and directly assisting seniors and their families, as needed. As a result of the program 1,046 seniors received transportation services for medical appointments, 1,085 seniors attended health and wellness education classes, injury prevention and balance improvement classes were provided to 252 persons, 565 seniors participated in socialization, physical activity and nutrition enrichment activities.

Orange Coast Medical Center provided a variety of health education classes and special events that focused on chronic disease prevention, management and treatment. Presentations on heart disease, cancer, joint disease, dementia, Parkinson's disease, smoking cessation and other disease-related topics reached 1,390 community residents. The hospital provided support groups to assist persons experiencing a chronic disease, their families and caregivers. Support groups for prostate cancer, bereavement, lung disease, and Parkinson's disease reached 680 persons. Activities for persons with Parkinson's disease and movement disorders and their care givers included music therapy, exercise classes, voice therapy. Over 3,900 encounters for Parkinson's disease and movement disorder activities were provided.

Oncology social workers assisted 54 people with counseling for cancer-related questions and concerns. The Look Good Feel Better cancer program supported 61 persons, 11 women with breast cancer received a breast prosthesis and 136 women with cancer received wig fittings at the wig bank. These services were made available to the community free- of- charge.

Overweight and Obesity

Overweight and obesity affect a wide range of health issues and are major risk factors for diabetes, cardiovascular disease, and other chronic diseases. Physical activity plays a key role in levels of overweight and obesity, and in the development and management of chronic diseases. Healthy eating and nutrition programs also promote a healthy body weight.

Response to Need

The Orange Coast Medical Center grants program supported Meals on Wheels Orange County (MOWOC) Senior Nutrition Program. MOWOC provided Meals on Wheels and Lunch Café services to reduce hunger and loneliness for at-risk older adults by delivering three meals a day, five days a week, to frail, homebound older adults. In addition, Lunch Cafés offered nutritious lunches to more active but isolated older adults through local senior centers. However, due to the pandemic, the Lunch Café program was reimagined into a Grab & Go Solution, where older adults 60+ or their surrogates picked up a week's worth of frozen meals at a senior center near them. If the older adult did not have a surrogate and could not get to the senior center, frozen meals were delivered to their homes. As a result of the program: 76 new unduplicated seniors were added to the Meals on Wheels program and, as a result, 100% had reduced nutritional risk scores, 2,435 unduplicated homebound seniors received 634,163 meals delivered by a driver who completed regular in-person safety checks, and 7,642 unduplicated seniors attended ~~ed our~~ the Lunch Café or received meals through the Grab & Go meal service. The program improved the health and wellbeing of seniors: 84% of 102 homebound adults surveyed reported the program had been extremely important in maintaining their overall health, 74% of 646 Lunch Café participants

reported that the meals were nutritious and helped keep them healthy, 86% of participants indicated that MOW services were extremely important to maintaining their independence at home, and 58% of the 339 Lunch Café participants reported socialization and meals as their favorite aspects of the program.

The grants program also supported the Boys & Girls Clubs of Huntington Valley's (BGCHV) Triple Play Program, a healthy lifestyles programming for at-risk youth. The program operated daily at all the Club's school-age branches. Children participated in daily fitness challenges, cooking and nutrition classes, and programming that encouraged good mental health and developing positive relationships with peers and adults. BGCHV implemented the Mind and Heart Social Emotional Learning (SEL) curriculum daily in the kindergarten program at three branches, and expanded the program to 1st and 2nd graders, nearly doubling the targeted number of youths who participated in the SEL curriculum. The four school-age branches offered weekly programming for 4th-8th graders, including Smart Girls, Passport to Manhood, SMART Moves, and mentoring programs. These programs gave youth a safe place to talk with adults and each other about making healthy choices, avoiding drugs and alcohol, understanding their changing bodies, and positive relationships. As a result of the program: youth completed daily fitness challenges, learned good nutrition in cooking classes in a teaching kitchen, and learned about mental health. BGCHV tracked 6,200 youth encounters for the Triple Play program, 204 kindergarteners and 210 1st and 2nd graders participated in the Mind and Heart social emotional learning curriculum, and 852 children in 4th- 8th grade participated in healthy lifestyles programming and drug prevention curriculum through programs like Smart Girls, Passport to Manhood, Smart Moves, and mentoring.

Additionally, Orange Coast Medical Center provided financial support to a number of community organizations, including: The Boys & Girls Club of Huntington Valley, Fountain Valley Community Foundation, Fountain Valley Kiwanis Club, Huntington Beach Council on Aging, Isojiro Oka Elementary School, the City of Huntington Beach and the Special Olympics Southern California to support healthy eating and physical activity for seniors and youth in the hospital service area.

Mental Health and Substance Use

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 substance use services was noted as a high a priority among community members.

Response to Need

Orange Coast Medical Center supported the Orange County Whole Person Care (WPC) Pilot. The program coordinates physical, behavioral health, and social services in a patient-centered

approach with the goals of improved health and well-being through more efficient and effective uses for Medi-Cal beneficiaries struggling with homelessness. Through this program, 573 individuals were connected to wraparound services including recuperative care, coordinated entry into supportive housing, linkages to mental health and substance use disorder treatment, and a Community Referral Network.

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 of our MemorialCare Medical Group Primary Care sites of care throughout our service areas. 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 favorably on patient satisfaction surveys to the behavioral health coordinated model of care.

The program included:

- An embedded clinical social worker at each location
- Instant referral to needed services
- Access to a trained psychiatrist via Telehealth
- Tele-video visits to patients enrolled in the program
- Online patient self-management tools through SilverCloud

A bereavement support group and cancer bereavement support group provided 103 encounters for persons experiencing loss and grief.

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, many of our annually supported programs and events were postponed.

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 classes and events were made available to the public. Health education targeted the general community, pregnant and lactating mothers, seniors, and the Vietnamese community.
- Health and wellness education reached nearly 1,000 individuals on topics that included: activity and exercise, palliative care, cardiovascular health, cancer, nutrition, women's health and more.
- Childbirth, baby care and breastfeeding classes were provided, free-of-charge, to 1,438 mothers from the community. Classes were conducted in English and Vietnamese.
- 1,085 seniors attended programs on advance directives, cancer, exercise, cardiovascular health, back and neck pain, nutrition, memory and aging, hypertension, Medicare, grief, medication use, fall prevention, and more.
- 120 community members attended safety classes on topics ranging from car seat safety, household safety, drowning prevention, infant CPR and choking, dog bites, and safety around animals.
- Injury prevention and balance improvement classes were provided to 252 persons.
- Smoking cessation education was provided to 3 individuals.
- Vietnamese health and wellness education reached 553 persons on topics that included: Hepatitis B & C, chronic disease prevention and management, diet and nutrition, sleep apnea, healthy lifestyles, and mental health.
- Outreach to children and their families was provided in the areas of nutrition, healthy food choices and physical activity.
- Cancer support groups and survivor events provided information and assistance to 121

individuals in the community. In addition, 727 community members were provided cancer resources by phone.

- The Look Good Feel Better program taught 61 women beauty techniques to help them manage their appearance-as they underwent cancer treatment.
- Parkinson’s disease support groups provided for individuals with movement disorders, early disease onset and for caregivers. In addition, Parkinson’s classes included music therapy, dance therapy, wellness recovery, and exercise classes. 5,958 encounters were provided.
- Orange Coast Medical Center offered a targeted health outreach program to the Vietnamese community on local radio and cable TV. Information on a variety of topics was presented weekly on local access channels. Radio listeners called-in with questions. It is estimated that over 7.9 million people listened to and watched these presentations.
- The *Senior Plus* newsletter was mailed to 15,000 senior residents to notify them of free health classes, events, and important information. This information was also posted at www.memorialcare.org.
- The *Care Connection* triannual newsletter was mailed to over 420,500 residents to notify them of free classes, screenings, and support groups held at the hospital and in the community. The information was also posted at www.memorialcare.org.

Community-Based Clinical Services

- Orange Coast Medical Center sponsored their annual Fall Festival for Life and offered “Ask the Doctor” booths, clinical breast exams, flu shots, Hepatitis B and C screenings, as well as cancer education and information were provided to over 660 persons.
- Flu shot clinics provided 417 flu shots for adults in the Vietnamese community.
- The hospital offered 1,510 screenings for body composition, skin cancer, lung function and blood pressure screenings.
- Maternal Child Health offered a breastfeeding clinic that assisted 633 women.

Health Care Support Services

- The cancer resource center provided counseling to 54 persons, free of charge.
- The community resource center, equipped with computers, provided guests access to online health and wellness information, and printed health information.
- Social Workers provided counseling to 465 individuals in the community who needed information and referrals to services.
- Infusion services, medications, recuperative care, durable medical equipment and home health services were provided to increase access to support services for vulnerable

populations.

- 11 breast cancer patients were provided with free prosthesis and 136 community members received free wig fittings.
- Patient Financial Services assisted individuals to enroll in Medi-Cal, regardless of where they received care.
- Orange Coast Medical Center provided transportation services, including Uber, bus passes, and cab rides to 572 individuals.
- The Vietnamese Community Outreach Coordinator organized and directed free community education and health screenings. The Coordinator also assisted with securing medical transportation for the elderly in the Vietnamese community.
- The Senior Outreach Coordinator collaborated with local agencies and organizations to assist older adults in securing needed services. This included coordinating free medical transportation program for seniors, coordinating free health screenings, flu clinics, health education and disease prevention classes, coordinating socialization and enrichment events, and directly assisting seniors and their families, as needed.
- Orange Coast Medical Center provided over 1,045 free non-emergency, non-urgent medical transportation for seniors, and transportation services were provided to those who needed help with transportation to enhance access to care.
- 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.

Continuing Medical Education (CME)

CME lectures were offered for educational purposes and were available to physicians and health care professionals in the community. Twenty CME lectures were offered throughout the year and were available to physicians and health care professionals in the community. Over 690 professionals attended the lectures. Oncology Grand Rounds presented cancer cases and offered analysis and discussions of treatment options. This year's focus was on oral cancer, brain tumors, and low dose CT lung screenings.

Nursing Education

Orange Coast Medical Center registered nurses provided precepting for 30 nursing students during the 2019-2020 academic year. In addition, Orange Coast Medical Center hosted 3 Association of

California Nurse Leaders (ACNL) events in FY2020.

Other Health Professions

Orange Coast Medical Center welcomed 39 health professions in FY2020. Students were educated and performed their clinical hours and/or internship rotations for ultrasound, speech therapy, social work, cardiopulmonary, pharmacy, physical therapy, respiratory therapy, surgery and phlebotomy. Additionally, Orange Coast Medical Center hosted 6 community health students to observe childbirth, lactation, infant CPR and breastfeeding classes.

Cash and In-Kind Donations

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

- The hospital provides in-kind donations of meeting space for a number of nonprofit organizations and community groups. In FY2020, Orange Coast Medical Center provided 67 hygiene kits for the homeless. Additionally, contributions were made to nonprofit organizations that support community benefit efforts and address significant health needs in the community.
- The Orange Coast Medical Center grant program supported Meals on Wheels Orange County (MOWOC) Senior Nutrition Program. MOWOC provided Meals on Wheels and Lunch Café services to reduce hunger and loneliness for at-risk older adults by delivering three meals a day, five days a week, to frail, homebound older adults. As a result of the grant, 2,435 unduplicated homebound seniors received 634,163 meals delivered by a driver who completed regular in-person safety checks. In addition, Lunch Cafés offered nutritious lunches to more active but isolated older adults through local senior centers. Due to the pandemic, the Lunch Café program was reimaged into a Grab & Go Solution, where older adults 60+ or their surrogates picked up a week's worth of frozen meals at a senior center near them. 7,642 unduplicated seniors attend the Lunch Café or received meals through the Grab & Go meal service.
- The Orange Coast Medical Center grant program supported the City of Fountain Valley's Senior Transportation Program, Hop On! Senior Transportation program provided access to care and socialization seven days a week, 8 am to 7 pm, to seniors who live in Fountain Valley and are 60 years and older. Participants utilized the transportation service for appointments with doctors, dentists, physical therapy, medical treatments, mental health counseling and the pharmacy. The transportation service also brought seniors to the grocery store, the senior center and places for personal care. As a result of the program 3,506 trips were provided for 900 seniors.

- The Orange Coast Medical Center grant program also supported the Boys & Girls Clubs of Huntington Valley’s (BGCHV) Triple Play Program, a healthy lifestyles programming for at-risk youth. The program operated daily at all the Club’s school-age branches. Children participated in daily fitness challenges, cooking and nutrition classes, and programming that encouraged good mental health and developing positive relationships with peers and adults. BGCHV implemented the Mind and Heart Social Emotional Learning (SEL) curriculum daily in the kindergarten program at three branches, and expanded the program to 1st and 2nd graders, nearly doubling the targeted number of youths who participated in the SEL curriculum. The four school-age branches offered weekly programming for 4th-8th graders, including Smart Girls, Passport to Manhood, SMART Moves, and mentoring programs. As a result of this grant, there were 6,200 youth encounters for the Triple Play program, 204 kindergarteners and 210 1st and 2nd graders participated in the Mind and Heart social emotional learning curriculum, and 852 children in 4th- 8th grade participated in healthy lifestyles programming and drug prevention curriculum through programs like Smart Girls, Passport to Manhood, Smart Moves, and mentoring.
- In addition, Orange Coast Medical Center donated funds to allow 10 underserved children to participate in the programs at Boys & Girls Clubs of Huntington Valley.
- Orange Coast Medical Center supported the Orange County Whole Person Care (WPC) Pilot. The program coordinated physical, behavioral health, and social services for Medi-Cal beneficiaries struggling with homelessness. 573 individuals were connected to wraparound services including recuperative care, coordinated entry into supportive housing, linkages to mental health and substance use disorder treatment, and a Community Referral Network.
- Orange Coast Medical Center also provided funding to the City of Huntington Beach to assist underserved seniors.

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

Financial Summary of Community Benefit

The Orange Coast 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	\$2,249,000
Unpaid Costs of Medi-Cal ²	\$15,173,000
Others for the Economically Disadvantaged ³	\$0
Education and Research ⁴	\$1,047,012
Other for the Broader Community ⁵	\$1,238,490
Total Community Benefit Provided Excluding Unpaid Costs of Medicare	\$19,707,502
Unpaid Costs of Medicare ³	\$16,494,000
Total Quantifiable Community Benefit	\$36,201,502

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).

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

Orange Coast 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, Orange Coast Medical Center 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

Orange Coast Medical Center 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 substance use
- Overweight and obesity

Additionally, all community benefit efforts shall have a special focus on seniors and the Vietnamese population.

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. Orange Coast Medical Center will provide financial assistance through free and discounted care for health care services, consistent with the hospital's financial assistance policy.
2. Provide free health screenings and offer local flu shot clinics.
3. Our Senior Liaison will continue to work with local organizations to assist older adults in securing needed services and coordinating the free senior medical transportation program.
4. Our Vietnamese Community Outreach worker will continue to assist with securing medical transportation for the Vietnamese community.
5. Reduce injuries and falls among seniors through balance improvement and fall prevention classes.
6. Provide grant funding and in-kind support to community organizations to support access to health care and preventive care.

Health Need: Chronic Diseases

Strategy

Expand capacity and utilization of disease prevention, management and treatment services in Orange Coast Medical Center's service area.

Actions

1. Offer community health education, community lectures, presentations and workshops.
2. Support health and wellness fairs for seniors, including screenings.
3. Offer health and wellness fairs, and additional screenings targeting the Vietnamese community.
4. Offer flu shot clinics for adults, seniors and the Vietnamese community.
5. Provide support groups to assist those with chronic diseases and their families.
6. Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases.
7. Provide grant funding and in-kind support to community organizations to support chronic disease prevention and treatment.

Health Need: Mental Health and Substance Use

Strategy

Expand access to services that will impact mental health and substance use in Orange Coast Medical Center's service area.

Actions

1. Offer community health education, community lectures, presentations and workshops.
2. Support multisector collaborative efforts that support access to mental and substance use health services.
3. Increase community awareness of prevention efforts and availability of resources to address mental and substance use concerns.
4. Provide funding and in-kind support to community organizations to support mental and behavioral health awareness and access to care.

Health Need: Overweight and Obesity

Strategy

Increase knowledge about healthy food choices and improve healthy eating behaviors and increase physical activity to improve health.

Actions

1. Offer community health education, community lectures, presentations and workshops.
2. Host health and wellness fairs that include screenings for BMI, blood pressure, and blood glucose.
3. Provide support for educational outreach to children and their families on nutrition, healthy food choices, and physical activity.
4. Support services to improve senior nutrition.
5. Provide grant funding and in-kind support to promote healthy eating and physical activity.

Needs the Hospital Will Not Address

Taking existing hospital and community resources into consideration, Orange Coast Medical Center will not directly address the remaining health needs identified in the CHNA including dental care and economic insecurity. Orange Coast Medical Center chose to concentrate on those health needs that can most effectively be addressed, given the organization's capabilities. Orange Coast 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

Orange Coast 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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