



**Annual Report and Plan for Community Benefit
MemorialCare Saddleback 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
November 2020

Contents

About Saddleback Medical Center	2
Mission and Values	3
Governance	4
Caring for our Community.....	5
Community Health Needs Assessment.....	7
Addressing Priority Health Needs.....	9
Community Benefit Services Summary FY2020	13
Financial Summary of Community Benefit	18
Community Benefit Plan FY2021	19
Significant Needs the Hospital Intends to Address.....	19
Needs the Hospital Will Not Address	20
Evaluation of Impact.....	20
Contact Information.....	21

About Saddleback Medical Center

MemorialCare

MemorialCare is a nonprofit integrated health care delivery system that includes four hospitals – Saddleback Medical Center, Orange Coast 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 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> .

Saddleback Medical Center

In 1969, residents of the growing community of Leisure World (now Laguna Woods) realized they would need a hospital and went door to door collecting funds to build Saddleback Medical Center. Today, Saddleback Medical Center is continually honored for exceptional medical expertise that offers high quality, compassionate care for patients and families at every state of their lives. For years, South Orange County residents of all ages have entrusted us with their health care needs.

MemorialCare Saddleback Medical Center is a full service, nonprofit hospital in Laguna Hills, California. Saddleback Medical Center provides a wide range of services and innovative specialty programs through its Centers of Excellence, which include the MemorialCare Heart & Vascular Institute, the MemorialCare Cancer Institute, the MemorialCare Breast Center, the MemorialCare Joint Replacement Center, Spine Health Center, robotic-assisted surgery program and The Women's Hospital.

Awards

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

- U.S. News & World Report Best Hospitals:
 - Top 12 in Orange and Los Angeles County
 - Top 22 in California
 - National ranking in Orthopedics

- High-performing rankings in Heart Bypass Surgery, Heart Failure, Geriatrics, Hip Replacement, Knee Replacement, Gastroenterology & Gastrointestinal Surgery, and Urology
- *The Orange County Register's* Best of Orange County: ranked No. 2 best hospital in Orange County and a Top Workplace.
- Magnet® designated by American Nurses Credentialing Center (ANCC) for nursing excellence
- Geriatric Emergency Department Accreditation by the American College of Emergency Physicians
- 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 County Board of Directors guides the direction of community benefit, with assistance from the Community Benefit Oversight Committee (CBOC).

Board of Directors

Barry Arbuckle, Ph.D.
Sharon Cheever
Resa Evans, Chairperson
Thomas Feldmar
James W. Gauss
Catherine Y. Han, M.D.
David A. Wolf

Julio Ibarra, M.D.
Lalita M. Komanapalli, M.D.
Joel Lautenschleger
Donna Rane-Szostak, Ed.D.
Thomas Rogers
Lawrence Tran, M.D.
Myron Wacholder, M.D.

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 Saddleback Medical Center Quality Council, which is a committee of the 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:

- LaVal Brewer, Executive Director, Playworks Southern California
- Susie Caskey, Community Member
- Jan Gameraoz, Community Relations Manager, Saddleback Medical Center
- Susan McInerney, Laguna Woods Village Social Services Manager
- Kristen L. Pugh, Vice President, Advocacy & Government Relations, MemorialCare
- Donna Rane-Szostak, MemorialCare Orange County Board Member
- Tony Struthers, Vice President, Saddleback Medical Center
- Suzie Swartz, Saddleback Valley Unified School District Board Member
- Elizabeth Tsai, Physician, MemorialCare
- Erin Ulibarri, Policy, Planning and Community Engagement Manager, Orange County Office on Aging

Caring for our Community

Saddleback 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 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 Saddleback Medical Center is fulfilling its mission to improve the health and well-being of our community and provide extraordinary care. Saddleback 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, Saddleback Medical Center invests in the community to increase access to health care services and improve health.

Service Area

Saddleback Medical Center is located at 24451 Health Center Drive, Laguna Hills, in Orange County, California. The service area is located in Orange County and includes 40 ZIP Codes, representing 17 cities or communities. The hospital service area was determined from the ZIP Codes that reflect a majority of patient admissions.

Saddleback Medical Center Service Area

Geographic Areas	ZIP Codes
Aliso Viejo	92656, 92698
Capistrano Beach	92624
Dana Point	92629
Foothill Ranch	92610
Irvine	92602, 92603, 92604, 92606, 92612, 92614, 92616, 92617, 92618, 92619, 92620, 92623, 92650, 92697
Ladera Ranch	92694
Laguna Beach	92651, 92652
Laguna Hills	92653, 92654
Laguna Niguel	92677, 92607
Laguna Woods	92637
Lake Forest	92630
Mission Viejo	92690, 92691, 92692
Rancho Santa Margarita	92688
San Clemente	92672, 92673, 92674
San Juan Capistrano	92675, 92693
Trabuco Canyon	92678, 92679
Tustin	92782

Community Snapshot

The population of Saddleback Medical Center's service area is 919,008. Children and youth make up 20.5% of service area population, 63.6% are adults, and 15.9% 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 (56.7%) is White. At 20.0% of the population, Asians are the second largest race/ethnic group in the service area. Latinos or Hispanics make up 17.1% of the population in the service area. The remaining races/ethnicities comprise 4.7% of the service area population.

Among area residents, 10.6% are at or below 100% of the federal poverty level (FPL) and 18.0% are at 200% of FPL or below (low-income). In the service area, 12.0% of adults are high school graduates, lower than the rate for the county (17.4%) or the state (20.6%). 63.4% of the population in the service area has graduated college, higher than the rate for the county (46.3%) and the state (39.8%).

Community Health Needs Assessment

Saddleback 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 the hospital to determine its community benefit plan, which outlines how it will give back to the community in the form of health care and other community services to address unmet community health needs. 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. Fourteen (14) interviews were completed from January 2019 to March 2019. Interviewees included individuals who are leaders and/or representatives of medically underserved, low-income, and minority populations, and 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, two focus groups were conducted in February 2019 that engaged 22 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.

Mental health, access to care, preventive practices, substance use and misuse, 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. Mental health
2. Access to health care
3. Preventive practices
4. Substance use and misuse
5. Senior health
6. Heart disease/stroke
7. Diabetes
8. Dental care
9. Overweight and obesity
10. Asthma/lung disease
11. Liver disease

The complete 2019 CHNA report and the prioritized health needs can be accessed at www.memorialcare.org/about-us/community-benefit.

Addressing Priority Health Needs

In fiscal year (FY) 2019, Saddleback Medical Center engaged in activities and programs that addressed the priority health needs identified in the FY 2020-2022 Implementation Strategy/Community Benefit Plan. Saddleback Medical Center has committed to community benefit efforts that address access to care, preventive care, chronic diseases, mental health and behavioral health, and have a special focus on the senior population. Selected activities and programs that highlight the hospital'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

Saddleback Medical Center provided support and services to community residents that removed barriers to care and increased access to health care and preventive measures. The hospital partnered with senior centers throughout the service area to provide health support resources that helped seniors live their best lives. Senior and wellness education classes were provided, covering topics such as safety, injury prevention, balance and conditioning. Education events reached 4,420 seniors. In addition, Saddleback Medical Center assisted 3,175 parents-to-be and provided advice, strategies, and tools for parents and families through prenatal, childbirth and parenting classes. Breastfeeding support with lactation experts provided 3,047 phone consultations.

Before the onset of COVID-19 in March 2020, Saddleback Medical Center hosted or participated in a number of community health fairs and prevention-focused activities, including the Women's Health Fair, Advances in Joint Replacement Surgery, Minimally Invasive Approaches to Cardiac Surgery, Successful Aging Expo, JDRF One Walk, Walk to End Alzheimer's and National Night Out. The events reached over 57,000 community members and provided health education, screenings, blood typing, resources and referrals.

The hospital offered transportation to 1,523 riders to increase access to health care. Saddleback Medical Center actively assisted 106 seniors with Medicare enrollment and three Medi-Cal Dual Eligible individuals with insurance enrollment.

The hospital provided pharmacy assistance to 25 individuals who could not afford the cost of their

prescriptions. Saddleback Medical Center also invested in extensive service area-wide health education and prevention messages through a variety of social media, podcasts, newsletters, and TV interviews with health experts.

The Saddleback Medical Center Grant Program supported the Family Assistance Ministry (FAM) Program, which provided a safety net to community members experiencing homelessness and to those who were trying not to become homeless. FAM's case management/care coordination was offered to all new clients and all clients requesting financial assistance. Through case management/care coordination, 862 households (2,112 individuals) were connected to health care, enrolled in health insurance, or learned about the importance of establishing preventive care routines. FAM's Housing Continuum clients, five years of age and under, were offered early childhood developmental screenings. Fourteen children, five years of age and under, in FAM's emergency shelters were offered early childhood developmental screenings. FAM offered nutritious food options to those experiencing food insecurity. 100% of people (24,642 individuals) seeking food assistance received nutritious food options from FAM's main resource center, senior distributions, and various pop-up food distributions.

The Saddleback Medical Center Grant Program provided funding for Age Well Senior Service's Non-Emergency Medical Transportation (NEMT) Program. This program provided senior adults with non-emergency rides to doctor appointments, dialysis centers, and cancer and cardiologist rehabilitation therapy centers. Age Well provided 24,939 rides through the NEMT Program in FY2019-2020; 1,083 elderly and disabled Non-Emergency Transportation Program participants took 11,685 trips to doctors, dialysis, physical therapies, etc.; and elderly participants with chronic conditions took 1,374 rides to or from health care locations.

Chronic Diseases (Alzheimer's Disease, Cancer, Diabetes, Heart Disease, Liver Disease, Lung Disease, and Stroke)

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. The hospital also serves a community with a percentage of seniors who suffer from dementia and Alzheimer's disease.

Response to Need

Saddleback 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, stroke, diabetes, Alzheimer's disease, Parkinson's disease, cancer, arthritis, joint disease and other disease-related topics reached 26,202 community residents. A Cancer support group

guided 96 community members as they navigated the journey from cancer diagnosis to treatment. The Parkinson's and Movement Disorders support group assisted 42 persons to better understand and cope with their conditions.

Saddleback Medical Center provided financial support to the Alzheimer's Association and Susan G. Komen Orange County Affiliate to improve the health and quality of life of persons with chronic diseases.

Mental Health and Behavioral Health

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

Response to Need

MemorialCare health system recognized that both physical and mental health should be coordinated in primary care settings. We launched the Behavioral Health Integration program in 2018, now growing to nine 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 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

In FY2020, 2,024 social worker encounters were provided in Laguna Woods Village. Saddleback Medical Center embedded a social worker at Laguna Woods Village, a local retirement community, to immediately address emerging social, psychological or medical needs.

A bereavement support group provided 608 encounters for persons experiencing loss and grief.

Not uncommonly, unused prescription drugs can be obtained illegitimately and lead to substance abuse. The Saddleback Medical Center Outpatient Pharmacy maintained a drug take back repository, which received unused drugs from the community and appropriately destroyed them.

Saddleback Medical Center's COVID-19 Response

Saddleback Medical Center 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. MemorialCare opened a drive-through COVID-19 testing site in San Clemente. In response to COVID-19, Saddleback Medical Center faculty and staff donated their time to purchase, bag and deliver essential food items for the community to help at-risk seniors self-isolate. As a result, 329 Laguna Woods households received contactless grocery delivery.

Community Benefit Services Summary FY2020

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

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

Community Health Improvement Services

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

Community Health Education

- General health and wellness education reached more than 5,092 individuals on topics that included: arthritis, heart disease, stroke, podiatry, Parkinson's disease, nutrition, colon cancer prevention, heart palpitations, pregnancy after 35, Alzheimer's disease, diabetes and eye health, Fertility 101, spine health, lung disease, joint pain, cardiac rehab, mindful eating during the holidays and successful aging, among others.
- Community health fairs reached nearly 23,000 persons with health information and resources.
- Education sessions were provided to over 3,175 persons on a variety of topics, including preparing for pregnancy, childbirth education, infant safety and CPR, newborn classes and breastfeeding support.
- Balance and conditioning classes assisted over 1,400 older adults in learning techniques to help prevent falls and the associated injuries.
- 260 seniors attended exercise and stretching classes.
- Support groups for Parkinson's disease, cancer, and bereavement reached over 745 community residents and family members/caregivers.
- *CareConnection* quarterly newsletter was made available to service area residents to provide health education messages and notify the community of free classes, support groups, and screenings offered at the hospital. Nearly 690,000 newsletters were distributed in FY2020. The information was also posted on memorialcare.org.
- 300 individuals listened to podcasts on stroke awareness, skull base brain tumors and radiosurgery.
- Through social media platforms, including Facebook, Instagram, Twitter, YouTube and LinkedIn, Saddleback Medical Center reached approximately 50,000 individuals with

messages on health topics, trends and concerns.

- The free podcast series, “A Weekly Dose of Wellness” allowed listeners to learn from physicians and other health care professionals who spoke on topics related to their specialties.
- Saddleback Medical Center physicians presented education sessions through the local television station, reaching 45,000 individuals.

Community-Based Clinical Services

- Take Back Medication Program supported the safe collection and disposal of unused medications.
- At Saddleback Medical Center’s Women’s Health Fair, 560 individuals received blood typing.
- Saddleback Medical Center provided a social worker to residents at Laguna Woods Village, a local retirement community; 2,024 social worker encounters were provided.
- The Compassionate Care program provided free prescriptions, home health medications, recuperative care and transport for 83 community members.
- 60 heart health screenings (blood pressure, cholesterol and glucose) were provided at Saddleback Medical Center’s Minimally Invasive Approaches to Cardiac Surgery community education event.

Health Care Support Services

- Free lactation consultation, open to the community, was provided to 3,045 new mothers using the Lactation Breastfeeding Help Line.
- Patient Financial Services helped 109 individuals enroll in low cost or no cost insurance programs, regardless of where they received care.
- Through the Senior Advocacy program, 289 senior adults received assistance with insurance issues over the phone or in person at the Florence Sylvester Senior Center and assisted living facilities in the community. Support was given to individuals who need assistance with dual eligibility (Medicare/Medi-Cal).
- Transportation programs for patients and families with limited resources to support access to care. 1,523 persons were supported with needed transportation.
- Through care coordination, 25 persons received assistance obtaining drug manufacturer assistance programs for their prescriptions.
- Saddleback Medical Center hosted the Wellist online platform that connected the public to health information and certified local resources, free-of-charge.
- In response to COVID-19, Saddleback Medical Center provided contactless delivery of groceries to Laguna Woods Village residents, a local retirement community. This program served 329 local households.

Health Professions Education

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

Continuing Medical Education (CME)

- CME lectures were offered throughout the year for educational purposes and were available to physicians and health care professionals in the community. Additionally, Saddleback Medical Center provided PPE (personal protective equipment) training for 20 physician residents through a ZOOM webinar.
- Saddleback Medical Center annually funds a University of California, Irvine Medical School gynecological oncology fellowship.

Nursing Education

Over 250 nursing students participated in clinical rotations at Saddleback Medical Center.

Other Health Professions Education

Saddleback Medical Center welcomed 44 health professionals in FY2020. Students were educated and performed their clinical hours and/or internship rotations in speech therapy, physical therapy, physician assistant, pharmacy, occupational therapy, respiratory therapy, echo sonography and imaging.

Cash and In-Kind Donations

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

The hospital provided in-kind donations of meeting space for a number of nonprofit organizations and community groups. Additionally, monetary contributions were made to nonprofit organizations that support community benefit efforts and address significant health needs in the community. In FY2020, Saddleback Medical Center supported community organizations through a grant program focused on initiatives that addressed priority health needs:

- The Family Assistance Ministries' (FAM) Care Coordination Program. Through this program, FAM provided needed health and social services to individuals and families in South Orange County who are low-income or poverty level and are homeless or at risk of homelessness.
- The Age-Well Senior Services Non-Emergency Transportation Program served seniors throughout South Orange County. The program provided safe, affordable, and reliable transportation that enhances the quality of life for seniors by helping them access health care services and remain socially active. The Non-Emergency Medical Transportation

Program serves adults 60 years of age or older who live within Age Well’s 400-square-mile South Orange County service area. Many participants are frail, homebound, low-income and isolated elderly. A high proportion of clients are over 85 and need extra help getting from door to curb.

Community Benefit Operations

Definition: direct and indirect costs associated with assigned staff, community health needs assessments, community benefit planning, tracking, reporting, evaluating and operations.

In FY2020, funding supported:

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

Community Building Activities

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

Workforce Development

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

- In collaboration with J. Serra High School’s Medical Magnet Program, Saddleback Medical Center provided 15 students the opportunity to explore various disciplines within the medical field, in the classroom and off-site at Saddleback Medical Center. Classroom instruction was supplemented with lectures, observed operations, and individual meetings with medical professionals that included physicians, nurses, emergency/operating staff, medical/radiological technicians, and medical management executives.
- Annually, Saddleback Medical Center hosts Medical Careers in Action, an event for high school students and teachers. In FY2020, 280 individuals participated.
- Saddleback Medical Center participated in Vital Link. The program serves as a link between local businesses and education programs to prepare students for the successful transition to a meaningful career. Saddleback Medical Center offered career exploration days for students to learn about a career in the medical field. In FY2020, 50 students participated.

Coalition Building and Advocacy

Hospital representatives served on several local, regional and state level organizations and

committees that address health improvement. MemorialCare engages in local, state and national advocacy efforts that support access to health care.

As part of Saddleback Medical Center's ongoing mission to support businesses and help ensure the physical and economic health of the communities we serve, hospital employees have taken leadership roles in several community organizations.

Financial Summary of Community Benefit

The Saddleback 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	\$3,030,585
Unpaid Costs of Medi-Cal ²	\$9,902,362
Others for the Economically Disadvantaged ³	\$0
Education and Research ⁴	\$3,174,527
Other for the Broader Community ⁵	\$1,297,587
Total Community Benefit Provided Excluding Unpaid Costs of Medicare	\$17,405,061
Unpaid Costs of Medicare ²	\$16,212,862
Total Quantifiable Community Benefit	\$33,617,923

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

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

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

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

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

Community Benefit Plan FY2021

Saddleback 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, Saddleback 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 well-being of at-risk individuals and families in the hospital service area.

Significant Needs the Hospital Intends to Address

Saddleback Medical Center intends to take actions to address the following health needs that were identified in the FY2019 CHNA and detailed in the FY2020-2022 Implementation Strategy:

- Access to care/preventive care
- Chronic diseases (includes Alzheimer's disease, cancer, diabetes, heart disease, liver disease, lung disease, and stroke)
- Mental health and behavioral health

Additionally, all community benefit efforts shall have a special focus on the senior 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. Saddleback Medical Center will offer community health education, community lectures, presentations and workshops.
2. Provide grant funding and in-kind support to community organizations to support access to health care and preventive care.
3. Provide transportation support to increase access to health care services.
4. Provide financial assistance through free and discounted care for health care services, consistent with the hospital's financial assistance policy.
5. Saddleback Medical Center will continue to host health and wellness fairs for seniors, including screenings.

Health Need: Chronic Diseases

Strategy

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

Actions

1. Provide support groups to assist those with chronic diseases and their families.
2. Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases.
3. Provide grant 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 Saddleback Medical Center'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. Increase community awareness of prevention efforts and availability of resources to address mental and behavioral health concerns.
5. Provide grant funding and in-kind support to community organizations to support mental and behavioral health awareness and access to care.

Needs the Hospital Will Not Address

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

Saddleback 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

Saddleback Medical Center
24451 Health Center Drive
Laguna Hills, California 92653

Web Address

memorialcare.org/saddleback

Community Benefit Contact

Kristen L. Pugh, MPA
Vice President, Advocacy & Government Relations
MemorialCare Health System
kpugh@memorialcare.org