



Annual Report and Plan for Community Benefit

Community Hospital Long Beach

Fiscal Year 2017 (July 1, 2016 – June 30, 2017)

**Submitted to:
Office of Statewide Health Planning and Development
Healthcare Information Division
Accounting and Reporting Systems Section
Sacramento, California**

November 2017

Contents

About the Organization2

 Mission2

 Vision2

 Values2

 MemorialCare Health System2

 Community Hospital Long Beach.....3

 Governance.....3

Our Community6

Community Health Needs Assessment7

 Priority Health Needs.....8

Community Benefit Services Summary FY201710

Financial Summary of Community Benefit.....13

Community Benefit Plan FY201814

Appendix 1 – Community Partners.....16

Contact Information.....17

About the Organization

Mission

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

Vision

Exceptional People. Extraordinary Care. Every Time.

Values

The iABCs of MemorialCare

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

Integrity

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

Accountability

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

Best Practices

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

Compassion

Serving others through empathy, kindness, caring and respect.

Synergy

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

MemorialCare Health System

MemorialCare is a nonprofit integrated health care delivery system that includes five hospitals – Long Beach Memorial Medical Center, Miller Children's & Women's Hospital Long Beach, Community Hospital Long Beach, Orange Coast Memorial Medical Center, and Saddleback Memorial Medical Center; 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 visit <http://www.memorialcare.org/about/reports>.

Community Hospital Long Beach

Community Hospital Long Beach (CHLB) is a 208-bed acute-care hospital that serves the Greater Long Beach area. We are closely aligned with MemorialCare's other hospitals in our area, including Long Beach Memorial and Miller Children's & Women's Hospital Long Beach. With their support and MemorialCare's leadership and vision, we have become an even stronger resource to our region, as we celebrate 93 years of serving the community. Community Hospital Long Beach offers state-of-the-art imaging, cardiovascular diagnostics, mental health and wellness, women's heart screenings, occupational medicine, diabetes services and more.

The MemorialCare Center for Mental Health & Wellness at Community Hospital Long Beach (CHLB) offers a full spectrum of mental health programs to maximize the continuum of care for each patient, including a psychiatric inpatient program, outpatient psychiatric clinic and a partial hospitalization/intensive outpatient program.

To address the overwhelming, continuous medical needs of expectant and new mothers who suffer devastating depression and/or anxiety, the Center for Mental Health & Wellness also offers one of the nation's only perinatal mood and anxiety disorder programs with inpatient and outpatient care.

The Center for Mental Health & Wellness provides leading treatments for depression including Transcranial Magnetic Stimulation (rTMS) therapy – a non-invasive, non-drug treatment for patients who have not benefited from antidepressant medication.

Governance

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

Long Beach Memorial Medical Center, Miller Children’s & Women’s Hospital Long Beach, and Community Hospital Long Beach Board of Directors

Barry Arbuckle, PhD

Sathya Chey

Jane Close Conoley

Leslie Edirch, MD

John Fielder

Clifford Hancock, MD

Cynthia Herzog, MD

Russell Hill, Chairman

Stephen Hryniewicki, MD

Lorna McFarland, MD

Suzanne Nosworthy

Robert Schack

William Webster, MD

James Wells, MD

Susan Anderson Wise

Community Benefit Oversight Committee

The CBOC (Community Benefit Oversight Committee) is an advisory committee for the MemorialCare Long Beach hospitals’ community benefit programs and reports to the Strategy Committee. The CBOC reviews and validates legal and regulatory compliance specific to community benefit mandates; assures community benefit programs and services are effectively meeting identified community health needs, with emphasis on populations with unmet health needs; and increases transparency and awareness of community benefit activities. The members of the CBOC include:

- Lynette Bello, Supervisor, Welcome Baby Program
- Melissa Biel, Community Benefit, MemorialCare Health System
- Martha P. Gonzalez, Community Relations Manager, Long Beach Memorial Medical Center
- Erika Jewell, Transition Coordinator, Miller Children’s & Women’s Hospital
- Linda Kerr, Diabetes Program Director, Long Beach Memorial Medical Center
- Julie Leung, Planning and Accreditation Coordinator, Long Beach Department of Health & Human Services
- Christine Petit, Executive Director, Building Healthy Communities: Long Beach
- Kristen L. Pugh, Vice President, Advocacy & Government Relations, MemorialCare Health System
- Nancy Riano, Nursing Services Officer, Long Beach Department of Health & Human Services

- Danielle Sees, Maternal, Child, Adolescent Health Coordinator, Long Beach Department of Health & Human Services
- William Webster, Chairman, Finance Committee, Vice-Chairman, Long Beach Memorial Medical Center Board of Directors
- Angie West, Director, Neuroscience Institute and Stroke Program, Long Beach Memorial Medical Center

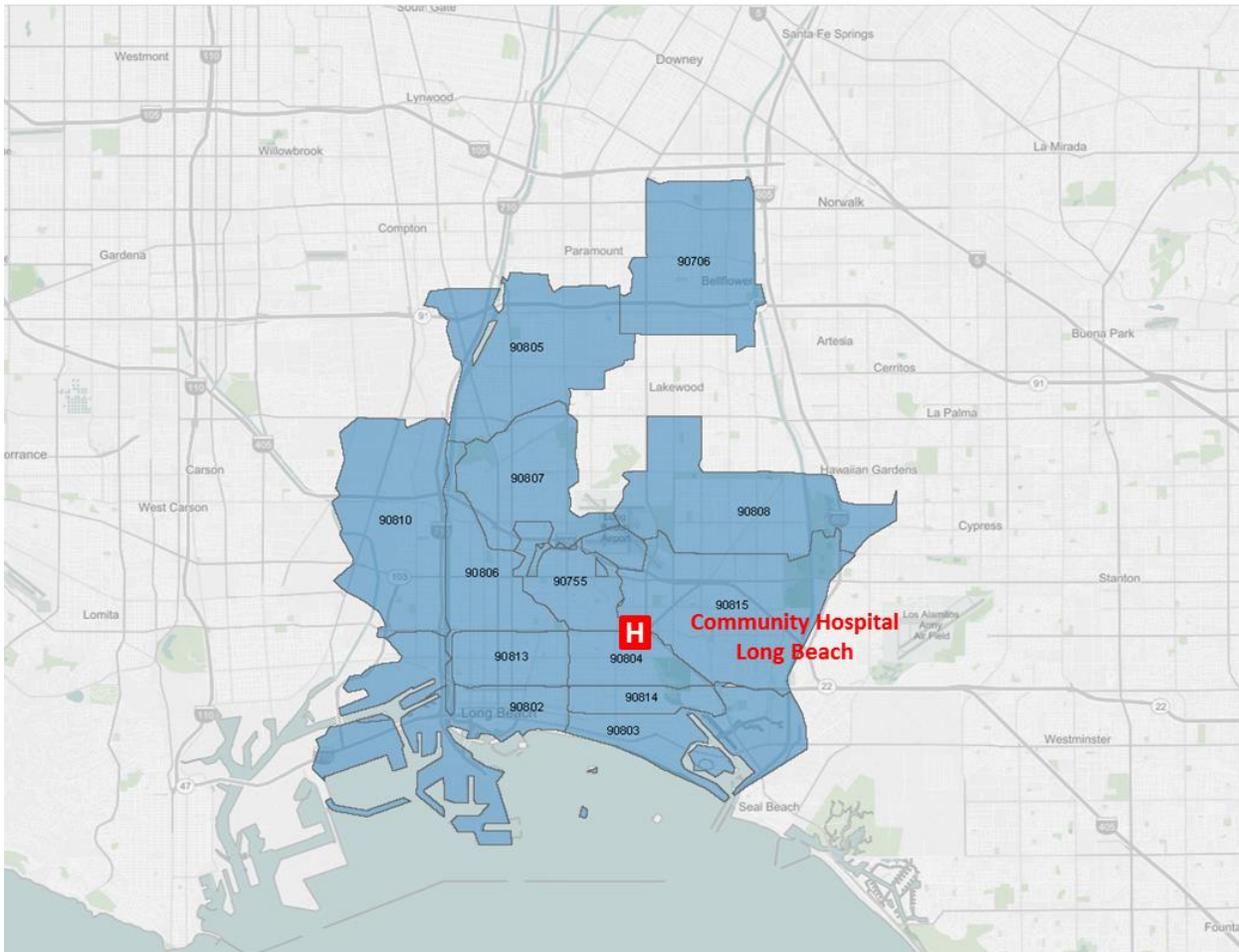
Our Community

Community Hospital Long Beach is located at 1720 Termino Ave, Long Beach, California 90804, in Los Angeles County. The Community Hospital Long Beach service area consists of the following cities and ZIP Codes.

Community Hospital Long Beach Service Area by ZIP Code and Community

90706	Bellflower	90807	Long Beach
90755	Signal Hill	90808	Long Beach
90802	Long Beach	90810	Long Beach
90803	Long Beach	90813	Long Beach
30804	Long Beach	90814	Long Beach
90805	Long Beach	90815	Long Beach
90806	Long Beach		

Map of the Community Hospital Long Beach Service Area



The City of Long Beach is a coastal community located in Los Angeles County. Based on the U.S. Census, Long Beach is the thirty-sixth most populous city in the nation and seventh in California. The city is diverse in terms of race and ethnicity. Hispanics/Latinos make up 41.3% of the population in Long Beach; Whites account for 28.6% of the population; Blacks/African Americans comprise 12.9% of the population and Asians 12.5%. Native Americans, Hawaiians, and other races combined total 4.7% of the population. Long Beach has the largest Cambodian community in the United States.

The service area for Community Hospital Long Beach includes 559,524 residents. The majority of the service area residents live in Long Beach (84.3%) with the remaining 15.7% living in Bellflower and Signal Hill. Children and youth (ages 0-19) make up 28.3% of the population; while seniors (65 years and older) account for 9.6% of the population. The service area has a higher percentage of young people (ages 0-19) compared to the State. In terms of race/ethnicity, the service area is very diverse. The largest portion of the service area is Hispanic/Latino (42.8%). Whites make up 27.4% of the population; Blacks/African Americans comprise 13.1% of the population and Asians 12.4%. Native Americans, Hawaiians, and other races combined total 4.3% of the population. In terms of educational attainment, 20.7% of service area residents who are 25 years old and older have less than a high school diploma. 47.4% of service area residents live below 200% of the federal poverty level (FPL).

Community Health Needs Assessment

Community Hospital Long Beach completed a Community Health Needs Assessment (CHNA) in 2016 as required by state and federal law. As in previous years, hospitals and organizations in the greater Long Beach community worked in collaboration to complete the CHNA. The hospitals and organizations that participated in the Long Beach CHNA Collaborative included: Dignity Health St. Mary Medical Center, Kaiser Permanente South Bay, Long Beach MemorialCare System (Long Beach Memorial Medical Center, Community Hospital Long Beach and Miller Children's & Women's Hospital), The Children's Clinic "Serving Children and Their Families" and the City of Long Beach Department of Health and Human Services. The Long Beach collaborative engaged Harder+Company Community Research to conduct the needs assessment. Through high-quality, culturally-based evaluation, planning, and consulting services, Harder+Company helps organizations translate data into meaningful action.

The Long Beach CHNA Collaborative reviewed secondary data from local, county, state and national sources to develop a comprehensive community profile that was organized by health needs. When reviewing possible secondary data sources, the collaborative considered: (1) the geography for which that data was available, prioritizing data that were available at more local levels (e.g., data that were available at the ZIP Code, city

or Service Planning Area level) and (2) when the data were collected, prioritizing the most current data available.

Analyses were conducted at the most local level possible. Also, when available, data about subgroups that are particularly impacted by the social determinant of health, health behavior or outcome were collected to develop a better understanding of the health needs within the community. This report includes benchmarks comparing secondary data for the hospital's service area against other similar communities such as other SPAs, the County and the State. When available, Healthy People 2020 Objectives were included as a benchmark.

Community input was provided by a broad range of community members and leaders through key informant interviews and focus groups. Interviewees included public health experts; representatives from state, local, tribal, or other regional governmental public health departments (or equivalent department or agency); as well as leaders, representatives, or members of medically underserved, low-income and minority populations. A total of 34 key informant interviews were conducted in October and November 2015 for the needs assessment.

Additionally, eight focus groups were conducted throughout the greater Long Beach community. A total of 52 community members participated in the focus groups. Many individuals who participated in focus groups were leaders, representatives or members of medically underserved, low-income and minority populations.

Priority Health Needs

Significant health needs were identified through a scoring process of the primary and secondary data collected. Health needs that were confirmed by more than one indicator were identified as a significant health need: (1) secondary data showed that the size of the health need was a concern, as measured by the proportion of the community affected, compared to the benchmarks (e.g., SPA, County, State or Healthy People 2020 Objectives) and (2) that primary data collection efforts (i.e., key stakeholder interviews and focus groups) identified the health need as a concern in the service area.

Mental health, economic security and obesity/diabetes were ranked as the top three 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. Economic security
3. Obesity and diabetes
4. Access to housing

5. Chronic disease
6. Education
7. Access to Care
8. Access to Housing
9. Preventive Care
10. Crime and violence
11. Pregnancy and birth outcomes
12. Environment and climate
13. Oral health
14. Substance Abuse and Tobacco

The complete Community Health Needs Assessment report and the prioritized health needs can be accessed at www.memorialcare.org/content/community-benefit.

Community Benefit Services Summary FY2017

Community benefit services promote health and healing and are focused on addressing the identified unmet health needs of the community. For a program or service to be considered a community benefit it must: improve access to health care; or enhance the health of the community; or advance medical or health care knowledge; or reduce the burden of government or other nonprofit community efforts.

In FY2017, Community Hospital Long Beach provided community benefit activities and programs within its service area. A summary of these activities follows.

Community Health Improvement Services

Activities carried out to improve community health, available to the public, which address a community need.

Community Health Education

Health education classes and events were made available to the public. Community health education targeted the community at large, populations with, or at risk of, chronic disease, seniors and populations with health disparities. Examples of activities included:

- General health and wellness education.
- Diabetes classes and support groups.
- Mental health awareness and education.
- *CareConnection* newsletter was mailed to 184,000 service area residents to notify the community of free classes, support groups, and screenings offered at the hospital. The information was also posted on our website.
- Support groups for community residents and family members/caregivers.
- Community support events focused on the health of the community.
- Public health education in the media and community health awareness events to encourage healthy behaviors and improve preventive practices.

Health Care Support Services

- Transportation programs for patients and families with limited resources to support access to care.
- Information and assistance to enroll in low-cost or no cost health insurance programs.

Health Professions Education

Education programs for physicians, medical students, nurses, nursing students, and other health professionals.

Community Hospital Long Beach partnered with Long Beach City College to provide nursing student clinical training. There were 161 student nurses (non-contracted) participating in a clinical rotation at CHLB this past year.

Other health professionals are educated and perform their clinical hours and/or internship rotations at CHLB. There were 18 students educated at CHLB this past fiscal year. Dietary students and interns, pharmacy and phlebotomy students are directly supervised by hospital staff. In addition to on-site training of the next generation of health care professionals, we also provide training and continuing education to community health professionals.

Cash and In-Kind Contributions

Contributions and in-kind services donated to community groups and non-profit organizations. CHLB provides in-kind donations of meeting space for a number of nonprofit organizations and community groups. Contributions are made to nonprofit organizations that support community benefit efforts.

Since 1994, Community Hospital Long Beach has served as the site for the Sexual Assault Response Team (SART) program. SART provides multidisciplinary care for victims of sexual assault of all ages in Long Beach and surrounding communities. CHLB provides donated space and medications for the SART program.

Community Building Activities

Activities that support community building 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 environmental concerns.

Community Support

Staff members at CHLB are active community members. They participate in a number of initiatives that support the community.

Coalition Building and Advocacy

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

We joined with other agencies in Long Beach to advocate for the creation of a Behavioral Health Urgent Care Center. At this facility, voluntary and involuntary patients can be admitted for just under 24 hours, until their crisis is stabilized. Given the

documented need for mental health services, the Long Beach City Council approved the project, which is expected to open in 2018.

Leadership Development

The 12th Annual Health Care Forum for Business Leaders, the President's Partnership was a conference hosted by MemorialCare President, Dr. Arbuckle. This conference engaged employers in the region to better understand health care reform, create a healthier workforce, and advocate for better care in the communities they serve.

CHLB continued its support of the City of Long Beach Neighborhood Leadership Program, which supports leadership development skills for neighborhood residents. This is a five-month multilingual program.

Workforce Development

Community Hospital Long Beach serves as an internship site for the Cabrillo High School Work Ability Program, which provides local high school students with hands on experiences in the health care field.

Financial Summary of Community Benefit

Consolidated financials for Community Hospital Long Beach, Long Beach Memorial Medical Center, Miller Children's & Women's Hospital Long Beach, Orange Coast Memorial Medical Center and Saddleback Memorial Medical Center.

Community Benefit Categories	Net Benefit
CHARITY CARE ¹	\$7,988,000
UNPAID COSTS OF MEDI-CAL ²	\$131,425,000
OTHERS FOR THE ECONOMICALLY DISADVANTAGED ³	\$1,207,000
EDUCATION AND RESEARCH ⁴	\$14,231,000
OTHER FOR THE BROADER COMMUNITY ⁵	\$5,074,000
TOTAL COMMUNITY BENEFIT PROVIDED EXCLUDING UNPAID COSTS OF MEDICARE	\$159,925,000
UNPAID COSTS OF MEDICARE ²	\$61,521,000
TOTAL QUANTIFIABLE COMMUNITY BENEFIT	\$221,446,000

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

² Unpaid costs of public programs include the difference between costs to provide a service and the rate at which the hospital is reimbursed. Estimated costs are based on the overall hospital cost to charge ratio. This total includes the Hospital Provider Fees (HPF) paid to the State of California.

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

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

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

Community Benefit Plan FY2018

Community Hospital Long Beach will continue to address the identified unmet health needs in our service area through our contributions of community benefit resources. The Community Benefit Oversight Committee provides leadership oversight for community benefit efforts, specifically program planning, implementation, and evaluation.

As a result of the 2016 Community Health Needs Assessment, priority health needs were identified that the hospital chose to address through its Implementation Strategy. For Community Hospital Long Beach, selected community benefit efforts focus on increasing and supporting access to health care services through direct programs and partnerships with local community-based organizations. Our programs address the following priority health needs:

- Access to care
- Chronic disease
- Mental and behavioral health
- Overweight and obesity
- Preventive care

Addressing Health Needs

The Implementation Strategy developed from the 2016 Community Health Needs Assessment, spans the period FY2016-FY2018. Community Hospital Long Beach will continue to meet the identified priority health needs through a commitment of resources with the following programs and services:

- Financial assistance
- Transportation support
- Family Medicine rotations in community-based clinical services
- Support groups
- Community health education and health awareness events
- Public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases
- Physician-led workshops and presentations
- Nutritional counseling
- Free health screenings and flu shot clinics
- Services to address chemical dependency and behavioral/mental health
- Cash and in-kind donations to support identified needs

Measuring Impact

Community Hospital Long Beach will monitor and evaluate the programs and activities outlined above. The hospital anticipates that the actions taken to address significant health needs will improve health knowledge, behaviors, and status; increase access to care; and help support good health. The hospital is committed to monitoring key initiatives to assess impact and has implemented a system that tracks the implementation of the activities and documents the anticipated impact. Our reporting process includes the collection and documentation of tracking measures, such as the number of people reached/served, increases in knowledge or changes in behavior as a result of planned strategies, and collaborative efforts to address health needs. An evaluation of the impact of the hospital's actions to address these significant health needs will be reported in the next scheduled Community Health Needs Assessment.

Fostering Community Partnerships

We are committed to fostering partnerships with community based organizations, community clinics, government agencies, schools and school districts, the faith community, public health, and public safety agencies. Our community benefit plan includes maintaining current partnerships and exploring opportunities to engage with new partners. Appendix 1 provides a partial list of our partners.

We continue to participate in the Los Angeles Department of Public Health Office of Planning, Evaluation, and Development needs assessment and community health improvement plan efforts. We will also continue our collaboration with the Long Beach Department of Health and Human Services. The Long Beach City strategic health plan shares many of our health priorities and we work together to address the area health needs in a collaborative manner.

Appendix 1 – Community Partners

In keeping with the community benefit principle to actively build community capacity and our overall mission and commitment to improve the health and wellbeing of individuals, families and our communities, Community Hospital Long Beach, Long Beach Memorial, Miller Children’s and Women’s Hospital cultivate and maintain strong ties with community stakeholders. We collaborate with the following organizations (partial listing):

- American Heart Association
- American Lung Association
- Building Healthy Communities: Long Beach
- Building Healthy Communities: Long Beach Youth and Parent Workgroups
- Cabrillo High School
- California State University, Long Beach
- Cambodian Advocacy Center
- City of Long Beach
- City of Long Beach Neighborhood Leadership Program
- City of Long Beach/Neighborhood Resource Center/Senior Centers
- End Abuse Long Beach
- Junior League of Long Beach
- Latinos in Action
- LB Fresh
- LGBTQ Center Long Beach
- Long Beach City College
- Long Beach Department of Health and Human Services
- Long Beach Police Department Homeless Assistance Project
- Long Beach Ronald McDonald Charity
- Long Beach Stroke Association
- Long Beach Unified School District
- Los Angeles County Department of Mental Health
- Los Angeles County Department of Public Health
- Mental Health America of Los Angeles
- NAMI – National Alliance on Mental Illness
- Senior Centers / Senior Living Facilities
- The Children’s Clinic, Serving Children & Their Families
- United Cambodian Community
- Walk Bike Long Beach
- Walk Long Beach
- YMCA

Contact Information

Address of Hospital Campus

Community Hospital Long Beach
1720 Termino Avenue
Long Beach, CA 90804

Web Address

<https://www.memorialcare.org/community-medical-center-long-beach>

Community Benefit Contact

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