



Annual Report and Plan for Community Benefit

Long Beach Medical Center

Fiscal Year 2018 (July 1, 2017 – June 30, 2018)

Submitted to:

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

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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

MemorialCare is a nonprofit integrated health care delivery system that includes five hospitals – Long Beach Medical Center, Miller Children's & Women's Hospital Long Beach, Community Medical Center Long Beach¹, Orange Coast Medical Center, and Saddleback Medical Center; award-winning medical groups – MemorialCare Medical

¹ Due to an active earthquake fault line under the hospital and California's impending seismic regulations for acute care hospitals, **Community Medical Center Long Beach closed on July 3, 2018.**

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>.

Long Beach Medical Center

Long Beach Medical Center (LBMC) is a 462 bed, state-of-the-art regional medical center. Established as Seaside Hospital in 1907, it became known as Long Beach Memorial Hospital in 1958. The Medical Center is located on a 54-acre campus that it shares with Miller Children's & Women's Hospital Long Beach. These hospitals function under the same tax identification number but are separately licensed hospitals.

As a regional medical center, Long Beach Medical Center provides health care through many specialties and services, including the Certified Comprehensive Stroke Center, Long Beach Adult and Pediatric Sleep Center, MemorialCare Breast Center, MemorialCare Heart & Vascular Institute, MemorialCare Imaging Center, MemorialCare Joint Replacement Center, MemorialCare Rehabilitation Institute, MemorialCare Todd Cancer Institute, Spine Health Center and Trauma Center. For a complete list of Long Beach Medical Center's services visit: www.memorialcare.org/long-beach-medical-center.

Long Beach Medical Center has been recognized as a major regional provider of medical and surgical services. Long Beach Medical Center consistently achieves national accolades for its quality care, including being named as one of the U.S. top 125 hospitals by Consumers' CHECKBOOK; named Top 100 Hospitals Cardiovascular by Thomson Reuters; and named one of "America's Best Hospitals" for Orthopedics by *U.S. News & World Report* magazine.

Most recently, Long Beach Medical Center was recognized as an Advanced Certification for Comprehensive Stroke Center, the 3rd Joint Commission Certified Comprehensive Stroke Center in Los Angeles County.

Governance

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

Long Beach Medical Center, Miller Children's & Women's Hospital Long Beach, and Community Medical Center 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:

- Lynnette Bello, Supervisor, Welcome Baby Program, Miller Children's Hospital
- Sylvia Betancourt, Program Manager, Long Beach Alliance for Children with Asthma, MemorialCare
- Melissa Biel, Community Benefit, MemorialCare Health System
- Lauren Gallant, Community Outreach & Government Relations Manager, MemorialCare
- Martha P. Gonzalez, Community Relations Manager, MemorialCare Long Beach Medical Center
- Yair Katz, Chief Financial Officer, MemorialCare Long Beach Medical Center
- Linda Kerr, Diabetes Program Director, MemorialCare Long Beach Medical Center
- Julie Leung, Planning and Accreditation Coordinator, Long Beach Department of Health & Human Services

- Karina Melgar, Physician, MemorialCare
- Mercedes Perezchica, 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
- Nancy Riano, Nursing Services Officer, Long Beach Department of Health & Human Services
- William Webster, Chairman, Finance Committee, Vice-Chairman, MemorialCare Long Beach Medical Center Board of Directors

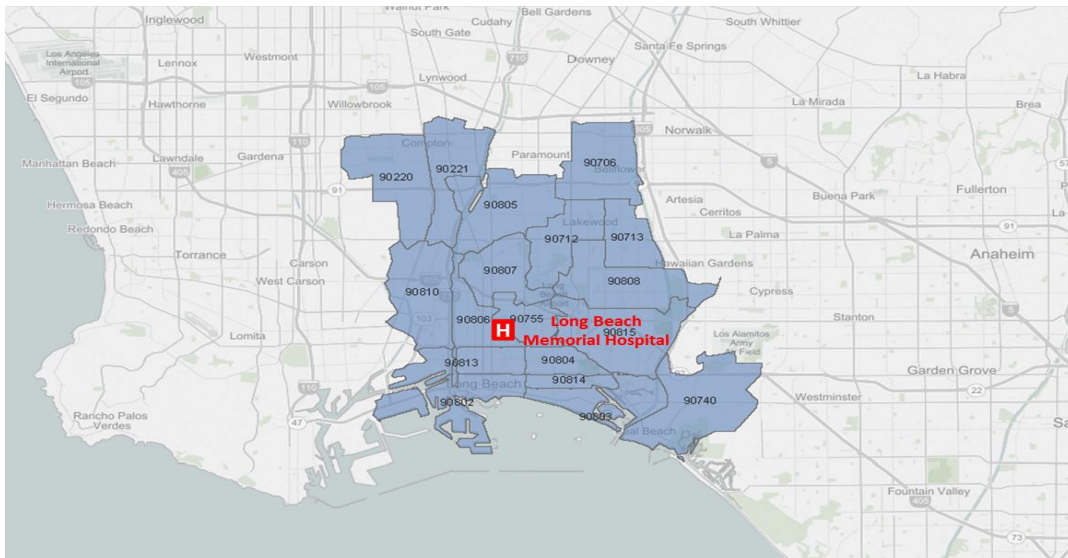
Our Community

Long Beach Medical Center is located at 2801 Atlantic Ave., Long Beach, California 90806, in Los Angeles County. The Long Beach Medical Center service area includes the following cities and ZIP Codes.

Long Beach Medical Center Service Area

City	ZIP Code
Bellflower	90706
Compton	90220, 90221
Lakewood	90712, 90713
Long Beach	90802, 90803, 90804, 90805, 90806, 90807, 90808, 90810, 90813, 90814, 90815
Seal Beach	90740
Signal Hill	90755

Map of the Long Beach Memorial Medical Center 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 service area includes 745,709 residents. Children and youth (ages 0-19) make up 28.7% of the population; while seniors (65 years and older) account for 10.5% of the population. The service area is very diverse. The largest portion of the service area is Hispanic/Latino (44.2%). Whites make up 26.9% of the population; Blacks/African Americans comprise 14.1% of the population, and Asians 10.6%. Native Americans, Hawaiians, and other races combined total 4.1% of the population. Long Beach has the largest Cambodian community in the United States. Among service area residents, 25 years old and older, 21.7% have less than a high school diploma. 41.9% of service area residents live below 200% of the federal poverty level (FPL).

Community Health Needs Assessment

Long Beach Medical Center completed a Community Health Needs Assessment (CHNA) in 2016 as required by state and federal law. 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 Medical Center, Community Medical Center 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 CHNA Collaborative engaged Harder+Company Community Research to conduct the needs assessment.

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. Analyses were conducted at the most local level possible. Information on groups that were particularly impacted by the social determinant of health was collected to develop a better understanding of the health needs within the community. This report included benchmarks comparing secondary data for the hospital's service area against Los Angeles 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, as well as leaders, representatives, and members of medically underserved, low-income and minority populations. A total of 34 key informant interviews were conducted in October and November 2015. Additionally, eight focus groups were

conducted throughout the greater Long Beach community. A total of 52 community members participated in the focus groups.

Priority Health Needs

Significant health needs were identified through a scoring process of the primary and secondary data. 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) 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. Calculations of 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. Preventive Care
9. Crime and violence
10. Pregnancy and birth outcomes
11. Environment and climate
12. Oral health
13. 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 FY2018

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 FY2018, Long Beach Medical Center provided community benefit activities and programs that reached over 20,225 persons. 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. The hospital supported community health education by reaching out to vulnerable populations in communities at risk and partnering with senior centers, community clinics, churches, schools, local employers, and the City of Long Beach. Examples of activities included:

- Pre-diabetes and diabetes classes offered in English and Spanish.
- Health education on nutrition and healthy eating.
- Women Guiding Women support and peer mentoring program for women newly diagnosed with breast and gynecologic cancers.
- Tar Wars tobacco-free education program for fourth and fifth-grade students in the Long Beach Unified School District.
- Community health fairs.
- Yoga, exercise classes and walking groups for cancer survivors.
- Senior health lecture series.
- Health education seminars on a number of topics, including: heart disease, cancer, stroke prevention, sleep apnea, mental health and diabetes.
- Community education and planning for advance directives and palliative care.
- *CareConnection* newsletter provided residents with health care information and community resources, free classes, support groups, and screenings offered at the hospital.
- Support groups for community residents and family members/caregivers. A number of support groups were offered in Spanish. Support groups included: Alzheimer's disease, stroke, caregivers, adult diabetes, Parkinson's disease,

bereavement, perinatal bereavement, and young cancer survivors' group, among others.

- Community events focused on increasing access to health care, providing information and resources, and improving the health of the community.

Community-Based Clinical Services

- The heart failure clinic and women's health screening reached 140 persons with life-saving screenings.
- Pre-sports physicals were conducted for 113 local high school students.
- The Family Medicine Residency Program launched a pilot program at the Family Medicine Clinic to provide behavioral health services to adults and children. Family Medicine residents, a psychologist, psychiatrist, primary care physicians and a social worker worked together to address mental health and substance abuse issues of clinic patients.

Health Care Support Services

- Oncology life coach provided community members with answers to questions and cancer-related information, and provided referrals to local services.
- CancerCare provided online and face-to-face counseling, support groups, education, and publications for patients, cancer survivors, families and caregivers.
- Nurse practitioners provided counseling to persons with diabetes in the community who needed information and referrals.
- 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.

Long Beach Medical Center is a professional teaching hospital accredited by the Accreditation Council for Graduate Medical Education (ACGME) to sponsor post-MD medical training programs. LBMC is also accredited by the Council on Podiatric Medical Education (CPME), an independent accrediting agency for podiatric medical education.

Our institution trains physicians from several universities. We currently oversee 33 programs with approximately two hundred residents and fellows. In addition, 20 medical students trained at our facility each month as well as short-term medical students,

physician assistant students, residents, fellows, research fellows and visiting professors.

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

- Anesthesiology
- Emergency Medicine
- Family Medicine
- Female Pelvic Medicine
- Internal Medicine
- Obstetrics and Gynecology
- Orthopedic Surgery
- Palliative Medicine
- Pathology
- Pediatrics
- Physical Medicine and Rehabilitation
- Psychiatry
- Radiation Oncology
- Surgery
- Plastic Surgery
- Pediatric Surgery
- Urology

From the University of Southern California, LBMC had residents in:

- Emergency Medicine
- Pediatric Dentistry

From PIH Health, LBMC received residents in:

- Family Medicine

From Harbor-UCLA, LBMC trained residents in:

- Emergency Medicine
- Pediatrics

From UCLA, LBMC trained residents in:

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

From LAC+USC, LBMC trained residents in:

- Emergency Medicine

LBMC sponsored three residency programs in:

- Family Medicine
- Podiatry
- Sports Medicine

A Master Affiliation Agreement with the University of California Irvine (UCI) School of Medicine also allows UCI to send fellows in the following fellowship programs to train at our institution:

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

From Harbor-UCLA, LBMC receives fellows in:

- Pediatric Emergency Medicine
- Pulmonary
- Vascular Surgery

From UCLA, LBMC receives fellows in:

- Neuroradiology

LBMC sponsors a fellowship program in:

- Sports Medicine

In addition to graduate medical education, Long Beach Medical Center has an outstanding nursing education program partnering with local community colleges and California State University, Long Beach, School of Nursing. There were 67 undergraduate and graduate student nurses (non-contracted) participating in a clinical rotation at the hospital this past year. MemorialCare hospitals administered an H-1B Visa Skills Training Grant Program to provide skills, certifications and training needs in the health care sector.

Other health professionals were educated and performed their clinical hours and/or internship rotations at LBMC. Students were directly supervised by LBMC staff. Clinical nutrition, physical therapy, social work, and pharmacy were represented. More than 200 students received on-site training at LBMC this past fiscal year.

We also provided training and continuing education to community physicians, nurses and other health professionals through a number of different avenues including

conferences hosted at our facility. Conferences and seminars addressed: perinatal loss, advance directives, spiritual care and pediatric nutrition, among others.

In recognition of Mental Health Awareness Month and because of our focus on mental health as a significant community health need, the hospital hosted *Crisis Intervention Programs: Models of Success*. The panel was presented in partnership with the Long Beach Department of Health and Human Services and reached 65 health professionals.

Research

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

There are currently more than 300 ongoing research projects at LBMC. Our studies focus on cancer, heart disease, orthopedics, infectious diseases, gynecology, obstetrics, urology, pediatrics, neonatology and many other areas. Support is also provided for staff to develop research projects, write research papers and present findings at professional conferences. Research administration is aggregated for Long Beach Medical Center and Miller Children's & Women's Hospital Long Beach.

Much of the research performed is made possible by grants and other philanthropic support. In compliance with Federal regulations, research expenses are reported after applying the restricted research specific offsetting funding revenue.

Cash and In-Kind Contributions

Funds and in-kind services donated to community groups and non-profit organizations. The hospital provided in-kind donations of meeting space for nonprofit organizations and community groups. Contributions were also made to nonprofit organizations that support community benefit efforts, including funds for disaster relief for devastating floods and fires.

The hospital provided a land lease, below fair market value, to the Long Beach Ronald McDonald House charity, which supports a 23-room Ronald McDonald House. LBMC also rents office and clinic space to The Children's Clinic "Serving Children and Their Families" at below fair market value.

Community Building Activities

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 environmental concerns.

Community Support

Staff members at Long Beach Medical Center 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.

Leadership Development

The 13th Annual Health Care Forum for Business Leaders, the President's Partnership was a conference hosted by MemorialCare President, Dr. Arbuckle. The conference, *The Puzzling Economics of Healthcare 2018*, 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.

Workforce Development

Hospital staff participated in community programs that encourage careers in nursing and other health professions and promote diversity in health care careers. Staff members visited local schools to discuss careers in health care and shared their expertise as mentors to high school students.

Financial Summary of Community Benefit

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

Community Benefit Categories	Net Benefit (<i>in thousands of dollars</i>)
CHARITY CARE ²	\$7,335
UNPAID COSTS OF MEDI-CAL ³	\$119,922
OTHERS FOR THE ECONOMICALLY DISADVANTAGED ⁴	\$337
EDUCATION AND RESEARCH ⁵	\$14,714
OTHER FOR THE BROADER COMMUNITY ⁶	\$5,557
TOTAL COMMUNITY BENEFIT PROVIDED EXCLUDING UNPAID COSTS OF MEDICARE	\$147,865
UNPAID COSTS OF MEDICARE ²	\$69,715
TOTAL QUANTIFIABLE COMMUNITY BENEFIT	\$217,580

² Charity Care includes traditional charity care write-offs to eligible patients at reduced or no cost based on the individual patient's financial situation.

³ 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 Quality Assurance Fees paid to the State of California.

⁴ Includes other payors for which the hospital receives little or no reimbursement (County indigent).

⁵ Costs related to the medical education programs and medical research that the hospital sponsors.

⁶ Includes non-billed programs such as community health education, screenings, support groups, clinics and support services.

Community Benefit Plan FY2019

Long Beach Medical Center 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. 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 FY2017-FY2019. The hospital 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 behavioral health and mental health, including a Family Practice Residency training program through the Family Practice Medicine clinic
- Cash and in-kind donations to support identified needs

Measuring Impact

We 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 will 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.

Work is underway on the 2019 Community Health Needs Assessment. We are partnering with the Long Beach Department of Health and Human Services, The Children's Clinic, St. Mary Medical Center Long Beach, and Kaiser Foundation Hospital – South Bay to conduct a shared assessment.

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, Long Beach Medical Center and Miller Children’s & Women’s Hospital cultivate and maintain strong ties with community stakeholders. We collaborated with the following organizations (partial listing):

- American Heart Association
- American Lung Association
- Bellflower School District
- California State University, Long Beach
- Cambodian Advocacy Center
- Cerritos Chamber of Commerce
- City of Long Beach
- City of Long Beach/Neighborhood Resource Center/Senior Centers
- Downtown Long Beach Lions Club
- End Abuse Long Beach
- Faith Community
- Harbor Regional Center
- Junior League of Long Beach
- Lakewood Chamber of Commerce
- Latinos in Action
- LB Fresh
- Leadership Long Beach
- LGBTQ Center Long Beach
- Long Beach Chamber of Commerce
- Long Beach City College
- Long Beach Department of Health and Human Services
- Long Beach Forward
- 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
- Lutheran Social Services
- Mental Health America of Los Angeles
- NAMI – National Alliance on Mental Illness
- Paramount Chamber of Commerce
- Ronald McDonald Charities of Southern California (RMCS)

- Senior centers / senior living facilities
- SPIRITT Family Services
- Stroke Support Association
- The Children’s Clinic, Serving Children & Their Families, Long Beach Alliance for Food and Fitness
- United Cambodian Association
- University of California Irvine, School of Medicine
- Walk Bike Long Beach
- Walk Long Beach
- YMCA

Contact Information

Address of Hospital Campus

Long Beach Medical Center
2801 Atlantic Avenue
Long Beach, CA 90806

Web Address

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

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