



Annual Report and Plan for Community Benefit

Long Beach Memorial Medical Center

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**

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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 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>.

Long Beach Memorial Medical Center

Long Beach Memorial Medical Center (LBMMC) 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 Memorial 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 Memorial Medical Center's services visit: www.memorialcare.org/long-beach-medical-center.

Long Beach Memorial Medical Center has been recognized as a major regional provider of medical and surgical services. Long Beach Memorial 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.

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

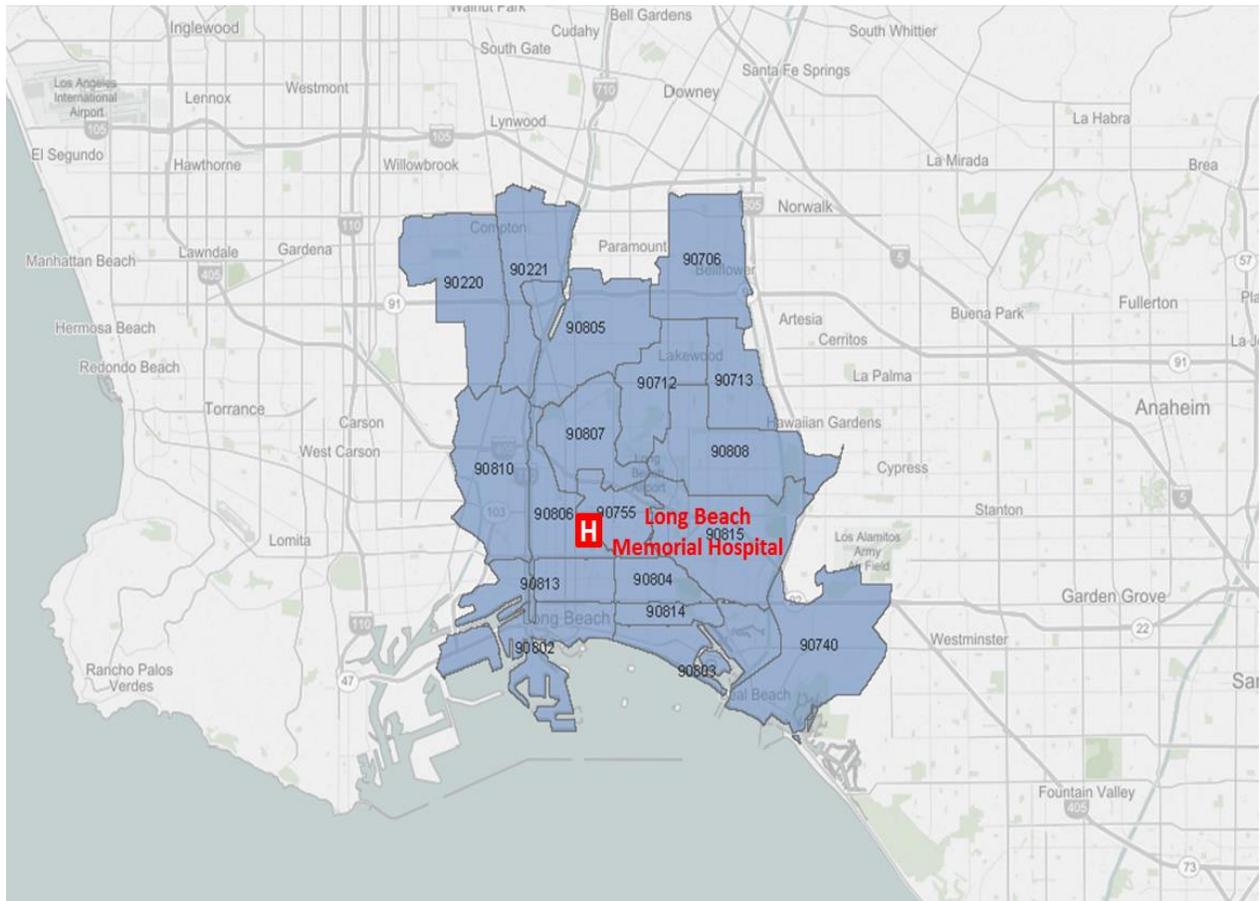
Our Community

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

Long Beach Memorial Medical Center Service Area by ZIP Code and Community

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

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 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 Long Beach Memorial Medical Center includes 745,709 residents. The majority of the service area residents live in Long Beach (63.4%) with the remaining 36.6% living in Bellflower, Compton, Lakewood, Seal Beach, and Signal Hill. 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 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 (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. In terms of educational attainment, 21.7% of service area residents 25 years old and older 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 Memorial Medical Center 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 benchmarks.

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. 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, Long Beach Memorial Medical Center provided community benefit activities and programs within its service area that reached over 14,500 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:

- Beat the Odds cancer survivor mind-body oncology program and Boost the Odds healthy lifestyle program.
- Yoga and walking programs for cancer survivors.
- 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 newly diagnosed breast and gynecologic cancer patients.
- Tar Wars tobacco-free education program for fourth- and fifth-grade students in the Long Beach Unified School District.
- Community health fairs.
- Senior health lecture series.
- American Lung Association's "Freedom From Smoking" program.
- Health education seminars on heart disease, stroke prevention, and diabetes.
- Community education and planning for advance directives.
- *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. A number of support groups are offered in Spanish. Support groups included: Alzheimer's disease, stroke, caregivers, adult insulin pump, adult diabetes, bereavement, Implantable Cardioverter Defibrillator, prostate cancer, ovarian and GYN cancer, and cystic fibrosis, among others.
- 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.

Community-Based Clinical Services

- Health care screening tests held in the community (e.g. blood pressure, cardiac, blood sugar, lung cancer).
- Sports physicals for 400 high school students.

Health Care Support Services

- Oncology life coach provides community members with answers to questions about cancer related information and provides referrals to local services.
- CancerCare telephone, online and face-to-face counseling, support groups, education, and publications for patients, cancer survivors, families and caregivers.
- Nurses 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 Memorial is a professional teaching hospital accredited by the Accreditation Council for Graduate Medical Education (ACGME) to sponsor post-MD medical training programs. LBMHC 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 about two hundred residents and fellows. In addition, 20 medical students train at our facility each month as well as short-term medical students, physician assistant students, residents, fellows, research fellows and visiting professors.

LBMMC has a Master Affiliation Agreement with the University of California, Irvine (UCI) School of Medicine that allows 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, LBMMC has residents in:

- Emergency Medicine
- Pediatric Dentistry

From Harbor-UCLA, LBMMC trains residents in:

- Emergency Medicine
- Pediatrics

From UCLA, LBMMC trains residents in:

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

From LAC+USC, LBMMC trains residents in:

- Emergency Medicine

LBMMC sponsors residency programs in:

- Family Medicine
- Podiatry
- Sports Medicine

A Master Affiliation Agreement with the University of California Irvine (UCI) School of Medicine 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, LBMMC receives fellows in:

- Pediatric Emergency Medicine
- Pulmonary
- Vascular Surgery

LBMMC sponsors a fellowship program in:

- Sports Medicine

In addition to graduate medical education, Long Beach Memorial Medical Center has an outstanding nursing education program partnering with local community colleges and California State University, Long Beach, School of Nursing. There were over 180 undergraduate and graduate student nurses (non-contracted) participating in a clinical rotation at the hospital this past year. MemorialCare hospitals administer 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 LBMMC. Students are directly supervised by LBMMC staff. Fields such as clinical nutrition, physical therapy, social work, surgical technician, health administration, and pharmacy are represented. There were more than 110 students categorized as “other health professionals” educated 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. These included: perinatal loss, spiritual care, ethical decision making, medications, diabetes, and pediatric nutrition, among others.

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 LBMMC. 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 both Long Beach Memorial 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 provides in-kind donations of meeting space for a number of nonprofit organizations and community groups. Contributions were made to nonprofit organizations that support community benefit efforts.

The hospital provides a land lease, below fair market value, to the Long Beach Ronald McDonald House charity, which supports a 23-room Ronald McDonald House.

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 Memorial 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 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.

Staff from Long Beach Memorial actively participated in Leadership Long Beach, which promotes principles of leadership and service to the community.

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 Memorial Medical Center, Community Hospital Long Beach, 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

Long Beach Memorial 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 FY2016-FY2018. 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 chemical dependency and behavioral/mental health
- 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 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, Long Beach Memorial, Community Hospital Long Beach, and Miller Children’s & 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
- Bellflower School District
- Building Healthy Communities: Long Beach
- Building Healthy Communities: Long Beach Youth and Parent Workgroups
- California State University, Long Beach
- Cambodian Advocacy Center
- City of Long Beach
- City of Long Beach/Neighborhood Resource Center/Senior Centers
- Downtown Long Beach Lions Club
- End Abuse Long Beach
- Faith Community
- Junior League of Long Beach
- Latinos in Action
- LB Fresh
- Leadership Long Beach
- LGBTQ Center Long Beach
- Long Beach Alliance for Children with Asthma
- 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
- Lutheran Social Services
- Mental Health America of Los Angeles
- NAMI – National Alliance on Mental Illness
- Paramount Rotary Club
- Ronald McDonald Charities of Southern California (RMCSA)
- 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 Community
- University of California Irvine, School of Medicine
- Walk Bike Long Beach
- Walk Long Beach
- YMCA

Contact Information

Address of Hospital Campus

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

Web Address

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

Community Benefit Contact

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