

**Miller**  
**Children's & Women's**  
**Hospital Long Beach**



MEMORIALCARE® HEALTH SYSTEM



**Annual Report and Plan for Community Benefit**

**Miller Children's & Women's Hospital Long Beach**

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

**Submitted to:**

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**Healthcare Information Division**

**Accounting and Reporting Systems Section**

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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>.

## **Miller Children's & Women's Hospital Long Beach**

Miller Children's & Women's Hospital Long Beach provides specialized pediatric care for children and young adults, with conditions ranging from common to complex — as well as maternity care for expectant mothers — all under one roof. Only five percent of all hospitals are children's hospitals, making them unique not only to children's health care needs in the community, but across the region. Miller Children's is one of only eight free-standing children's hospitals in California.

Miller Children's & Women's Hospital Long Beach (MCWHLB) is a nonprofit, pediatric teaching hospital that provides specialized pediatric care for children and young adults, as well as maternity care for expectant mothers. The Hospital has 369 licensed pediatric and women's beds and is located on a 54-acre campus that it shares with Long Beach Memorial Medical Center. These hospitals function under the same tax identification number but are separately licensed hospitals.

The BirthCare Center at Miller Children's delivers more than 6,000 babies each year and receives nearly 100 transported high-risk moms. More than 750 pediatric specialists and sub-specialists, as well as nearly 100 OB/GYNs, including 10 high-risk pregnancy specialists (maternal fetal sub-specialists), ensure that the highest quality, compassionate care is given to each patient and their family.

Miller Children's features eight Centers of Excellence, including seven major inpatient care centers within the hospital and comprehensive outpatient specialty centers that feature more than 30 sub-specialties, and include 16 California Children Services (CCS) approved special care centers. These Centers provide specialized care for children with chronic conditions, such as pulmonary, gastroenterology, orthopedics, cardiology, rehabilitation, diabetes, asthma, autism, and hematology/oncology (cancer) conditions.

## **Miller Children's Philosophy**

Patient and family-centered care is a cornerstone of Miller Children's & Women's Hospital Long Beach. Health care teams and physicians understand that

parents and families are an important part of the health care team and help improve recovery times. Child Life Specialists help patients adjust to their hospital stay and maintain their daily, normal childhood activities. Family resource centers, parent mentors and parent advocates are available to ease the anxieties for hospitalization for the entire family. Miller Children's values patient safety and ensures that quality initiatives are met. Miller Children's has been named one of the top children's hospitals in the nation for quality and safety.

## **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 Medical Center Board of Directors
- Angie West, Director, Neuroscience Institute and Stroke Program, Long Beach Memorial Medical Center

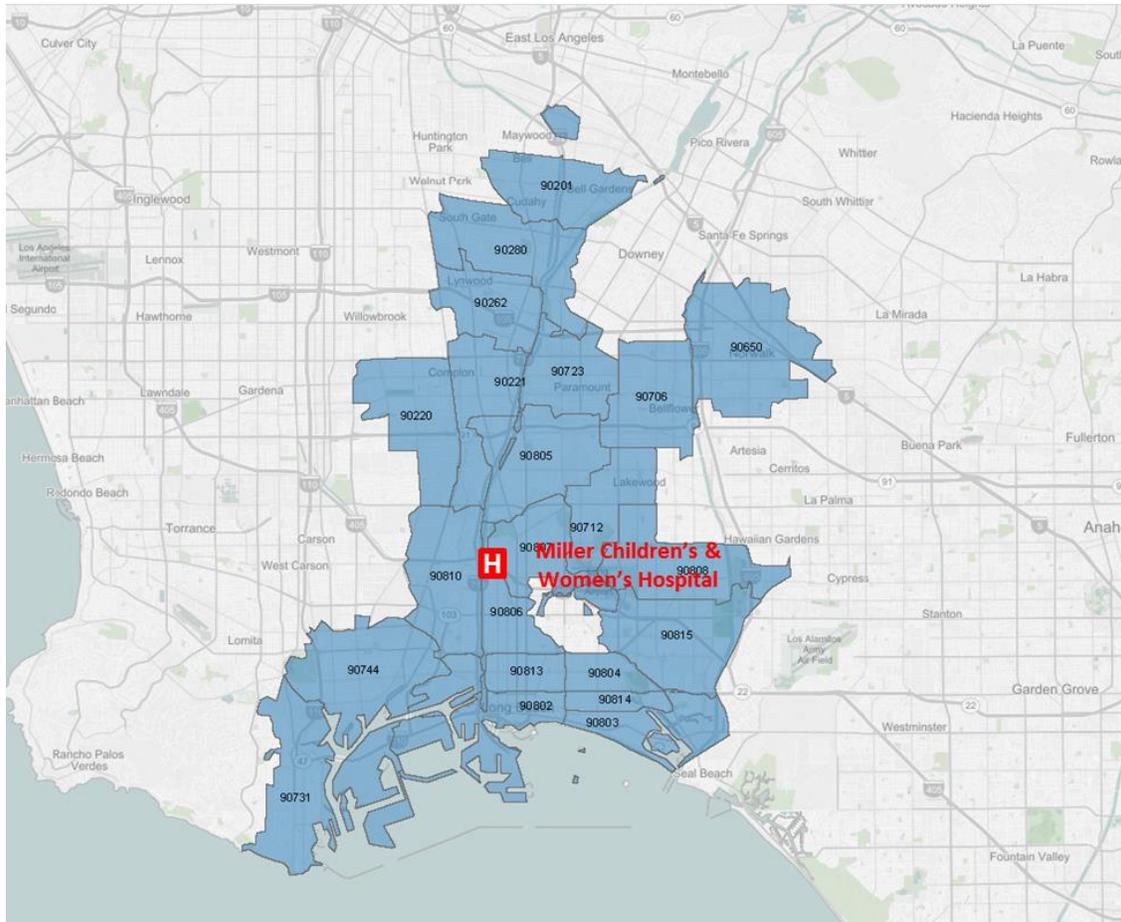
## Our Community

Miller Children’s & Women’s Hospital Long Beach is located at 2801 Atlantic Ave., Long Beach, California 90806, in Los Angeles County. The Miller Children’s & Women’s Hospital service area includes of the following cities and ZIP Codes.

### Miller Children’s & Women’s Hospital Service Area by ZIP Code and Community

90201	Bell/Cudahy	90802	Long Beach
90220	Compton	90803	Long Beach
90221	Compton	90804	Long Beach
90262	Lynwood	90805	Long Beach
90280	South Gate	90806	Long Beach
90650	Norwalk	90807	Long Beach
90706	Bellflower	90808	Long Beach
90712	Lakewood	90810	Long Beach
90723	Paramount	90813	Long Beach
90731	San Pedro	90814	Long Beach
90744	Wilmington	90815	Long Beach

### Map of the Miller Children’s & Women’s Hospital 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 Miller Children’s & Women’s Hospital includes 1,221,526 residents. Over one-third (38.5%) of the service area residents live in Long Beach with 61.5% of service area residents living in the communities of Bell/Cudahy, Bellflower, Compton, Lakewood, Lynwood, Norwalk, Paramount, San Pedro, South Gate and Wilmington. Compared to the state, the service area has a higher percentage of children and youth, ages 0-19 (31.3% in the services area, 27.5% in the state) and a slightly lower percentage of seniors, 65 years and older (8.8% in the service area, 11.8% in the state). In terms of race/ethnicity, 62.3% are Hispanic/Latino; 17.1% are White; 10.3% are Blacks/African American and 7.5% are Asian. Native Americans, Hawaiians and other races combined makeup 2.8% of the population. 30.9% of service area residents who are 25 years old and older have less than a high school diploma; a higher rate compared to the state (18.7%). Additionally, a larger percentage of service area residents live below 200% of the federal poverty level (FPL) as compared to the state (47.7% of service area residents, 35.9% in the state).

## **Community Health Needs Assessment**

Miller Children’s & Women’s Hospital 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 - SPA 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](http://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, Miller Children's & Women's 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. Programs and activities were provided through the Family Resource Center, Long Beach Alliance for Children with Asthma (LBACA), the Welcome Baby Program, Perinatal Health and Lactation Support Services, Jonathan Jaques Children's Cancer Center, Pediatric Rehabilitation Therapy, WIC Program, Transitions of Care Program, and Child Life Program.

The Family Resource Center – the Family Resource Center is a place for families raising children with special needs to find knowledge and support as they navigate through their health care journey. While the Long Beach Family Resource Center is located in Miller Children's & Women's Hospital Long Beach and supports patients and their families who are hospitalized, services are also available to all families in the community. The Family Resource Center offers parent-to-parent support, workshops and trainings, referrals to community resources, and informational books, brochures and videos.

Long Beach Alliance for Children with Asthma – Miller Children's & Women's Hospital Long Beach is an active partner with the Long Beach Alliance for Children with Asthma (LBACA). LBACA provides education and outreach using promotoras community health workers. They provide asthma control education to physicians, nurses and the community. The efforts of LBACA have helped to reduce asthma hospitalizations and children have gained reasonable control over their asthma symptoms. LBACA works with schools, after-school programs, parks and recreational centers to develop asthma-friendly environments and policies, and mobilizes the community to respond to air quality issues, both indoors and outdoors. Miller Children's & Women's Hospital was the first free-standing children's hospital in California to receive Disease Specific Certification in Pediatric Asthma from The Joint Commission, an accreditor of health care organizations. Asthma care was standardized throughout the hospital, including

the Emergency Department, pediatric units, the pediatric pulmonary unit and outpatient specialty clinics.

The Welcome Baby Program – Long Beach is a targeted community in the Welcome Baby program and Miller Children’s & Women’s Hospital is a program strategic partner. Welcome Baby is a program that provides pregnant women and new moms with information, support and a trusted partner to help them through the journey of pregnancy and early parenthood. Available at no cost to all maternity patients, the Welcome Baby continuum of care includes breastfeeding support, referrals to community resources and an in home visit from a registered nurse. Welcome Baby is a program of Best Start, an effort funded by First 5 LA.

Perinatal Health and Lactation Support – preparation for birth and lactation support are offered through health education classes available at no charge to the public. Support groups, child care, and birth preparation classes are provided in English and Spanish. Additionally, a number of services support breast feeding. Miller Children’s provides lactation consultants and through the Lactation Clinic empowers women with lactation education to improve the health of mothers and babies. Services are provided by board-certified registered nurse lactation consultants who have advanced training in breastfeeding management. All lactations consultants are experienced in counseling, teaching and problem solving with latching or other breast feeding issues for breastfeeding mothers.

Jonathan Jaques Children’s Cancer Center (JJCCC) – provides comprehensive, family centered care to children with cancer, sickle cell disease and other serious blood disorders. The strong focus on integrating new research efforts into treatment plans allows patients access to leading therapies. Children have access to the latest clinical trials and research initiatives, which leads to improved cure rates and breakthroughs in treatments of childhood cancers and blood disorders. JJCCC provides community education and outreach, and support groups for patients and families open to the community free of charge.

Pediatric Rehabilitation Therapy – the Rehabilitation Outpatient Specialty Center at Miller Children’s houses all the outpatient California Children’s Services (CCS) special care centers and clinics related to pediatric rehabilitation, with comprehensive rehab-based programs such as rehabilitation, hypertonicity and spina bifida. There is also a pediatric urodynamics program that provides specialized care within several of these clinics. CCS is a state program that provides assistance for children with certain chronic and specific illnesses, including spina bifida and hypertonicity. The Rehabilitation Outpatient Specialty Center at Miller Children’s has three CCS Centers to

provide care to children with rehab-related issues or conditions: Rehabilitation CCS Center, The Spina Bifida Center, The Hypertonicity Center. Additionally, pediatric rehabilitation offers a school reintegration program for children.

The Women, Infant and Children (WIC) Program – WIC at Miller Children's & Women's Hospital Long Beach is a supplemental food and nutrition program for income-eligible pregnant, breastfeeding, and postpartum women and children under age five. Participants in the WIC Program are provided with food vouchers that can be used to purchase specific nutritious foods, which are high in protein and/or iron. The WIC Program is a service of the City of Long Beach Department of Health and Human Services, Nutrition Services Division.

Transitions of Care Program – given medical advances, up to 90 percent of children with chronic diseases survive to adulthood. However, many chronically ill youth do not receive the support they need to transition from the nurturing pediatric care setting into the increasingly complex adult health care environment. Miller Children's & Women's Hospital Long Beach has been expanding its Transition of Care Program to help fill this void. Thanks to this endeavor, an estimated 1,000 young adults who have chronic conditions will be less vulnerable and better equipped for the future. Through education and support, a transition care coordinator guides each patient through their journey from pediatric to adult health care. Patients first receive transition education at age 14 to create an individualized, developmentally appropriate transition plan. In these early teen years, patients learn more about their disease and treatments, as well as how to cope with their diagnosis. Older teens determine tasks they can own, such as scheduling doctor's visits, filling prescriptions, and handling insurance forms. Over the course of several years until they reach age 21, these emerging adults gradually become self-reliant, while still in a controlled setting where parents and caregivers are close.

The Child Life Program – The Child Life Program was developed to help make the hospital experience a more positive one for children of all ages and provides patient and family-centered care to patients, ages 0 to 21, offering developmental, educational and emotional support. Child Life Specialists plan individualized and group programs that help children adjust to their hospital stay and promote the continuity of normal, daily childhood activities. The Child Life Program also focuses on community injury prevention among children and youth, community health outreach and increasing awareness of health improvement.

#### Community Health Education

Health education classes and events were made available to the public. Community health education targeted the community at large, populations with health disparities,

and information for families with children with special needs. Over 58,000 persons were reached through community health education. Examples of activities included:

- Parenting classes and health education.
- Health fairs with a special focus on children and their families.
- Mental health awareness, education and training.
- Nutrition and healthy cooking classes.
- Prenatal care, baby care, parenting and childbirth preparation classes.
- Injury prevention and safety efforts that included: car seat, bike safety, safe driving, kitchen safety and CPR classes.
- Support groups for family members/caregivers of children. A number of support groups are offered in Spanish. Support groups include: sickle cell, adolescents, sibling support, Down's syndrome, hematology/oncology, diabetes, autism, parenting, grief and loss, and breast feeding, among others.
- Special events and health education for children who suffer from chronic disease and disability and their families.
- *CareConnection* newsletter was mailed to over 150,000 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.
- Public health education in the media and health awareness events to encourage healthy behaviors and improve preventive practices.
- Community events focused on the health of children and families that included: the Special Olympics, Abilities Night at the Aquarium of the Pacific, iWalk, March of Dimes walk, Diabetes Family Festival, Flames of Hope (childhood cancer awareness), Tour of Long Beach and Family Fit Fair, among others.

#### Health Care Support Services

- Transportation programs for those families with limited resources to support access to care.
- Assistance with breastfeeding/lactation support available free to all breastfeeding mothers in the community.
- Information and assistance to enroll in no cost or low cost health insurance programs.
- Learning Rights Law Center provided support and education for families with children with special needs.

#### **Health Professions Education**

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

Miller Children's & Women's Hospital Long Beach offers a pediatric residency training program in partnership with the University of California, Irvine. Each year, more than 100 residents and 10 fellows provide specialized care to infants, children and adolescents. Miller Children's offers a General Pediatrics Residency and a Pediatrics/Medical Genetics Residency. Miller Children's also offers fellowship programs that give fellows a selection of pediatric sub-specialty programs including, Neonatology, Perinatology and the Pediatric Pulmonary Fellowship.

In June 2017, UCLA Mattel Children's Hospital, part of UCLA Health, and Miller Children's & Women's Hospital Long Beach, part of MemorialCare Health System announced a strategic affiliation that brings together their academic, clinical and research expertise and resources to enhance children's health care services in Southern California. In partnership with UC Irvine Health, the organizations will collaboratively expand their pediatric residency and medical education programs, as well as their nationally recognized centers of excellence for clinical education of residents and fellows in pediatric medicine. This includes residency rotations for pediatric experiences in related medical and surgical specialties as well as establishment of medical and surgical fellowship training programs. UC Irvine Health and Miller Children's long-standing pediatric residency and teaching relationship will be continued and integrated into the pediatric collaborative.

In addition to medical education, the hospital has an outstanding nursing education program partnering with local community colleges and California State University Long Beach, School of Nursing. There were undergraduate and graduate student nurses (non-contracted) who participated in a clinical rotation 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 are educated and perform their clinical hours and/or internship rotations at the hospital. Students are directly supervised by staff. Fields such as child life, psychology, public health, pediatric rehab, social workers, health care administration, and pharmacy are represented. There were more than 200 students and interns categorized as "other health professionals" educated this 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. Education topics included: mental health, art therapy, moral and ethical issues, and lesbian/bisexual health care, sickle cell, and Individualized Education Program, among others.

## **Subsidized Health Services**

Subsidized services are clinical programs that are provided to meet an identified community need and are provided despite a financial loss to the organization. The services meet a community need and if not offered would be unavailable in the area or become the responsibility of the government or another non-profit organization. In compliance with regulations, subsidized health service expenses are reported after removing expenses for charity care, Medi-Cal shortfalls and other financial categories.

The Outpatient Specialty Center at Miller Children's & Women's Hospital Long Beach is a major referral center for outpatient pediatric specialty care, offering more than 30 sub-specialties. Some of the clinics include: hematology, oncology, food allergy, developmental, cardiology, endocrine, neurology, renal, pulmonary, orthopedics, and rheumatology. Children are seen at the Outpatient Specialty Centers for a one-time consultation to treatments for acute, chronic or surgical conditions. The Outpatient Specialty Centers are a California Children's Services (CCS) approved Special Care Center (SCC). Patients typically qualify for the CCS Special Care Center by medical diagnosis, complexity of their disease and financial status. Outpatient Specialty Centers serve as the "medical home" for many patients who need ongoing follow-up care and support. Each specialty center, or clinic within the center, has a multi-specialty care team, with sub-specialists, fellows, residents, advanced practice nurses, registered nurses, child life specialists, social workers, nutritionists and 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.

Miller Children's & Women's Hospital Long Beach is committed to basic science, translational and clinical research. The hospital participates in various national research studies in collaboration with other national children's hospitals to ensure the pediatric health care community stays at the forefront of leading treatments, patient care best practices and new technology. For details on these national studies, visit [www.millerchildrenshospitallb.org/research/national-studies](http://www.millerchildrenshospitallb.org/research/national-studies). Miller Children's partners with the National Children's Study (NCS), National Association of Children's Hospitals and Related Institutes (NACHRI), the Hemophilia and Thrombosis Research Society, and the Children's Oncology Group (COG), nationally, and with Children's Hospital Los Angeles, Harbor-UCLA and Rady Children's locally.

Miller Children's clinical research programs support clinical trials in many sub-specialties allowing physicians to provide state-of-the-art treatment options to children

who have illnesses where there is no standard therapy or where conventional therapy is failing. 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.

### **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 social determinants of health, such as education, homelessness, poverty and environmental concerns.

### Community Support

Staff at Miller Children's & Women's Hospital Long Beach are active community members. They participate in a number of initiatives that support the community at large as well as the community of children and their families.

### Coalition Building and Advocacy

One of the ways we care for children is by advocating with legislators and government agencies to help improve pediatric health care, on a local, state and national level. Public policies are critical to a children's hospital's ability to care for all children, through clinical care, training, research and public health. Miller Children's & Women's Hospital, along with other children's hospitals, and the California Children's Hospital Association, works with policy makers to ensure children's unique health care needs are not overlooked and every child has access to high quality, cost effective care.

Miller Children's & Women's Hospital Long Beach and its partners strive to:

- Advise on policies that seek to improve children's health care quality and safety
- Spread the word on what works to improve children's health outcomes
- Advocate to local, state and federal government officials to pass laws that protect and promote health of children in the community
- Promote health care reform

Hospital representatives participate in local, regional and state level organizations and committees that address health improvement, including work done with the:

- Harbor Early Start Partnership
- Long Beach Unified School District
- Long Beach Early Childhood Education Committee
- Best Start Central Long Beach Partnership
- Home Visitation Collaborative Partnership
- Suspected Child Abuse and Neglect Partnership
- Long Beach Abuse and Neglect Network (LBCANN)
- Youth Services Network
- California Children’s Services (CCS) Workgroup
- Regional Hospital Breastfeeding Consortium
- Los Angeles Department of Public Health Collaborative
- Special Education Community Advisory Committee
- Los Angeles County Department of Mental Health Service Area Advisory Committee
- Long Beach Early Intervention Council,
- Safe Long Beach

#### Leadership Development

The 12<sup>th</sup> 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.

#### Workforce Development

The hospital participated in community programs that encouraged careers in the health professions.

## Financial Summary of Community Benefit

Consolidated financials for MemorialCare Health System hospitals: Miller Children’s & Women’s Hospital Long Beach, Community Hospital Long Beach, Long Beach Memorial Medical Center, Orange Coast Memorial Medical Center and Saddleback Memorial Medical Center.

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

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

<sup>2</sup> 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.

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

<sup>4</sup> Costs related to the medical education programs and medical research that the hospital sponsors.

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

## Community Benefit Plan FY2018

Miller Children's & Women's 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 Miller Children's & Women's 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
- Pregnancy and birth outcomes
- Preventive care

### Addressing Health Needs

The Implementation Strategy developed from the 2016 Community Health Needs Assessment, spans the period FY2016-FY2018. Miller Children's & Women's 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
- School reintegration program for children
- 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
- Exercise programs
- Pediatric safety program
- Welcome Baby program
- Breastfeeding initiatives

- Black Infant Health program
- Free health screenings and flu shot clinics
- Services to address behavioral and mental health
- Cash and in-kind donations to support identified needs

### Measuring Impact

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

- Alpert Jewish Community Center
- American Cancer Society
- American Heart Association
- American Lung Association
- Best Start Central Long Beach
- Black Infant Health Program
- Building Healthy Communities: Long Beach
- Building Healthy Communities: Long Beach Youth and Parent Workgroups
- California State University, Long Beach
- Cambodian Advocacy Center
- Caring Connections Community Partnership Bellflower
- Children’s Dental Health Clinic
- City of Long Beach
- City of Long Beach/Neighborhood Resource Center
- Department of Health Care Services, California Children’s Services (CCS)
- Disabled Resources Center
- End Abuse Long Beach
- Families in Good Health
- Family Resource Center Network of Los Angeles County
- For The Child
- Harbor Regional Center
- Illumination Foundation
- Injury Prevention Alliance of Los Angeles County
- John Tracy Clinic
- Junior League of Long Beach
- LA Care
- Latinos in Action
- LB Fresh
- Learning Rights Law Center
- Long Beach Alliance for Children with Asthma
- Long Beach Breastfeeds
- Long Beach City College

- Long Beach Department of Health and Human Services
- Long Beach Early Intervention Council
- Long Beach Police Department
- Long Beach Ronald McDonald Charity
- Long Beach Unified School District
- Los Angeles County Department of Children & Family Services
- Los Angeles County Department of Mental Health
- Los Angeles County Department of Public Health
- Make a Wish Foundation
- Mental Health America of Los Angeles
- NAMI – National Alliance on Mental Illness
- Pacific Gateway
- Ronald McDonald Charities of Southern California (RMCSA)
- Safety Belt Safe
- The Children’s Clinic, Serving Children & Their Families
- The Guidance Center
- Tichenor Orthopedic Clinic for Children
- United Cambodian Community
- University of California Irvine, School of Medicine
- Walk Bike Long Beach
- Walk Long Beach
- YMCA

## Contact Information

### Address of Hospital Campus

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2801 Atlantic Avenue  
Long Beach, CA 90806

### Web Address

<http://www.memorialcare.org/miller-childrens-womens-hospital-long-beach>  
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