

Annual Report and Plan for Community Benefit



Fiscal Year 2016 (January 1, 2016 – December 31, 2016)

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Office of Statewide Health Planning & Development
Healthcare Information Division
Accounting and Reporting Systems Section
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Introduction to Beverly Hospital

Mission

Beverly Hospital is a leading independent, nonprofit community hospital improving the quality of life of its constituents through health education, disease prevention, and state of the art illness and injury treatment.

Vision

Our vision is to commit to providing quality health care through a cost-effective organization that educates and motivates all members of our health care team to become personally involved and individually responsible for the continuous improvement of our services.

Values

- Teamwork
- Integrity
- Innovation
- Respect
- Excellence
- Service

About Beverly Hospital

Located in Montebello, Beverly Hospital is an award-winning, nationally recognized nonprofit hospital serving East Los Angeles and the surrounding communities. The hospital has 224 licensed beds and provides the full range of inpatient and outpatient care. From emergency room and hospitalization to outpatient procedures, Beverly Hospital offers the latest technology for diagnostic and treatment options. A medical staff of over 300 physicians, representing a wide spectrum of specialties, is supported by experienced and dedicated employees and volunteers, who strive to deliver high-tech, high-touch services, preventive education and patient care.

Beverly Hospital is accredited by Det Norske Veritas (DNV) and an ISO:2008 certified organization.

Our expertise lies with providing services driven by the health needs of the community. Having a strong presence in our community has been critical to our success for over 68 years. We have changed with our community not only in the way we deliver basic health care, but also by reaching beyond the walls of our hospital and working with our community members in meeting their needs.

Services Offered

Amputation Prevention Center, Wound Care and Hyperbaric Medicine

Cardiac Care Services

Diabetes Center

Emergency Care Center

Family Care Center

Hensel Maternity Center

Urgent Care and Industrial Medicine

Intensive Care Services

Medical and Surgical Services

Pediatric Services

Radiology Diagnostic Services

Senior Services

Women's Care Center

Women's Pavilion and Breast Center

Free Medical Transportation

Free Education and Screening Programs

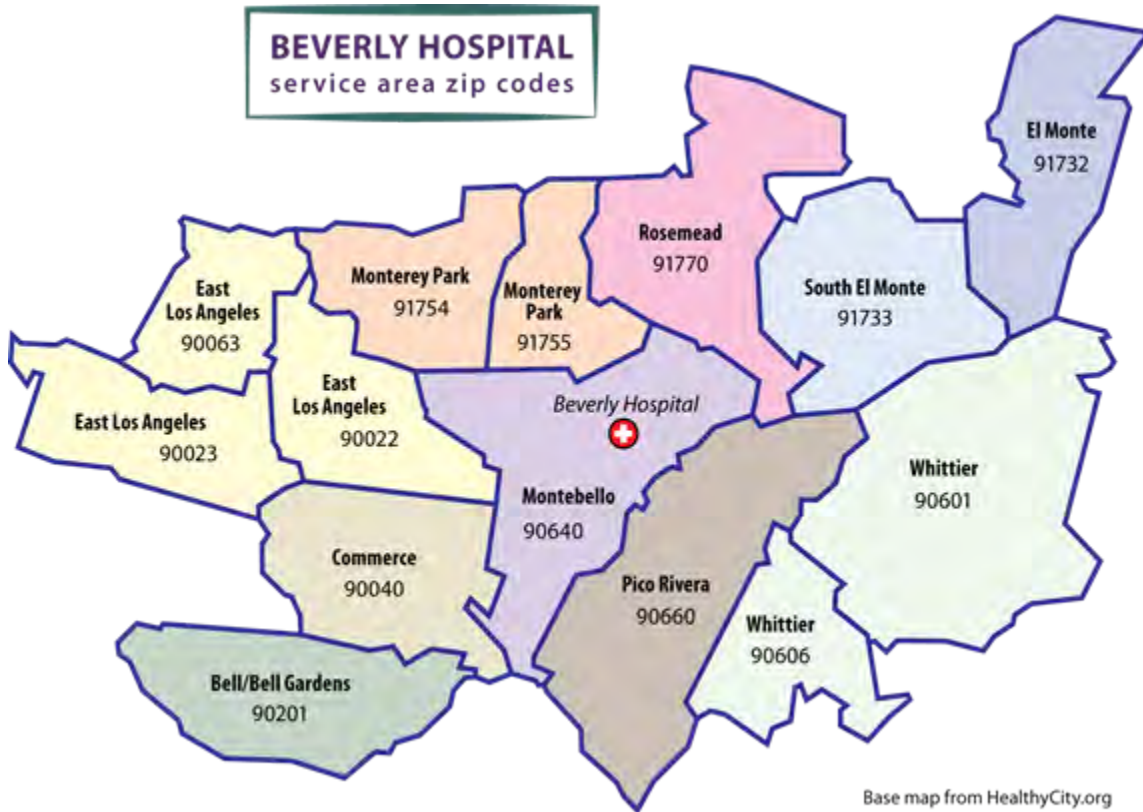
Free Obesity Prevention Programs

Service Area

Beverly Hospital is located at 309 West Beverly Boulevard, Montebello, California 90640. The service area includes 14 ZIP Codes, representing 11 cities or neighborhoods. This service area includes portions of Service Planning Areas (SPAs) 3 (San Gabriel) and 7 (East) in Los Angeles County.

Geographic Area	ZIP Code	SPA
Bell / Bell Gardens	90201	SPA 7
Commerce	90040	SPA 7
East Los Angeles	90022, 90023, 90063	SPA 7 & 4
El Monte	91732	SPA 3
Montebello	90640	SPA 7
Monterey Park	91754, 91755	SPA 3
Pico Rivera	90660	SPA 7
Rosemead	91770	SPA 3
South El Monte	91733	SPA 3
Whittier	90601, 90606	SPA 7

Map of the Beverly Hospital Service Area



The population of the service area is 710,992. Children and youth, ages 0-17, make up 25.9% of the population; 69.7% are adults, ages 18-64; and 11.5% of the population are seniors, ages 65 and over. 77.3% of the service area population is Hispanic/Latino; 16.5% of residents are Asian; 4.8% are White; 0.6% are African American; and 0.9% are American Indian/Alaskan Native, multiple, or other race/ethnicity. English is spoken in the home among 18.9% of the service area population. Spanish is spoken at home among 65.1% of the population; 15% of the population speaks an Asian language. 23.8% of area households are limited English speaking households.

In the hospital service area, 22.6% of the population is at or below 100% of the federal poverty level (FPL). Over half (52%) of the population in the service area is considered low-income, living at or below 200% of FPL. The median household income ranges from \$37,082 in East Los Angeles 90022 to \$70,841 in Whittier 90601. Among adults, ages 25 and older, 40.5% of area adults lack a high school diploma, 41.3% of service area adults are high school graduates and 18.3% are college graduates.

Community Health Needs Assessment

Beverly Hospital completed a Community Health Needs Assessment (CHNA) in 2016 as required by state and federal law. California Senate Bill 697 and the Patient Protection and Affordable Care Act and IRS section 501(r)(3) direct tax exempt hospitals to conduct a Community Health Needs Assessment and develop an Implementation Strategy every three years. The Community Health Needs Assessment is a primary tool used by the hospital to determine its community benefit plan, which outlines how it will give back to the community in the form of health care and other community services to address unmet community health needs.

Data Collection

The assessment incorporated components of secondary data analysis and primary data collection that focused on the health and social needs of the community. Secondary data were collected from a variety of local, county, and state sources to present community demographics, social and economic factors, health care access, birth characteristics, leading causes of death, chronic disease, health behaviors, mental health and substance abuse and preventive practices. These data were presented in the context of Los Angeles County and California, framing the scope of an issue as it relates to the broader community. The report also included benchmark comparison data that measures Beverly Hospital data findings with Healthy People 2020 objectives.

Targeted interviews and focus groups were used to gather information and opinions from persons who represent the broad interests of the community served by the hospital. Seventeen (17) interviews were completed in June and July, 2016. Four focus groups were conducted in July 2016 and engaged 43 persons. One of the focus groups was conducted in Spanish with a bilingual facilitator.

Priority Health Needs

The analysis of secondary data yielded a preliminary list of significant health needs, which were prioritized with input from the community. The following criteria were used to prioritize the health needs: the perceived severity of a

health issue or health factor/driver as it affects the health and lives of those in the community; the level of importance the hospital should place on addressing the issue. Calculations totaling severity and importance scores from the community stakeholder interviews resulted in the following prioritization of the significant health needs:

1. Mental health
2. Access to care
3. Chronic diseases
4. Preventive practices
5. Teen pregnancy
6. Dental care
7. Overweight and obesity
8. Substance abuse

The Community Health Needs Assessment can be accessed at: <http://www.beverly.org/AboutUs/IntheCommunity>. Comments from community members are welcome.

Community Benefit Services Summary

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 counted as 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 non-profit community efforts.

In FY2016 (January 1, 2016 – December 31, 2016), Beverly Hospital provided community benefit activities within its service area. A summary of these activities follows:

Community Health Improvement Services

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

Community Health Education

Diabetes Center: accredited by the American Association of Diabetes Educators, the Center provided free diabetes education on prevention, management and treatment of diabetes to the community, and counseling to mothers who developed gestational diabetes during their pregnancies through the Sweet Success Program. Diabetes Counseling was offered in English and Spanish. Additionally, a monthly Diabetes Wellness Lecture taught participants how to live a healthy lifestyle after being diagnosed with the disease. 195 persons received information, health education and support through the Diabetes Center.

KidsFit Program: this 12-week family-focused program helped 32 overweight and obese children and their parents develop good eating and exercise habits. This free program was conducted in partnership with the Montebello Unified School District, the Montebello-Commerce YMCA, County of Los Angeles Public Health and local pediatricians. KidsFit includes efforts to encourage parents'

involvement in healthier nutritional habits for the family. The exercise program is geared to three different age groups: pee wees (ages 6 to 8 years), juniors (ages 9 to 11 years), and teens (ages 12 to 18 years) and includes parents or family members during all nutrition sessions. In addition to the children, 34 parents attended the program during the year.

Center for Wound Care & Hyperbaric Medicine: provided education for wound prevention and treatment for 4,906 patients and family members.

Preventive Health Lectures: Beverly Hospital partnered with specialty physicians to provide six health lectures for 124 members of the community. Topics focused on prevention and treatment of chronic diseases, nutrition, Advanced Directives, Stroke Risk, Osteoporosis, Breast Cancer, Cardiac Risk, and others.

Exercise Classes for Seniors: 61 specialized exercise classes were offered to seniors and included Balance and Agility, Rock and Roll Muscles, Chair Aerobics and Zumba. Senior exercise classes were offered for free at the hospital on a monthly basis by certified training instructors. In FY16 there were 1,138 senior visits to the exercise classes.

Connection Program for Seniors: a variety of lectures and social activities to reduce isolation among seniors were offered through the 50+ Connection Program. Medicare Benefits Lectures were provided in partnership with CalMedi Connect. The hospital also partnered with the Center for Health Care Rights and AARP to conduct the senior education and activities. There were 534 senior visits to 21 events combined.

Breastfeeding Education: Beverly Hospital participated in the Baby-Friendly Hospital Initiative (BFHI), which is a global program sponsored by the World Health Organization to encourage hospitals to promote breastfeeding as a best practice for newborn nutrition. The hospital has implemented a full training program that includes lactation consultants, nurse training, patient education, and support groups. In addition to hosting 14 breastfeeding education classes for 45 women, a breastfeeding support group reached 34 breastfeeding moms. Classes and support were offered in English and Spanish.

Maternal and Infant Health Education: over 1,300 persons received free childbirth preparation and child care education classes, which were offered in English and Spanish. Classes included Infant Massage in partnership with The Whole Child, Infant Care, Infant CPR and My Mommy is Having a Baby.

Community CPR (Cardio-Pulmonary Resuscitation) and First Aid: were offered in English and Spanish for free in the community and provided to teachers in partnership with Whittier schools. 457 persons received CPR and/or first aid training.

Pregnant Minors' Program: in collaboration with Montebello Unified School District, the hospital provided education to 21 teens on abstinence, birth control, sexually transmitted diseases and pregnancy prevention through the Women's Care Center. The hospital also provided clinical support to the school district on the importance of early pregnancy care, pregnancy counseling and prenatal care.

Community Health Fairs: the hospital participated in 12 community health fairs, provided health education, screenings and information about services. Partnerships for the health fairs include: El Rancho Unified School District, Pico Rivera Senior Center Wellness Day, Walk & Roll Fitness Day City of Montebello, Montebello Police Department National Night Out, Congresswoman Sanchez's 13th Annual Senior Fair, YMCA Senior Health Fair, Family Health Fair, Montebello City Parade and Festival, and others. Over 3,800 persons were reached at the health fairs.

Support Groups: the hospital offered a variety of support groups to serve those with long-term illnesses and their families. Over 500 visits were made to monthly support groups for Bereavement, Alzheimer's disease and caregiver support.

Community Based Clinical Services

Free and Low-Cost Breast and Cervical Cancer Screenings: Beverly Hospital offered breast and cervical cancer screenings at low and no-cost for 46 women

through the Family PACT and Every Woman Counts programs. These publicly-sponsored programs were offered at the Women's Care and Family Care Centers. Other services included prenatal care, Comprehensive Perinatal Services Program, STD screenings, birth control management, and primary care and were available for pregnant mothers, teen agers and seniors. Total visits of 7,492 for all these programs were reported.

Preventive Screenings: 1,859 free blood pressure screenings and 539 glucose (blood sugar) screenings and supportive education were provided at a variety of community sites, including: Montebello Town Center, Montebello Senior Center, Pico Rivera Senior Center, Pico Rivera Women's Club, Potrero Heights Community Center, First Bilingual Church and St. Alphonsus Church.

Childhood Immunizations: on a monthly basis, immunizations were provided for children, ages birth to 18, free of charge. 137 children received vaccinations.

Blood drives: the hospital sponsored blood drives throughout the year that reached 230 persons and resulted in the collection of 192 pints of blood.

Health Care Support Services

Patient Transportation: Beverly Hospital provided free transportation van service and taxi vouchers for persons at the hospital clinics, Wound Care and Hyperbaric Medicine Center, Women's Care Center, Women's Pavilion and Breast Center, Family Care Center and AltaMed Clinics. Transportation assistance (bus tokens and taxi vouchers) was provided to over 1,439 patients and families with limited resources to support access to care. The hospital van carried 3,815 passengers and 2,588 taxi vouchers were distributed.

Insurance Enrollment: was provided to assist patients with no cost or low-cost health insurance coverage programs. The hospital assisted 462 persons with enrollment and information for Medi-Cal, charity care and Medicare programs.

Health Professions Education

Definition: education programs for physicians, nurses, nursing students, and other health professionals offered by the hospital throughout the fiscal year.

Nursing Education: the hospital served as a site for nursing student training. Hospital staff served as preceptors for 339 nursing students who received over 36,100 hours of precepting in FY16. RN students were received from LA City College, LA Trade Tech College, Mt. San Antonio College, Rio Hondo, West Coast University, and Western Governor's University. LVN students from CES College and a Nurse Practitioner student from Azusa Pacific University were trained.

Beverly Hospital nurses provided training to 32 school district staff nurses.

Other Health Professions Education: the hospital also provided preceptors for students in various health care disciplines:

- 3 Physical Therapy students from American Career College participated in a precepted clinical rotation.
- 3 Surgical/Scrub Technician students from Premier Career College completed a clinical rotation.
- 4 Respiratory Technician students from East Los Angeles College and Mt. San Antonio College received precepted training.
- 51 Emergency Medical Technician (EMT) students from East Los Angeles College obtained precepted training.

Subsidized Health Services

Definition: clinical programs that address an identified community need and where negative margins remain after removing financial assistance, bad debt and Medi-Cal shortfalls.

24-hour Emergency Care Center: staffed with Board Certified physicians, equipped to provide emergent care to all age groups regardless the ability to pay for necessary treatment. The Emergency Care Center provided 37,061 visits in FY2016.

Hospital based Clinics: staffed with Board Certified Obstetrics and Family Medicine physicians, the Women's Care Center and Family Care Center provided medical services to low income and uninsured patients. Publicly sponsored programs are offered to teenagers, pregnant mothers, adults and seniors. Primary care services included family planning, chronic disease management,

prenatal care, adult immunizations and general medical treatment. Both clinics provided 7,492 visits during 2016.

Cash and In-Kind Contributions

Definition: funds and in-kind services donated to community groups and not for profit organizations.

Beverly Hospital supported community organizations, local colleges, school districts and public safety agencies that furthered the hospital's community health efforts.

Community Building Activities

Definition: activities that improve the community's health and safety by addressing the root causes of health problems, such as homelessness, poverty, and environmental concerns. Support includes offering the expertise and resources of the hospital.

Economic Development

In FY2016, the hospital provided support to the Chambers of Commerce in Whittier, Montebello, Pico Rivera and Santa Fe Springs, Commerce and Rosemead.

Workforce Development

The hospital participated in a number of college and high school-hosted health care Career Days to provide information on health care careers, including West Coast College in Anaheim, Ontario and Hollywood, Cantwell Sacred Heart, Vail High School, and Montebello High School. These events reached 240 students. Beverly Hospital served as a training site for 14 students in the Montebello Unified School District Regional Occupational Program. The hospital also provided training opportunities for 60 students interested in a career in health care through the Applied Technology Center Montebello High School Pathways program.

Financial Summary of Community Benefit FY2016

Beverly Hospital community benefit funding for FY2016 (January 2016 – December 2016) is summarized in the table below.

Community Benefit Categories		Net Benefit
1.	Charity Care/Financial Assistance ¹	\$268,508
2.	Unpaid Costs Of Medi-Cal ²	\$0
3.	Subsidized Services ³	\$2,336,519
4.	Education And Research ⁴	\$584,162
5.	Other Benefits ⁵	\$695,392
	Total Quantifiable Community Benefit	\$3,884,581

¹Charity Care includes financial assistance to eligible patients for care at reduced or no cost based upon the individual patient's financial situation.

²Unpaid costs of public programs include the difference between costs to provide a service and the rate at which costs are determined and are based on the overall cost to charge ratio. Includes Provider Fee.

³Includes clinical programs that address an identified community need and where negative margins remain after removing financial assistance, bad debt and Medi-Cal shortfalls.

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

⁵ Includes non-billed activities for vulnerable populations and the broader community such as community education, screenings, and health support services. Also included are cash and in-kind donations, and community benefit operations expense.

Community Benefit Plan for FY2017

As a result of the 2016 Community Health Needs Assessment process, priority health needs were identified that the hospital will focus on through its Implementation Strategy. The Implementation Strategy spans the period 2017–2019. Beverly Hospital will undertake the following strategies to address these health needs:

1. Access to health care
2. Chronic diseases
3. Mental health
4. Overweight and obesity
5. Preventive practices

Access to Care

Beverly Hospital will address access to care by taking the following actions:

- Provide financial assistance through both free and discounted care for health care services, consistent with the hospital's financial assistance policy.
- Provide transportation support to increase access to health care services.
- To address health care access issues, Beverly Hospital will offer information and enrollment assistance in the Covered California health care exchange and other low-cost insurance programs. The hospital will provide information about Medicare benefits updates.
- Pursue Federally Qualified Health Care status for hospital-based clinics to provide primary care services to underserved populations.
- Renovate Emergency Department to double the number of ED beds available.
- Partner with health care provider to open an Urgent Care facility in Montebello.

Chronic Diseases

Beverly Hospital will address chronic disease by taking the following actions:

- Through the Diabetes Center, provide free diabetes education, host diabetes awareness events, including blood glucose screening and nutrition classes.
- Offer CPR classes.

- Host health and wellness fairs for seniors, including screenings.
- Increase cardiac awareness through health education and screening tests to identify cardiac disease.
- Provide support groups to assist those with chronic diseases and their families.
- Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases.
- Pursue stroke center designation.

Mental Health

Beverly Hospital will address mental health by taking the following actions:

- Offer community health education, community lectures, presentations and workshops.
- Support multisector collaborative efforts that support access to mental health services.
- Increase community awareness of prevention efforts and availability of resources to address mental and behavioral health concerns.
- Pursue Federally Qualified Health Care status for hospital-based clinics to provide mental health care services to underserved populations.

Overweight and Obesity

Beverly Hospital will address overweight and obesity by taking the following actions:

- Offer community health education, community lectures, presentations and workshops.
- Host health and wellness fairs that include screenings for BMI, blood pressure, and blood glucose.
- Support the KidsFit program, a 12-week session to help overweight children and their families develop healthy eating and physical activity habits.
- Provide nutrition classes for the community.
- Support increased breastfeeding education through the Baby-Friendly Hospital Initiative.

Preventive Practices

Beverly Hospital will address preventive practices by taking the following actions:

- Provide free health screenings.
- Provide education and resources focused on healthy living and disease prevention to be offered in English and Spanish.
- Provide education to teens on abstinence, birth control, sexually transmitted diseases and pregnancy prevention
- Offer free childhood immunizations and adult flu shots.
- Provide TB testing.
- Through hospital-based clinics, offer breast and cervical cancer screenings at low and no-cost for women through the Family PACT and Every Woman Counts programs.
- Pursue Federally Qualified Health Care status for hospital-based clinics to provide primary care services to underserved populations.

Community Partnerships

Beverly Hospital engages with community organizations to address the identified community health needs. We are pleased to work with our current partners as we explore opportunities to work with new partners.

- AltaMed Health Services
- American Diabetes Association
- American Heart Association
- American Stroke Association
- Center for Healthcare Rights
- Chamber of Commerce
- City of Montebello
- East Los Angeles Network for Healthy California
- Firefighters Association
- LA County Department of Public Health, SPA 3 and SPA 7 collaboratives
- Local churches
- Montebello Police Department & EMS Agency
- Montebello School District Head Start Program
- Montebello Unified School District
- Montebello-Commerce YMCA

- NAMI – National Alliance on Mental Illness
- Pediatricians
- Pico Rivera Women’s Club
- Senior Centers
- Telacu – Senior Villas
- WIC

Evaluation of Impact

Beverly Hospital will monitor and evaluate the programs and activities outlined above. The hospital has a reporting process that includes the collection and documentation of tracking measures, such as the number of people reached/served, and 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.

Contact Information

Coralie Nakamatsu

Administrative Director of Business Development and Marketing

(323) 725-5073

cnakamatsu@beverly.org

Beverly Hospital

309 West Beverly Boulevard

Montebello, California 90640

www.beverlyhospital.org

(323) 726-1222