

**Methodist Hospital
Community Benefits Plan
First 6 Months of Fiscal Year 2022
(January 1 - June 30, 2022)**

Submitted via email to: Email: CommunityBenefit@hcai.ca.gov

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Preface

Methodist Hospital of Southern California¹ became affiliated with Keck Medicine of USC effective July 1, 2022, at which time Methodist Hospital's name changed to USC Arcadia Hospital². This affiliation brings to residents of the San Gabriel Valley greater access to Keck Medicine's specialized care, research, and breakthrough technology. This partnership will also bring the community convenient local access to an expanded range of physician specialties and clinical services that will benefit patients, employees, and physicians.

The last Community Benefits Plan submitted by Methodist Hospital of Southern California covered the twelve-month period of January 1 through December 31, 2021. This Community Benefits Plan will be the final Community Benefits Plan submitted under the name "Methodist Hospital of Southern California," and covers the six-month time period of January 1 through June 30, 2022.

Effective July 1, 2022, USC Arcadia Hospital changed its fiscal year to begin on July 1. Henceforth, each USC Arcadia Hospital Community Benefits Plan will cover the twelve-month timeframe of July 1 through June 30. Accordingly, the next Community Benefits Plan from USC Arcadia Hospital will cover the period of July 1, 2022 through June 30, 2023 (FY 2023), and will be submitted by November 30, 2023.

Some of the descriptions and reports of activities included in this six-month report may not be appropriate for comparison with previously reported *annual* figures.

¹ This Community Benefits Plan is submitted under the name "Methodist Hospital of Southern California" because its affiliation with Keck Medicine of USC did not become effective until after the first six months of Methodist Hospital's Fiscal Year 2022.

² References herein to "USC Arcadia Hospital" generally refer to updated web site links where community health needs assessments and community benefits plans are posted.

Introduction to Methodist Hospital

Methodist Hospital is a 348-licensed bed, not-for-profit community hospital located in Arcadia, California. Founded in 1903, Methodist Hospital is committed to providing excellent patient care delivered with compassion and respect. Methodist Hospital provides a wide range of clinical services that includes emergency services, diagnostic testing and imaging, inpatient and outpatient surgery (including cardiac surgery and neurosurgery), orthopedic surgery (including hip and knee replacement, fracture care, and spine surgery), critical care, cardiac catheterization, comprehensive stroke services (including neuro-interventional radiology), cancer services (including our GYN Oncology Institute and our Institute for Surgical Specialties), maternity services, weight-loss surgery, physical therapy, acute physical rehabilitation, a wound healing center with hyperbaric oxygen therapy, and spiritual care. The Kathy Kredel Nursery School at Methodist Hospital is the longest-running, non-profit corporate nursery school in the United States, providing day care to the children of our physicians and staff. Methodist Hospital personnel includes over 1,800 employees, over 700 medical staff members, 600 volunteers, and 20 Community Board members.

Methodist Hospital currently holds the following certifications, designations, awards and recognitions for clinical services:

Hospital

- Honored as Business of the Year by the Arcadia Chamber of Commerce and recognized for being an essential part of the well-being of the City of Arcadia and for dedication to the community especially during the COVID-19 pandemic
- Recognized by State Senator Susan Rubio, Assembly Member Ed Chau, Los Angeles County Supervisor Kathryn Barger, and the City of Arcadia for the hospital's outstanding efforts in serving the community by providing high quality health care services to patients throughout the COVID-19 pandemic
- Full Three-Year Hospital Accreditation from The Joint Commission
- Accredited Comprehensive Stroke Center Certification by DNV GL
- Honored as one of America's 100 Best Hospitals Award™ by HealthGrades based on excellent clinical outcomes and commitment to delivering the best patient care

- Top Performer on Key Quality Measures® program for treatment of Heart Attack, Heart Failure, Pneumonia, Stroke, Surgical Care, and Perinatal Care from The Joint Commission
- Recognized by the California Hospital Engagement Network (CALHEN) and the Hospital Quality Institute for dramatic reductions in infection rates, reflecting our facility's strict adherence to hospital safety codes and dedication to helping patients recover as quickly as possible

Bariatrics

- Accredited Comprehensive Center from the American Society for Metabolic and Bariatric Surgery (MBSAQIP)
- Center of Excellence for Bariatric Service from Optum and United Health Care
- Blue Distinction Center for Bariatric Surgery from Blue Cross Blue Shield Association

Cancer Care

- Comprehensive Community Cancer Center from the American College of Surgeons Commission on Cancer

Cardiology

- Top Performer on Heart Attack and Heart Failure by The Joint Commission
- Blue Distinction Center for Cardiac Care from Blue Cross Blue Shield Association
- High Performing Hospital for Heart Attack from U.S. News & World Report
- High Performing Hospital for Heart Bypass Surgery from U.S. News & World Report
- Cardiac Care Excellence Award™ by HealthGrades

Emergency Services

- Designated as a STEMI (heart attack) Receiving Center by Los Angeles County EMS
- Designated as a Comprehensive Stroke Center by Los Angeles County EMS
- Designated as an Emergency Department Approved for Pediatrics (EDAP) by Los Angeles County EMS

Gastroenterology

- Gastrointestinal Care Excellence Award™ by HealthGrades

Nephrology

- High Performing Hospital for Kidney Failure from U.S. News & World Report

Orthopedics

- Blue Distinction Center for Spine Surgery from Blue Cross Blue Shield Association
- Blue Distinction Center+ for Hip & Knee Replacement from Blue Cross Blue Shield Association

Pulmonary Medicine

- Pulmonary Care Excellence Award™ by HealthGrades
- High Performing for Chronic Obstructive Pulmonary Disease from US News & World Report
- High Performing for Pneumonia from US News & World Report

Rehabilitation

- Named to America's Best Physical Rehabilitation Centers for inpatient rehabilitation facilities by Newsweek and Statista Inc.

Stroke Care

- High Performing Hospital for Stroke from US News & World Report
- Neurosciences Excellence Award™ by HealthGrades
- Cranial Neurosurgery Excellence Award™ by HealthGrades
- Stroke Care Excellence Award™ by HealthGrades
- America's 100 Best Hospitals for Stroke Care Award™ by HealthGrades
- Designated by the American Stroke Association/American Heart Association Get With The Guidelines® - Stroke Gold Plus Quality Award with Honor Roll-Elite and Target: Type 2 Diabetes Honor Roll

Methodist Hospital continues to expand its presence on the Internet that includes a website dedicated to providing health news and information, educational videos, and virtual tours for

patients, employees, physicians, volunteers, and visitors, in addition to convenient services such as a free physician referral, online class registration, and online bill payment. Methodist Hospital also publishes news and information on social media, via Facebook, Twitter, WeChat, YouTube, Pinterest, LinkedIn, and Yelp to inform the community about hospital services and events.

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Section 1: Executive Summary

Mission Statement

To provide high-quality healing services while caring for the patient's emotional and spiritual needs and enabling them to achieve health for life.

Definition of Community in the 2019 Community Health Needs Assessment

For purposes of this health needs assessment, Methodist Hospital defines its service area to include the following ZIP Codes and communities:

Service Area Definition

Methodist Hospital Service Area

2019

ZIP Code	Community
91007	Arcadia
91010	Duarte
91006	Arcadia
91780	Temple City
91732	El Monte
91731	El Monte
91770	Rosemead
91107	Pasadena
91775	San Gabriel
91024	Sierra Madre
91776	San Gabriel
91733	South El Monte
91702	Azusa
91706	Baldwin Park
91104	Pasadena
91801	Alhambra
91741	Glendora
91008	Bradbury

Source: Methodist Hospital 2019 inpatient data analysis.

Note: Methodist Hospital is located in Arcadia ZIP Code 91007

Findings from 2019 Community Health Needs Assessment

Methodist Hospital service area population (2019) is estimated at 783,391. The population in the service area is forecast to increase 2.5 percent by 2024, to 803,197. Growth projections for households and families are estimated to increase 2.7 percent and 2.6 percent, respectively. When comparing the service area to Los Angeles County, the service area has a higher proportion of the following: residents age 55 years and older, Asian/Native Hawaiian or Pacific Islander (AHPI) residents; persons speaking Asian or Pacific Island language at home, persons 16 years and older not in the labor force, households with 3 or more persons, households with children under 18 years of age, and owner occupied households.

When comparing health indicators for the San Gabriel Valley (Service Planning Area 3) and/or Methodist Hospital service area to Healthy People 2020 National Objectives, opportunities to improve health services exist among the following groups: non-elderly persons with health insurance, persons with a usual source of ongoing care, persons experiencing delays in getting medical care, persons experiencing delays in getting prescription medicines, seniors who received a flu shot in the past year, and seniors diagnosed with high blood pressure.

Following analysis of the 2019 Community Health Needs Assessment, the following were identified as the community's top health issues (based on frequency of mention): access to health services, continuity of care, and health conditions and disability related to diabetes, high blood pressure, heart disease and stroke, cancer, mental health and dementia, and influenza and pneumonia (seasonal emphasis).

The 2019 Community Health Needs Assessment identified the following two significant priority health needs:

- Access to health services for adults
- Disease prevention and health promotion addressing diabetes, heart disease, high blood pressure, obesity, cancer, and Alzheimer's disease

Objectives Addressed in the Community Benefits Plan

During the first six months of Fiscal Year 2022, Methodist Hospital pursued the following objectives in its community benefits plan:

1. To continue to increase access to health care services for the community.
2. To continue to provide health education, support, and screening services for the public based on important health conditions, such as diabetes, heart disease, and cancer, as identified in the hospital's 2019 Community Health Needs Assessment.
3. To continue to provide health education, support, and screening services regarding COVID-19.

Community Benefits Plan Activities

In the first six months of Fiscal Year 2022, Methodist Hospital provided a variety of programs and services in support of these objectives. Some of the services provided were: operating a 26-bed EDAP-certified emergency department 24-hours a day, providing charity care for patients without the ability to pay for necessary treatment, absorbing the unpaid costs of care for patients with Medi-Cal, absorbing the unpaid costs of care for patients with Medicare, operating essential community services, such as labor & delivery and NICU, at a loss; providing free physician referrals to the community, providing health education, support and screening programs on a variety of topics (including COVID-19); providing health education, information and web site services in English and Chinese (Mandarin); conducting free blood pressure and Body Mass Index screenings, including free access to a "heart check" kiosk at a local mall; a dedicated Senior Services program of health education classes and screenings; and a Health Ministries program that assists local congregations to provide guidance, support, and resources to parish nurses and health cabinets.

Economic Value of Community Benefits Provided

The economic value of community benefits provided by Methodist Hospital in the first six months of Fiscal Year 2022 is estimated at **\$27,955,859**.

Section 2: Mission, Vision, and Core Values

Methodist Hospital Mission, Vision, and Core Values statements follow. These guide our organization's commitment to serving to our community.

Our Mission

To provide high-quality healing services while caring for the patient's emotional and spiritual needs and enabling them to achieve health for life.

Our Vision

To provide an exceptional patient experience through compassionate care and create life-long relationships by changing the way health and health care are delivered in our community. To meet these goals, we instill core values into our staff that keep us focused on the excellent care we aim for.

Our Core Values

INTEGRITY – We are open, honest and trustworthy. We live our values.

RESPECT – We treat each other with dignity and value the ideas and perspectives each individual brings.

ACCOUNTABILITY – We take full ownership of our actions and their outcomes.

INNOVATION – We embrace new ideas and thinking to improve what we do.

SAFETY – We put safety first, for our patients, their families and all who work here.

EXCELLENCE – We advance health through the continuous pursuit of evidence-based, coordinated care.

Section 3: 2019 Community Health Needs Assessment Summary¹

Process and Methods

The hospital's 2019 Community Health Needs Assessment brings together a variety of demographic and health data and information, gathered from both primary and secondary data sources.

The first phase of the Community Health Needs Assessment involved collection and analysis of numerous demographic and health status and data and information for Methodist Hospital Service Area and Service Planning Area 3 – San Gabriel Valley (SPA 3). The following types of data were analyzed: population, household, and family demographics; birth statistics, death statistics, designated Health Professional Shortage Areas, large-scale household telephone surveys designed to measure health access, utilization of health services, and health behaviors. Wherever possible, the SPA 3 or Los Angeles County health experience was benchmarked to Healthy People 2020 objectives. In addition, to assist with providing context to the demographics, Methodist Hospital Service Area is compared to Los Angeles County.

The second phase of the Community Health Needs Assessment focused on qualitative primary research. Representatives from Methodist Hospital agreed that telephone interviews with health department contacts and representatives from public and private organizations would be a cost-effective approach to gain an understanding of important health issues and potential opportunities to collaborate with these organizations.

Service Area Determination

Note: Determination of service area updated based on 2019 inpatient origin analysis

Methodist Hospital used the Stark II definition – the lowest number of contiguous ZIP Codes from which the hospital draws at least 75 percent of its inpatients – to determine its geographic service area for purposes of the 2019 Community Health Needs Assessment. Using hospital data, there were 18 ZIP Codes from which the hospital drew 75 percent its admissions.

¹ Methodist Hospital 2019 Community Health Needs Assessment can be found on the hospital website at: <https://www.uscarcadiahospital.org>

Service Area Definition and Description

Note: Findings are based on 2019 demographic estimates

Service Area Definition

Methodist Hospital Service Area

2019

ZIP Code	Community
91007	Arcadia
91010	Duarte
91006	Arcadia
91780	Temple City
91732	El Monte
91731	El Monte
91770	Rosemead
91107	Pasadena
91775	San Gabriel
91024	Sierra Madre
91776	San Gabriel
91733	South El Monte
91702	Azusa
91706	Baldwin Park
91104	Pasadena
91801	Alhambra
91741	Glendora
91008	Bradbury

Source: Methodist Hospital 2019 inpatient data analysis.

Note: Methodist Hospital is located in Arcadia ZIP Code 91007

The service area population (2019) is estimated at 783,391. The population in the service area is forecast to increase 2.5 percent in the next five years, to 803,197. Growth projections for households and families are estimated to increase 2.7 percent and 2.6 percent, respectively. The following table summarizes the service area population, households, and families as well as the percent change projected for 2024 (over a five-year period).

Summary of Population, Households and Families

Methodist Hospital Service Area

2019

Description	Number		Percent Change From 2019 to 2024
	2019	2024	
Demographics			
Population	783,391	803,197	2.5%
Households	239,799	246,228	2.7%
Families	181,375	186,090	2.6%

Source: Claritas

To assist with providing context to the service area demographics, key statistics are compared to Los Angeles County for 2019 in the following table. Of note, in comparison to Los Angeles County, Methodist Hospital service area has a higher proportion of:

- Persons age 55 years and older
- Persons of Asian race
- Persons speaking an Asian or Pacific Island language
- Persons 16 years and older not in the labor force
- Households with 3 or more persons
- Households with children under 18 years of age
- Owner-occupied households

Summary of Demographic Highlights

Methodist Hospital Service Area Compared to Los Angeles County

2019

Indicator	Percent	
	Service Area	LA County
5-Year Change (2019 to 2024)		
Population	2.5%	3.0%
Households	2.7%	3.1%
Families	2.6%	3.0%
Age Group		
0 to 4 Years	5.8%	6.1%
5 to 9 Years	5.9%	6.1%
10 to 14 Years	5.9%	6.0%
15 to 17 Years	3.8%	3.8%
18 to 20 Years	3.8%	3.9%
21 to 24 Years	5.2%	5.4%
25 to 34 Years	14.3%	15.5%
35 to 44 Years	13.1%	13.9%
45 to 54 Years	13.6%	13.4%
55 to 64 Years	13.0%	12.0%
65 to 74 Years	9.0%	8.0%
75 to 84 Years	4.4%	3.9%
85 Years and Older	2.1%	1.8%
Race/Ethnicity		
White	17.7%	25.7%
Black	2.9%	7.8%
American Indian/Alaskan Native	0.1%	0.2%
Asian	33.0%	14.7%
Native Hawaiian/Pacific Islander	0.1%	0.2%
Hispanic	44.3%	48.9%
Some Other Race	0.2%	0.3%
Two or More Races	1.7%	2.3%
Language Spoken at Home by Persons 5 Years and Older		
English Only	35.0%	43.1%
Spanish	33.9%	39.4%
Asian or Pacific Island language	28.1%	10.9%
European language	2.5%	5.4%

Indicator	Percent	
	Service Area	LA County
Other language	0.5%	1.1%
Employment Status of Persons 16 Years and Older		
In Labor Force, Employed	58.1%	59.6%
In Labor Force, Unemployed	3.8%	4.5%
In Armed Forces	0.0%	0.0%
Not in Labor Force	38.1%	35.8%
Household Size		
1-Person	18.7%	24.5%
2-Persons	25.1%	26.2%
3-Persons	18.1%	16.3%
4-Persons	16.7%	14.8%
5-Persons	9.9%	8.8%
6-Persons	5.4%	4.6%
7 or more Persons	6.1%	5.0%
Households by Presence of Children Under 18 Years of Age		
No Children Under 18 Years Present	59.7%	62.4%
Children Under 18 Years Present	40.3%	37.6%
Household Income		
Under \$15,000	8.5%	10.2%
\$15,000 to \$24,999	9.1%	9.0%
\$25,000 to \$34,999	8.1%	8.3%
\$35,000 to \$49,999	11.5%	11.6%
\$50,000 to \$74,999	15.9%	15.4%
\$75,000 to \$99,999	12.1%	11.7%
\$100,000 to \$124,999	9.5%	9.1%
\$125,000 to \$149,999	7.0%	6.6%
\$150,000 to \$199,999	7.6%	7.3%
\$200,000 to \$249,999	3.9%	3.8%
\$250,000 to \$499,999	4.4%	4.4%
\$500,000 and over	2.1%	2.5%
Owner-Occupied and Renter-Occupied Housing Units		
Owner-Occupied	55.8%	47.4%
Renter-Occupied	44.2%	52.6%

Source: Claritas

Health Access and Utilization

Note: Findings are based on the 2017 California Health Interview Survey for SPA 3

When comparing health access and utilization indicators in SPA 3 to Healthy People 2020 objectives, SPA 3 did not meet the objectives related to: medical insurance for persons under age 65 (insured all of part of the year), usual source of ongoing care, and delays in getting medical care.

Summary of Health Access and Utilization Indicators

SPA 3 Compared to Healthy People 2020 Objectives

2017

Indicator	Healthy People 2020 Objective	SPA 3 San Gabriel Valley
Health Access		
Insured All or Part of Year Age 0 to 64 Years	100%	94%
Usual Source of Ongoing Care All Ages	95%	87%
Delays in Getting Medical Care All Ages	4.2%	9.1%

Source: UCLA Center for Health Policy Research

Mortality

Note: Findings are based on deaths among residents of the service area in 2016 and three-year averages of deaths that occurred among residents of Los Angeles County during 2015 through 2017

In 2016, there were 4,910 deaths in Methodist Hospital service area. Heart disease and cancer were the top two leading causes of death in the service area, accounting for 50 percent of all deaths. Of note, coronary heart disease is not only the leading cause of death in Methodist Hospital Service Area (2016) but was also the leading cause of premature death in Service Planning Area 3. Other leading causes of death in the service area are summarized in the table below.

Profile of Deaths, Ranked By Select Leading Causes of Death

Methodist Hospital Service Area

2016

Select Leading Cause of Death	Number	Percent
Heart Disease	1,237	25.2%
Cancer (All Types)	1,214	24.7%
Stroke	291	5.9%
Alzheimer's disease	285	5.8%
Chronic Lower Respiratory Disease	268	5.5%
Influenza and Pneumonia	203	4.1%
Diabetes	197	4.0%
Unintentional Injuries (All Types)	178	3.6%
Chronic Liver Disease and Cirrhosis	106	2.2%
Essential Hypertension & Hypertensive Renal Disease	101	2.1%
Nephritis, Nephrotic Syndrome and Nephrosis	70	1.4%
Suicide	49	1.0%
All Other	711	14.5%
All Causes of Death	4,910	100.0%

Source: California Department of Public Health

When comparing age-adjusted death rates in Los Angeles County to Healthy People 2020 objectives, Los Angeles County experienced lower death rates in all leading causes of death than the stated target rates, with the exceptions of homicide and chronic liver disease and cirrhosis.

Summary of Age-Adjusted Death Rates by Cause of Death

Los Angeles County Compared to Healthy People 2020 Objectives

Three-Year Average (2015 to 2017)

Indicator	Healthy People 2020 Objective	Los Angeles County
Health Status		
Coronary Heart Disease	103.4	101.7
Stroke	34.8	34.0
Cancer (All Sites)	161.4	132.8
Lung	45.5	24.8
Colorectal	14.5	13.1
Prostate	21.8	19.2
Female Breast	20.7	18.5
Chronic Pulmonary Diseases	None	28.2
Influenza/Pneumonia	None	18.7
Diabetes	N/A	22.9
Unintentional Injuries (All Types)	36.4	23.7
Motor Vehicle Accidents	12.4	7.9
Homicide	5.5	6.1
Alzheimer's disease	None	35.6
Suicide	10.2	8.0
Chronic Liver Disease and Cirrhosis	8.2	13.2

Notes:

*Rates are per 100,000 persons and are standardized to the 2000 U.S. Standard Million population
Healthy People 2020 Chronic pulmonary disease death rate is for the population age 45 years
and older; data for the entire population is not comparable*

*Healthy People 2020 objective is based on both underlying and contributing cause of death which
requires use of multiple cause of death files; California's data exclude multiple/contributing causes
of death*

Source: California Department of Public Health

Maternal and Infant Health

Note: Findings are based on live births that occurred in Methodist Hospital service area during 2015 to 2017, three-year averages of pregnancy and birth outcomes that occurred among residents of Los Angeles County during 2015 to 2017, and three-year averages of infant mortality during 2014 to 2016

On average, there were 9,352 live births a year in Methodist Hospital's service area during the three-year period from 2015 through 2017.

Number of Live Births

Methodist Hospital Service Area
Three-Year Average (2015 to 2017)

Year	Number of Births
2015	9,563
2016	9,506
2017	8,986
Three-Year Average	9,352

Source: California Department of Public Health

When comparing maternal and infant health indicators in Los Angeles County to Healthy People 2020 objectives, Los Angeles County met all of the objectives.

Summary of Maternal and Infant Health Indicators

Los Angeles County Compared to Healthy People 2020 Objectives
Three-Year Averages (2015 to 2017) and (2014 to 2016)

	Healthy People 2020 Objective	Los Angeles County
Pregnancy/Birth Outcomes		
Early Prenatal Care	77.9%	84.8%
Low Birth Weight Infants	7.8%	7.2%
Infant Outcomes (2014 to 2016)		
Infant Mortality	6.0	4.3

Source: California Department of Public Health

Adult Health

Note: Findings are based on 2017 California Health Interview Survey for SPA 3

When comparing adult health indicators in SPA 3 to Healthy People 2020 objectives, though SPA 3 did not meet the health access objectives related to medical insurance (insured all or part of the year) and usual source of ongoing care, SPA 3 did meet the objectives for all stated targets regarding health behaviors.

Summary of Adult Health Indicators
SPA 3 Compared to Healthy People 2020 Objectives
2017

Indicator	Healthy People 2020 Objective	SPA 3 San Gabriel Valley
Health Access		
Insured All or Part of Year	100%	91%
Usual Source of Ongoing Care	89.4%	83.3%
Health Behaviors		
Healthy Weight	33.9%	42.9%
Obese	30.5%	22.3%
Diagnosed with High Blood Pressure	26.9%	21.7%
Currently Smoke Cigarettes	12.0%	9.3%

Source: UCLA Center for Health Policy Research

Senior Health

Note: Findings are based on 2017 and 2016 California Health Interview Survey for SPA 3

When comparing senior health indicators in SPA 3 to Healthy People 2020 objectives, SPA 3 did not meet the objectives related to flu shot received in past year, healthy weight, and diagnosed with high blood pressure.

Summary of Senior Health Indicators

SPA 3 Compared to Healthy People 2020 Objectives

2017 and 2016

Indicator	Healthy People 2020 Objective	SPA 3 San Gabriel Valley
Health Access (2016)		
Flu Shot in Past Year	90%	67%
Health Behaviors		
Healthy Weight	33.9%	35.8%
Diagnosed with High Blood Pressure	26.9%	67.9%

Source: UCLA Center for Health Policy Research

Community Consultation

Note: Findings, as required and reported in Methodist Hospital's 2019 Community Health Needs Assessment, are based on surveys and interviews with community leaders and representatives of public organizations in the San Gabriel Valley conducted over a five-week period beginning in mid-September 2019.

Several of those interviewed were complimentary of Methodist Hospital on its efforts to provide healthcare services to the community, commenting that "the Hospital is doing a lot now" and "doing a great job with community outreach and cancer awareness programs" through efforts such as participation in health fairs and partnerships with area community and senior centers.

The following were identified as the community's top health issues (based on frequency of overall mention):

- Access to health services and continuity of care
 - Lack of health insurance and cost of care
 - Insurance plans accepted by providers
 - Cost and timeliness of obtaining services and medications
 - Use of 911 and hospital emergency rooms
 - Difficulties receiving ongoing care due to lack of transportation, language barriers, costs of services and medications, and long wait times
 - Difficulties navigating the healthcare system
 - Lack of awareness of availability of needed health services
 - Shortage of specialty physicians
- Health conditions and disability

Many of those interviewed identified the importance of health awareness, education, disease prevention, and medications management. In addition, several of those interviewed during the community consultation highlighted challenges related to age (older adults), gender, race/ethnicity, and cultural and generational differences in managing health conditions and disabilities. The following health conditions were specifically identified as particularly prevalent across the community:

- Diabetes
- High blood pressure
- Heart disease and stroke
- Cancer

- Mental health and dementia
- Influenza and pneumonia (seasonal emphasis)

According to many of those interviewed, persons of all ages across the greater San Gabriel Valley, regardless of income or racial/ethnic and cultural backgrounds are affected by these health issues.

Specific demographic sectors most affected and identified by the interviewees:

- Lower socioeconomic status
- Lower educational attainment
- Chinese immigrant families with limited English proficiency
- Spanish-speaking persons
- Racial and ethnic minorities – Asians, Latinos, and African Americans

Participants in the community consultation identified specific actions that could be undertaken to address health issues, including:

Access to Health Services and Continuity of Care

- Financial assistance (including reduced costs)
- Reduced paperwork and duplication
- More effective and efficient coordination of community resources for vulnerable communities
- Reduce defensive medicine that is practiced in response to medical liability issues
- Use of health navigators
- Improve access to care e.g., transportation and language services
- Public education on topics such as financial assistance and insurance copayments/deductibles

Health Conditions and Disability

- Additional partnering of healthcare organizations with community organizations to bring needed programs and services to community places
- Identify and address root causes of health conditions and disability
- Promote awareness of healthy lifestyles, including staying physically active, eating properly, flu shots, stress management, and when to go to the doctor
- Provide communication on when and what cancer sites to be screened for
- Increase awareness of supplemental food programs for school-age children
- Reach out to underserved geographic areas in the San Gabriel Valley

- More information, education, health fairs, and events in Chinese (e.g., speaking engagements, seminars, workshops, health newsletters, and websites)
- Outreach and materials that are culturally sensitive to the Asian community
- Additional community outreach to PTAs, workplaces, and churches/temples
- Conduct more activities consistent with healthcare awareness calendar
- More opportunities in the community to check blood pressure
- Additional psychosocial support for cancer patients, families, and caregivers
- Provide mental health services that address prevention, healing, and stress management

Participants in the community consultation offered the following suggestions for collaborative roles or actions for Methodist Hospital:

- Recruit more staff, liaisons, and volunteers that speak Mandarin
- Offer assistance with health insurance plan signups
- Increase outreach to women
- Offer comprehensive women's health services to include physical, mental, dental, and preventive care (e.g., mammograms, osteoporosis, pap smears)
- Continue outreach to senior centers to address health conditions and disability
- Partner more with government, non-profits, and community organizations
- Increase efforts to identify individuals with high blood pressure
- Offer diabetes clinics
- Provide education and awareness programs to prepare patients for physician visits, use of emergency rooms, and paramedics (911)
- Better electronic communication between healthcare entities to reduce unnecessary efforts
- Offer telemedicine services
- Provide in-home post-hospital follow-up services (by nurse practitioners or physician assistants)

Specific to Cancer:

- Transportation services
- Resources in various languages
- Interpreters
- Patient navigators, nurses, MDs, and social workers to address full spectrum of care
- Education and awareness programs for various cancer sites, such as breast, colorectal, gynecological
- Free or low-cost cancer screenings for a limited number of people (such as the first 100)
- Cancer Resource Center to provide information about financial assistance programs and foundations

Process and Criteria Used

In preparing its 2019 Community Health Needs Assessment, Methodist Hospital combined quantitative data about service area demographics, availability of health insurance, access to and utilization of key services, health status, and health behaviors with qualitative data, including opinions from community leaders regarding important health issues.

The following criteria were used to identify and prioritize significant health needs in the community:

- Healthy People 2020 metrics
- Number of persons affected
- Identification and/or validation as an important health issue by community leaders
- Identified by community organizations as an opportunity to work collaboratively to address health issue

Significant Priority Health Needs Identified

- Access to health services and continuity of care
- Disease prevention and health promotion

Health Facilities and Other Resources

The following health facilities and other resources are located in the ZIP codes of Methodist Hospital's service area:

- 12 open hospitals (ten general acute care hospitals and two acute psychiatric hospitals)
- 29 licensed free and community clinics
- 2 licensed rehabilitation centers (specialty clinics)
- 12 senior centers

Section 4: Community Benefits Planning Process and Objectives

Following completion of its 2019 Community Health Needs Assessment, Methodist Hospital continued to implement programs and services in response to identified community health needs, in context with the hospital's mission and expertise.²

A Senior Vice President oversees the hospital's Community Benefits Plan as well as community outreach programs and services. A manager of community outreach, a community outreach coordinator, a community outreach dietitian, and the director of marketing and business development are actively responsible for the planning, coordination, staffing, marketing, and evaluation of the hospital's many community outreach programs and services, in conjunction with other departments such as cardiology, spiritual care, and maternity services. Prior to submittal to the Department of Health Care Access and Information (HCAI), this Community Benefits Plan was reviewed and approved by hospital senior management.

To prepare this community benefits plan, the hospital distributed community activity forms and logs to staff in a variety of hospital departments. These activity forms are to record information regarding the event/project, date of event, location of event, name of the event coordinator, department, cost center, services provided, and number served. In addition, the hospital's Finance Dept. provided information on public insurance program reimbursement shortfalls, charity care, average hourly rate, as well as certain cost center and department-specific data. The following departments provided information and/or completed community activity reports: Finance, Community Outreach, Marketing and Business Development, Cardiology, Bariatrics, Maternal Child Health, Health Ministries, and Pastoral Care.

During the first six months of Fiscal Year 2022, Methodist Hospital pursued the following objectives in its community benefits plan:

1. To continue to increase access to health care services for the community.
2. To continue to provide health education, support, and screening services for the public based on important health conditions, such as diabetes, heart disease, and cancer, as identified in the hospital's 2019 Community Health Needs Assessment.

² Methodist Hospital has completed its 2019 Community Health Needs Assessment (CHNA) and associated Implementation Plans for 2020, 2021, and 2022. Each of these documents is available on the hospital's website: <https://www.uscarcadiahospital.org>.

3. To continue to provide health education, support, and screening services regarding COVID-19.

On an annual basis, Methodist Hospital will monitor and report measures of plan progress. See **Section 5: Community Benefits Plan Update** for a description of programs and services provided by the hospital in support of each of these objectives.

Section 5: Community Benefits Plan Update

This section includes a description of programs and services provided by Methodist Hospital, as well as measurements of key outcomes during the first six months of Fiscal Year 2022. These descriptions organized in response to the priority health needs identified in **Section 3**.

Access to Health Care Services

Methodist Hospital community benefit services include: operating a 26-bed EDAP-certified emergency department 24-hours a day (22,688 visits in the first six months of Fiscal Year 2022), providing charity care for patients without the ability to pay for necessary treatment (1,359 patients served in the first six months of Fiscal Year 2022), absorbing the unpaid costs of care for patients with Medi-Cal (9,046 patients served in the first six months of Fiscal Year 2022), and absorbing the unpaid costs of care for patients with Medicare (13,080 patients served in the first six months of Fiscal Year 2022). Given the importance of providing expert health care to the community, Methodist Hospital also operates several essential hospital services at a financial loss, including Maternal Child Health program and specialized oncology services.

To assist area residents with finding high quality health care services and physicians, Methodist Hospital continues to offer a free Physician Referral Line. Consumers may telephone 888-388-2838 to speak directly with a dedicated physician referral center representative (786 inquiries to the Referral Services call center, generating 992 referrals, including 367 referrals to physicians in the first six months of Fiscal Year 2022) or search for a physician on the hospital web site. Physician referrals are fulfilled based on desired physician specialty, location, gender,

language, or office hours; and/or accepted insurance (including Medi-Cal and senior health insurance plans). In addition, to assist Chinese-speaking community members, Methodist Hospital offered a dedicated Chinese Hot Line where callers can obtain physician referrals, information about hospital services, information regarding virtual maternity tours and classes (such as date/time and how to register), and information about community events, such as screenings and informational lectures, and COVID-19 hospital guidelines and visitation policy, vaccinations, and testing policy. The hospital's Chinese language hot line served approximately 20 callers each week.

Methodist Hospital's Health Ministries (Parish Nurse) program develops and supports holistic health programs in faith communities. Now in its 26th year, Methodist Hospital provides free education and training, information and resources in the areas of wellness promotion and disease prevention, plus flu shots to improve the health of our community. In the first six months of Fiscal Year 2022, Methodist Hospital continued its formal Health Ministries program with six churches and one retirement community having Faith Community volunteer nurses. The Health Ministries program operated at the following locations: Holy Angels Catholic Church (located in Arcadia), Church of the Good Shepherd United Methodist (Arcadia), First United Methodist Church (Temple City), Faith United Methodist Church of San Gabriel Valley (Temple City), Mission Community United Methodist Church (Rosemead), True Light Presbyterian Church (Alhambra); and Westminster Gardens, a retirement community located in Duarte. In addition, Methodist Hospital has a relationship with three "limited" partners (there is no parish nurse commitment), providing education and information as well as health-related speakers – via Zoom – for meetings to the following churches: Arcadia Community Church, Santa Anita Church (located in Arcadia), and Saint James Methodist Church (Pasadena). Because there were no in-person gatherings, the hospital made available physician lectures, via Zoom.

In the first six months of Fiscal Year 2022, the Director of Spiritual Care at Methodist Hospital conducted a weekend Health Ministries retreat on March 18 through March 20 at Vina de Lestonnac Retreat Center in Temecula; hosted Health Ministries meetings for faith community nurses (on February 22, April 19, and May 17); provided consultations with churches, pastors, and faith community nurses; and conducted numerous email outreach, phone, and Zoom engagements with parish nurses. Some of the challenges experienced in light of COVID-19 included many church members who were elderly and did not own computers, difficulties getting congregants

familiar with participation via Zoom meetings, and congregations that struggled with decisions about when to hold services and how to keep attendees safe.

In the first six months of Fiscal Year 2022, representatives from Methodist Hospital continued working with the Health Consortium of Greater San Gabriel Valley, along with five other member not-for-profit hospitals and two public agencies. The hospitals work together to share data and streamline the development of their respective 2022 Community Health Needs Assessments as well as to develop a coordinated set of strategies that address regional priorities that have emerged since prior community health needs assessments. Areas of emphasis include food insecurity (Food for All – San Gabriel Valley program), case management for homeless patients (Patient Navigation for Unhoused Frequent Hospital User program in coordination with United Way of Greater Los Angeles and Union Station Homeless Services), recuperative care, and certain clinical initiatives.

In the first six months of Fiscal Year 2022, representatives from Methodist Hospital attended monthly Zoom meetings of the Arcadia Chamber of Commerce Board (held on the second Tuesday of each month and attended by an 30 to 35 members); Arcadia Chamber of Commerce Community Connection (held on the first Thursday of each month and attended by approximately 25 people); Monrovia Community Coordinating Council (held on the first Monday of each month and attended by approximately 40 people); and Chamber Connect and Prosper (for Chinese businesses). At these regular monthly meetings, Methodist Hospital representatives provide updates regarding COVID-19 and deliver information to local community and business leaders about hospital services, events, free lectures, and screenings.

Disease Prevention and Health Promotion

In the first six months of Fiscal Year 2022, Methodist Hospital provide health education and information, support, and screening services to the public regarding many key topics, including maternal child health, heart disease and stroke, diabetes, and COVID-19, as well as targeted services for seniors. Information about these events was made available through social media, the hospital's website (including a calendar of events, list of hospital services, and a health encyclopedia), and mailers distributed to targeted households across the hospital's service area.

Methodist Hospital's maternity services provide for patient needs and emergencies with a multidisciplinary team consisting of physicians, nurses, respiratory therapists, social workers, pharmacists, dietitians, and occupational therapists. Our maternal child health department features nine labor/delivery/recovery suites, four labor rooms, two operating rooms, a Newborn nursery, a 17-bed Level II Neonatal Intensive Care Unit, and a 24-bed couplet care unit designed for Family Centered Care featuring 24-bed couplet care unit designed for family centered care, featuring twenty private rooms and two semi-private rooms.

A comprehensive offering of free maternity orientations/tours and nominally priced classes is offered year-round. Information about maternity offerings was available by contacting the Maternity Education Office at 1-800-950-BABY, email at MaternityDept@methodisthospital.org and/or online via event search for Maternity and Baby Classes. In the first six months of Fiscal Year 2022, class offerings, featured virtual offerings, including: Virtual Tours, Prepared Childbirth (12 total sessions – 6 weekday sessions and 6 weekend), Baby Care and Soothing (12 total sessions – 6 weekday sessions and 6 weekend sessions), and Breastfeeding Class (6 total sessions – all weekday sessions). A free weekly 1-hour breastfeeding support group, "Mommy & Baby Bistro," was available to the community, with virtual meetings on Wednesdays (115 virtual visits in the first six months of Fiscal Year 2022).

Methodist Hospital's highly specialized cardiovascular services include the availability of a cardiac care team 24-hours a day, seven days a week; dedicated handling of STEMI patients in the hospital's emergency department, three cardiac catheterization laboratories where physicians perform coronary angioplasty, PTCA, cardiac stenting, pacemaker and AICD insertion, electrophysiology studies, and carotid artery stenting. Open-heart surgery and valve replacement are performed in two dedicated operating rooms. Methodist Hospital also provides specialized care

for cardiovascular patients three in three distinct units — intensive care, coronary care, and cardiac patient care — depending on the needs of the patient, and provides inpatient and outpatient cardiac rehabilitation programs.

For the health and safety of community members, support group meetings were held virtually in the first six months of Fiscal Year 2022. A Stroke and Brain Injury Support Group – open to any stroke or brain injury survivor or care partner in the community – met monthly on the second Wednesday of the month, from 2 pm to 3 pm (attended by 37 persons in the first six months of Fiscal Year 2022).

Beginning in May of 2022, Methodist Hospital resumed conducting monthly blood pressure screening for adults at local community centers – in Arcadia, Sierra Madre, and Monrovia. During these screenings, 27 individuals with abnormal blood pressure readings (42% of those screened) were identified. In the first six months of Fiscal Year 2022, Methodist Hospital sponsored a Heart Check Center™ kiosk at the Westfield Santa Anita Mall in Arcadia, providing free blood pressure and Body Mass Index (BMI) testing, as well as free health information. In the first six months of Fiscal Year 2022, 364 mall visitors accessed the kiosk. These mall visitors generated 1,654 encounters with the unit, including information on heart care, stroke care, weight loss surgery, physician referral, events and classes at the hospital, and emergency services.

In addition, staff at Methodist Hospital provided informational lectures and body mass index (BMI) and blood pressure screenings at various community and virtual events in the first six months of Fiscal Year 2022 (listed in chronological order):

- February 22: Virtual talk on Latest Technology and Treatments for Cardiovascular Disease (107 persons attended)
- April 9: Santa Anita Derby Day 5K (6,000 persons attended event at Santa Anita Racetrack)
- May 21: Foothill Unity Annual Health and Resource Fair (200 persons attended Foothill Unity Center in Monrovia)
- May 21: Kid Fit 5K (400 persons attended Royal Oaks Park in Duarte)
- May 28: Mount Wilson Trail Race 2022 (600 persons attended Kersting Court in Sierra Madre)

To assist those with diabetes and related health conditions, Methodist Hospital offered a number of specialized classes in the first six months of Fiscal Year 2022. Licensed dietitians assisted community members with education and support in a variety of monthly programs,

including: bariatric nutrition class (108 client visits in the first six months of Fiscal Year 2022), obesity and weight loss (25 client visits), bariatric support group (23 client visits), gestational diabetes (23 client visits), wound healing (18 client visits), orthopedic (17 client visits), and cancer, renal and other nutritional consults (21 client visits).

To meet the needs of active, older adults, Methodist Hospital offers our “50+ Health Connection” program. This program allows members to participate in free health education, screenings, annual flu clinics, and physician referrals. In the first six months of Fiscal Year 2022, there were approximately 5,900 active members of “50+ Health Connection.” In the first six months of Fiscal Year 2022, Methodist Hospital and Arcadia Recreation and Community Services hosted four virtual health talks by physicians and other health care professionals addressing the following topics (listed in chronological order):

- January 7: Memory, Forgetfulness and Aging (146 persons attended)
- March 23: Eating Well, Aging Well (95 persons attended)
- April 28: ABCs of Diabetes (54 persons attended)
- June 28: Say Goodbye to Back Pain (80 persons attended)

In advance of these events, Methodist Hospital alerted the community with Save the Date reminder flyers, announcing specific topics, dates and times, locations, program descriptions, registration and listening information – by phone or online via Webex/Zoom or the hospital Facebook live page. The hospital also posted information on social media, as well as Methodist Hospital’s website “Calendar of Events.”

Section 6: Economic Value of Community Benefits

In the first six months of Fiscal Year 2022, the economic value of community benefits provided by Methodist Hospital is estimated at **\$27,955,859**.

Table 6.1 summarizes the unreimbursed costs of these community benefits according to the framework specifically identified by Senate Bill 697:

- Medical care services
- Other benefits for vulnerable populations
- Other benefits for the broader community
- Health research, education, and training programs

**Table 6.1: Estimated Economic Value of Community Benefits Provided by Methodist Hospital
January 1 through June 30, 2022
(First Six Months Fiscal Year 2022)**

Senate Bill 697 Category	Programs and Services Included	Unreimbursed Cost¹
Medical Care Services	Medi-Cal Program Shortfall ¹	\$13,638,991
	Medicare Program Shortfall ²	\$7,503,614
	Charity Care ³	\$1,660,438
	Services that meet a Community Need and Operate at a Loss ⁴	\$3,319,509
	Emergency Department Call Panels and Care for Uninsured Patients	\$1,079,719
Other Benefits for Vulnerable Populations	Assistance to Patients without Financial Resources and Cash Donations to Nonprofit Organizations Serving Vulnerable Populations	\$59,106
Other Benefits for the Broader Community	Community Outreach, Health Information and Education, Support and Screenings; Physician Referral Program, and Cash Donations to Nonprofit Organizations Serving the Broader Community	\$309,582
Health Research, Education, and Training Programs	Clinical Pastoral Education, Health Ministries Program, Health Professions Education, Grant Writing for Community Benefit Programs, and Cash Donations to Nonprofit Organizations for Health Research, Education and Training Programs	\$384,900
-	GRAND TOTAL	\$27,955,859

¹ Unreimbursed costs for the Senate Bill 697 categories - other benefits for vulnerable populations, other benefits for the broader community and health research, education and training programs - may include an hourly rate for labor (plus benefits), other expenses such as purchased services, food, supplies, other direct expenses and rooms.

² Medical care services provided to Medicare and Medi-Cal beneficiaries result in shortfalls for the hospital. The method for determining these shortfalls is based on a cost to charge ratio. The costs are subtracted from the payments received from Medicare or Medi-Cal.

³ Charity Care is also calculated based on a cost to charge ratio. Actual cost is subtracted from any payments received from either public or private insurance payors or patients.

⁴ The method for determining the cost of medical care services that meet community needs and operate at a loss is based on a cost accounting system.