

Community Benefit Report

Approved by the Valley Presbyterian Hospital Board of Directors on June 27, 2017



VALLEY PRESBYTERIAN HOSPITAL

Excellence in all we do

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About Valley Presbyterian Hospital

Valley Presbyterian Hospital opened its doors to the community in 1958 as a small, neighborhood provider of personalized medical care. Today, it is one of the largest and most prestigious, full-service, acute care facilities in the San Fernando Valley. The 350-bed hospital serves thousands of families each year, with access to a wide range of medical expertise and leading-edge technology across all elements of care. Among the region's brightest and best, the hospital's nurses, therapists, technicians and more than 500 physicians represent virtually every specialty and most sub-specialties in the medical field, including cardiac care, orthopedics, maternal and child health, and oncology.

As a certified STEMI receiving center, Valley Presbyterian Hospital is one of the facilities best equipped to care for heart attack patients within the critical 90 minutes following the onset of chest pain. It provides rapid response to heart attacks, and provides cardiac intervention and full surgery coverage any time, day or night. Valley Presbyterian Hospital is also a Certified Stroke Center, providing immediate access to a specialized neurologist via RP-Lite telemedicine technology. This system includes an on-camera interface that allows physicians to perform real-time consultations with a neurologist located hours away.

Valley Presbyterian Hospital earned the Pediatric Medical Center (PMC) designation, which is recognized by the County of Los Angeles, and allows our team of pediatric specialists to treat and handle a higher level of care needed for our pediatric patients in our Pediatric Intensive Care Unit (PICU). Only three hospitals are a designated PMC in the San Fernando Valley, and we are proud that VPH is one of them. Additionally, our Emergency Department Approved for Pediatrics (EDAP) designation means we have specialized pediatric teams, including pediatric surgeons and anesthesiologists, who are ready at a moment's notice to assemble, triage, and fast-track children to the care they urgently need. Valley Presbyterian Hospital also holds the prestigious designation as a "Baby Friendly Hospital" through Baby-Friendly USA (BFUSA). This initiative encourages and recognizes hospitals and birthing centers that provide model care for infant and mother/ baby bonding.

While the range of acute-care services and expertise has continued to expand, VPH remains a community-based hospital at heart. As one of the Valley's only independent, non-profit, and locally governed institutions, it provides an exceptional level of care that responds to the needs of its community. As a result, VPH is honored to have been voted "Best Hospital" by the readers of *LA Daily News* 11 years in a row, 2006-2016.

Mission, Vision and Values

Our Mission

To improve the quality of health in the San Fernando Valley.

Our Vision

Excellence in all we do.

Core Values

- Demonstrate dignity and respect for all individuals.
- Deliver compassionate and patient-centric care that addresses diverse cultural needs.
- Create and maintain a quality environment that allows physicians and employees to succeed.
- Show pride in providing community-based health care.
- Promote trust and transparency.
- Encourage collaboration in the workplace.

Key Hospital Medical Services

- *Emergency Services* – The hospital’s emergency services department plays a critical role in serving the community and has several designations that demonstrate commitment to excellent care. As a Certified Cardiac Receiving Center for heart attack patients, heart specialists collaborate to provide critical care within the first 90 minutes of chest pain. In addition, the hospital is a Certified Stroke Center based on its response to critical patient conditions. The hospital has a dedicated stroke-focused program staffed by medical professionals who are specially trained in stroke care and who use advanced techniques to act quickly. During the fiscal year, 68,636 patients visited the emergency services department; among the largest number of patients entering emergency services departments in the region.
- *Rehabilitation Services* – Valley Presbyterian Hospital offers a full range of rehabilitation services. Our team of expert physicians, nurses, therapists and other specialists work together to provide personalized, one-on-one treatment plans. We offer physical therapy, occupational therapy and speech therapy, as well as rehabilitation services in our comfortable, well-equipped rehabilitation center in the Valley Presbyterian Hospital building.
- *Children’s Services* –The hospital provides compassionate and specialized pediatric care for sick or injured children. VPH has a 25-bed Pediatric Care Center for children with serious conditions. Additionally, the hospital has a 10-bed Pediatric Intensive

Care Unit (PICU) and a 32-bed, Level III Neonatal Intensive Care Unit (NICU) for critically ill newborns. In 2016, VPH achieved Pediatric Medical Center designation.

- *Maternity Services* – The branded “Little Treasures” maternity program is well known among families in the region. During the fiscal year, more than 3,166 babies were born at VPH. Should a need arise, a physician is available 24/7 to handle patient emergencies. The hospital’s Perinatal Center serves women with high-risk pregnancies and offers “non-stress” ultrasounds, fetal echocardiogram services as well as high-risk infant follow up services.
- *Surgery Services* – The hospital provides a broad range of surgical services representing a wide range of specialty areas. In FY16, 7,840 surgeries were performed. Physicians and surgical staff have the tools and advanced technology they need to perform a full range of surgical procedures and to deliver the highest quality of care. Many procedures involve minimally invasive techniques which can minimize pain and speed recovery time.
- *Heart & Vascular Services* – Valley Presbyterian Hospital offers a full range of cardiac services to quickly and accurately diagnose and treat patients suffering from critical heart and vascular conditions. The expert multidisciplinary medical team is dedicated to acting quickly and saving patients’ lives. The hospital’s Fritz B. Burns Valley Cardiac Catheterization Lab is one of the Valley’s most technologically advanced and best equipped facilities.
- *Hepatobiliary & Pancreas Center* – The state-of-the-art center provides treatments to address a wide range of liver, bile duct, and pancreas disorders. Valley Presbyterian Hospital offers a highly specialized program to address the needs of patients with these rare and complex disorders.
- *Outpatient Services* –The hospital’s outpatient services departments include outpatient general and gastrointestinal laboratories; radiology/imaging department; and therapy programs, including occupational, physical, respiratory, and nuclear medicine. In FY16, the GI Lab was updated and refurbished.
- *Amputation Prevention Center* – The Amputation Prevention Center (APC) is among a few facilities nationwide that brings together the interdisciplinary expertise of vascular and podiatric surgeons, limb salvage, and wound management specialists. Patients with “at-risk” limbs receive integrated care utilizing the latest equipment and instruments to perform limb-saving procedures.

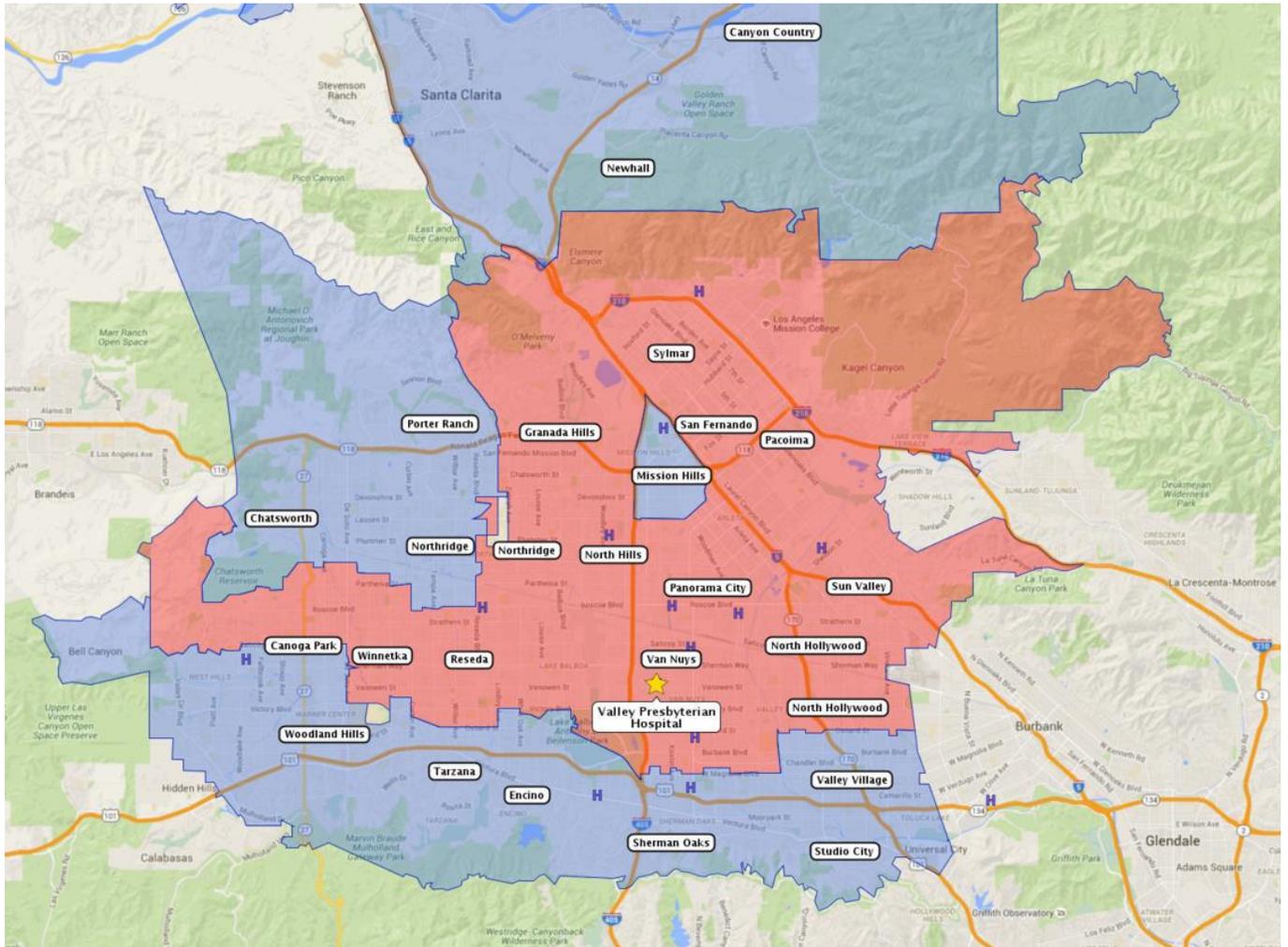
- *Valley Hip & Knee Institute* – The Valley Hip and Knee Institute, specializes in the latest joint replacement techniques and minimally invasive procedures, helping patients regain their mobility and resume an active lifestyle. Together with a dedicated care team, the orthopedic specialists quickly get patients back on their feet.

About the Community the Hospital Serves

Valley Presbyterian Hospital resides in the heart of the San Fernando Valley. The hospital service area includes higher income and middle-class households adjacent to pockets of extreme poverty and ethnic diversity. Valley Presbyterian Hospital's primary service area includes: Canoga Park, Granada Hills, North Hills, North Hollywood, Pacoima, Panorama City, Reseda, San Fernando, Sherman Oaks, Sun Valley, Sylmar, Van Nuys and Winnetka in Los Angeles County. The communities that Valley Presbyterian Hospital serves have diverse geography and topography, vary across levels of socioeconomic status and educational attainment levels, and experience differences in physical environment and overall access to required health services.

The population in the service area is 1,002,502. In the primary service area, adults (ages 18-64) make up 65.5% of the population. Children and youth (ages 0-17) make up 24.7% of the population while nearly 9.8% of the population is older adults, 65 years of age and older. Over half of the population (59.8%) is comprised of Hispanics or Latinos. Whites make up 24.9% of the population. Asians comprise 9.4% of the population and African Americans are 3.8% of the population. Native Americans, Hawaiians, and other races are a combined total of 2.1% of the population. Over a quarter (27.3%) of the population has less than a high school diploma. The median household income in the primary service area is \$50,381. The unemployment rate in the area is 7.7%. In the service area, 45.6% of the population are low-income (<200% FPL). Over a quarter (28.9%) of the children and 15.2% of seniors in the service area are living in poverty. 20.6% of the population lacks health insurance.

Valley Presbyterian Service Area



Valley Presbyterian Hospital	
1	Primary Service Area
2	Secondary Service Area
	Also included in the Secondary Service Area:
	91321 Newhall
	91326 Porter Ranch
	91350 Santa Clarita
	91355 Valencia
	91403 Canyon Country
	93550 Palmdale

Community Health Needs Assessment (CHNA)

Valley Presbyterian Hospital conducted its most recent Community Health Needs Assessment (CHNA) in 2016. The hospital contracted with Valley Care Community Consortium (VCCC) to conduct a CHNA that was compliant with state and federal regulations. The hospital's Community Health Needs Assessment may be accessed on the hospital's web site at www.valleypres.org/For-Community/Community-Benefit.aspx.

The CHNA incorporated components of primary data collection and secondary data analysis that focus on the health and social needs of the service area. Secondary data were collected from a wide range of local, county, and state sources. Four key informant interviews were conducted. Five focus groups were convened to obtain information and opinions from 50 persons who represented the broad interests of the community served by the hospital. A total of 187 paper and electronic surveys were also administered to health professionals, community residents, elected official representatives, and seniors. The surveys were offered in English and Spanish.

Priority Health Needs

The analysis of secondary data yielded a preliminary list of significant health needs, which then informed primary data collection. The primary data collection process was designed to validate secondary data findings, identify additional community issues, solicit information on disparities among subpopulations, ascertain community assets to address needs and discover gaps in resources. Significant health needs were identified:

- Access to mental health providers
- Access to primary care providers
- Access to dental care providers
- Asthma
- Autism
- Cancer
- Cholesterol
- Cardiovascular disease
- Depression
- Diabetes
- Drug overdose/substance abuse
- High blood pressure
- HIV/AIDS
- Lung cancer
- Motor vehicle crash
- Obesity

- Smoking/COPD
- Substance use disorders
- Suicide
- Teen pregnancy

The identified significant health needs were prioritized with input from the community at a Prioritization Forum. The community input resulted in the top five prioritized health needs:

1. Diabetes
2. Obesity
3. Mental health
4. Primary care
5. Substance use disorders

VPH will address the following health needs through a commitment of community benefit programs and charitable resources.

- Diabetes and obesity
- Access to health care
- Mental health and substance abuse

Diabetes and Obesity

Excess weight indicates an unhealthy lifestyle that puts individuals at risk for health issues such as Type II diabetes, heart disease, and certain types of cancer. Overweight is defined as weight that is higher than a healthy weight for a given height. Body Mass Index (BMI) can be an indicator of high body fat content. BMI levels from 25.0 to 29.9 define overweight levels and BMI levels of 30.0–34.9 define obese levels.

In the VPH service area, 36.4% of adults are overweight and 21.6% are obese. Common factors that contribute to obesity/overweight include lack of physical activity and a poor diet. In the VPH service area, the percentage of inactive adults is 12.8% compared to 12.0% for the Los Angeles County. Community residents acknowledge there is a high concentration of fast food restaurants in the area. The affordability of fast food makes it easier to purchase high-caloric and fatty foods. The percentage of adults that do not have “leisure time” is higher in SPA 2 than the Los Angeles County, at 17.3% and 16.6%.

Response to Need: Valley Presbyterian Hospital offered diabetes cooking education. VPH provided support to the American Diabetes Association (ADA) for a program in the San Fernando Valley geared toward Latino families called, “Por Tu Familia”. The program seeks to prevent the incidence of diabetes, reverse the progression of the disease in pre-diabetic

patients, and manage the disease for those who are already diagnosed. With VPH's support, the program reached over 1,500 at risk individuals in the San Fernando Valley Latino community.

Through the VPH Cares program, the hospital offered community workshops on healthy eating and cooking where attendees learned how to live healthy lifestyles, minimize chronic health conditions and improve overall health outcomes. The hospital also offered body mass index (BMI) screenings in and around the community. Additionally, the hospital provided a community exercise program for seniors. During the past year, there were 2,687 visits to senior exercise classes.

Breastfed babies are known to be less overweight as they grow older than bottle fed babies. VPH offered breastfeeding classes in English and Spanish and 75 persons participated.

Through a VPH grant, the Mid Valley Family YMCA expanded their PE PLAY to elementary school children in the mid San Fernando Valley. PLAY makes physical activity fun and accessible. Additionally the YMCA sponsored quarterly Healthy Family Nights, exposing kids and their parents to exercise and health initiatives offered in a safe environment.

VPH supported Valley Community Healthcare with a grant that served 100 low-income Latino adults who are obese and have poorly controlled diabetes. The funded program sought to reduce BMI (body mass index), reduce HgA1c levels, and reduce diabetes-related visits to the ER. Also focused on the diabetic population, a grant to MEND (Meet Each Need with Dignity) provided pre-diabetic and overweight individuals with nutrition education and healthy cooking classes. Additionally, VPH grant support provided funding for a Family Medicine Care Coordinator at the Northeast Valley Health Corporation Van Nuys Adult Health Center to provide care coordination to the over 250 patients with diabetes who obtain care at that site.

Access to Health Care – A lack of access to care presents barriers to good health. Access to primary care is a key determinant of health that exposes individuals to preventive measures and disease management, reducing the likelihood of hospitalizations and emergency room admissions. In the service area, 21% of the population is uninsured, which is 5% higher than SPA 2. The percentage of those that received Medi-Cal is 25.7%. Community members noted there is a lack of primary care providers servicing low-income individuals and the newly insured population. People are not able to access health care services because they are not familiar with the health care system.

Response to Need: *Valley Presbyterian Hospital removed barriers and increased access to health care. The hospital offered transportation support (taxi vouchers/bus tokens) for more than 1,439 patients and their families to increase access health care. To further improve*

access to care, VPH launched a transportation van that provides rides free of charge to community residents from their homes to the hospital and back and to their homes to a clinic and back. We actively assisted more than 2963 patients enroll in Medi-Cal programs and other programs through Covered California. The hospital partnered with Federally Qualified Health Centers (FQHC) to improve access to care. Additionally, Barlow Respiratory Hospital co-located services at VPH to provide area residents with increased access to specialty respiratory care.

Through a grant from First 5 LA, the hospital supported the Welcome Baby program. This free and voluntary program supports new mothers and their infants. As a part of this program, VPH partnered with the nonprofit organization El Nido Family Centers, to provide home-based services to Welcome Baby participants. The hospital also hosted community workshops, to promote programs offered by Covered California and other community based organizations. In the past year, VPH provided health screenings in the community that reached 720 persons who may not have otherwise obtained potentially lifesaving screenings.

Valley Presbyterian continued its generous support of community organizations by providing cash grants to address the identified community health needs. Many of the grants focused on increasing access to needed health care services:

- Hospital grant funding resulted in 120 persons receive breast cancer screening and diagnostic procedures (mammograms, ultrasounds and biopsies) through the Valley Breast Cancer Foundation.*
- VPH provided financial support to Northeast Valley Health Corporation (NEVHC). As a community health center, NEVHC seeks to improve access to care to a primarily medically underserved community. Through the VPH community benefit contributions, NEVHC enrolled over 40 adults in an asthma management program and provided care coordination to 141 patients.*
- Support provided to Los Angeles Valley College provided flu shots to residents of the San Fernando Valley.*

During this fiscal year, the hospital completed Phase I of a five phase emergency department renovation to accommodate increased patient visits. This capital improvement project will expand the physical space to allow more efficient service to patients who visit the ED; create a new triage and assessment station to efficiently process and treat patients with lower acuity levels; create new patient isolation rooms for assessing patients with potentially infectious diseases; create new rooms for treating patients with behavioral health symptoms; and create a “child-friendly” treatment room and waiting area for children and their families.

Mental Health and Substance Abuse

Positive mental health is associated with improved health outcomes. When individuals have a positive state of well-being, they are more readily able to cope with the stresses of life, be productive and have a positive sense of self. Strong social networks and support systems have been identified as indicators of positive mental health. Indicators and contributors to poor mental health include poverty and low-levels of education. The need to access mental health services was noted as a high a priority among community members. The community noted that, in some cases, individuals use drugs and alcohol to cope with mental health issues. Similarly, an individual's inability to access mental health services can affect their willingness to receive one time and ongoing mental health services. The lack of mental health providers serving low-income individuals on Medi-Cal was noted as one of the main health needs for lack of mental health services in the area. In the hospital service area, 8.6% of adults 18 years and older likely had poor mental health and needed access to mental health services.

***Response to Need:** Valley Presbyterian Hospital increased access to mental health services through the offering of tele-psych services. VPH provided 661 consultations to 492 patients in FY16. Offering this service decreased the amount of time needed to evaluate a patient with possible mental health symptoms.*

Financial support of a counselor at El Nido Family Services provided mental health services to at-risk San Fernando Valley teen parents and their babies. The counselor provided group counseling sessions, individual counseling and monthly workshops.

VPH provides access to needed psychiatric care hospitalization for low-income patients. While VPH does not have dedicated inpatient mental health care beds, it financially supports inpatient mental health care for vulnerable patients needing mental health hospitalization. Psychiatric care was provided to 146 low-income, vulnerable patients who were treated in the ED and then transported to a medically necessary inpatient mental health care bed.

VPH partnered with Valley Community Care Consortium to begin planning a mental health symposium. The symposium will bring together leaders in the region to determine the most pressing mental health issues impacting the area and to develop strategies to address these issues.

Community Benefit Services Summary FY16

In FY16, VPH provided community benefit activities and programs within its service area. A summary of these activities follows.

Community Health Improvement Services

The hospital's community education programs are designed to meet the significant community health needs. During the fiscal year, 5,056 people participated in one or more of the hospital's free community education programs.

Community Health Education/Community-Based Clinical Services

Women's Services – VPH offered a number of free community education programs to women and to their families to help them experience a safe pregnancy and childbirth. During the past year, more than 2,234 women and their families attended community classes on: 1) childbirth preparation, 2) caring for a new baby, and 3) breastfeeding support. A majority of women's services classes are held in English and in Spanish.

Chronic Disease Education –VPH held workshops on diabetes awareness and heart health in English and Spanish. Heartsaver CPR classes were also offered. More than 65 community residents attended these free community workshops during the fiscal year.

Healthy Aging –The hospital offered low-impact exercise classes for seniors living with chronic pain. The senior exercise classes were held twice a week and had 2,687 class visitors. As a result of the Healthy Maturity classes, participants identified changes they would make to their lives to include, increasing their physical activity, and stretching and reducing their stress levels.

Community Health Fairs– The hospital hosted its annual Health and Wellness Community Fair on October 8, 2016. There were 975 attendees and 160 employee volunteers. The participants received 1,650 free screenings and 200 children participated in a health education activity. Over 1,200 pieces of fresh produce were distributed to attendees plus each attendee was offered a healthy luncheon meal. During the community health fair, there was a health cooking demonstration from the hospital's Dietary Director. Presentations were offered on diabetes awareness and the signs and prevention of stroke. VPH also participated in the Children's Community School Fair, Los Angeles Valley College Health Fair, Latino Expo, Successful Aging Expo, and Health Screenings at Curacao at the Panorama Mall. At these community events, more than 700 persons received free health screenings.

VPH Cares – This community magazine was distributed twice during the fiscal year and included stories and educational information on living a healthy lifestyle, healthy cooking and eating, physical activity, heart health, first aid, cancer prevention and other important health education topics. The magazine was mailed to more than 31,269 homes within a five mile radius of the hospital.

Health Care Support Services

Patient Transportation – Transportation assistance (bus tokens and taxi vouchers) was provided to over 1,439 patients and families with limited resources to support access to care. VPH launched transportation van service available free of charge to community residents needing a ride to and from the hospital and to and from a community clinic.

Insurance Enrollment – These services were provided to assist patients with government sponsored health insurance coverage programs. The hospital employed enroller assisted patients primarily with Medi-Cal coverage. During the fiscal year, the hospital enrolled more than 2,963 persons in one or more government-sponsored insurance coverage programs.

Psychiatric Care – VPH financed inpatient mental health care services at a trusted community partner. In FY16, VPH supported inpatient mental health care for 146 vulnerable patients who needed intensive psychiatric care.

Health Professions Education

Education programs for physicians, nurses, nursing students, and other health professionals were offered by the hospital throughout the fiscal year.

Continuing Education for Physicians and Other Health Providers – Valley Presbyterian Hospital hosted medical education events made available to physicians and health providers among the hospital staff and the provider community. More than 879 health care providers attended medical education events hosted by the hospital.

Nursing Education – The hospital provided preceptors for nursing students this past year. One Clinical Nurse Specialist student from California State University, Dominguez Hills participated in a clinical rotation. Student nurses in the leadership and management tracks from California State University, Dominguez Hills and California State University, Northridge worked with hospital preceptors.

Valley Simulation Laboratory – The Valley Simulation Laboratory at Valley Presbyterian Hospital provides high-fidelity mannequins that are designed to simulate patient situations

and responses. The Laboratory is designed to model Labor & Delivery and the Intensive Care Unit. VPH partnered with local nursing programs to provide nursing students with a link from classroom learning to hands-on medical applications in a no-risk environment. The Simulation Laboratory was used 80 times in the past year.

Other Health Professions Education –The hospital also provided preceptors for 111 students in various health care disciplines:

- 17 Respiratory Therapy students from Concorde Career College and Los Angeles Valley College completed clinical internships.
- 1 student dietician from California State University Northridge completed a clinical internship.
- 1 public health student from California State University Northridge participated in a precepted clinical rotation.
- 28 podiatric medical students from Western University of Health Sciences – College of Podiatric Medicine, participated in clinical rotations.
- 35 Radiology Technician students from Casa Loma College, California State University Northridge, and Kaplan College completed clinical internships.
- 2 Health Administration students from California State University Northridge and USC completed internships.
- 2 Medical Laboratory Technician students from College of the Canyons completed a clinical rotation.
- 4 Surgical Technician students from Concorde Career College and Simi Valley Surgical Technicians School completed a clinical rotation.
- 2 Health Information Management students from Santa Barbara Community College obtained precepted training.

Cash and In-Kind Contributions

Funds and in-kind services were donated to community groups and not for profit organizations. The support of these organizations furthered the hospital's mission and/or aligned with the ten community health needs identified through the Community Health Needs Assessment.

Donated Space – The hospital donated meeting space within its facility for 23 not profit organizations and/or community forums during the fiscal year.

1. Amateur Radio Emergency Service
2. American Red Cross
3. California Assemblymember Adrin Nazarian
4. Association of Fundraising Professionals
5. BizFED-Los Angeles County Business Federation

6. California State University, Northridge
7. College of the Canyons
8. Community Benefit Connect
9. Encino Chamber of Commerce
10. First 5 LA/ Welcome Baby
11. Greater San Fernando Valley Chamber of Commerce
12. Hospital Association of Southern California
13. Los Angeles Fire Department Foundation
14. Los Angeles Police Department
15. Los Angeles Valley College
16. Mount Saint Mary's College, Los Angeles
17. Pierce College
18. Regional Hospital Breastfeeding Consortium- North LA County
19. Southern California Association for Healthcare Development (SCAHD)
20. Tierra del Sol
21. Valley Care Community Consortium
22. VEA – Valley Economic Alliance
23. VICA – Valley Industry Commerce Association

Compassion in Action – The hospital sponsored an employee volunteer program throughout the fiscal year. Through this program, 81 employees contributed 670 hours in programs to benefit the community. Activities included feeding the homeless, conducting free community health screenings, collecting food and clothing for the homeless and donating toys to children during the holiday season, and many other activities. Although the hospital supports employee involvement, some of these activities are conducted by employees on their own time.

Cash Donations – During FY16, 34 community organizations were supported by the hospital. These community organizations were partners with the hospital in the furtherance of its mission and/or alignment with needs identified through the Community Health Needs Assessment. The hospital also participated with local economic development activities in the community by participating in a number of organizations that assist small business development in neighborhoods with vulnerable populations and create new employment opportunities in areas with high rates of joblessness. In addition to supporting economic development through a commitment of leadership time, the hospital donated funds to support economic initiatives. Hospital executives also participated on a number of coalitions, committees and networks of agencies addressing common community issues.

The community organizations who received financial support from the hospital in the past fiscal year, included:

1. American Diabetes Association
2. Arthritis Foundation
3. Barlow Respiratory Hospital Foundation
4. California State University, Northridge
5. Child Care Resource Center
6. Children's Community School
7. Community Foundation of the Valleys
8. Discovery Cube Los Angeles
9. El Nido Family Centers
10. Encino Chamber of Commerce
11. Fernando Foundation
12. Greater San Fernando Valley Chamber of Commerce
13. Hope of the Valley
14. Los Angeles Economic Development Center
15. Los Angeles Fire Department Foundation
16. Los Angeles Valley College
17. MEND – Meet Each Need with Dignity
18. Mid Valley Community Police Council
19. Mid Valley Family YMCA
20. New Horizons
21. Northeast Valley Health Corporation
22. Ovarian Cancer Coalition of Greater CA
23. San Fernando Valley Rescue Mission
24. Social and Environmental Entrepreneurs
25. Southern California Association for Healthcare Development (SCAHD)
26. Southern California Grantmakers
27. Tierra del Sol
28. Valley Care Community Consortium
29. Valley Community Healthcare
30. VEA
31. VEDC – Valley Economic Development Center
32. VICA
33. West Coast Sports Medicine Foundation
34. Woodbury University

Community Building Activities

These are activities that support community assets by offering the expertise and resources of the hospital. These activities may address the root causes of health problems, such as homelessness, poverty, and environmental concerns.

Economic Development

In FY16, the hospital provided support to the Women's Entrepreneur Center and the future Young Adult Entrepreneur Center through a partnership with the Valley Economic Development Center (VEDC). The VEDC has assisted more than 104,000 businesses in creating and retaining over 19,400 jobs. Over 3,100 individuals have graduated from the Entrepreneurial Training Program at the Women's Business Center and entered the Los Angeles workforce.

Community Support

A number of hospital leadership staff support community organizations through participation on coalitions, committees and networks of agencies addressing common issues. Employees are also supported by the hospitals to engage in planning, education presentations, consortia, summits, and meetings with community groups.

Coalition Building and Advocacy

Hospital representatives serve on a number of organizations and committees that address health improvement and community development. VPH engages in advocacy efforts that support access to health care.

Workforce Development

VPH knows the importance of connecting with the workforce of the future. The hospitals participated in the Granada Hills Charter High School Career Day and the Louisville High School Career Day to provide information on health care careers. Students from both high schools listened to panel discussions from a variety of clinical and non-clinical leaders discussing their educational background, their personal journey through health care and an account of what a typical day on the job entails.

Financial Summary of Community Benefit

Community Benefit Summary FY16 (November 1, 2015 - October 31, 2016)

Community Benefit Categories		Net Benefit
1.	Charity Care ¹	\$3,839,145
2.	Unpaid Costs Of Medi-Cal ²	\$20,566,309
3.	Education And Research ³	\$1,464,764
4.	Other For The Broader Community ⁴	\$1,663,710
	Total Quantifiable Community Benefit Less Unpaid Cost of Medicare	\$27,533,928
5.	Unpaid Costs of Medicare	\$1,991,780
	Total Quantifiable Community Benefit	\$29,525,708

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 the cost to provide services and the net revenue received for those services. The cost to provide services is calculated based on the overall Medicare cost to charge ratio. This figure excludes the revenue and expenses associated with the Hospital Fee Program. In 2009, California implemented the Hospital Fee Program through which hospitals in California, including Valley Presbyterian, receive supplemental Medi-Cal payments. California implemented the Program to help offset a portion of hospital Medi-Cal payment shortfalls accrued over current and prior years. The Hospital Fee Program is funded by a quality assurance fee paid by hospitals that the state uses to collect additional federal funding. Hospital Fee Programs like California's are allowable under federal law, and the US Department of Health and Human Services approved California's Program. In FY16, Valley Presbyterian recognized a net Program expense of \$907,202 after subtracting the Hospital's quality assurance fee and Hospital contributions to the California Health Foundation and Trust (CHFT). Excluding the Hospital Fee Program revenues and expenses, the Hospital recorded a shortfall from Medi-Cal of \$20,566,309 in FY16.

³ Costs related to the health professions education programs and research that the hospital sponsors.

⁴Includes non-billed activities, such as community education, screenings, health support services, community benefit operations, cash and in-kind donations to support community health initiatives.

Community Benefit Plan FY17

As an independent, nonprofit community hospital, Valley Presbyterian Hospital is dedicated to improving the quality of health in the San Fernando Valley. VPH is a values-based organization that strives to uphold the Core Values of dignity, respect, compassion, transparency and collaboration. VPH is committed to supporting activities and programs that address the identified unmet health needs in the hospital service area.

In FY16, Valley Presbyterian Hospital completed a Community Health Needs Assessment. As required by federal IRS guidelines, an Implementation Strategy was developed to address the priority health needs of access to care, diabetes, obesity, mental health and substance abuse. This plan spans the time period 2017-2019. For FY17, the hospital plans to continue to meet the identified priority health needs through a commitment of resources with the following programs and services.

Access to Care

Strategies

1. Provide financial assistance through both free and discounted care insurance programs for health care services, consistent with VPH's financial assistance policy. In addition to offering financial assistance, the hospital will assist patients in determining eligibility for federal, state, or local entitlement programs and in enrolling in low or no cost insurance programs, including Covered CA, the state insurance marketplace. VPH will help patients enroll in available programs, completing necessary paperwork and answering questions.
2. Provide transportation support (van transportation from home to and from local Federally Qualified Health Clinics, taxi vouchers and bus tokens) to area residents who experience lack of transportation as a barrier to access health care services.
3. Provide free health screenings (including flu vaccinations) at community events targeted at the uninsured.
4. Offer childbirth education program free to charge to pregnant women and their partners and/or family members.
5. Offer healthy lifestyle program for seniors.
6. Communicate to service area residents how to access health care services through established communication methods and social media.

Diabetes and Obesity

Strategies

1. Create diabetes screening programs for adults.
2. Provide education on diabetes prevention and treatment, including a focus on healthy eating and physical activity.

3. Provide support groups for individuals with diabetes or at-risk for diabetes.

Mental Health and Substance Abuse

Strategies

1. Convene community mental health providers, hospitals and public sector agencies to discuss mental health issues in the community and discuss opportunities to work together to identify solutions.
2. Provide community health education on mental health topics.
3. Provide access to mental health care services through telemedicine services that reduce geographic barriers to care.

Plan Effectiveness

Valley Presbyterian Hospital convenes a community advisory group that reviews the community benefit plan and its effectiveness. Additionally, the Executive Leadership team reviews plan progress on a monthly basis.

Measuring Impact

VPH has established impact measures and objectives for the community benefit programs. For example, measures may include documenting persons served, and identifying increases in knowledge and changes in behavior as a result of the programs. The hospital is committed to monitoring key initiatives to assess impact. 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

Address of Hospital Campus

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