



Annual Report and Plan for Community Benefit

Valley Presbyterian Hospital

Van Nuys, California

Fiscal Year 2014

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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, the hospital is one of the largest and most prestigious full-service acute care facilities in the San Fernando Valley. The 350-bed hospital serves more than 100,000 patients with access to a wide range of medical expertise and leading-edge technology, across all elements of care. The 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 (“VPH”) is equipped to care for heart attack patients within the first critical 90 minutes following the onset of chest pain. The hospital provides rapid response to symptoms such as heart attacks, as well as cardiac intervention and full surgery coverage, day or night. VPH is 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. VPH is also an Emergency Department Approved for Pediatrics (EDAP). The hospital has 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.

While the hospital’s range of acute-care services and expertise has continued to expand, Valley Presbyterian Hospital remains a community-based hospital, at heart. As one of the Valley’s only independent, non-profit, and locally governed institutions, the hospital provides an exceptional level of care that responds to the needs of the ever changing community. As a result, the hospital is honored to have been voted "Best Hospital" by the readers of the Los Angeles Daily News (primary readership from the San Fernando Valley region), for nine consecutive years.

To guide employees towards excellence, the hospital created a straight forward mission and vision statement along with a set of core values that are easily understandable amongst employees.

Mission

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

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 qualified medical professionals who are specially trained in stroke care and who use advanced techniques to act quickly. During the fiscal year, more than 65,000 patients visited the emergency services department; among the largest number of patients entering emergency services departments in the region.

Amputation Prevention Center – the Amputation Prevention Center (“APC”) is among only 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.

Children’s Services – when a child is sick or injured, the hospital provides compassionate and specialized pediatric care. The hospital 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, community level III Neonatal Intensive Care Unit (NICU) for critically ill newborns.

Maternity Services – the branded “Little Treasures” maternity program is well known amongst families in the region. Valley Presbyterian Hospital delivers more babies than any other hospital in the region. During the fiscal year, more than 3,200 babies were born here. 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 tests” ultrasounds and fetal echocardiogram services as well as high-risk infant follow up services, all under one roof.

Surgery Services – the hospital provides a broad range of surgical services representing a wide range of specialty areas.

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 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 such rare and complex disorders.

Outpatient Services – many services are offered through the hospital's outpatient services departments. Services include outpatient general and gastrointestinal laboratories, a radiology/imaging department, and therapy programs, including occupational, physical, respiratory, and nuclear medicine.

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

About the Community the Hospital Serves

The hospital defines its service community as those residents in a defined geographic area surrounding the hospital. The service area was classified by area zip codes from which patients undergoing inpatient procedures were discharged. The hospital's Primary Service Area (PSA) was defined by 19 zip codes that accounted for 76% of discharges. The Secondary Service Area (SSA) was defined by an additional 29 zip codes and accounted for another 15% of discharges. The remaining 9% of discharges were defined as the Tertiary Service Area (TSA). A map of the the hospital's service area is available on page eight within this report.

The communities served by Valley Presbyterian Hospital have diverse geography and topography, vary across levels of socio-economic status and educational attainment levels, and experience differences in physical environment and overall access to required health services.

In the service area, racial/ethnic diversity has increased substantially due to immigration from countries including Mexico, El Salvador, Iran, Israel, Armenia, Vietnam, Korea, India, and China. A nearly equal percentage of the region's residents are Latino and non-Hispanic white at close to 40% each, with a significant yet smaller percentage of Asian/Pacific Islanders and African Americans/Blacks. Although the county and the state have begun to experience a slight increase in employment, the recovery has been slow following the global recession of 2009.

While area residents are more educated, and higher proportions hold a graduate and/or professional degrees compared to the rest of the county, poverty remains a significant barrier for families in several communities served by the hospital and immediate surrounding areas.

Service Area Population by Age and Gender*

	2012 Population	2016 Population (est.)
Under 20	456,799	452,364
20 to 59 years	1,024,348	932,872
60 to 74 years	86,702	345,438
Over 74	209,003	106,737
Total	1,776,852	1,837,411

With the exception of the city of San Fernando, the Primary Service Area is part of the City of Los Angeles. The 2013 racial and ethnic distribution is as follows:

Race/Ethnicity	% Population
Hispanic	44.51%
Non-Hispanic White	38.14%
Asian/Pacific Islander	9.22%
African American	5.27%
Other	1.82%

*Source: U.S. Census Bureau, 2012 and Community Health Needs Assessment, 2013.

Additionally, large portions of the service area have high percentages of limited English proficiency ranging from 31% to 47% in Pacoima, Panorama City, Canoga Park and Van Nuys. Almost 35% of the population live below the federal poverty level (FPL in California is estimated to be \$48,000 for a family of four) and 20% of the service area's children live in poverty.

The hospital's patient base mirrors most of the population demographics defined by the community demographics from the Community Health Needs Assessment. Of the more than 100,000 patients treated by the hospital, 62% of all patients received Medi-Cal benefits. Of all mothers who deliver babies at the hospital, 90% received Medi-Cal benefits. Although many patients have already enrolled in Medi-Cal programs prior to a hospital visit, more than 1,100 patients were enrolled in Medi-Cal programs throughout the fiscal year by certified program enrollment representatives employed by the hospital.

Valley Presbyterian Hospital Primary and Secondary Service Area Map 2013*



Community Health Needs Assessment (CHNA)

Valley Presbyterian Hospital conducted its most recent Community Health Needs Assessment (CHNA) in 2013. The hospital contracted with Valley Care Community Consortium (VCCC) to conduct a CHNA that was compliant with state and federal regulations. To better understand the health needs in the hospital service area, the VCCC reviewed numerous state and county sources, collected primary data, conducted a local literature review, and documented community assets and resources. The hospital's Community Health Needs Assessment may be accessed on the hospital's web site at www.valleypres.org/For-Community/Community-Benefit. A prioritization process of the significant health needs identified in the CHNA resulted in a list of the 10 most immediate health needs for the hospital service area. The identified health needs are listed in order from highest to lowest priority:

- 1. Health Education that is Culturally and Linguistically Appropriate –** Health education is a preventive approach that educates community residents on how to reduce the risk factors that could contribute to future ill health. Stakeholders noted that sensitivity to a patient's cultural and linguistic background is a crucial factor in creating action and building self-management skills.

Response to Need: Valley Presbyterian Hospital has undertaken a facility-wide initiative to translate all written information, directional signage, wall signage, patient information, etc. into Spanish. Depending upon specific messages and the local patient population, information is also translated into Armenian, Russian, and Cantonese. Most of the community health education workshops and classes were presented by the hospital's bilingual staff and offered in Spanish. The hospital also utilizes a "live" video and audio language translation service for patients with limited English proficiency and for those times when hospital employees are not able to translate. The audio service allows a hospital provider and patient to immediately connect with a "live" certified translator.

The video option provides a “face time” type application where the certified translator, patient and hospital provider can simultaneously see one another during the conversation.

- 2. Diabetes** – Diabetes is a condition resulting from high blood sugar levels. In the hospital service area, 7.3% of adults 18 and older reported being diagnosed with diabetes. Chatsworth, Encino, Granada Hills, Mission Hills, Northridge, and Woodland Hills have higher diabetes rates compared to other hospital service area ZIP codes.

***Response to Need:** Valley Presbyterian Hospital offered monthly diabetes education classes; more than 50 people attended during the hospital’s fiscal year. Blood glucose screening and diabetes foot screening were offered in the community free of charge through local community health fairs. Almost 500 persons attended a community health fair and were provided with health education materials on diabetes in English and Spanish. Additionally, the major of patients seen through the hospital’s Amputation Prevention Center are in jeopardy of losing a limb due to complications of diabetes. More information about the Amputation Prevention Center is available in this report on page four.*

- 3. Obesity** – Overweight and obesity are an accumulation of excess body fat that is calculated by using the Body Mass Index (BMI). Obesity has been identified as a health need among adults and children, and is a risk factor for chronic diseases such as hypertension, high cholesterol, heart disease, and diabetes. In the hospital service area, 19.9% of children in grades 5, 7, and 9 were obese, while 22.6% of adults were obese.

***Response to Need:** The hospital commissioned a report on childhood obesity, which outlined the scope of the issue in the community. This report is available to the public. VPH Cares is a hospital community development program consisting of free public health education workshops.*

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. Additionally, we offered BMI screenings in the community. We also launched a new community exercise program for seniors. During the hospital's fiscal year, more than 500 area residents attended senior exercise classes.

- 4. Health Care Access/Access to Primary Care (Adult)** – A lack of access to care presents barriers to good health. The supply and accessibility of facilities and physicians, rate of insurance coverage, financial hardship, transportation barriers, cultural competency, and coverage limitations affect access. Stakeholders noted that this issue was particularly acute for the adult population.

Response to Need: *Valley Presbyterian Hospital worked to remove barriers and increase access to health care. We offered transportation support (taxi vouchers/bus tokens) for more than 1,500 patients and their families to access health care at the hospital. We actively assisted more than 1,100 patients to enroll in Medi-Cal programs and other programs through Covered California. The hospital partnered with two area Federally Qualified Health Centers (FQHC) to improve access to 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, we partnered with the nonprofit organization El Nido Family Centers, to provide home-based services to Welcome Baby participants. The hospital also hosted community workshops, open to the public, to promote programs offered by Covered California and other community based organizations.*

The hospital's emergency department is one of the busiest in the greater San Fernando Valley region. During the fiscal year, the hospital saw 65,000 patients.

For many emergency department patients, this is their first point of contact to access health care. Many of the hospital's emergency department patients do not have a primary care physician which makes follow up treatment and/or continued health care difficult. Many times, the hospital provides assistance to patients who need a primary care physician to either start a new relationship and/or to continue treatment.

During the next fiscal year, the hospital is planning a major emergency department renovation to accommodate increases in patient visits. The new department department will be constructed in five phases and is expected to be completed in 33 months.

- 5. Preventive Screenings** – Preventive screenings are necessary to ensure the long-term health of the community and to reduce overall health care costs. Stakeholders expressed that cost savings would be achieved if patients obtained screenings regularly to detect health issues at an early stage.

Response to Need: *The hospital hosted and participated in a number of community events that offered preventive health screenings. More than 2,500 free health screenings were administered during the fiscal year; 1,300 screenings were conducted at the hospital's annual community health fair and an additional 1,200 screenings were administered by hospital personnel at two additional community locations. Typical health screenings included BMI (Body Mass Index), blood glucose, blood pressure, carotid artery blood flow, diabetic foot exams, and blood cholesterol levels.*

- 6. Teen Pregnancy** – Early teenage childbearing oftentimes has negative consequences for adolescent mothers and their children. California's teen birth rate declined from 35.2 births per 1,000 teens 15 to 19 years in 2008 to 32.1 births in 2009. Los Angeles County's teen birth rate was 33.9 births per 1,000 teens.

Response to Need: As noted, through a grant from First 5 LA, the hospital supported the Welcome Baby program. The hospital partnered with the nonprofit organization El Nido Family Centers to provide home-based services to Welcome Baby participants. Many of the Welcome Baby participants are young women who are first time mothers. The hospital also supported teen pregnancy prevention and education programs through contributions to the Northeast Valley Health Corporation, Valley Community Healthcare and El Nido Family Centers.

7. Chronic Disease Care Management – Chronic diseases are long-term illnesses, such as heart disease, cancer, and diabetes.

Individuals with multiple chronic diseases need good case management in place to provide navigation through the health care system and education about managing their conditions.

Response to Need: Through the VPH Cares community development program, the hospital reached more than 1,300 persons through health education sessions, health fairs, and screenings that addressed prevention and treatment of chronic diseases. The VPH Cares Community Magazine reached over 30,000 residents with information on health tips and resources focused on chronic disease management.

8. Mental Health –Stakeholders commented that depression was a common yet serious mental health issue that can be addressed effectively in a primary care setting. In the hospital service area, 9.5% of adults 18 years and older likely had serious psychological distress in the past year. Encino, Valley Village, and Studio City have higher rates of depression as compared to other ZIP codes in the hospital service area.

Response to Need: Valley Presbyterian Hospital increased access to mental health services through the offering of tele-psych services. Offering this service will decrease the amount of time to evaluate a patient with possible mental health symptoms.

9. **Nutrition** –Stakeholders felt that the lack of affordable healthy foods, access to grocery stores that provide fresh fruits and vegetables, and a variety of other issues prevent individuals from making better food choices.

Response to Need: *The VPH Cares Community Development program offered healthy eating and health cooking education courses.*

Additionally, living a healthy lifestyle was the predominant theme for this year's community health fair and more than 1,600 pieces of fresh produce was distributed free of charge to health fair attendees.

10. **Lack of Access to Specialty Care Providers** –Stakeholders mentioned specialty care access is a need for children and adults, although the implementation of federal health reform in 2014 may increase availability.

Response to Need: *To increase access to specialty care providers, the hospital updates its list of medical providers in specialty practices which is located on the hospital's web site. Specialty care services through the hospital's emergency services department continued to improve with the implementation of a hospitalist program for emergency services to ensure specialty coverage 24/7.*

Through the hospital's emergency department, nearly all medical specialties are available. Specialty care providers practice in the areas of orthopedics, cardiovascular disease, obstetrics & gynecology, pediatrics, rheumatology, gastroenterology and internal medicine, nephrology, foot and ankle surgery, general surgery, plastic and reconstructive surgery, oncology, neurological surgery, and other specialty care practice areas.

Community Education Programs

The hospital's role as a community health care provider goes beyond serving the critical health care needs of the region. Valley Presbyterian Hospital is a community partner focused on helping local residents and families to live a healthy, active lifestyle and to be well-informed of the health care services and expertise available. The hospital's community education programs are another opportunity for the hospital to support unique community needs. During the fiscal year, a total of 3,150 people participated in one or more of the hospital's free community education programs.

Women's Services – a number of free community education programs are offered to women and to their families to help them through a safe and happy pregnancy and childbirth. During the hospital's fiscal year, more than 2,000 women and their families attended community classes such as 1) childbirth preparation, 2) caring for a new baby, 3) breastfeeding support, and 4) hospital tours which also include Medi-Cal enrollment education and learning about a safe delivery. All women's services classes are held in English and in Spanish.

Diabetes Education – several workshops on diabetes education and management were held in English and in Spanish. Nurse educators and physicians helped workshop attendees manage diabetes related complications through specialized information on lifestyle, healthy eating and exercise. More than 50 community residents attended free community workshops during the fiscal year.

Healthy Aging – a new workshop series was launched during the fiscal year for seniors (men and women over the age of 55) to support a healthy lifestyle.

Almost 100 residents attended community workshops with such topics such as knowing the signs of Alzheimer's disease and memory loss and stroke prevention. The hospital also offered low-impact exercise classes for seniors living with chronic pain. The senior exercise classes were held twice a week for most of the year and was attended by more than 500 participants.

Annual Community Health Fair – the hospital hosted its annual community health fair which was attended by almost 500 residents. More than 1,300 free health screenings were administered. More than 300 attendees received at least one health screening with the average being 4.1 screenings per attendee. A total of 1,600 pieces of fresh produce were distributed to attendees plus each attendee was offered a healthy luncheon meal. During the community health fair, three physicians conducted presentations on diabetes prevention and management and the signs and prevention of stroke.

VPH Cares – this is a community magazine that was distributed three (3) times during the fiscal year and includes stories and educational information on living a healthy lifestyle, healthy cooking and eating, chronic disease management, stroke awareness and prevention and other important health education topics. The magazine was mailed to more than 30,000 homes within a five mile radius from the hospital.

Patient Transportation – transportation assistance (bus tokens and taxi vouchers) was provided to over 1,500 patients and families with limited resources to support access to care.

Insurance Enrollment – these services were provided to assist patients with government sponsored health insurance coverage programs. The hospital employed two full-time employees who spent 100% of time assisting patients primarily with Medi-Cal coverage. During the fiscal year, the hospital enrolled more than 1,000 in one or more government sponsored insurance coverage programs.

Health Professions Education

Education programs for physicians, nurses, nursing students, and other health professionals were offered by the hospital throughout the fiscal year. More than 1,300 students benefited from the hospital's health professions education programs.

Continuing Education for Physicians and Other Health Providers - Valley Presbyterian Hospital hosted weekly medical education events made available to physicians and health providers among the hospital staff and the provider community. More than 1,300 health care providers attended medical education events hosted by the hospital.

Nursing Education – the hospital provided preceptors for nursing students this past year. One nurse practitioner student from UCLA participated in a clinical rotation. Three student nurses in the leadership and management track, from California State University Dominguez Hills, worked with hospital preceptors.

Valley Simulation Laboratory – the Valley Simulation Laboratory, owned and operated by Valley Presbyterian Hospital, provides high-fidelity mannequins that are designed to simulate patient situations and responses. The Laboratory is designed to model a patient care unit with 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.

Other Health Professions Education – in addition to the health professions education already documented in this report, the hospital also provided preceptors for the following 72 students in various disciplines.

- 33 Radiology Technician students from Casa Loma College, California State University, Northridge, and Kaplan College completed clinical internships.
- 19 Respiratory Therapy students from Concorde Career College and Los Angeles Valley College completed clinical internships.

- 8 Physician Assistant students from USC completed clinical internships.
- One student dietician from California State University, Northridge completed a clinical internship.
- 4 Health Administration students from California State University, Northridge and one Health Administration student from USC completed internships
- 7 podiatric medical students from Western University of Health Sciences – College of Podiatric Medicine, participated in clinical rotations

In-Kind and Cash 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 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 26 not profit organizations and/or community forums during the fiscal year.

1. Amateur Radio Emergency Services – Disaster communications dispatch.
2. Barlow Respiratory Hospital – Medical staff meetings and other staff events.
3. American Association of Critical Care Nurses – Chapter meeting.
4. American Red Cross – Annual blood drive.
5. California Hospital Association – Legislative briefing for hospital members.
6. Los Angeles City Attorney – Annual community town hall.
7. College of the Canyons – Health professions meeting.
8. Covered California – Community briefing for Affordable Care Act.
9. California State University Northridge – Health professions meetings.
10. Health Care Partners – Community outreach meeting.
11. Health Advocates – Affordable Care Act seminar.
12. International Diabetes Foundation – Community meeting.
13. Los Angeles Business Federation – Monthly board meeting.
14. Los Angeles Valley College – Health professions meeting.
15. Los Angeles Police Department – Community meeting.
16. Mt. St. Mary's College – Health professions meeting.
17. National Association of Professional Women – Chapter meeting.
18. Orthopedic Surgery Options – Community education meeting.
19. Pediatric Advance Life Support – Clinical education meeting.
20. Pierce College – Health professions meetings.
21. San Fernando Valley Optometric Society – Chapter meeting.
22. Tumor Board Cancer Conference – Community meeting.
23. United States Coast Guard Auxiliary – Community meeting.
24. Valley Economic Alliance – monthly board meeting.
25. Valley Industry and Commerce Association – Community meeting.
26. Van Nuys Neighborhood Watch – Community meeting.

Compassion in Action – the hospital sponsored an employee volunteer program throughout the fiscal year. Through this program, more than 300 employees have participated in community programs to benefit the community. Activities included collecting food for those in need, participating in clothing drives and community beautification, serving meals at a local homeless shelter, career mentoring and many other activities. Although the hospital supports employee involvement, some of these activities are conducted by employees on their own time.

Cash Donations – more than 30 community organizations were supported by the hospital. These community organizations were partners with the hospital in the furtherance of its mission and alignment with needs identified through the Community Health Needs Assessment. The primary areas for support were identified as potential impact to address root causes of health problems, such as homelessness, poverty and environmental concerns. 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 participate on a number of coalitions, committees and networks of agencies addressing common community issues.

The community organizations who received cash or in kind support from the hospital in this fiscal year, included the following:

1. American Red Cross
2. Arthritis Foundation
3. Barlow Respiratory Hospital
4. Boys and Girls Club of the West Valley
5. Boys and Girls Club of the San Fernando Valley
6. California State University Northridge
7. Children’s Community School
8. College of the Canyons Foundation

9. Daisy Foundation
10. El Nido Family Centers
11. Encino Chamber of Commerce
12. Fernando Award Foundation
13. Greater San Fernando Valley Chamber of Commerce
14. Los Angeles Area Chamber of Commerce
15. Los Angeles County Business Federation
16. Los Angeles Economic Development Corporation
17. Los Angeles Valley College Foundation
18. Meet Each Need with Dignity (MEND)
19. National Health Foundation
20. Pregnancy Counselling Center
21. San Fernando Valley Rescue Mission
22. Social Environmental Entrepreneurs
23. Tierra del Sol
24. United Chambers of Commerce
25. Valley Care Community Consortium
26. Valley Community Healthcare
27. Valley Economic Alliance
28. Valley Economic Development Center
29. Valley Schools
30. Valley Industry & Commerce Association
31. Woodbury University

Financial Summary of Community Benefit

Financial Summary *Including* the Hospital Provider Fee

Community Benefit Categories	Net Benefit
Charity Care (1)	\$5,897,584
Unpaid Costs of Medi-Cal (2)	\$32,421,295
Other for Economically Disadvantage (3)	\$0
Education and Research (4)	\$1,238,913
Other for the Broader Community (5)	\$855,649
Total Quantifiable Community Benefit	\$40,413,441

Financial Summary *Without* the Hospital Provider Fee

Community Benefit Categories	Net Benefit
Charity Care (1)	\$5,801,563
Unpaid Costs of Medi-Cal (2)	\$35,575,495
Other for Economically Disadvantage (3)	\$0
Education and Research (4)	\$1,238,913
Other for the Broader Community (5)	\$855,649
Total Quantifiable Community Benefit	\$43,471,620

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

(2) Difference between Medi-Cal reimbursement and the hospital's cost to provide service.

(3) Includes other payers for which the hospital receives little or no reimbursement.

(4) Costs related to the health professions education programs, serving as student preceptors and research that the hospital sponsors.

(5) Includes non-billed activities such as community education, screenings, health support services, cash donations and in-kind resources, community benefit operations, and inpatient and outpatient subsidized health services.

Contact Information

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