



## Community Benefit Report

Submitted to:

Office of Statewide Health Planning and Development

Healthcare Information Division

Accounting and Reporting Systems Section

Sacramento, California

## About Valley Presbyterian Hospital

Valley Presbyterian Hospital (VPH) is a community-based, acute-care hospital in Van Nuys, California. Valley Presbyterian Hospital opened 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. Among the region's brightest and best, the hospital's nurses, therapists, technicians and more than 500 physicians represent most every specialty and sub-specialty in the medical field, including cardiac care, orthopedics, and maternal and child health.

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.

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 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.

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, nonprofit, 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 15 years in a row, 2006-2020. In 2020, VPH was awarded the American Heart Association/American Stroke Association's Get with the Guidelines Stroke Silver Quality Achievement Award. The hospital's Valley Rehabilitation Center also received a three-year accreditation from the internationally renowned CARF, the Commission on Accreditation of Rehabilitation Facilities.

## 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.

## Hospital Services

**Emergency Services** – The hospital’s emergency services department plays an important 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. Valley Presbyterian Hospital is designated as a [Pediatric Medical Center](#) (PMC), recognized by the County of Los Angeles. This designation allows our team of pediatric specialists to treat and handle a higher level of care needed for pediatric patients in our [Pediatric Intensive Care Unit](#) (PICU). We are one of only three hospitals that hold the PMC designation in the San Fernando Valley. During 2020, 47,467 patients visited the emergency services department during the COVID-19 pandemic.

**Rehabilitation Services** – Valley Presbyterian Hospital offers a full range of rehabilitation services. Our physicians, nurses, therapists and specialists work together to provide personalized treatment plans. We offer physical therapy, occupational therapy, speech therapy, and rehabilitation services in our well-equipped rehabilitation center.

**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. VPH maintains the Pediatric Medical Center designation.

**Maternity Services** – The branded “Little Treasures” maternity program is well known among families in the region. During 2020, 2,489 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 CY20, 6,089 surgeries were performed. Physicians and surgical staff have the tools and advanced technology needed 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 diagnose and treat patients suffering from critical heart and vascular conditions quickly and accurately. 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 area’s most technologically advanced and best equipped facilities. Valley Presbyterian Hospital is recognized by the American Heart Association/American Stroke Association’s Get with The Guidelines Stroke Silver Quality Achievement Award for our commitment to ensure stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

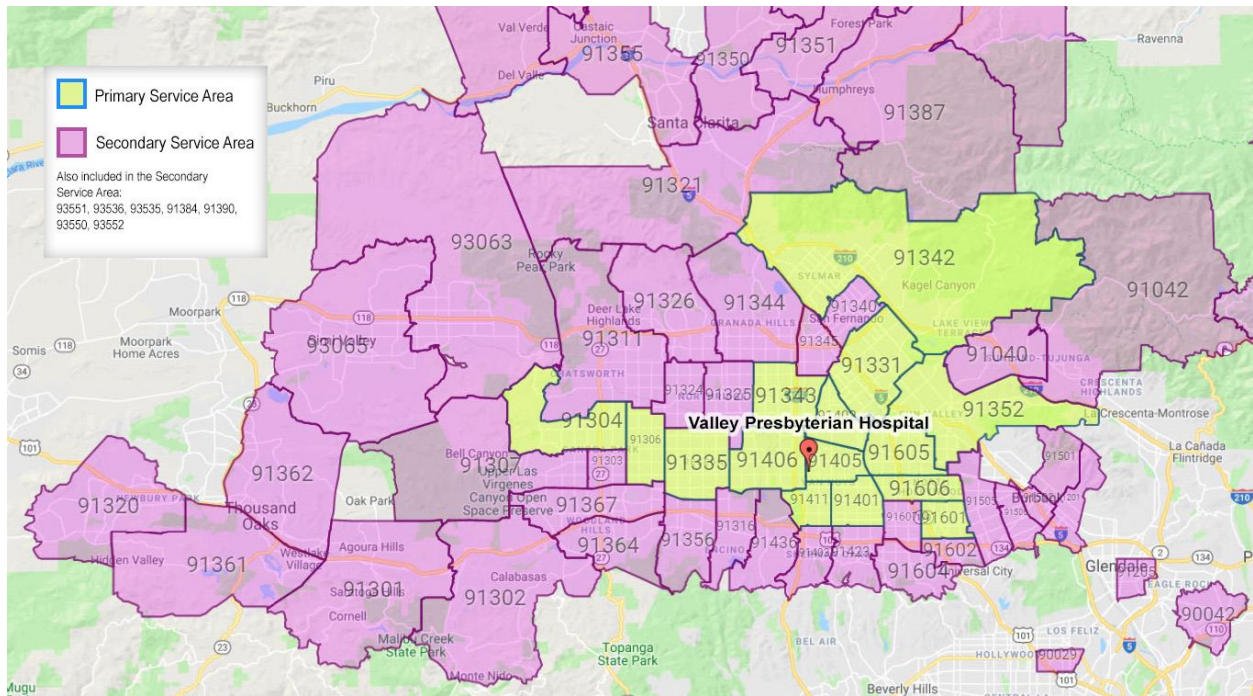
**Outpatient Services** – The hospital’s outpatient services departments include outpatient general and gastrointestinal laboratories; radiology/imaging department; and therapy programs, including occupational, physical, respiratory, and nuclear medicine.

**Center for Wound Healing** – The Center for Wound Healing 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.

## The Community Service Area

Valley Presbyterian Hospital is located at 15107 Vanowen Street, Van Nuys, California, in the heart of the San Fernando Valley. Our primary service area includes 15 ZIP Codes in 9 cities: Canoga Park, North Hills, North Hollywood, Pacoima, Reseda, Sun Valley, Sylmar, Van Nuys, and Winnetka. The service area is located in Los Angeles City Council District 6 and Los Angeles County Service Planning Area (SPA) 2.

### Valley Presbyterian Service Area



At the time of the 2018 Community Health Needs Assessment, the population in the service area was 877,760. In the primary service area, adults (ages 18-64) make up 65.6% of the population. Children and youth (ages 0-17) make up 24.2% of the population while 10.2% of the population are senior adults, 65 years of age and older. Over half of the service area population (62.2%) is comprised of Hispanics or Latinos. Whites make up 22.7% of the population. Asians comprise 9.1% of the population and African Americans are 3.7% of the population. Native Americans, Hawaiians, and other races are a combined total of 2.3% of the population. In the service area, 29.1% of the adult population has less than a high school diploma. The median household income in the service area ranges from \$39,095 in Van Nuys 91402 to \$63,895 in Sylmar. Among the residents represented in the hospital service area, 21% of households have incomes <100% of the Federal Poverty Level. Among SPA 2 children, ages 0 to 17, 97.6% are insured. 88.4% of adults in SPA 2 have insurance coverage.

## Community Health Needs Assessment

Valley Presbyterian Hospital conducted its most recent Community Health Needs Assessment (CHNA) in FY18. The Community Health Needs Assessment may be accessed on the hospital's web site at <https://www.valleypres.org/Community/Community-Benefit.aspx>.

The CHNA incorporated components of primary and secondary data collection and analysis that focused on the health and social needs of the service area. Secondary data were collected from a variety of local, county, and state sources to present community demographics, social determinants of health, health care access, birth characteristics, leading causes of death, acute and chronic disease, health behaviors, mental health, substance use and misuse, and preventive practices. Valley Presbyterian Hospital conducted 19 targeted interviews to gather information and opinions from persons who represent the broad interests of the community served by the hospital.

### Priority Health Needs

Significant health needs were identified from secondary data using the size of the problem (relative portion of population afflicted by the problem) and the seriousness of the problem (impact at individual, family, and community levels). To determine size or seriousness of the problem, the health need indicators identified in the secondary data were measured against benchmark data; specifically, county rates, state rates and/or Healthy People 2020 objectives. Indicators related to the health needs that performed poorly against one or more of these benchmarks met this criterion to be considered a health need.

The analysis of secondary data yielded a preliminary list of health needs. The initial list included:

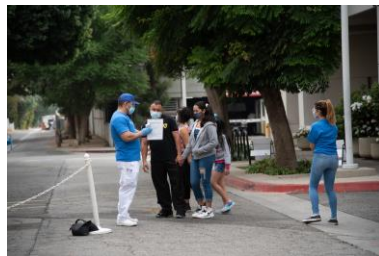
- Access to health care (including specialty care)
- Alzheimer's disease
- Birth indicators
- Chronic disease (asthma, cancer, diabetes, heart disease, liver disease, kidney disease)
- Community safety and violence prevention
- Dental care
- Economic insecurity
- Education and health literacy
- Food insecurity
- Housing and homelessness
- Mental health

- Overweight and obesity
- Preventive practices
- Substance use and misuse
- Transportation and mobility

Community stakeholder interviews were used to gather input and prioritize the significant health needs. Access to health care, chronic diseases, mental health, housing and homelessness and economic insecurity were ranked as the top five priority needs in the service area. During calendar year (CY) 2021 Valley Presbyterian Hospital will be working on the new Community Health Needs Assessment for CY 22-24.

## Addressing Priority Health Needs

In CY20, Valley Presbyterian Hospital engaged in activities and programs that addressed the priority health needs identified in the 2019 - 2021 Implementation Strategy/Community Benefit plan. VPH chose to address access to health care, chronic diseases with an emphasis on diabetes, food insecurity, mental health and substance use and misuse through a commitment of community benefit programs and resources. Due to the COVID-19 pandemic VPH canceled all in-person community related events and classes. In response to the demonstrated needs of the community, VPH redesigned its outreach approach by converting classes to a virtual platform and following proper safety measures when out in the community. Through it all, VPH remained committed to its mission and values as a VITAL asset to the community and community-based organizations. The spirit of community support was further delivered by both the compassion and resilience of our staff and first responders.



### 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. Individuals, who receive services in a timely manner, have greater opportunity to prevent or

detect disease during earlier, treatable stages. A delay of necessary care can lead to an increased risk of complications.

**Response to Need:** Valley Presbyterian Hospital removed barriers and increased access to health care. The hospital offered transportation to 1,850 riders to increase access to health care. The VPH contracted transportation service provided rides free of charge to community residents to and from their homes to the hospital and to and from their homes to a community clinic. Additionally, 300 tap cards were distributed to persons who lacked transportation to or from health care services. We actively assisted more than 4,200 patients enroll in Medi-Cal programs and other low-cost 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.

In partnership with First 5 LA, the hospital continued the Welcome Baby program. This free and voluntary program supported 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 Welcome Baby program plays a key role in ensuring that parents have the resources in place to follow up on newborn care such as health assessments and vaccinations. In addition, VPH provided childbirth education classes to 2,147 community residents.



### Chronic Diseases with an Emphasis on Diabetes

Chronic diseases are long-term medical conditions that tend to progressively worsen. Chronic diseases, such as cancer, heart disease, diabetes, and asthma, are major causes of disability and death. Chronic diseases are also the major causes of premature adult deaths.



**Response to Need:** VPH maintained a presence in the community by sponsoring and participating in several virtual community events including, drive-through outreach and education events put on by our community partners. VPH provided wellness education materials to individuals at these community events by way of drive-through pickups.

Proper nutrition is essential for individuals with Diabetes. The pandemic made accessing nutritious food more difficult as many community members were faced with new challenges including, job loss, anxiety, and barriers to proper healthcare. VPH was able to support numerous food programs, including those that directly impacted individuals with Diabetes. In addition, VPH supported organizations that converted their Diabetes health education/prevention programs to a virtual platform so that community members continued to have access to these needed services.

- Northeast Valley Health Center was the recipient of two grants. 1.) Launched a virtual Health Education Program aimed at Diabetes Management. 2.) Increased behavioral health screening for individuals living with Diabetes. A total of 1,094 participants benefited from the programs.
- VPH participated in the North Los Angeles Regional Center virtual Fiesta Latina by presenting on a variety of nutrition topics. The hospital's registered dieticians and executive chef collaborated to walk families through several healthy recipes.

Given the continued need, VPH reinvented the annual health fair while adhering to COVID-19 safety measures. The 2020 annual Community Health and Wellness Fair reached 300 community residents. Individuals participated in a socially distant outdoor event where they were able to receive information related to local community resources. Flu shots were provided to 260 persons. 600 Grab-n-Go lunches were provided to attendees.

Additionally, the hospital provided a community exercise program for seniors. Three times a week, seniors attended the hospital's Healthy Maturity Senior Exercise Class. In 2020 the class was briefly paused due to COVID-19 and converted to a virtual platform. During the past year, there were 755 participants in the free 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 a breastfeeding support group. 103 persons participated in these programs. This class was also converted to a virtual platform to allow mothers continued access to this much needed support in nursing.



### Food Insecurity

Food insecurity is an economic and social indicator of the health of a community. The U.S. Department of Agriculture (USDA) defines food insecurity as a limited or uncertain availability of nutritionally adequate foods or uncertain ability to acquire these foods in socially acceptable ways. Given the significant impact of COVID-19, food insecurity quickly stood out as a significant need in the community.

**Response to Need:** *Historically the VPH Compassion in Action program, a hospital sponsored employee volunteer program, allows staff and faculty to participate in numerous community events. Due to the pandemic, these opportunities were restricted. Some of the activities that we were able to participate in, included feeding the homeless, drive-through food distribution events, and collecting canned food to donate to our local partners. Over 5,00 community members were positively impacted in CY20.*

*In light of the pandemic, a grant program was made available to organizations that directly provided services to address food insecurity.*

- *VPH staff participated in the weekly drive-through food distribution events at MEND (Meet Each Need with Dignity) serving 1,551 individuals.*
- *Through a grant from VPH, the YMCA implemented a weekly produce distribution serving over 15,000 individuals.*
- *As a beneficiary of a VPH Food Insecurity Grant, North Valley Caring Services provided fresh produce and canned food to over 1,500 individuals.*

## Mental Health and Substance Use and Misuse

Positive mental health is associated with improved health outcomes. 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.

**Response to Need:** Valley Presbyterian Hospital increased access to mental health services through the offering of tele-psych services. VPH provided 1,041 consultations for 843 patients in CY20. Offering this service decreased the amount of time needed to evaluate a patient with possible mental health symptoms. Additionally, to increase access to mental health services, VPH employs a psychiatric nurse practitioner.

VPH provided 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 222 low-income, vulnerable patients who were treated in the ED and then transported to a medically necessary inpatient mental health care bed.



## COVID-19

Long term effects of the COVID-19 pandemic as it relates to community needs are still emerging. We anticipate increased needs around Mental Health, Access to Care and Food Insecurity as the community continues to rebuild itself.

**Response to Need:** Valley Presbyterian Hospital recognized the need for increased access to mental health services. Efforts included support for community-based organizations that launched virtual support services. In addition, VPH created opportunities for health care workers to access mental health support services. VPH made efforts to mitigate the immediate impact the pandemic had on the workforce especially in regard to childcare and food insecurity. Some of the immediate actions taken included the following:

- *VPH implemented a food pantry on the hospital campus for all employees as well as patients that self-reported food insecurities.*
- *Through a collaboration with two local YMCA sites, VPH established a daycare on the hospital campus for employees free of cost.*
- *Grocery store gift cards were provided to families who attended the 1st Annual Toy Drive. A total of 200 gift cards with a value of \$25.00 were distributed in CY20.*
- *Efforts were made to keep the public informed by regularly updating the main hospital website to include the latest information around COVID-19 as it developed.*
- *The hospital maternity tour was converted to a virtual format and redesigned to include information on COVID-19 for expectant parents.*

### Community Benefit Services Summary FY20

In CY20 (January – December 2020), VPH provided community benefit activities and programs within its service area. As a result of these community benefit efforts, VPH served 58,224 persons. A summary of these activities follows.

#### Community Health Improvement Services

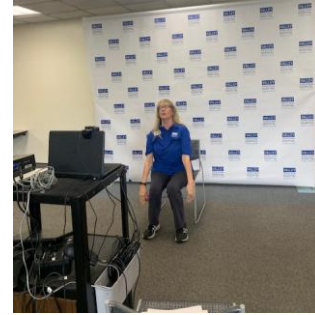
The hospital's community education programs are designed to meet the significant community health needs.

#### Community Health Education/Community-Based Clinical Services

**Women's Services** – Due to restrictions on in-person events, VPH offered a combination of free virtual and in person community education programs to women and to their families to help them experience a safe pregnancy and childbirth. During the past year, 956 women and their families attended virtual community classes on: 1) childbirth preparation, 2) caring for a new baby, and 3) breastfeeding support. Women's services classes were held at the hospital in a limited capacity, adhering to social distancing requirements and online via a virtual platform. Classes continued to be offered in English and Spanish.

**Cardiopulmonary Resuscitation** – During the 1st quarter of the year and before the onset of the pandemic, VPH provided free community Heartsaver CPR classes for the community.

**Healthy Aging** – The hospital offered low-impact exercise classes for seniors. The senior exercise classes were converted to a virtual platform and had 755 class visitors.



**Community Health Fairs** – VPH modified its approach to community health education and free health screenings at community events. VPH continued to collaborate with local educational institutions, non-profit business organizations, and human services organizations to support community health needs. VPH staff presented virtual educational and interactive webinars at no-cost to the community.

VPH reached over 9,000 persons through participation in community health fairs and events throughout the year. Here is a partial listing of VPH involvement in community health efforts.

- Columbus Elementary – School supplies were provided to students engaged in online learning. Over 500 kids were provided essential supplies during their modified back to school drive up event.
- ONEgeneration Virtual Senior Symposium – Webinars were presented on various topics related to COVID-19, including Isolation Factors Affecting Seniors and COVID-19: Keeping Our Community Safe and Healthy
- Leukemia & Lymphoma Society – VPH participated in the virtual Light the Night Event which attracted over 1,500 participants.
- Valley Presbyterian was proud to hold its Holiday Toy Distribution serving 1,200 individuals.
- The Martin Luther King Breakfast served 1,000 community members.

### **Health Care Support Services**

**Patient Transportation** – VPH provided transportation services free of charge to community residents needing a ride to and from the hospital and a community clinic. In addition, VPH provided 300 taxi vouchers and/or TAP cards to people who lacked transportation options to access health care.



**Insurance Enrollment** – These services were provided to assist patients with government sponsored health insurance coverage programs. The hospital enroller assisted 4,281 patients primarily with Medi-Cal coverage.

**Psychiatric Care** – VPH financed inpatient mental health care services at a trusted community partner. In CY20, VPH supported mental health care for 222 vulnerable patients who needed inpatient psychiatric care.

#### Health Professions Education

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

**Nursing Education** – The hospital provided preceptors for 298 nursing students in the past year. Students from colleges and universities obtained clinical experiences required for their bachelor’s and master’s degrees. In addition, 1 Doctor of Nursing Practice student received precepting in CY20.

**Valley Simulation Laboratory** – The Valley Simulation Laboratory at VPH provided high-fidelity mannequins designed to simulate patient situations and responses. The Laboratory is designed to model the Labor & Delivery Unit 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 28 times in the past calendar year by local colleges and universities.



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

- 14 Respiratory Therapy students from Concorde Career College and LA Valley College completed clinical internships.
- 92 Radiology and Ultrasound students from Casa Loma College, California State University Northridge, Moorpark College, and Kaplan College completed clinical internships.
- 8 Health Administration students from California State University Northridge completed internships.
- 4 Medical Laboratory Technician students from College of the Canyons completed a clinical rotation.
- 2 Pharmacy interns from Western University participated in a clinical rotation.
- 1 Dietary students from California State University Northridge participated in a clinical rotation.
- 1 Health Information Management student from Santa Barbara City College received precepted training.
- 1 Physical Therapy students California State University Northridge obtained clinical experience.



### Cash and In-Kind Contributions

Funds and in-kind services were donated to community groups and nonprofit organizations. The support of these organizations furthered the hospital's mission and aligned with the community health needs identified through the CHNA.

**Donated Space** – The hospital donated meeting space within its facility for nonprofit organizations, colleges and universities, and/or community forums during the first couple of months of the fiscal year before restrictions were implemented.

**Compassion in Action** – The hospital sponsored an employee volunteer program throughout the year. Through this program, VPH employees reached 10,624 community members by participating in programs to benefit the community. Activities included feeding the homeless, conducting blood drives, collecting food for the homeless, and many other activities.

**Cash Donations** – During CY20, community organizations were supported with cash donations and grants. These community organizations partnered with the hospital in the furtherance of its mission and alignment with needs identified through the Community Health Needs Assessment. VPH supported over 31,000 individuals to help address the issue of food insecurity in partnership with several local community-based organizations that focus on a meals program.

### Community Building Activities

These activities support community assets by offering the expertise and resources of the hospital. Community building activities may address the root causes of health problems, such as homelessness, poverty, and environmental concerns. These activities had to be greatly reduced in CY20 due to the restrictions and limitation around COVID-19.



### **Community Support**

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

### **Coalition Building and Advocacy**

Hospital representatives served on a number of community committees and boards that addressed health improvement and community development. VPH engaged in advocacy efforts that supported access to health care.

### **Workforce Development**

VPH knows the importance of connecting with the workforce of the future. The hospital participated in the Birmingham Charter High School Career Day to provide information on health care careers to 63 students. Students listened to panel discussions from a variety of clinical and non-clinical leaders discussing their educational backgrounds, their personal journeys through health care and an account of what a typical day on the job entails.

## Financial Summary of Community Benefit

Valley Presbyterian Hospital community benefit funding for CY20 (January – December 2020) is summarized in the table below. The hospital’s community benefit costs are in compliance with Internal Revenue Service instructions for Form 990 Schedule H. All community benefit expenses are based on actual costs, not charges, in compliance with IRS Form 990 Schedule H instructions using a cost to charge ratio for financial assistance.

### Summary FY20 (January 1 - December 31, 2020)

Community Benefit Categories		Net Benefit	
1.	Charity Care <sup>1</sup>	\$	3,497,326
2.	Unpaid Costs of Medi-Cal <sup>2</sup>	\$	0
3.	Education and Research <sup>3</sup>	\$	991,675
4.	Other for the Broader Community <sup>4</sup>	\$	3,402,586
<b>Total Quantifiable Community Benefit Less Unpaid Cost of Medicare</b>			<b>\$7,891,587</b>
5.	Unpaid Costs of Medicare	\$	1,757,095
<b>Total Quantifiable Community Benefit</b>			<b>\$ 9,648,682</b>

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

<sup>2</sup> Unpaid 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. In 2009, California implemented the Hospital Quality Assurance 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 program is funded by a fee paid by hospitals that the state uses to collect additional federal funding. Programs like California’s are allowable under federal law, and the US Department of Health and Human Services approved California’s Program. In CY20, Valley Presbyterian recognized net revenue from the Quality Assurance Program, which is recorded as \$0 Medi-Cal shortfall. When the revenues and expenses from the Quality Assurance Program were excluded, the Hospital recorded a shortfall from Medi-Cal of \$6,908,922 in CY20.

<sup>3</sup> Costs related to the health professions education programs and research the hospital sponsors.

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

## Community Benefit Plan CY21

Valley Presbyterian Hospital (VPH) is dedicated to improving the quality of health in the San Fernando Valley. VPH is a value-based organization that strives to uphold the Core Values of dignity, respect, compassion, transparency, and collaboration. Given the current unprecedented times, due to COVID-19, VPH anticipates some CY21 plans may be modified due to urgent community needs and restrictions that may limit how community-based organizations are able to support the health and wellbeing of at-risk Individuals and families in the San Fernando Valley.

### Significant Needs the Hospital Intends to Address

In FY18, 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, chronic diseases with an emphasis on diabetes, food insecurity, and mental health and substance use and misuse. This plan spans the time period 2019 - 2021. For CY21, the hospital plans to meet the priority health needs through a commitment of resources with the following programs and services.

### Access to Care

#### Strategies

1. Provide financial assistance 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 and enrolling in low or no cost insurance programs, including Covered CA, the state insurance marketplace.
2. Provide transportation to health care services at the hospital and local community health centers to support to area residents who experience lack of transportation as a barrier to access health care services.
3. Continue the VPH community grants program in partnership with established community organizations to implement programs that increase access to care for underserved populations.
4. Provide free health screenings at community events targeted at the uninsured. Initiate a follow-up strategy for individuals with abnormal screening results, linking them to resources to manage their health issues.
5. Provide free flu vaccines to the medically underserved.
6. Offer childbirth education free of charge to community residents.
7. Communicate to service area residents how to access health care services through established communication methods, community presentations to community-based organizations and stakeholder meetings, and social media.

## **Chronic Diseases with an Emphasis on Diabetes**

### Strategies

1. Provide education on diabetes prevention and treatment, including a focus on healthy eating and physical activity.
2. Establish partnerships and programs with local schools and community clinics to focus on diabetes prevention.
3. Continue the VPH community grants program in partnership with established community organizations to implement programs that focus on chronic disease interventions.
4. Provide support groups for individuals with diabetes or those who are at-risk for diabetes.
5. Offer a low-impact exercise program.

## **Food Insecurity**

### Strategies

1. Continue the VPH community grants program in partnership with established community organizations to implement programs that address food insecurity.
2. Explore implementation of a program to screen hospital patients for food insecurity. Provide food resources for those screened as food insecure.
3. Participate in feeding events at Hope of the Valley Homeless and San Fernando Valley Rescue Mission.

## **Mental Health**

### Strategies

1. Provide community health education on mental health topics.
2. Continue the VPH community grants program in partnership with established community organizations to implement programs that increase access to mental health care services for underserved populations. Due to COVID-19, the demand for at-risk individuals and families has escalated at an unforeseen rate. VPH will explore new ways to help
3. Provide access to mental health care services through telemedicine services that reduce geographic barriers to care.

## **Substance Use and Misuse**

### Strategies

1. Provide community health education on substance use topics.

2. Continue the VPH community grants program in partnership with established community organizations to implement programs that increase access to substance use health care services for underserved populations.

## **COVID-19 Community Support**

### Strategies

1. Continue COVID-19 Community Grant opportunity to support community-based organizations during this pandemic crisis who are working to support the immediate needs of those most impacted during these difficulty times.
2. Through VPH support, the community members in the VPH service area will be able to obtain services in the areas of Access to Care, Food Insecurity, and Mental Health.

### **Significant Needs the Hospital Does Not Intend to Address**

Taking existing hospital and community resources into consideration, VPH will not directly address the remaining health needs identified in the CHNA including:

- Alzheimer's disease
- Birth indicators
- Community safety and violence prevention
- Dental care
- Economic insecurity
- Education and health literacy
- Housing and homelessness
- Overweight and obesity

Since VPH cannot address all the health needs present in the community, it will concentrate on those health needs that it can most effectively address given areas of focus and expertise. Therefore, the hospital's charitable resources will be dedicated to the selected priority health needs. Where VPH is unable to assist directly but is able to identify others in the community who can assist VPH coordinate introductions between those community-based organizations that provide the needed services. Also, VPH is organizing a Community-Based Forum, where local organizations can come together and is putting together a Community Directory that will function as a handbook for community members.

### **Evaluation of 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.





## Community Benefit Contact

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