

Community Benefit Report



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.

VPH is 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. Valley Presbyterian Hospital 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* 10 years in a row.

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.

Quality of Patient Care

Valley Presbyterian Hospital's commitment to patient quality is reflected within our mission and core values. In FY15, the hospital's patient quality scores improved in several ways. More than 70% of all discharged patients indicated they would recommend the hospital to a friend or family member. We also significantly reduced our Hospital Acquired Pressure Ulcer (HAPU) results and the number of patient falls.

Staffing the hospital with an adequate number of frontline nurses is fundamental to the provision of safe patient care. Nurse staffing is monitored and documented in an operations report that is completed and sent out by email, twice a day. Additionally, there is twenty-four hours a day nurse leader coverage, working to staff each area of the hospital with the necessary number of nurses and assistants to meet the individual safety and acuity needs of each patient, while upholding the California nurse to patient ratios. The processes of hiring, retaining and maintaining competent nurses are monitored by Human Resource and Nursing Excellence Department leaders. Metrics associated with nurse staffing and competency are presented to members of the public at an annual Board of Directors meeting.

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, almost 68,000 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 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* – 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.
- *Maternity Services* – The branded “Little Treasures” maternity program is well known among families in the region. Valley Presbyterian Hospital delivers more babies than any other hospital in the region. During the fiscal year, more than 3,390 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. 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.
- *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.

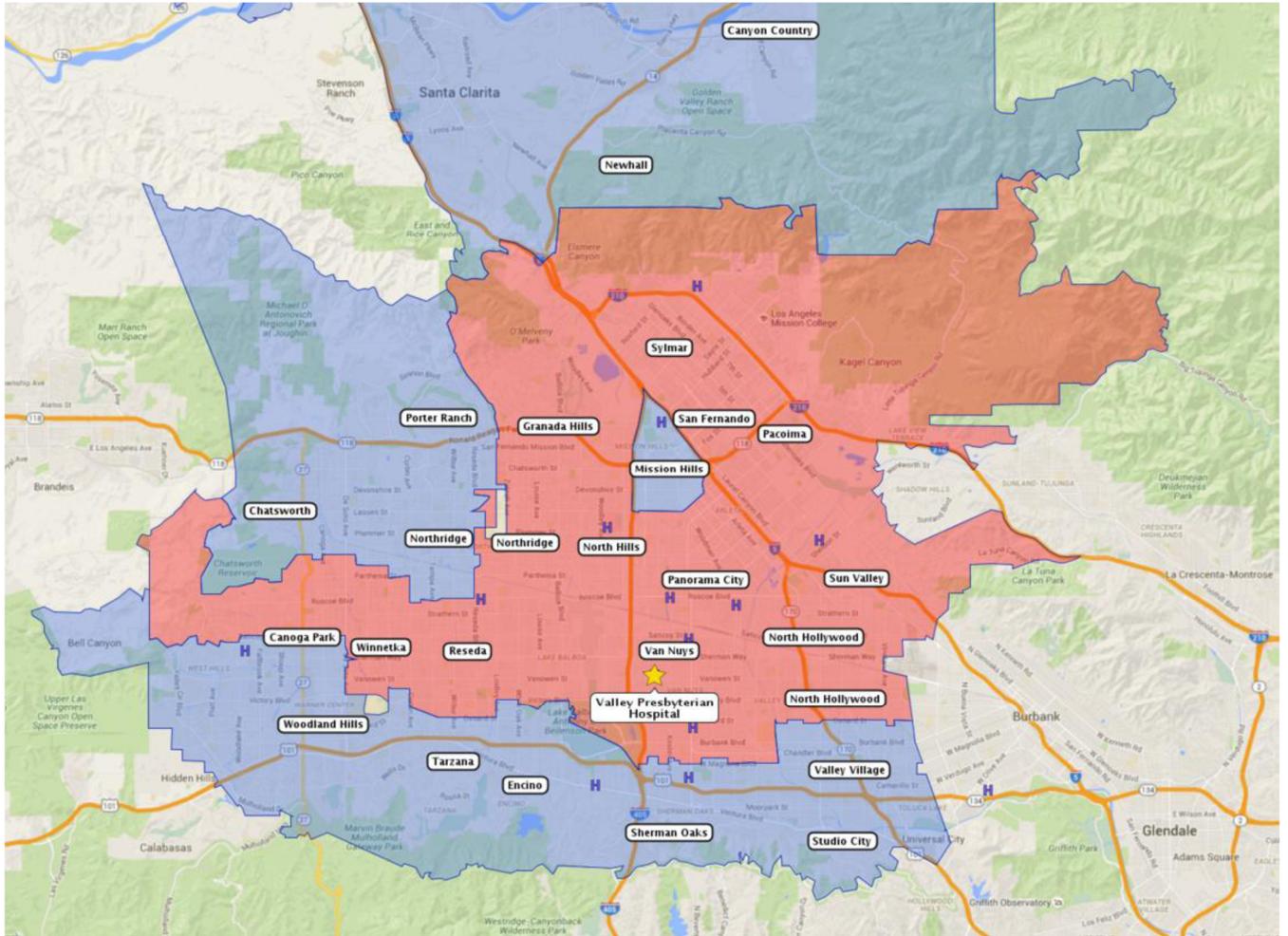
About the Community the Hospital Serves

The catchment area served by Valley Presbyterian Hospital is bordered to the north by the Santa Susana Mountains, the Santa Clarita Valley, and the city of Lancaster and Palmdale and rural communities in the Antelope Valley; to the east by the communities of Sylmar, Sun Valley, and Studio City ; to the south by the communities of Van Nuys, Sherman Oaks, Encino, Tarzana, and the Santa Monica mountains; and to the west by the communities of Woodland Hills, Calabasas, Canoga Park, in Los Angeles County and Simi Valley of Ventura County. The hospital service area includes higher income and middle-class households adjacent to pockets of extreme poverty and ethnic diversity.

Valley Presbyterian Hospital's service area includes the towns of Calabasas, Canoga Park, Canyon Country, Castaic, Chatsworth, Encino, Granada Hills, Lancaster, Mission Hills, Newhall, North Hills, North Hollywood, Northridge, Pacoima, Palmdale, Panorama City, Reseda, San Fernando, Santa Clarita, Sherman Oaks, Studio City, Sun Valley, Sunland, Sylmar, Tarzana, Tujunga, Valencia, Valley Village, Van Nuys, West Hills, Winnetka, and Woodland Hills in Los Angeles County, and a portion of Simi Valley in Ventura County. The communities that Valley Presbyterian Hospital serves 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.

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 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, 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.aspx. 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 significant 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 poor 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 materials into Spanish to assist patients and families. Health education information was made available in English and Spanish. A number of health education classes were presented by our bilingual staff and offered in Spanish. VPH provides bilingual health education classes for the community. The bilingual maternal health classes educate mothers-to-be on how to best care for their changing bodies. The hospital hosts a monthly "Baby Shower" to inform mothers about what to expect when they deliver. The hospital also offers childbirth preparation, breastfeeding, and baby beginnings infant care classes taught by certified health instructors. Additionally, the hospital has a certified diabetes educator who provides bilingual educational classes for families that focus on understanding diabetes, nutrition, importance of physical activity, medication information, as well as how to live with their diagnosis.*

2. **Diabetes**

Diabetes is a condition resulting from high blood sugar levels. In the hospital service area, 7% of adults 18 and older reported being diagnosed with diabetes.

Response to Need: Valley Presbyterian Hospital offered diabetes education classes. Blood glucose and diabetes foot screenings were offered in the community free of charge through local community health fairs. Over 645 persons attended the community health fair held at VPH and were provided with diabetes health education materials in English and Spanish. VPH additionally provided support to the American Diabetes Association (ADA) to start 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. As previously noted, VPH's diabetes educator provides individualized education and support to those with diabetes to help them best manage their disease.

3. **Obesity** –Obesity has been identified as a health need among both 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, 19.8% of children in grades 5, 7, and 9 were obese, while 21.6% 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. 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 1,743 visits to 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 removed barriers and increased access to health care. The hospital offered transportation support (taxi vouchers/bus tokens) for more than 1,440 patients and their families to increase access health care. We actively assisted more than 2,544 patients enroll in Medi-Cal programs and other programs through Covered California. The hospital partnered with two community 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, 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.

Over the course of two years, VPH has provided financial support to Valley Community Healthcare (VCH). As a community health center, VCH seeks to improve access to care to a primarily medically underserved community. The organization has opened a new North Hills Wellness Center that serves a growing population of patients. By increasing access to primary and specialty care services, the VCH Center aims to decrease emergency room and urgent care visits.

To further the expansion of health care access for the disenfranchised and underserved in the San Fernando Valley, VPH supported the expansion of the Northeast Valley Health Corporation (NEVHC) Adult Wellness Center. NEVHC provides medical care for children, the disabled, the elderly, families, the homeless, and adults who are HIV positive.

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

- 5. Preventive s** – Preventive screenings are necessary to ensure the long-term health of the community and to reduce 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: *VPH provided support to the Valley Breast Cancer Foundation through a partnership with the Social and Environmental Entrepreneurs. The center provides breast screenings and timely care to under or uninsured women in the San Fernando Valley. The donation from VPH provided 150 free breast cancer screenings*

to women in the community. Women in households with incomes at or below 200% of the Federal Poverty Level gained access to a potentially lifesaving screening.

At the 3rd Annual Community Health & Wellness Fair at VPH, the hospital provided over 1,690 screenings to 645 individuals in the community. Screenings included: blood pressure, BMI carotid artery, cholesterol, flu shots, foot exams, and glucose. Over 360 flu shots were also administered. In addition to the screenings, VPH physicians Dr. Brian Ostick and Dr. Joshua Rokaw, discussed the treatment and prevention of stroke and diabetes. The Fair also promoted healthy eating habits and nutritional values. Chef Daniel Harrison presented two healthy cooking demonstrations that showed cooking healthy can be fun and easy. Attendees also had the opportunity to visit the VPH Produce market to take home healthy fruits and vegetables for their families. The Produce Market distributed: red and Idaho potatoes, tomatoes, yams, carrots, zucchinis, onions, cucumbers, apples and oranges. In total, over 960 pieces of produce were distributed to attendees.

29% of surveyed attendees indicated that as a result of the VPH outreach efforts they were able to obtain screenings that they would not have had access to from any other source of care. Their lack of access was a due to not having insurance, not having a doctor, lack of transportation or just not knowing where to go to get care.

VPH also participated in a number of outreach and education events throughout the community:

- At the Sherman Oaks Chamber Wellness Fair, VPH hosted a booth that provided health screenings and wellness educational materials to 173 individuals.*
- At the Los Angeles Daily News Aging Exposition, VPH hosted a booth that provided health screenings and wellness educational materials to 175 individuals. Dr. Herbert Huddleston presented on the importance of hip and knee care during the aging process.*
- At the Valley Economic Alliance and Los Angeles Valley College's (LAVC) Career Fair/Health & Disability Exposition, Valley Presbyterian Hospital provided 816 health screenings through the hospital's partnership with LAVC.*
- At the Northridge Chamber of Commerce's 4th Annual Health, Wellness & Senior Exposition, Valley Presbyterian Hospital provided 144 health screenings to primarily senior individuals. The hospital also supported the fair by sponsoring an informational table at the exposition.*

- 6. Teen Pregnancy** – Early teenage childbearing has negative consequences for adolescent mothers and their children. Teen births were 11.1% of births in the service area; this is a higher rate than the county (8.8%) and the state (8.5%).

Response to Need: *The hospital supported the Welcome Baby program through a grant from First 5 LA. 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. VPH also provided financial support to Teen Family Services (TFS) at the El Nido Family Centers (El Nido). El Nido is a safety net provider that aims to improve health care access to uninsured or underprivileged families. Last year, TFS cared for over 4,800 teen parents and their babies. Of those parents, the center found that repeat births were prevented for 97% of their clients. TFS aims to provide comprehensive care to these parents by providing case management, assessments (psychosocial and clinical), health education, health insurance access, prenatal care, immunizations, child development screenings, as well as many other child development programs.*

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 6,100 persons through health education sessions, health fairs, and screenings that addressed prevention and treatment of chronic diseases. The VPH Cares Community Magazine reached over 30,600 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, 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. Since the implementation of the tele-psych services in February 2015, VPH provided 445 consultations to 388 patients. Offering this service decreased the amount of time needed 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. Living a healthy lifestyle was the predominant theme for this year's community health fair and fresh produce was distributed to health fair attendees. The hospital also provided attendees of the VPH Community Health & Wellness Fair with a fresh and free Farmers Market. In total, 960 pieces of fresh fruit and produce were distributed to 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: *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, nephrology, gastroenterology, internal medicine, foot and ankle surgery, general surgery, plastic and reconstructive surgery, oncology, neurological surgery, and other specialty care practice areas. Specialty care services available through the hospital's emergency services department continued to improve with the hospitalist program for emergency services to ensure specialty coverage 24/7.*

Community Benefit Services Summary FY15

In FY15, 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, 5109 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 2,415 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 management, stroke management, and heart health in English and Spanish. Nurse educators and physicians spoke to workshop attendees about lifestyle, healthy eating and exercise. Heartsaver CPR classes were also offered. More than 35 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 1,743 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 community health fair, which was attended by 645 residents. Over 1,690 blood pressure, BMI carotid artery, cholesterol, foot exams, and glucose, and over 360 flu shots administered. Over 960 pieces of fresh produce, including apples, bananas, carrots and potatoes, 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. Two VPH physicians conducted presentations on diabetes prevention and management and the signs and prevention of stroke. VPH also participated in the Sherman Oaks Chamber Health & Wellness Expo, LA Daily News Aging Expo, Northridge Chamber Senior Expo and the LA Valley College/Valley Economic Alliance Health Expo. At these community events, more

than 1,300 free blood pressure, BMI, glucose, screenings were conducted.

VPH Cares – This community magazine was distributed three (3) times during the fiscal year and included stories and educational information on living a healthy lifestyle, healthy cooking and eating, smoking cessation, physical activity and other important health education topics. The magazine was mailed to more than 30,600 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 1,441 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 enroller assisted patients primarily with Medi-Cal coverage. During the fiscal year, the hospital enrolled more than 2,544 persons 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.

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 1,080 health care providers attended medical education events hosted by the hospital. VPH provided sponsorship of an interdisciplinary diabetic foot, amputation prevention, PAD, and wound care conference for specialists in the field.

Nursing Education – The hospital provided preceptors for nursing students this past year. One nurse practitioner student from UCLA participated in a clinical rotation. Seven 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 57 times in the past year.

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

- 21 Respiratory Therapy students from Concorde Career College and Los Angeles Valley College completed clinical internships.
- One student dietician from California State University Northridge completed a clinical internship.
- One public health student from California State University Northridge participated in a precepted clinical rotation.
- 23 podiatric medical students from Western University of Health Sciences – College of Podiatric Medicine, participated in clinical rotations.
- 36 Radiology Technician students from Casa Loma College, California State University Northridge, and Kaplan College completed clinical internships.
- 4 Physician Assistant students from USC completed clinical internships.
- 16 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.
- 5 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 25 not profit organizations and/or community forums during the fiscal year.

1. Amateur Radio Emergency Services
2. American Academy of Pediatrics
3. American Red Cross
4. Arthritis Foundation
5. Barlow Respiratory Hospital

6. California State University, Northridge
7. College of the Canyons
8. Covered California Health Net
9. Los Angeles Best Babies Network Training
10. Los Angeles County Office of Child Protection
11. Los Angeles Police Department
12. Los Angeles Valley College
13. Mt. St. Mary's College
14. Pierce College
15. San Fernando Valley Optometric Society
16. San Fernando Valley Rescue Mission
17. San Fernando Valley Transportation Summit (hosted by State Senator Hertzberg)
18. Tierra del Sol
19. Valley Care Community Consortium
20. VEA
21. VICA
22. Van Nuys Neighborhood Watch
23. First 5 LA

Compassion in Action – The hospital sponsored an employee volunteer program throughout the fiscal year. Through this program, 223 employees contributed 831 hours in 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 46 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 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 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. Center for Family Health & Education
3. Community Foundation of the Valley
4. East Valley P.A.L.S.
5. El Nido Family Centers
6. Encino Chamber of Commerce
7. Fernando Foundation
8. Greater San Fernando Valley Chamber of Commerce
9. LA Area Chamber of Commerce
10. Los Angeles BizFed
11. Los Angeles Economic Development Center
12. Los Angeles Mission
13. Los Angeles Valley College
14. March of Dimes
15. National Health Foundation
16. Northeast Valley Health Corporation
17. Northridge Chamber of Commerce
18. ONEgeneration
19. Ovarian Cancer Coalition of Greater California
20. Pacoima Beautiful
21. Regional Black Chamber of Commerce San Fernando Valley
22. San Fernando Valley Interfaith Council
23. Sherman Oaks Chamber of Commerce
24. Social and Environmental Entrepreneurs
25. Tierra del Sol
26. United Chambers of Commerce
27. Valley Care Community Consortium
28. Valley Community Healthcare
29. Valley Village
30. VEA
31. VEDC
32. VICA
33. West Coast Sports Medicine
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 2015, 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

Fifty students from Birmingham High School participated in VPH-sponsored health care career days. Twenty-one (21) advanced degree International students from USC and 35 students from Japan participated in a discussion of health care workforce issues.

Financial Summary of Community Benefit

Community Benefit Summary FY15 (November 1, 2014 - October 31, 2015)

Community Benefit Categories		Net Benefit
1.	Charity Care ¹	\$3,083,842
2.	Unpaid Costs Of Medi-Cal ²	\$24,443,602
3.	Education And Research ³	\$1,279,546
4.	Other For The Broader Community ⁴	\$968,871
	Total Quantifiable Community Benefit Less Unpaid Cost of Medicare	\$29,775,861
5.	Unpaid Costs of Medicare	\$0
	Total Quantifiable Community Benefit	\$29,775,861

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 FY 2015, Valley Presbyterian recognized Program revenue of \$24,134,241 after subtracting the hospital's quality assurance fee and hospital contributions to the California Health Foundation and Trust (CHFT). Taking into account Program revenue of \$48,577,843, and the Medi-Cal shortfall of \$24,443,602, Valley Presbyterian recorded a net positive variance of \$24,134,241 in Medi-Cal compensation in FY 2015.

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 FY16

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.

As a result of the 2013 Community Health Needs Assessment, the hospital identified priority health needs it would address. These community benefit efforts focused on increasing and supporting access to health care services through direct programs and partnerships with local community-based organizations and focused on:

- Health Education that is Culturally and Linguistically Appropriate
- Diabetes
- Obesity
- Access to Primary Health Care
- Preventive Screenings
- Teen Pregnancy
- Chronic Disease Management
- Mental Health
- Nutrition
- Lack of Access to Specialty Care Providers

Culturally and linguistically appropriate health education, one of the ten community needs identified from the CHNA, will be addressed broadly throughout VPH's community education efforts. VPH plans to meet the identified priority health needs through a commitment of resources through programs, services, cash and in-kind donations and capacity building efforts to support local organizations.

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.

Community Health Needs Assessment and Implementation Strategy

In 2016 VPH will complete a Community Health Needs Assessment. From this assessment the hospital will engage the community to help identify significant health needs, prioritize these needs and identify resources available to address the needs. VPH will also complete an Implementation Strategy to determine the health needs the hospital will address and the strategies the hospital will implement to address the community health needs.

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