

# Community Benefit Report

Approved by the Valley Presbyterian Hospital Board of Directors on June 25, 2018



**VALLEY** PRESBYTERIAN HOSPITAL

Excellence in all we do

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## About Valley Presbyterian Hospital

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 across all elements of care. 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, maternal and child health, and oncology.

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

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

While the range of acute care services and expertise has continued to expand, VPH remains a community-based hospital at heart. As one of the Valley's only independent, 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* 12 years in a row, 2006-2017 and to have received the 2016 Women's Choice Award as one of America's Best Hospitals for Patient Safety.

## **Mission, Vision and Values**

### **Our Mission**

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

### **Our Vision**

Excellence in all we do.

### **Core Values**

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

## **Key Hospital Medical Services**

Emergency Services – The hospital’s emergency services department plays a critical role in serving the community and has several designations that demonstrate commitment to excellent care. As a Certified Cardiac Receiving Center for heart attack patients, heart specialists collaborate to provide critical care within the first 90 minutes of chest pain. In addition, the hospital is a Certified Stroke Center based on its response to critical patient conditions. The hospital has a dedicated stroke-focused program staffed by medical professionals who are specially trained in stroke care and who use advanced techniques to act quickly. In 2017 Valley Presbyterian Hospital was designated a Pediatric Medical Center (PMC), recognized by the County of Los Angeles, which 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). We are one of only three hospitals that hold the PMC designation in the San Fernando Valley. The Emergency Department has been undergoing a three-year construction project, which will be completed in FY18. During the fiscal year, 70,793 patients visited the emergency services department; among the largest number of patients entering emergency services departments in the region.

*Maternity Services* – The branded “Little Treasures” maternity program is well known among families in the region. During the fiscal year, more than 2,949 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.

*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. In 2016, VPH achieved the Pediatric Medical Center designation.

*Surgery Services* – The hospital provides a broad range of surgical services representing a wide range of specialty areas. In FY17, 7,545 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 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 area’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. The GI Lab was recently updated and refurbished.

*Amputation Prevention Center* – The Amputation Prevention Center (APC) is among a few facilities nationwide that brings together the interdisciplinary expertise of vascular and podiatric surgeons, limb salvage, and wound management specialists. Patients with “at-risk” limbs receive integrated care utilizing the latest equipment and instruments to perform limb-saving procedures.

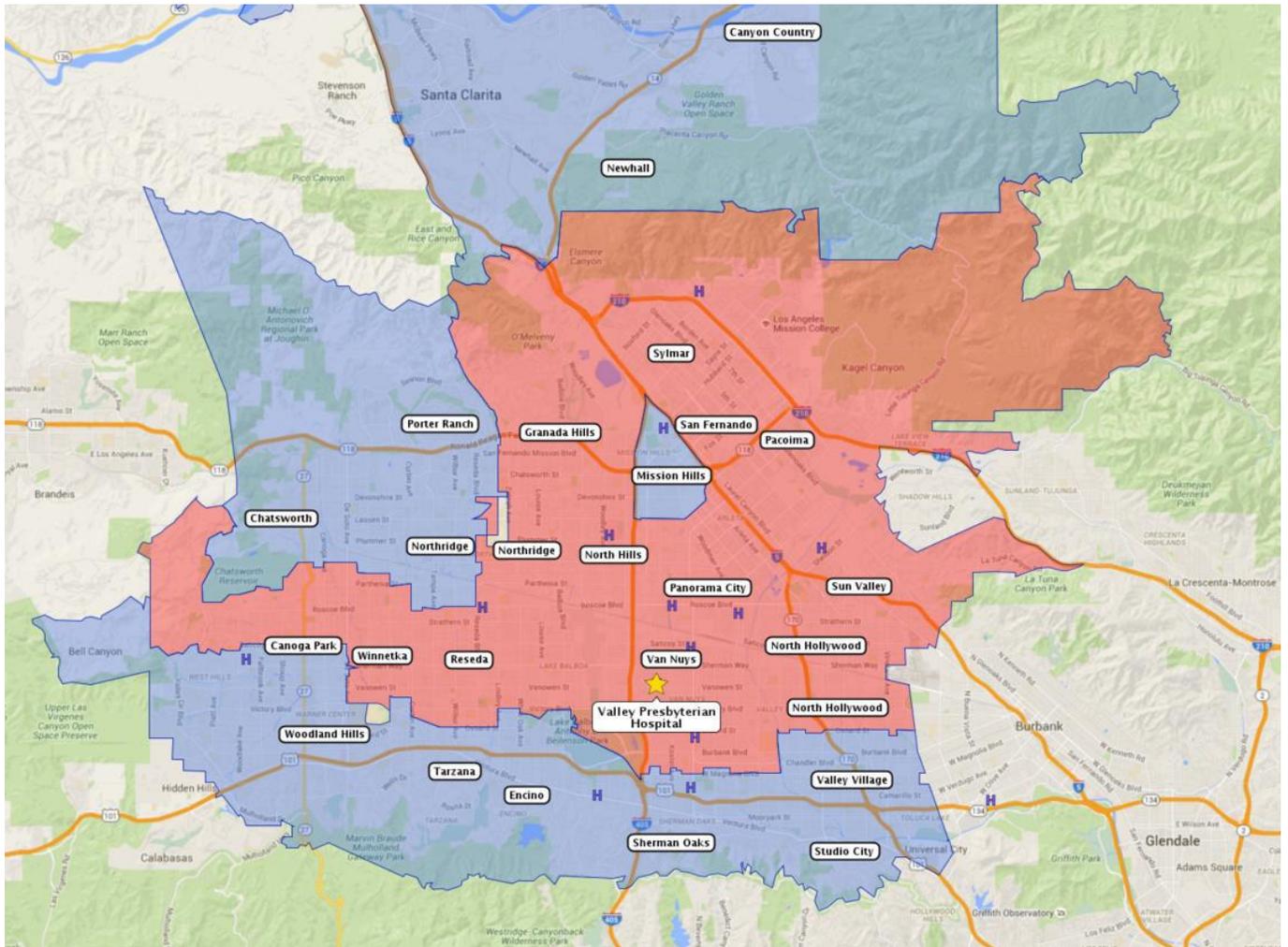
*Valley Hip & Knee Institute* – The Valley Hip and Knee Institute, specializes in the latest joint replacement techniques and minimally invasive procedures, helping patients regain their mobility and resume an active lifestyle. Together with a dedicated care team, the orthopedic specialists quickly get patients back on their feet. Valley Presbyterian Hospital is recognized by Blue Cross / Blue Shield as a Blue Distinction Center for Knee and Hip Replacement Surgery for our expertise in delivering a higher quality of hip and knee surgery, with a higher level of efficiency in delivering care, resulting in better patient outcomes compared to other institutions.

## About the Community the Hospital Serves

Valley Presbyterian Hospital resides in the heart of the San Fernando Valley. The hospital service area includes higher income and middle-class households adjacent to pockets of extreme poverty and ethnic diversity. Valley Presbyterian Hospital's primary service area includes: Canoga Park, Granada Hills, North Hills, North Hollywood, Pacoima, Panorama City, Reseda, San Fernando, Sherman Oaks, Sun Valley, Sylmar, Van Nuys and Winnetka in Los Angeles County. These communities are located in Los Angeles County Service Planning Area 2 (SPA 2). The communities that Valley Presbyterian Hospital serves have diverse geography and topography, vary across levels of socioeconomic status and educational attainment levels, and experience differences in physical environment and overall access to required health services.

At the time of the 2016 Community Health Needs Assessment, the population in the service area was 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 Hospital Service Area



Valley Presbyterian Hospital	
1	<b>Primary Service Area</b>
2	<b>Secondary Service Area</b>
	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

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

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

### Priority Health Needs

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

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

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

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

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

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

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

## Addressing Priority Health Needs

In FY17, VPH engaged in activities and programs that addressed the priority health needs identified in the 2016 Implementation Strategy. Selected activities and programs that highlight the VPH commitment to community health are detailed below.

### Diabetes and Obesity

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

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

***Response to Need:*** VPH provided grant funding to Meet Each Need with Dignity (MEND) for a diabetes health education and weight management program. The diabetes health education program worked with 32 persons to improve their dietary and exercise habits. Of the participants, 25% improved their HbA1c levels. Participants in the weight management program reduced their average BMI by 1.4 points. Additionally, the MEND food pantry provided healthy cooking demonstrations, nutrition information and healthy food samplings. The funding given to MEND also supported the Grow Together Project, a home garden effort that taught 23 families to garden and use their healthy harvest. With VPH’s support, the MEND diabetes and overweight prevention programs provided direct services to 357 persons.

Grant funding was also provided to the Mid Valley Family YMCA for their PE Play Program at Van Nuys Elementary School. This program reached 615 elementary school-age children with physical learning activities. The physical activities help reduce the risk of childhood obesity and promote healthier life choices. 90% of students in the program indicated they learned new activities, became more physically active, and increased their physical strength and conditioning.

*VPH provided grant funding to Northeast Valley Health Corporation (NEVHC) to employ a Family Medicine Care Coordinator at the Van Nuys Adult Health Center (VNA). The Care Coordinator provided health education on topics related to diabetes disease prevention and management. Clinic patients with diabetes participated in the evidenced-based Healthier Living/Tomando Control Workshops facilitated by the Care Coordinator. Through these programs, 61 individuals with diabetes received direct services and were also connected to needed support services that included health education, behavioral health, medication and nutrition services.*

*The Hospital staff takes pride in participating in a number of community events, festivals, outreach and education events, in order to provide health screenings and health education materials to the community. VPH hosted health screenings and provided more than 4,500 wellness education materials to individuals at these community events.*

*VPH has received an overwhelmingly positive response to its presence at local community health fairs. In 2017, the Hospital reached more than 2,500 community members with preventive screenings. At VPH's annual community health and wellness fair, an on-site survey found that 8%-10% of the attendees who received screenings reported that they would not have received the services because they did not have a primary care provider, were uninsured, and had no reliable transportation to obtain screenings.*

*Additionally, the hospital provided a community exercise program for seniors. Three times a week, an average of 30 seniors attend the hospital's Healthy Maturity Senior Exercise Class. During the past year, there were 2,590 visits to 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. 379 persons participated in these programs.*

### **Access to Health Care**

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

**Response to Need:** Valley Presbyterian Hospital removed barriers and increased access to health care. The hospital offered transportation to more than 970 patients and their families to increase access to health care. The VPH transportation van 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. We actively assisted more than 3,144 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.

Through a grant from First 5 LA, the hospital continued the Welcome Baby program. This free and voluntary program supported more than 1,000 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.

In the past year, VPH provided 1,653 health screenings (397 - blood pressure, 278 - BMI, 163 - bone density, 267 - cholesterol, 164 - diabetes consults, 256 - carotid artery and 129 - diabetic foot screenings) and 319 flu shots for persons who may not have otherwise obtained these potentially lifesaving preventive services.

Valley Presbyterian continued its support of community organizations by providing cash grants to increase access to needed health care services. VPH provided financial support to Northeast Valley Health Corporation (NEVHC). As a community health center, NEVHC seeks to improve access to care to a primarily medically underserved community. Through the VPH community benefit contributions, NEVHC enrolled 22 adults in an asthma management program and provided care coordination and health education to 159 asthma patients.

During this fiscal year, the hospital continued its multi-phase emergency department renovation to accommodate increased patient visits. This capital improvement project will expand the physical space to allow more efficient service to patients who visit the ED; create a new triage and assessment station to efficiently process and treat patients with lower acuity levels; create new patient isolation rooms for assessing patients with potentially infectious diseases; create new rooms for treating patients with behavioral health symptoms; and create a "child-friendly" treatment room and waiting area for children and their families. The planned completion date for the expansion project is FY18.

## Mental Health and Substance Abuse

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

***Response to Need:*** Valley Presbyterian Hospital increased access to mental health services through the offering of tele-psych services. VPH provided 899 consultations to 583 patients in FY17. Offering this service decreased the amount of time needed to evaluate a patient with possible mental health symptoms.

*Grant funding for El Nido Family Services provided 62 pregnant and parenting teens with mental health services. These at-risk youth were provided with one-on-one counseling, group counseling and educational workshops. A focus on mother-child interaction promoted positive, intentional parenting practices.*

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

## Community Benefit Services Summary FY17

In FY17, VPH provided community benefit activities and programs within its service area. A summary of these activities follows.

### **Community Health Improvement Services**

The hospital's community education programs are designed to meet the significant community health needs. During the fiscal year, 5,179 people participated in 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 2,084 women and their families attended community classes on: 1) childbirth preparation, 2) caring for a new baby, and 3) breastfeeding support. Women's services classes are held in English and in Spanish.

Women who attended the childbirth preparation classes indicated the classes increased their knowledge about the stages of labor, breathing techniques, relaxation methods, and being prepared for labor. Of the class participants who were surveyed, 93.1% of respondents said that they learned about relaxation methods to be used in labor and delivery. Baby care class participants learned how to soothe a baby, infant safety and newborn feeding options. Among those class participants who were surveyed, 70% stated the class helped increase their commitment to breastfeed and over 95% of the women indicated they planned on breastfeeding their babies.

*Cardiopulmonary Resuscitation* –VPH provided Heartsaver CPR classes and 49 community residents attended these free community workshops during the fiscal year.

*Healthy Aging* –The hospital offered low-impact exercise classes for seniors. The senior exercise classes were held three times a week and had 2,590 class visitors. As a result of the Healthy Maturity classes, participants identified the benefits they experienced, which included: increased flexibility, pain management, reduced weight and improved physical wellbeing. In fact, 62% of participants who were surveyed indicated their flexibility improved significantly and 43% said their pain was significantly reduced. 95.2% of the surveyed participants indicated this program improved their health and quality of life.

*Community Health Fairs*– A strategy undertaken by VPH was to provide community health education and free health screenings at external community events. VPH collaborated with local educational institutions, non-profit business organizations, and human services organizations to implement community health fairs. VPH's Clinical Nurses attended these educational and interactive events and offered a variety of screenings, including blood pressure, body mass index, bone density, cholesterol, diabetes, carotid artery, and foot screenings at no-cost to the community. Clinicians administered the medical screenings to the participants, provided health education materials, and ensured the participants understood the results of their tests. Health education materials distributed at these events include detailed information on diabetes management and prevention, the importance of diet and exercise in managing chronic diseases, and resources for participants requesting follow-up care.

VPH participated in six community health fairs throughout the year.

- Los Angeles Valley College and Valley Economic Alliance Health X Event – VPH provided information on stroke and diabetes prevention, signs and symptoms and treatment. VPH provided 136 health screenings at this event along with 125 pieces of health education information
- Senior Aging Expo – Over 700 pieces of health education information was distributed focusing on stroke and diabetes. In addition, VPH provided health care financial assistance support and information on free transportation resources.
- YMCA Healthy Kids Day – at this community health fair, VPH provided blood pressure screenings for 82 people and distributed 325 pieces of health information on stroke and diabetes prevention, prenatal care information, and free transportation resources.
- ONEgeneration Senior Symposium – 120 people were reached with stroke and diabetes prevention information, financial assistance support and free transportation information.
- Latino Business Expo – VPH provided blood pressure screenings for 195 community residents, distributed stroke and diabetes information, prenatal care information and free transportation information.
- VPH Annual Health and Wellness Community Fair – there were 1,102 attendees and 170 employee volunteers at this hospital-sponsored event. The participants received 1,653 free screenings and 319 flu shots. Additionally, over 1,750 pieces of fresh produce were distributed to attendees.

### Health Care Support Services

*Patient Transportation* – VPH provided transportation van services free of charge to community residents needing a ride to and from the hospital and a community clinic. Over 970 van rides were provided to persons 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 enroller assisted patients primarily with Medi-Cal coverage. During the fiscal year, the hospital assisted 3,144 persons to enroll in one or more government-sponsored insurance coverage programs.

*Psychiatric Care* – VPH financed inpatient mental health care services at a trusted community partner. In FY17, VPH supported inpatient mental health care for 194 vulnerable patients who needed inpatient psychiatric care.

### **Health Professions Education**

Over 24,400 hours of educational programs for physicians, nurses, nursing students, and other health professionals were offered by the hospital throughout the fiscal year.

*Continuing Education for Physicians and Other Health Providers* – Valley Presbyterian Hospital hosted medical education events made available to physicians and health providers among the hospital staff and the provider community. In the past year, there were over 900 education encounters with health care providers attending medical education events hosted by the hospital.

*Nursing Education* – The hospital provided preceptors for 15 nursing students in the past year. Clinical Nurse Specialist students from Mount St. Mary's College and California State University, Dominguez Hills participated in clinical rotations. Student nurses in the leadership and management tracks from California State University, Dominguez Hills, Western Governor's University and California State University, Northridge worked with staff preceptors.

*Valley Simulation Laboratory* – The Valley Simulation Laboratory at VPH provides high-fidelity mannequins that are 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 123 times in the past year by local colleges and universities by over 1,074 students.

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

- 22 Respiratory Therapy students from Concorde Career College and Los Angeles Valley College completed clinical internships.
- 2 Dietician students from California State University Northridge completed a clinical internship.
- 16 Radiology Technician students from Casa Loma College, California State University Northridge, and Brightwood College completed clinical internships.
- 4 Health Administration students from California State University Northridge completed internships.
- 1 Child Life Specialist from the University of La Verne participated in an internship.
- 8 Medical Laboratory Technician students from College of the Canyons completed a clinical rotation.
- 4 Surgical Technician students from Concorde Career College completed a clinical rotation.
- 2 Health Information Management students from Santa Barbara Community College obtained precepted training.
- 1 Pharmacy intern from California Health Sciences University participated in a clinical rotation.

### **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 18 nonprofit organizations, colleges and universities, and/or community forums during the fiscal year.

1. Amateur Radio Emergency Service
2. American Association for Diabetes Education
3. Association of Fundraising Professionals
4. California State University, Northridge
5. College of the Canyons
6. Congressman T. Cardenas
7. Encino Chamber of Commerce
8. First 5 LA/ Welcome Baby
9. Greater San Fernando Valley Chamber of Commerce
10. LAPD Neighborhood Watch
11. Los Angeles Valley College
12. Mount Saint Mary's College

13. Pierce College
14. Southern California Association for Healthcare Development (SCAHD)
15. Tierra del Sol
16. Valley Care Community Consortium
17. VICA – Valley Industry Commerce Association

*Compassion in Action* – The hospital sponsored an employee volunteer program throughout the year. Through this program, VPH employees reached over 700 community members by participating in programs to benefit the community. Activities included feeding the homeless, conducting free community health screenings, collecting food and clothing for the homeless, and donating toys to low-income children during the holiday season, and many other activities.

*Cash Donations* – During FY17, 26 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. Grant funding was provided to established community organizations to address: access to care, mental health care, chronic disease management, disease prevention, healthy eating and physical activity, and health education.

### **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.

### Economic Development

The hospital participated in many local economic development activities in the community by working with 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 development initiatives.

### 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 address 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 Granada Hills Charter High School Career Day and the Birmingham High School Career Day to provide information on health care careers. Students from these high schools 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

### Community Benefit Summary FY17 (November 1, 2016 - October 31, 2017)

Community Benefit Categories		Net Benefit
1.	Charity Care <sup>1</sup>	\$3,575,297
2.	Unpaid Costs Of Medi-Cal <sup>2</sup>	\$33,212,223
3.	Education And Research <sup>3</sup>	\$1,727,123
4.	Other For The Broader Community <sup>4</sup>	\$1,858,109
	<b>Total Quantifiable Community Benefit Less Unpaid Cost of Medicare</b>	<b>\$40,372,752</b>
5.	Unpaid Costs of Medicare	\$8,525,080
	<b>Total Quantifiable Community Benefit</b>	<b>\$48,897,832</b>

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<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. This figure excludes the revenue and expenses associated with the Quality Assurance Fee program. In 2009, California implemented the Quality Assurance Fee Program through which hospitals in California, including Valley Presbyterian Hospital, 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 Quality Assurance Fee Program is funded by a quality assurance fee paid by hospitals that the state uses to collect additional federal funding. Quality Assurance Fee Programs like California's are allowable under federal law, and the US Department of Health and Human Services approved California's Program. In FY17, Valley Presbyterian Hospital recognized net revenue from the Quality Assurance Fee Program, which is recorded as \$11,814,608 Medi-Cal shortfall. Excluding the Hospital Fee Program revenues and expenses, the Hospital recorded a shortfall from Medi-Cal of \$33,212,223 in FY17.

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

<sup>4</sup>Includes 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 FY18

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

In FY16, Valley Presbyterian Hospital completed a Community Health Needs Assessment. As required by federal IRS guidelines, an Implementation Strategy was developed to address the priority health needs of access to care, diabetes, obesity, mental health and substance abuse. This plan spans the time period FY17-FY19. For FY18, the hospital plans to continue to meet the identified priority health needs through a commitment of resources with the following programs and services.

### **Access to Care**

#### Strategies

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

### **Diabetes and Obesity**

#### Strategies

1. Create diabetes screening programs for adults.
2. Provide education on diabetes prevention and treatment, including a focus on healthy eating and physical activity.
3. Create support groups for individuals with diabetes or at-risk for diabetes.

## **Mental Health and Substance Abuse**

### Strategies

1. Develop a White Paper that explores the mental health issues in the community and discusses opportunities to work collaboratively with community partners to identify solutions.
2. Provide community health education on mental health topics.
3. Provide access to mental health care services through telemedicine services that reduce geographic barriers to care.

### Plan Effectiveness

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

### Measuring Impact

VPH has established impact measures and objectives for the community benefit programs. For example, measures may include documenting persons served, and identifying increases in knowledge and changes in behavior as a result of the programs. The hospital is committed to monitoring key initiatives to assess impact. An evaluation of the impact of the hospital's actions to address these significant health needs will be reported in the next scheduled Community Health Needs Assessment.

## Contact Information

### Address of Hospital Campus

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### Web Address

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