



# Community Benefit Report

Submitted to:  
Office of Statewide Health Planning and Development  
Healthcare Information Division  
Accounting and Reporting Systems Section  
Sacramento, California

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## 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 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 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* 13 years in a row, 2006-2018, In 2017, the hospital was recongnized by Blue Cross Blue Shield as a Blue Distinction Center for Knee and Hip Replacement Surgery.

## **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.

## **Change in Fiscal Year**

In FY18, Valley Presbyterian Hospital changed from a November – October fiscal year to a January – December fiscal year. As a result of this change, this FY18 report was extended by two months to reflect 14 months (November 2017 – December 2018) of community benefit activities and contributions.

## **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. 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 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. In FY19, the Emergency Department will complete

a three-year construction project, adding 10 additional emergency beds. During the fiscal year, 68,883 patients visited the emergency services department; among the largest number of patients entering emergency services departments in the region.

*Rehabilitation Services* – Valley Presbyterian Hospital offers a full range of rehabilitation services. Our 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 the fiscal year, 3,015 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 FY18, 9,800 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.

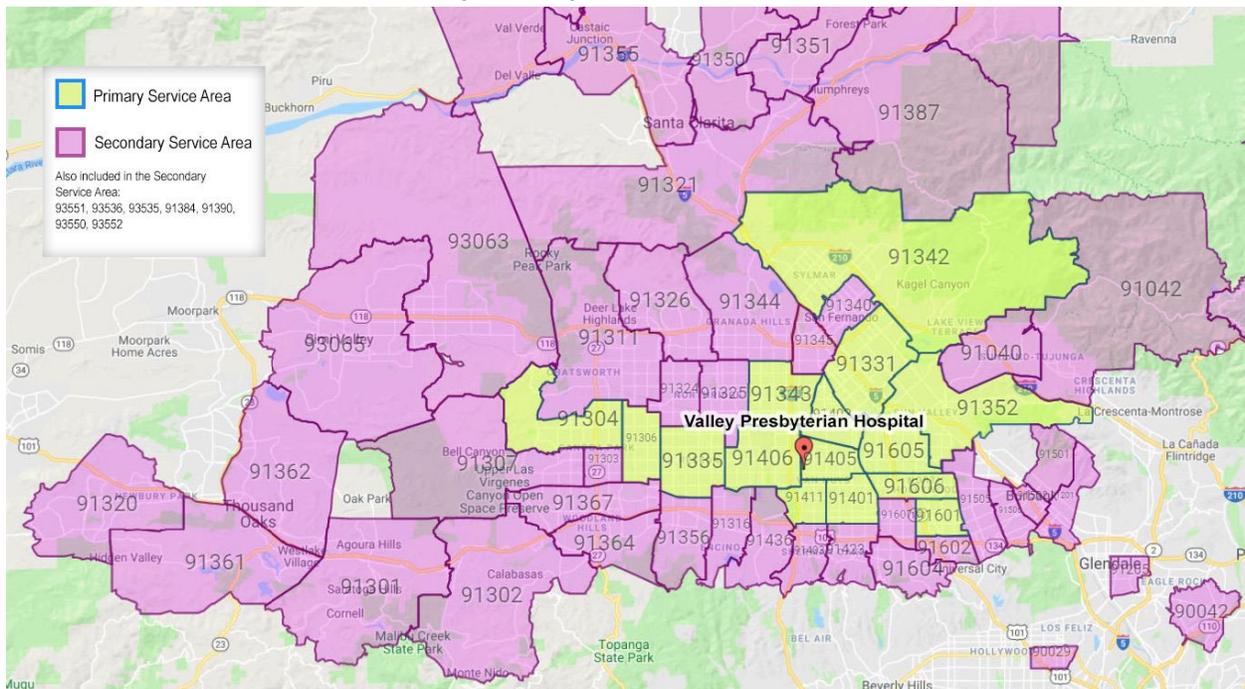
*Valley Hip & Knee Institute* – The Valley Hip and Knee Institute, specializes in the latest joint replacement techniques and minimally invasive procedures, helping patients regain their mobility and resume an active lifestyle. Together with a dedicated care team, the orthopedic specialists quickly get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

*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.

## About the Community the Hospital Serves

Valley Presbyterian Hospital is located at 15107 Vanowen Street, Van Nuys, California, in the heart of the San Fernando Valley. The hospital's 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.

## Addressing Priority Health Needs

At the time of this report, the Implementation Plan associated with the FY18 Community Health Needs Assessment was in development. Therefore, VPH will report on the activities and programs that addressed the priority health needs identified in the 2016 Implementation Strategy.

**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. 11% of residents of SPA 2 delayed or did not get medical care when needed. Reasons for a delay or going without care included the cost of care/insurance issues, personal reasons, or system/provider issues. 43.5% of SPA 2 residents who delayed or went without care listed “cost/insurance issues” as a barrier.

**Response to Need:** *Valley Presbyterian Hospital removed barriers and increased access to health care. The hospital provided transportation to 1,795 riders 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. Additionally, 746 taxi vouchers were distributed to persons who lacked transportation to or from health care services. We actively assisted more than 4,300 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.*

*Through a VPH grant to Eisner Health, 304 unduplicated patients received access to prenatal health education at Van Nuys and Panorama City clinic locations. Classes were offered in English and Spanish and discussed baby care, family planning, breastfeeding, prenatal exercise, nutrition and the birth process. The clinic provided taxi vouchers to patients who experienced difficulty with transportation to and from the clinic. This alleviated many of the issues around accessing the prenatal classes.*

*During this fiscal year, the hospital continued its multi-phase Emergency Department (ED) renovation to accommodate increased patient visits. This capital improvement project will expand the physical space by 14,505 square feet. The additional space will accommodate 10 more treatment beds, enabling physicians to treat more patients with greater effectiveness. At an average rate of 4 to 5 patients per day, per bed, that is up to 50 additional patients per day and more than 18,000 over the course of a year. The planned completion date for the expansion project is FY19.*

### **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. 17.3% of children in SPA 2 are overweight or obese. This is higher than the county rate of overweight children (13.7%). 27.3% of teens in SPA 2 are overweight or obese. 60.3% of adults in SPA 2 are overweight or obese. Among adults in SPA 2, 15.7% have been diagnosed as pre-diabetic and 8.5% have been diagnosed with diabetes.

***Response to Need:*** *VPH provided grant funding to the Mid Valley Family YMCA for their PE Play Program at Van Nuys Elementary School. This program reached 550 elementary school-age children with physical learning activities. The physical activities help reduce the risk of childhood obesity and promote healthier life choices. As a result of the program, 100% of participants showed improvement in the pre and post-test for mile run, and 75% of students are more active, healthier, and demonstrate more self-confidence as based on parent reports.*

*VPH staff sponsored and participated in a number of community events, festivals, outreach and education events. VPH provided wellness education materials to individuals at these community events.*

*VPH's 2018 annual community health and wellness fair reached over 900 community residents. Individuals participated in health education and group exercise sessions and watched cooking demonstrations. 1,458 screenings were provided, including cholesterol, body mass index (BMI), carotid artery, diabetes hemoglobin A1c, diabetic foot screening and blood pressure. Flu shots were provided to 353 persons.*

*Additionally, the hospital provided a community exercise program for seniors. Three times a week, an average of 30 seniors attended the hospital's Healthy Maturity Senior Exercise Class. During the past year, there were 3,235 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. 386 persons participated in these programs.*

## **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. Among SPA 2 adults, 7.0% tried to access mental health care. 41.3% of adults in SPA 2 needed help but did not receive emotional-mental and/or alcohol-drug related treatment in the past year.

***Response to Need:** Valley Presbyterian Hospital increased access to mental health services through the offering of tele-psych services. VPH provided 1,189 consultations for 909 patients in FY18. 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 hired a psychiatric nurse practitioner.*

*Grant funding for El Nido Family Services provided 630 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.*

*Through the VPH grant program, Valley Community Healthcare (VCH) screened all primary care patients for mental health and behavioral health concerns at their annual physical examinations or at their initial examinations. Between July 1 and October 31, 2018, 3,944 patients were screened and 376 individuals were referred to VCH's on-site Behavioral Health Department. Team consultations, meetings, and shared coordinated care plans between the General Medicine and Mental Health/Behavioral Health departments lead to improvements in overall patient care. Through this expanded integration of primary care and behavioral health services, patients received the care they needed.*

*The VPH grant program also supported the Northeast Valley Health Corporation (NEVHC) by helping to fund a full-time bilingual (English and Spanish) Behavioral Health Patient Navigator to improve the linkage of diabetic patients with behavioral health services. Although depression is not generally listed as a complication of diabetes, it can be one of the most common and dangerous complications. The rate of depression in diabetics is much higher than in the general population. Studies show diabetes doubles a patient's risk of developing depression. The Behavioral Health Care Coordinator (BHCC) for the Diabetes/Depression Project was hired on 04/23/2018. At that time there were a total of 3,176 diabetic patients at the San Fernando, Pacoima, Van Nuys Adult and Transitions to Wellness Health Centers. Of these patients, 2,552 (80%) were screened for depression using the PHQ9. Of those screened, 350 (13%) had an elevated score of 10 or higher. 185 (52%) of those were scheduled for a behavioral health visit and 148 (42%) completed the visit.*

*Behavioral Health appointments that were kept have increased from 42% in April to 68% in September.*

*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 383 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 FY18

In FY18 (November 2017 – December 2018), 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, 5,370 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 2,770 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 were held at the hospital and at area community clinics and were offered in English and in Spanish.

*Cardiopulmonary Resuscitation* –VPH provided Heartsaver CPR classes. 66 community residents attended these free community workshops during the year.

*Healthy Aging* –The hospital offered low-impact exercise classes for seniors. The senior exercise classes were held three times a week and engaged 3,235 class visitors.

*Community Health Fairs*–VPH provided community health education and free health screenings at community events. VPH collaborated with local educational institutions, non-profit business organizations, and human services organizations to implement community health fairs. VPH staff attended educational and interactive events and offered a variety of screenings, including blood pressure, body mass index, 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 at these events include detailed information on diabetes management and prevention, stroke prevention, senior exercise and the importance of diet and exercise.

VPH participated in these community health fairs throughout the year.

- Successful Aging Expo – stroke and diabetes information were distributed. In addition, VPH provided health care financial assistance support and information on free transportation resources. 143 individuals were served.
- ONEgeneration Senior Symposium – people were reached with stroke and diabetes

prevention information, financial assistance support and free transportation information.

- Healthy Kids Expo – VPH engaged with 250 kids and their families.
- Latino Business Expo – VPH provided blood pressure screenings for 300 community residents, distributed stroke and diabetes information, prenatal care information and free transportation information.
- VPH Annual Health and Wellness Community Fair – there were over 900 attendees and 146 employee volunteers at this hospital-sponsored event. The participants received 1,458 free screenings and 353 flu shots.
- Every Woman Counts Run/Walk – information was provided to 150 people.

### 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. 1,795 van rides were provided to persons with limited resources to support access to care. VPH also provided 746 taxi vouchers to persons who lacked transportation to or from health care services.

*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 4,300 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 FY18, VPH supported mental health care for 383 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.

*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 more than 1,075 education encounters with health care providers attending medical education events hosted by the hospital.

*Nursing Education* – The hospital provided preceptors for 69 nursing students in the past year. Students from Grand Canyon University, Mt. St. Mary's University, California State

University Northridge, and California State University Los Angeles obtained clinical experiences required for their Bachelor's, Master's and Doctoral degrees.

*Valley Simulation Laboratory* – The Valley Simulation Laboratory at VPH provided 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 80 times in the past fiscal year by local colleges and universities.

*Other Health Professions Education* –The hospital also provided preceptors for 291 students in various health care disciplines:

- 52 Respiratory Therapy students from Concorde Career College and Los Angeles Valley College completed clinical internships.
- 160 radiology and ultrasound students from Brightwood College, Casa Loma College, California State University Northridge, and Kaplan College completed clinical internships.
- 35 health administration students from California State University Northridge completed internships.
- 12 Child Life Specialist students from the University of La Verne participated in an internship.
- 14 Medical Laboratory Technician students from College of the Canyons completed a clinical rotation.
- 4 pharmacy interns from California Health Sciences University participated in a clinical rotation.
- 7 public health interns from California State University Northridge completed internships.
- 1 dietary student from California State University Northridge participated in a clinical rotation.
- 4 speech therapy student from Nova Southeastern University obtained clinical experience.
- 2 Health Information Management students received precepted training.

### **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 fiscal year.

*Compassion in Action* – The hospital sponsored an employee volunteer program throughout the year. Through this program, VPH employees reached more than 3,085 community members by participating in programs to benefit the community. Activities included feeding the homeless, conducting blood drives, collecting food and clothing for the homeless, and many other activities.

*Cash Donations* – During FY18, 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, disease prevention 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 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 High School Career Day to provide information on health care careers to 120 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

### Summary FY18 (November 1, 2017 - December 31, 2018) 14 months

Community Benefit Categories		Net Benefit
1.	Charity Care <sup>1</sup>	\$3,886,225
2.	Unpaid Costs Of Medi-Cal <sup>2</sup>	\$0
3.	Education and Research <sup>3</sup>	\$1,717,211
4.	Other for the Broader Community <sup>4</sup>	\$2,235,343
	<b>Total Quantifiable Community Benefit Less Unpaid Cost of Medicare</b>	<b>\$7,838,779</b>
5.	Unpaid Costs of Medicare	\$703,784
	<b>Total Quantifiable Community Benefit</b>	<b>\$8,542,563</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. 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 FY18, 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 \$28,407,393 in FY18.

<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 FY19

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 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, diabetes, obesity, mental health and substance abuse. This plan spans the time period FY19-FY21. For FY19, the hospital plans to meet the following 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 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 the Arthritis Foundation-approved 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.
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.

## Plan Effectiveness

The Valley Presbyterian Hospital 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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