



**GARDENS REGIONAL**  
HOSPITAL & MEDICAL CENTER

Annual Report and Plan for  
**COMMUNITY BENEFIT**

2014

Submitted to:  
Office of Statewide Health Planning & Development  
Healthcare Information Division  
Accounting and Reporting Systems Section  
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## Mission

The mission of Gardens Regional Hospital and Medical Center (formerly doing business as Tri-City Regional Medical Center) is to enhance the health and well-being of our patients, their families, and the community through the provision of safe, caring, effective health care services that are designed to promote or improve health and wellness.

## Vision

Our vision is to be acknowledged as a premier provider of health care services, recognized by our patients, the community, and other external customers as the organization where:

- Patients want to receive care;
- Physicians want to practice;
- Employees want to work; and
- Community members and leaders want to build and maintain collaborative partnerships.

## About Gardens Regional Hospital and Medical Center

Gardens Regional Hospital and Medical Center is a fully accredited, not-for profit acute care hospital facility that provides inpatient and outpatient services.

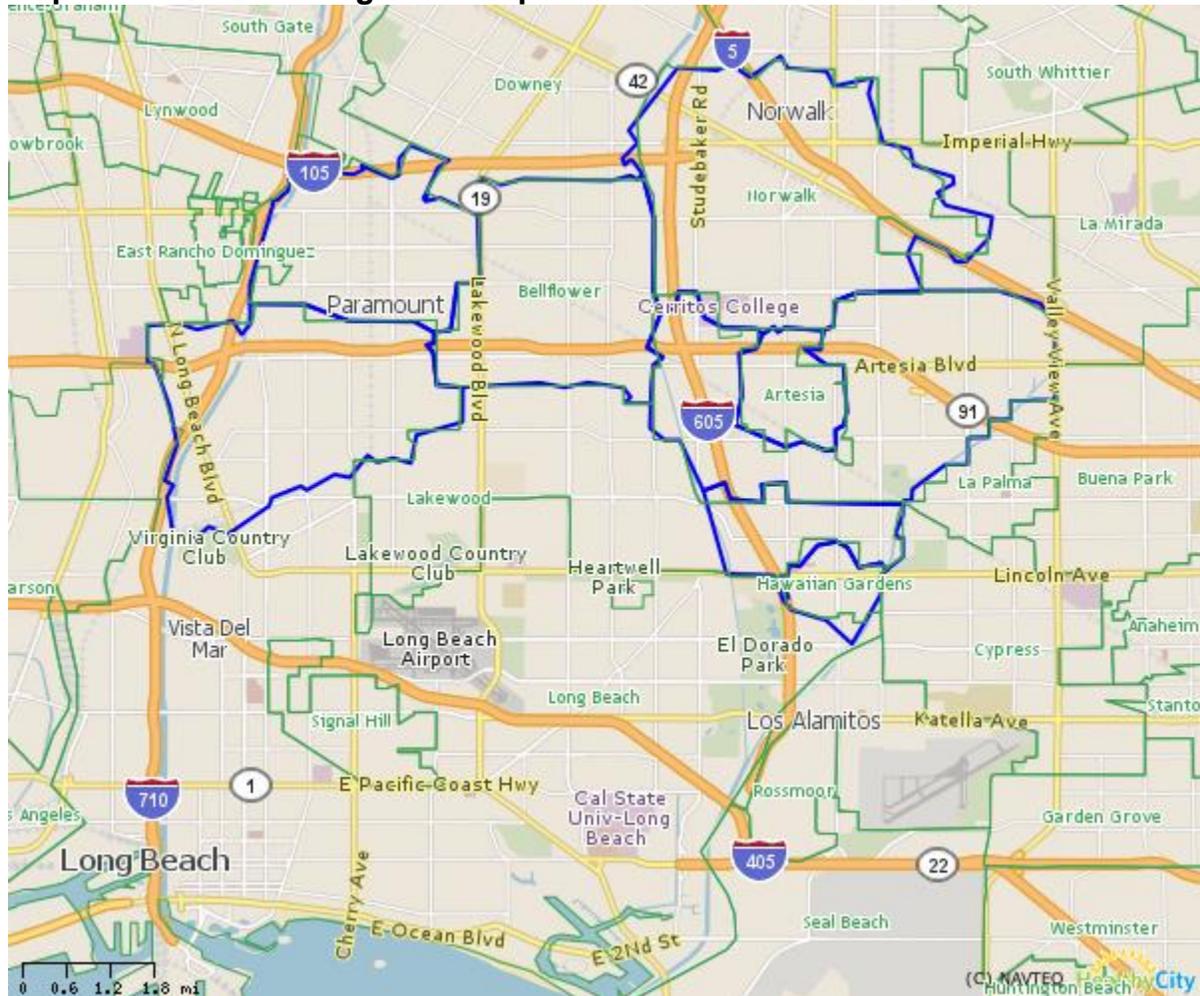
The Hospital is located in Los Angeles County and serves the immediate communities of Hawaiian Gardens, Artesia, Cerritos, Long Beach, Lakewood and Norwalk. Among the various services offered by Gardens Regional Hospital and Medical Center are:

- 24-Hour Emergency Room
- Medical Acute Care
- Surgical Services
- Intensive and Cardiac Care Units
- Orthopedics and Sports Medicine
- Pain Management
- Spine Center/joint replacement/orthopedic/sports medicine services
- Wound Care
- Laboratory/Radiology/Cardiopulmonary Departments
- Physical Therapy

## Service Area

Gardens Regional Hospital and Medical Center is located at 21530 S. Pioneer Blvd., Hawaiian Gardens, California. The Hospital's service area is Artesia, Bellflower, Cerritos, Hawaiian Gardens, Lakewood, Long Beach, Norwalk and Paramount. This area is located in East Los Angeles County within Service Planning Area 7 (SPA 7).

## Map of the Gardens Regional Hospital and Medical Center Service Area



## Community Partners

Gardens Regional Hospital and Medical Center is proud to work with dedicated community partners to address the needs of our service area. A partial listing of these partners includes:

- ABC Unified School District
- Aloha Health Medical Academy
- America Career College
- City of Hawaiian Gardens
- Downey Adult School
- El Camino College Compton Center
- Fedde Middle School, Hawaiian Gardens
- Furgeson Elementary School, Hawaiian Gardens
- Hawaiian Elementary School, Hawaiian Gardens

- Melbourne Elementary School, Lakewood

Community partnerships are designed to integrate hospital services within the community and include those programs that promote community health and wellness. In 2014, the Hospital participated in the Southeast Regional Community Collaborative, which is comprised of business professionals, service agencies, schools and educators, health care providers and City Council Members. The Collaborative:

- Evaluates attitudes and perceptions of the needs of the community;
- Evaluates current roles and efforts that relate to ongoing health assessment;
- Maintains a mechanism to support current relationships in the community;
- Defines and maximizes efforts by community stakeholders;
- Promotes partnerships that address the social, economic, employment, and health care needs of the community, including health education, prevention, and wellness;
- Promotes and supports programs that develop character, citizenship, and responsibility for the youth and families of the community;
- Works with city representatives and other local, state, and federal leaders to identify and address policies that can impact the social, economic, employment, and health care needs of the community.

## Community Health Needs Assessment

Gardens Regional Hospital and Medical Center completed a Community Health Needs Assessment (CHNA) as required by state and federal law. California Senate Bill 697 and the Patient Protection and Affordable Care Act and IRS section 501(r)(3) direct tax exempt hospitals to conduct a community health needs assessment and develop an Implementation Strategy every three years. The Community Health Needs Assessment is a primary tool used by the hospital to determine its community benefit plan, which outlines how it will give back to the community in the form of health care and other community services to address unmet community health needs. This assessment incorporates components of primary data collection and secondary data analysis that focus on the health and social needs of the service area.

### Service Area Description

The report examined up-to-date data sources for the service area to present a community profile, birth indicators, leading causes of death, access to health care, chronic disease, communicable disease, health behaviors, social issues, and school and student characteristics. When pertinent, these data sets were presented in the context of Los Angeles County and/or the state.

### Input from Persons who Represent the Community

Targeted interviews were used to gather information and opinions from persons who represent the broad interests of the community served by the hospital. Fifteen interviews were completed. Interviewees included individuals who are leaders and representatives of medically underserved, low-income, minority and chronic disease populations, or regional, State or local health or other departments or agencies that have “current data or other information relevant to the health needs of the community served by the hospital facility.”

The Community Health Needs Assessment included a summary that highlights the data findings, presents key needs and opportunities for action. The report also included benchmark comparison data (where available), comparing community data findings with Healthy People 2020 objectives. The entire Community Health Needs Assessment can be accessed at: [www.tcrmc.org/community-benefit](http://www.tcrmc.org/community-benefit).

### Summary of Findings

#### **Community Profile**

- The population in the hospital service area is 430,349.

- Children and youth, ages 0-17, make up 28.3% of the population; 9.4% of the population are seniors, 65 years of age and older.
- Among the service area population, 55.8% are Hispanic or Latino, 17.6% of the population is Asian/Pacific Islander and 13% are White. African Americans, American Indian and other races total 13.6% of the population.
- Within the service area, unemployment ranged from 15.9% in Paramount to 6% in Cerritos in 2012. Hawaiian Gardens had an unemployment rate of 12.3% in 2012.
- Within the service area, Hawaiian Gardens has the largest percentage of families living in poverty (21.9%).
- Paramount and Hawaiian Gardens have high percentages of Spanish speakers, and Cerritos has a large percentage of the population that speaks an Asian language in the home.

### **Access to Health Care**

- Among the adult population in SPA 7, ages 18-64, 67.6% have health insurance and 93.5% of children, ages 0-17, are insured.
- Among the area residents, 80% indicate they have a usual source of care.
- Adults experience a number of barriers to accessing care, including: cost of care, lack of a medical home, and language barriers.

### **Birth Characteristics**

- In 2011, there were 6,210 births in the area. The majority of births (65.7%) were to mothers who are Hispanic or Latino; 13% of births were to Asians/Pacific Islanders; and 10.7% of births were to Blacks/African Americans.
- Teen birth rates occurred at a rate of 95.8 per 1,000 births (or 9.6% of total births). Hawaiian Gardens (17.8%) has high rates of teen births.
- Among pregnant women, 83.8% obtain prenatal care as recommended in the first trimester.
- Low birth weight babies (less than 2500 g) are 7.5% of live births.
- The infant death rate is 2.9 per 1,000 live births.

### **Leading Causes of Death**

- The three leading causes of death are heart disease, cancer and lung disease.
- The heart disease death rate in the hospital service area exceeded the Healthy People 2020 objective.
- A premature death is one in which someone dies before age 75. With 75 years set as a cut-off date, everyone who dies between the ages of 1-74 is considered to have died prematurely. Coronary heart disease, homicide and liver disease are the top three causes of premature death in SPA 7.

## **Chronic Disease**

- Area residents have higher rates of diabetes, heart disease, and hypertension than found in SPA 7 and the county.
- Among children, ages 0-17, 16.2% have been diagnosed with asthma.

## **Health Behaviors**

- In the area, 34% of adults are overweight and 30.1% are obese. These percentages equate to 64.1% of the adult population being overweight or obese.
- Hawaiian Gardens, Paramount, Norwalk and Artesia rank very high for childhood overweight/obesity prevalence. In these communities over 40% of the kids are overweight or obese.
- In SPA 7, over half of children (55.4%) of children consumed fast food twice or more in a week; 50.6% of adults consumed fast food two or more times a week.
- 41.2% of children and 38.2% of adults consume two or more sodas or sweetened drinks a day.
- 12.4% of adults consume five or more fruits and vegetables a day.
- Over half of adults (61.1%) and 56.6% of youth are physically active.
- In SPA 7, 14.4% of adults smoke cigarettes; this is higher than the county rate of 13.1%. Among adults, 17.8% are former smokers.
- In 2012, 128 cases of HIV/AIDS were diagnosed in SPA 7 for a rate of 9 per 100,000 persons.
- 11.4% of adults in SPA 7 have been diagnosed with anxiety and 11.7% have been diagnosed with depression. 8.1% of adults could not receive needed mental health care or counseling in the past year due to cost.

## **Preventive Practices**

- 61.7% of seniors have obtained a flu shot. And 62.4% of seniors had a pneumonia vaccine.
- Pap smears screen for cervical cancer. Among adult women, 83.3% received a Pap smear in the last three years.
- Mammograms are used for detection of breast cancer and 81.1% of women, 50 years and over, received a mammogram in the last two years.

## **Community Stakeholder Interview Findings**

### **Biggest Issues or Concerns**

- Obesity, especially among children, and related health impacts
- Poverty
- Language barriers and concerns regarding immigration status or deportation

- Lack of access to health care coverage and to affordable health care clinics, and inappropriate use of emergency department to access care
- Lack of affordable housing and homelessness

Other concerns identified included:

- Domestic violence
- Homeless mentally ill
- Lack of parent involvement with children and with schools
- Difficulties with health insurance (e.g., waiting for authorizations) and lack of availability of local providers
- Cost of doing business in California due to fees, taxes and health care costs
- Obesity, especially among children, and related health impacts
- Poverty
- Language barriers and concerns regarding immigration status or deportation
- Lack of access to health care coverage and to affordable health care clinics, and inappropriate use of emergency department to access care
- Lack of affordable housing and homelessness

### **Challenges Faced in Obtaining Primary Care, Specialty Care, Mental/Behavioral Health Services and Social Services, and Suggested Strategies to Facilitate Access**

Interview respondents were asked about the problems and challenges children and families face in obtaining several different types of services, and what might make it easier for them to access these services.

#### Primary Care and Specialty Care Services

The most frequently identified challenges in obtaining primary care were *lack of insurance and cost and care*. Additional challenges included:

- Fear of accessing services due to immigration status, and lack of knowledge about what services are safe for the undocumented.
- Time-related issues, such as working long hours and difficulties with both fitting appointments in and taking time off work due to fear of losing job.
- Paperwork and bureaucracy.
- General malaise/lack of motivation.
- Lack of understanding or knowledge about the existence of low-cost clinics that serve people regardless of their ability to pay.
- Difficulty for some who do not qualify for a health coverage program but still cannot afford the sliding fee scale.
- Convenience of seeking services at the emergency room (and knowledge that no one will be turned away).

- Language barriers.
- Transportation barriers.
- Identifying providers who will be sensitive to the concerns of domestic violence victims.
- Insufficient number of low-cost clinics and primary care providers.

The barriers specific to specialty care were identified as:

- Difficulty obtaining specialty care referrals and authorizations under managed care.
- Reimbursement rates by Medi-Cal and Medicare are so low that many specialists no longer serve these populations.
- Extremely difficult for uninsured patients. Long wait times for appointments and poor communication with clinics and patients for patients referred to Los Angeles County Department of Health Services LAC+USC Medical Center.
- Lack of knowledge regarding services and resources for older family members who need more care at home or long-term care.

### *Mental Health and Behavioral Health Services*

The problems and challenges in obtaining mental health services included:

- Overall lack of quality, local outpatient mental health services. There are Los Angeles County (LAC) mental health programs in Rio Hondo and Long Beach that provide free services and medications to qualifying patients, but these are not easily accessible for people in the area. Concerns identified with these services included:
  - Not inviting for people with mental health needs.
  - Provide services for a limited time and then release patients to community clinics for ongoing medication prescriptions, which are expensive.
  - Obtaining appointments can be difficult.
- The LAC Mental Health clinics provide LA Access Mental Health teams that can respond to calls in the community to assess a patient's need for inpatient services. It was shared that there are times when an agency or patient is seeking hospitalization but the assessment team differs in its recommendation.
- Inpatient psychiatric services are practically nonexistent. One interview participant noted that there have been patients who came into the emergency room and had to stay there while staff located a bed for them with the psychiatric services they needed. It was noted that there is one hospital locally that takes psychiatric patients (College Hospital in Cerritos), but if they are full or the patient is uninsured, then the patient is sent to Harbor-UCLA Medical Center, an LAC Department of Health Services site.

- Difficulty for patients in adhering to appointments and medications.
- Cultural barriers and stigma associated with seeking mental health services.
- Some hospitals will only accept patients who have both Medicare and Medi-Cal (“Medi-Medi”), but many patients only have one or the other, making it difficult to find placements.
- Financial barriers, lack of education, lack of insurance, lack of transportation and difficulty making appointments.
- Lack of motivation to seek services or follow-up on appointments stemming from depression.

## Health Needs

Based on the results of the 2013 Community Health Needs Assessment primary and secondary data collection, health needs were identified. Each health need was confirmed by more than one indicator or data source (i.e., the health need was suggested by more than one source of secondary or primary data). In addition, the health needs were based on the size of the problem (relative portion of population afflicted by the problem); or the seriousness of the problem (impact at individual, family, and community levels). To determine size or seriousness of a problem, the health need indicators identified in the secondary data were measured against benchmark data, specifically California state rates or Healthy People 2020 objectives. Indicators related to the health needs that performed poorly against these benchmarks were considered to have met the size or seriousness criteria. Additionally, primary data sources were asked to identify community and health issues based on the perceived size or seriousness of a problem.

Application of the criteria resulted in the identification of high, medium and low priority health needs:

Health Needs	Level of Priority
Access to care	High
Cardiovascular disease	High
Diabetes	High
Overweight and obesity	High
Preventive practices	High
Mental health	Medium
Childhood asthma	Low
Smoking	Low
Teen births	Low

Gardens Regional Hospital and Medical Center will address the following health needs through a commitment of resources with the following programs and services. Gardens Regional does not have the staff and financial means or the needed expertise to address all the identified high priority significant health needs. Taking existing resources into consideration, the hospital has selected to concentrate on those health needs that we can most effectively address given our resources, areas of focus and expertise. Therefore, the hospital's charitable resources will be used to address these selected health needs.

- Access to care
- Overweight and obesity
- Preventive care

## Community Benefit Services Summary

Community benefit services promote health and healing and are focused on addressing the identified unmet health needs of the community. For a program or service to be counted as a community benefit it must: improve access to health care; or enhance the health of the community; or advance medical or health care knowledge; or reduce the burden of government or other non-profit community efforts.

### **Accomplishments in 2014 (January 1 – December 31, 2014)**

In 2014, Gardens Regional Hospital and Medical Center provided community benefit activities within its service area to serve a primarily low-income, ethnically diverse population. A summary of these activities follows:

#### **Community Health Improvement Services**

Definition: activities carried out to improve community health, available to the public, which address a community need.

- **Activate Hawaiian Gardens**  
The City of Hawaiian Gardens, the ABC Unified School District, and other community partners joined to address the serious health issue of childhood obesity in the community of Hawaiian Gardens. Activate Hawaiian Gardens is a community outreach program, created under the auspices of Gardens Regional Hospital and Medical center, designed to provide education, training and encouragement to children and families affected by or at risk for obesity. The program utilizes a research-based curriculum developed at UCLA, which was customized by personnel affiliated with Gardens Regional Hospital and Medical Center. Activate Hawaiian Gardens launched its multi-year program with kindergarten students being studied as a benchmark measurement for the program. The program also teaches parents about obesity-reducing tactics. In 2014, Gardens Regional Hospital and Medical Center supported classes educating parents on healthy eating for their kids.
- **Health education/Health fairs/Screenings**
  - Gardens Regional Hospital and Medical Center hosted a Senior Health Fair. The fair offered vital sign measurement and bone density scanning.
  - The hospital participated in the Hawaiian Gardens Fun Run. At this event, participants were provided with blood pressure screening, glucose testing, cholesterol testing. Flu shots were also provided.
  - The hospital offers a Bariatric Surgery support group that is open to the public.
- **Assistance to enroll low-income patients in public programs for low-cost or no-cost insurance.**

- Transportation support to enhance low-income patient access to care – the hospital van transports patients who lack transportation to health care appointments.

### **Health Professions Education**

Definition: education programs for physicians, medical students, nurses, nursing students, and other health professionals.

- Precepted 28 RN nursing students from El Camino College.
- Precepted 30 Vocational nursing students from Downey Adult School.
- Precepted 184 Vocational nursing students from America Career College.

### **Subsidized Health Services**

Definition: clinical programs that are provided despite a financial loss. Negative margins remain after removing charity care, bad debt and shortfalls from Medi-Cal. The services meet a community need and if not offered would be unavailable in the area or become the responsibility of the government or another non-profit organization.

- Emergency room services.
- Wound care program.

### **Cash and In-Kind Contributions**

Definition: funds and in-kind services donated to community groups and non-profit organizations.

- Fundraising donations for non-profit community organizations.

### **Community Building Activities**

Definition: activities that support community assets by offering the expertise and resources of the Hospital organization. These activities may address the root causes of health problems, such as homelessness, poverty and environmental concerns.

- Southeast Regional Community Collaborative.

### **Community Benefit Operations**

Definition: direct and indirect costs associated with assigned staff, community health needs assessments, community benefit planning, tracking, reporting, evaluating and operations.

- Community benefit staff salary, benefits and expenses.
- Administrative support.
- Consultants for community benefit oversight, report preparation and community outreach planning and implementation.

## Financial Summary of Community Benefit

Gardens Regional Hospital and Medical Center community benefit funding for 2014 (January – December 2014) is summarized in the table below.

### Community Benefit Summary

Community Benefit Categories		Net Benefit
1.	Charity Care <sup>1</sup>	\$1,574,616
2.	Unpaid Costs Of Medi-Cal <sup>2</sup>	\$5,994,731
3.	Subsidized Services <sup>3</sup>	\$2,692,604
4.	Education And Research <sup>4</sup>	\$465,515
5.	Other For The Broader Community <sup>5</sup>	\$440,931
	<b>Total Quantifiable Community Benefit Less Unpaid Cost Of Medicare</b>	<b>\$11,168,397</b>
6.	Unpaid Costs Of Medicare <sup>2</sup>	\$634,647
	<b>Total Quantifiable Community Benefit</b>	<b>\$11,803,044</b>

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

<sup>2</sup>Unpaid costs of public programs include the difference between costs to provide a service and the rate at which costs are determined and are based on the overall cost to charge ratio. Includes Provider Fee.

<sup>3</sup>Includes other payers for which the hospital receives little or no reimbursement.

<sup>4</sup> Costs related to the health professions education programs and research that the hospital sponsors.

<sup>5</sup> Includes non-billed activities such as community education, screenings, and health support services. Also included are cash and in-kind donations, and community benefit operations expense.

## Community Benefit Plan for 2015

Gardens Regional Hospital and Medical Center will continue to develop institutional support for community benefit and implement activities to address the identified unmet health needs in our service area.

As a result of the 2013 Community Health Needs Assessment, priority health needs were identified that the hospital chose to address through its Implementation Strategy. Taking existing resources into consideration, Gardens Regional Hospital and Medical Center selected to concentrate on those health needs that they can most effectively address given their resources, areas of focus and expertise. Therefore, the hospital's charitable resources will be placed on the selected priority health needs. These needs are:

- Access to care
- Overweight and obesity
- Preventive care

Gardens Regional Hospital and Medical Center plans to meet the identified priority health needs through a commitment of resources with the following programs and services.

### Access to Care

With a mission to enhance the health and well-being of our patients, their families, and the community, Gardens Regional Hospital and Medical Center is committed to improving health care access. The hospital has a financial assistance policy that supports access to hospital care for uninsured and underinsured patients who do not have the resources to pay for their care. Gardens Regional Hospital and Medical Center offers assistance to enroll low-income patients in public programs for low-cost or no-cost insurance. Transportation support will be provided to enhance low-income patient access to care. A hospital van or other transportation will transport patients who lack transportation to health care to hospital and doctors' appointments.

### Overweight and Obesity

Gardens Regional Hospital and Medical Center encourages the work of the City of Hawaiian Gardens and the ABC Unified School District to address the serious health issue of obesity in the community of Hawaiian Gardens through Activate Hawaiian Gardens. Activate Hawaiian Gardens is a community outreach and education program designed to provide education, training and encouragement to children and families affected by or at risk for obesity. Studies indicate that focusing on obesity prevention among children can result in delaying obesity in adults. Utilizing a

research-based curriculum developed at UCLA and customized by personnel affiliated with Gardens Regional Hospital and Medical Center, Activate Hawaiian Gardens launched a multi-year program with kindergarten students at four Hawaiian Gardens' elementary schools. Sessions are held at elementary school throughout the school year to teach parents how to manage the behavioral issues related to diet and better nutrition.

### Preventive Care

Gardens Regional Hospital and Medical Center sponsors several annual events that offer health education, preventive services and free and low-cost screenings to the community. The hospital hosts an annual health fair that offers free screenings and health education. For participants with abnormal screening values, we assist people with referrals to needed health care services. During the year, the hospital provides other events for the community.

## **Attachment 1. Contact Information**

Gardens Regional Hospital and Medical Center  
21530 S. Pioneer Blvd.  
Hawaiian Gardens, CA 90716  
562-860-0401 ext. 3172

<http://www.tcrmc.org/gardens-regional-hospital-medical-center>

**President/Chief Executive Officer**  
Jim Sherman