



Providence Tarzana Medical Center Community Benefit Report and Implementation Plan Update 2014



**Providence Tarzana Medical Center
Community Benefit Report and Implementation Plan Update**

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Executive Summary

In December 2013, Providence Tarzana Medical Center (PTMC) completed a comprehensive community health needs assessment of its service area. This assessment process was initiated back in November, 2012 and included a review of both primary and secondary data sources. Key informant interviews and focus groups were conducted along with surveys distributed to community stakeholders and residents as part of the primary data collection. In addition, several community forums were conducted at faith-based institutions and schools in which surveys were done using an electronic automatic response system. Secondary data included information collected from the L.A. County Department of Public Health, Truven Analytics, U.S. Bureau of the Census, State of California, Department of Public Health, Local Police and Sheriff Crime Statistics, and Providence Tarzana Medical Center CAMIS.

The area studied for the needs assessment included over 642,000 residents living in the central and western portions of the San Fernando Valley. Eleven communities were included in the assessment area.

While an extensive list of needs and issues were identified from the assessment, a prioritization process was developed that involved local community stakeholders to help identify the top issues. The priority needs/issues include:

- Access to affordable mental health services.
- Diabetes and hypertension screening, management and prevention programs.
- Access to affordable primary and specialty care.
- Affordable and expanded services for a growing senior population.
- Alcohol and drug abuse treatment and prevention programs.

Overview of the Organization

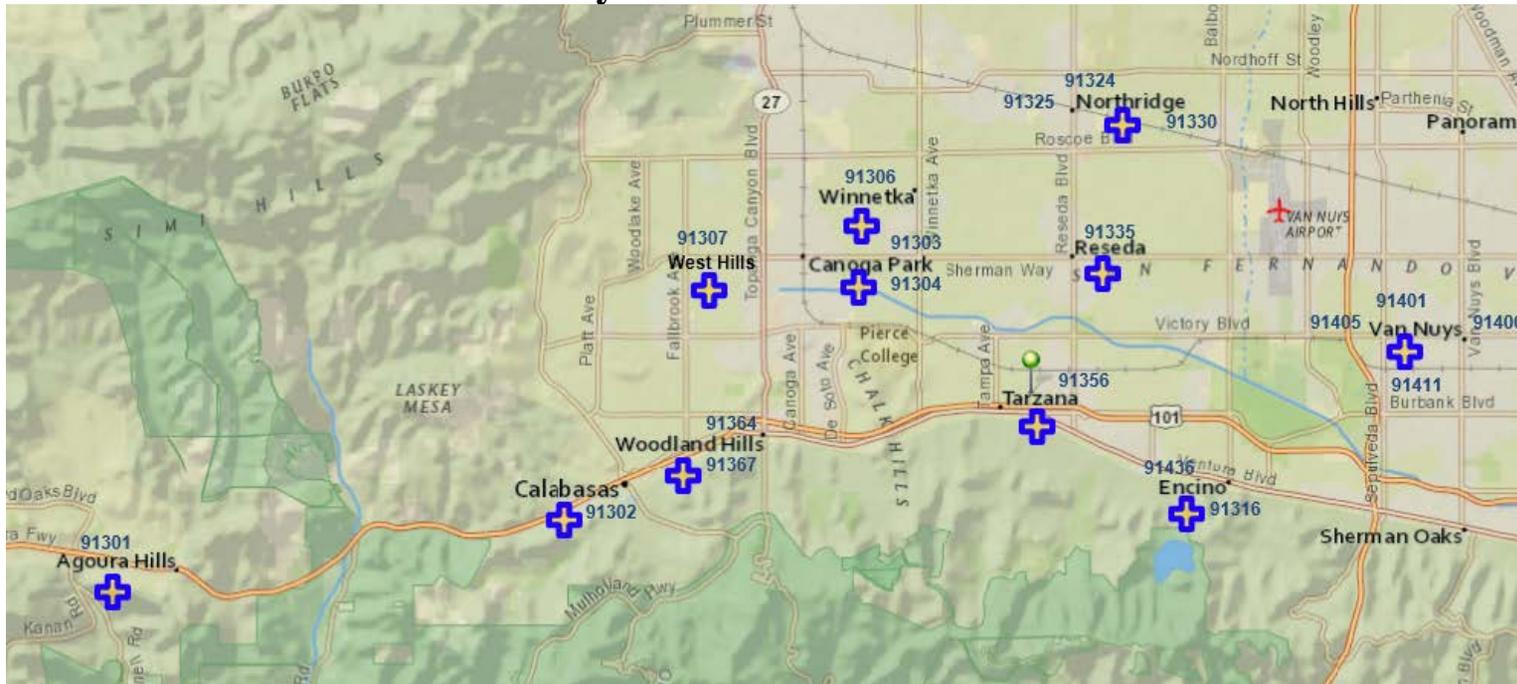
Providence Tarzana Medical Center (PTMC) was founded in 1973 and has been serving a rapidly growing San Fernando Valley community since it opened. The 249-bed hospital is known in the area as a leading health care provider for quality care, delivering babies, providing emergency life-saving care, and performing surgeries and other procedures to improve the health of the community. In 2008, the hospital was purchased by Providence Health and Services and converted to a non-profit organization, adding outreach programs to care for the under-served in our community. Providence Health and Services is a non-profit integrated health care system which operates six hospitals, post-acute care, outpatient services, a medical foundation, skilled nursing, and sub-acute care services to residents of Los Angeles County. The organization was founded by the Sisters of Providence who have been serving in the western area of the United States since the mid-1800s and serving the San Fernando Valley since 1943.

Definition of the Community

The community defined for the Providence Tarzana Medical Center Community Needs Assessment included nineteen zip codes and eleven communities. There are 642,746 persons who reside in the area and include both wealthy communities and areas with high levels of poverty and need. The communities studied for the community needs assessment included:

- Agoura Hills
- Calabasas
- Canoga Park
- Encino
- Northridge
- Reseda
- Tarzana
- Van Nuys
- West Hills
- Winnetka
- Woodland Hills

Providence Tarzana Medical Center Community Health Needs Assessment Service Area



Key Findings From CHNA

Based on a review of both primary and secondary data, this section summarizes some of the key information on the PTMC service area studied for the community health needs assessment.

- Males make up 49.61% and females make up 50.38% of the population.
- Out of the total population, 45.68% are White Non-Hispanic, 4.10% Black Non-Hispanic, 10.59% Asian Non-Hispanic, 36.39% Hispanic, and 3.24% are other races.
- Of the total population in the area, 62.31% are native born and 37.69% are foreign born.
- Within the communities the population breakdown by age shows 19.74% are between the ages of 0-14, 13.34% are between the ages of 15-24, 29.49% are between the ages of 25-44, 25.64% are between the ages of 45-64, 10.05% are between the ages of 65-84, 1.72% is 85 or above.
- There are a total number of 217,861 occupied housing units in the area and 54.0% are owned and 46.0% are rented.
- The area has 46.8% of residents (over 5 years of age) who only speak English, 53.2% speak a language other than English, and 23.3% don't speak English well.
- The educational attainment of the population (25 years and above) living in the area shows that 9.74% have an education less than the 9th grade, 7.24% have some high education, 20.10% have a high school degree, 20.55% have some college experience, 7.22% have an associate's degree, 22.65% have a bachelor's degree, and 12.44% have a graduate's or professional degree.
- There were 9,200 births reported from the area in 2012. Reseda had the largest percentage for births from the area at 14.2%.
- The communities included in this study have 10.7% of the households earning annual incomes below \$15,000 and 27.4% of households earning annual incomes above \$100,000.
- Approximately 19.3% of the population residing in the communities served by PTMC are uninsured. Portions of Van Nuys had the largest percentage of those uninsured at 28.2%.
- An estimated 24.3% of adults (18+) who reside in the area reported not having a regular source of medical care.
- Adults (18+) who reported fair/poor health status in the area was estimated at 19.1%.
- In the area, 15.8% of adults (18+) reported that they could not afford to see a doctor.
- Dental care access continues to be an issue in the area with 7.6% of children (3-17 yrs) unable to afford dental care and 30.5% of adults (18+) unable to afford dental services.
- Some portions of the service area had a large percentage (25%+) of children living in poverty including Van Nuys (28.1%) and Canoga Park (25.0%).

- Sections of the service area that had the highest percentage of seniors (65+) living in poverty included Northridge (40.0%) and Van Nuys (21.4%).
- Within the PTMC service area, approximately 10.4% of the population who are 18 years or above and below 300% of the Federal Poverty Level are homeless or live in transitional housing.
- Zip codes in the PTMC service area with the highest Community Needs Index score include 91303 – Canoga Park (4.6), 91401 – Van Nuys (4.6), 91405 – Van Nuys (4.6), 91406 – Van Nuys (4.6) and 91411 – Van Nuys (4.6).
- The major diseases/illnesses present within the communities served by PTMC include:
 - Hypertension (21.2%)
 - Low Back Pain (20.3%)
 - Arthritis (15.2%)
 - Sinusitis (8.9%)
 - Asthma (8.8%)
 - Depression and Anxiety (8.6%)
 - Heart Disease (8.4%)
 - Diabetes (6.7%)
- The leading causes of death in the communities targeted for the community needs assessment include:
 - Heart disease (29.7%)
 - Cancer (24.4%)
 - Other Causes (14.7%)
 - Stroke/CVA (5.3%)
 - Alzheimer’s Disease (5.3%)
 - Chronic Lower Respiratory Disease (5.1%)
- Approximately 58.3% of adults (18+) are obese or overweight in the area targeted for the PTMC community needs assessment.
- Only 28.4% of children (age 6-17 yrs) in the area participate in at least one hour of physical activity 7 days per week.
- Estimates are that 44.2% of children (0-17 yrs) in the targeted area eat fast food at least once per week.
- Data shows that approximately 40.9% of adults (18+) in the area eat fast food at least once per week.
- Only 17.9% of adults (18+) living in the area eat at least five or more servings of fresh fruits and vegetables per day.
- Crime statistics collected from the Los Angeles Police Department for communities targeted for this study showed that violent crime dropped by approximately 8% from 2012 to 2013 and property/nonviolent crime dropped by 5.2% for this same period.
- Of the three Congressional Districts that comprise the area of study for this needs assessment, Districts 30 and 33 had over 15% of the population over one year of age having lived in a different location compared to one year prior.

Community Needs

Following are the major needs and issues identified through the collection of primary and secondary data including surveys and interviews with community stakeholders and residents.

- Access to affordable primary and specialty care
- Access to affordable dental care
- Access to affordable mental health services
- Obesity prevention
- Safe neighborhoods/violence reduction
- Accessible physical activity programs
- Nutrition education and affordable healthy food options
- Affordable health insurance for adults
- Community case management and resource referral
- Heart disease screening and prevention
- Cancer screening and prevention
- Diabetes prevention and management
- Hypertension prevention and management
- Asthma prevention and management
- Affordable housing and transitional housing
- Affordable and expanded services for a growing senior population
- Free and low cost health education programs
- Culturally and language appropriate health services
- Alcohol and drug abuse treatment and prevention programs
- Sexually Transmitted Disease prevention
- Stress management programs
- Caregiver resources and support
- Free/low cost health screening services (e.g. mammograms, colonoscopies, etc.)
- Smoking cessation programs
- Parenting resources for new parents and grandparents raising grandchildren
- Coordination of existing programs and services
- Teen pregnancy prevention/education
- Issues of poverty
- Expanded primary care capacity
- Dementia/Alzheimer's screening and education

Status of 2014 Community Benefit Strategies and Metrics

Providence Tarzana Medical Center works in partnership with other organizations and community stakeholders to address the unmet health needs in the area. The Medical Center has identified specific multi-year community benefit strategies to direct its resources and the following table provides an update on progress made over the past year in meeting them.

Priority Need From CHNA	Measurable Metrics	Status Update
Affordable and accessible mental health services	-Link 2,250 individuals with mental health resources and education over the next 12 months.	-There were over 4,000 individuals provided with education and information on mental health resources in 2014. -Seventy-five people were linked with mental health counseling.
Diabetes and hypertension screening, management and prevention programs	-Have a minimum of 100 people participating in support groups and classes within 12 months from implementation. -Implement the Nutrition Education and Obesity Prevention Program at four faith communities.	-Two Faith Community Nurses and four Latino Health Promoters were trained in the Stanford Chronic Disease Model. -Two Faith Community Nurses completed their certification as Diabetes Educators. -Three new Wellness Support Groups and Wellness Health Education Classes were started. -Forty-one health education seminars were offered in the community with an average of 12 to 15 people per session attending. -NEOP implemented at four churches in the PTMC service area. The project was one of the most successful collaborative partnerships within L.A.D.P.H.
Access to affordable primary and specialty care	-Purchase mobile outreach clinic, recruit and hire the staff for the program. -Link 400 uninsured patients utilizing the PTMC E.D. with primary medical homes and/or insurance coverage over the next 12 months.	-Mobile vehicle purchased, Nurse Practitioner, LVN and Clerical support for the program hired. -700 emergency department patients from PTMC were served by the Providence Access to Care Program and linked with medical and other services in the community.

Priority Need From CHNA	Measurable Metrics	Status Update
Affordable and expanded services for a growing senior population	<ul style="list-style-type: none"> -Add ten new volunteers to the Volunteers for Seniors Program. -Recruit and train eight new volunteers in the Senior Peer Counseling Program. 	<ul style="list-style-type: none"> -Nine new volunteers were added to the program in 2014. -Four new volunteer Peer Counselors were added to the program, and four graduate MSW and MFT students completed their field training with the Senior Peer Counseling Program.
Alcohol and drug abuse treatment and prevention programs	<ul style="list-style-type: none"> -Complete grant proposal with UCLA on alcohol and chemical dependency outreach. -Conduct training sessions with Health Promoter staff and volunteers around drug and alcohol abuse issues. 	<ul style="list-style-type: none"> -Grant proposal developed and submitted, but request was made to resubmit proposal in 2015. -Alcohol and chemical dependency education was incorporated into two of the Latino Health Promoter continuing education presentations in 2014.

Priority Needs

Based on a review of the primary and secondary data collected as part of the community needs assessment process, a group of community stakeholders (both within and outside the organization) were invited to review these needs to help the Medical Center identify the key priority issues. Although Providence Tarzana Medical Center is not able to address all the needs identified in this assessment process, the organization is focused on those needs/issues where it can bring its expertise and resources to make the best impact on serving the community. PTMC collaborates with other organizations in the community and provides financial and in-kind resources to address community needs that are not included on the list of priorities.

The key needs/issues identified through the assessment and prioritization steps include the following (listed in priority order):

- Affordable and accessible mental health services.
- Diabetes and hypertension screening, management and prevention programs.
- Access to affordable primary and specialty care.
- Affordable and expanded services for a growing senior population
- Alcohol and drug abuse treatment and prevention programs

The table on the next page identifies the key strategies and measurable metrics that will be targeted to address these needs/issues within the PTMC community over the coming year.

**Providence Tarzana Medical Center
Community Benefit 2015 Implementation Strategies and Metrics**

Priority Needs	Implementation Strategy	Measurable Metrics
Affordable and accessible mental health services.	<ul style="list-style-type: none"> -Develop the Behavioral Health Outreach/Promotora Program in partnership with PTMC. -Continue partnership with Tarzana Treatment Center and the Mental Health Outreach and Education Project. 	<ul style="list-style-type: none"> -Determine staffing needs and hire staff. -Train staff using established curriculum. -Work closely with Clinical Social Work and the Emergency Department on the rollout of the program. -Ensure that grant targets are being met and program components are implemented.
Diabetes and hypertension screening, management and prevention programs	<ul style="list-style-type: none"> -Review curriculum for health education classes offered in the community. -Offer additional volunteer and staff resources to improve educational outreach to the community. 	<ul style="list-style-type: none"> -Conduct review of the chronic disease classes provided in the community for uniformity and consistency between the outreach programs. -Update the curriculum to include current information on preventing and managing chronic illness. -Provide ongoing education of LHP staff and volunteers on chronic disease including hypertension and diabetes. -Improve Wellness Support Groups and classes with the assistance of the Certified Diabetes Educators in the Faith Community Health Partnership. -Add two additional Wellness Support Groups and Wellness Education Classes in the community.
Access to affordable primary and specialty care.	<ul style="list-style-type: none"> -Operationalize the Providence Mobile Health Program. 	<ul style="list-style-type: none"> -Complete training of Mobile Health program staff. -Confirm Medical Director and have agreement signed. -Complete church/site agreements. -Install Epic on the mobile unit. -Develop promotional materials and begin

Priority Needs	Implementation Strategy	Measurable Metrics
		seeing patients by June 2015 with a target of 3,500 visits in the first 12 months of operations.
Affordable and expanded services for a growing senior population	<ul style="list-style-type: none"> -Expand the base of volunteers working in the community. -Evaluate the need for additional support groups in the community. 	<ul style="list-style-type: none"> -Complete the Senior Peer Counseling training to add at least ten new volunteer Peer Counselors to the program. -Continue to expand the relationship with the ONE Multigenerational Center regarding services for seniors. -Develop an additional support group for seniors in the PTMC service area.
Alcohol and drug abuse treatment and prevention programs	<ul style="list-style-type: none"> -Develop partnership with UCLA around alcohol and drug abuse prevention outreach programs. -Latino Health Promoter Program to conduct education in the community focused on alcohol and chemical dependency issues. 	<ul style="list-style-type: none"> -Complete and submit grant proposal with UCLA on alcohol and chemical dependency outreach. -Offer eight educational sessions in the community by LHP staff on alcohol and chemical dependency prevention and treatment.

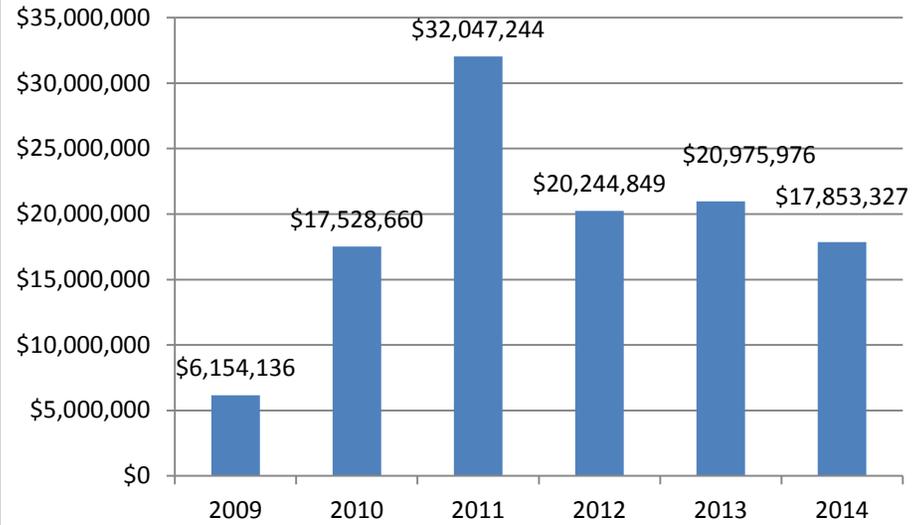
Inventory and Economic Value of Community Benefit Programs/Services for 2014

The table on the following pages provides an accounting of all the community benefit programs, activities and services provided by Providence Tarzana Medical Center in 2014. Combined the facility provided unsponsored community benefits totaling over \$17.8 million in 2014 which served 22,240 people. As the graph shows on the following page, the dollars expended on community benefit by the Medical Center have represented a significant contribution over the last six years. The focus of these community benefit programs includes services provided for the general community such as health screenings, educational lectures, support groups, information/referral, and health fairs. Services are also targeted to the poor and vulnerable populations including the Senior Outreach Program, Mary Potter Program for Human Dignity (charity care), Latino Health Promoter Program, Faith Community Health Partnership Program and School Nurse Outreach Program. The programs serve all ages within the community from children to seniors.

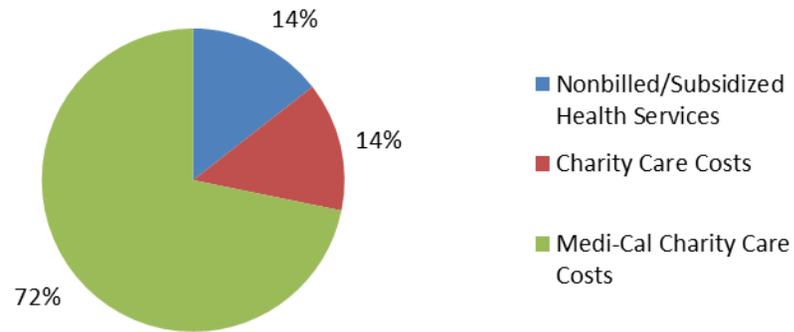
Through these different programs, Providence Tarzana Medical Center seeks input from those being served (i.e. client satisfaction surveys, customer questionnaires, interviews, etc.) to ensure that we are addressing the health care needs of importance to the community. This feedback from clients is used to help us improve the programs and services that we offer the community. In addition, the impact that these programs are making on the populations being served is also monitored to ensure that the organization's outreach efforts are having a positive impact on the health of our community. The complete listing of all of the programs and services provided to the community by the Medical Center in 2014 is included on the following pages.

A breakdown of the community benefit dollars provided by Providence Tarzana Medical Center in 2014 shows that 72% was from the unpaid costs of Medi-Cal, 14% from the unpaid costs of charity care, and 14% from non-billed/free and subsidized health programs.

**Providence Tarzana Medical Center
Total Community Benefit Expenditures**



**Providence Tarzana Medical Center
Community Benefit by Category
2014**



**Providence Tarzana Medical Center
Community Benefit Program and Services
For period from 1/1/2014 through 12/31/2014**

Community Benefit Activity/Program	Type of Benefit	# Served	Economic Value	Calculation of the Economic Value
Charity Care Cost	Medical Care Services	329	\$2,458,392	Unpaid costs of providing care based on a ratio of costs to charges calculation
Medi-Cal/Medicaid Charity Cost	Medical Care Services	5,568	\$12,815,535	Unpaid costs of providing care based on a ratio of costs to charges calculation
Center for Community Health Improvement	Other Benefits for the Broader Community	1	\$136,501	Salary and operating expenses
Faith Community Health Partnership	Other Benefits for the Broader Community	6,213	\$178,687	Salary and other operating expenses
Latino Health Promoter Program	Other Benefits for the Broader Community	5,570	\$140,122	Salary and operating expenses
Providence Access to Care Program	Other Benefits for Vulnerable Populations	2,129	\$195,192	Salary and operating expenses
Specialty Medical Coverage for Uninsured E.D. Patients	Medical Care Services	564	\$100,339	Other operating expenses
Clinical Education Preceptorships and Mentoring of Nursing and Allied Health Students	Other Quantifiable Benefits	331	\$1,379,264	Salary cost of staff
School Nurse Outreach Program	Other Benefits for the Broader Community	1,168	\$82,610	Salary and operating expenses
Senior Outreach Program	Other Benefits for the Broader Community	151	\$92,058	Salary and operating expenses
Support of Community Organizations and Fundraisers	Other Quantifiable Benefits	12	\$32,450	Monetary donation
Health Resource Center	Other Benefits for the Broader Community	138	\$54,413	Salary and operating expenses

Community Benefit Activity/Program	Type of Benefit	# Served	Economic Value	Calculation of the Economic Value
Financial Support for Mobile Health Outreach Program	Medical Care Services	1	\$50,000	Monetary donation
Tattoo Removal Program	Other Benefits for Vulnerable Populations	53	\$51,304	Salary and other operating expenses
Mother Joseph Fund to Support Community Benefit Activities	Other Benefits for the Broader Community	12	\$86,460	Monetary donation
Total PTMC Community Benefit		22,240	\$17,853,327	
Unpaid Costs of Medicare			\$25,161,866	Unpaid costs of providing care based on a ratio of costs to charges calculation
Total PTMC Community Benefit with Medicare		22,240	\$43,015,193	

Contact Information

If you have any questions or comments regarding this report or the community benefit programs provided by Providence Tarzana Medical Center please contact:

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