Table of Contents

Adventist Health Overview .............................................. 3
Letter from the President.............................................. 4
Hospital Identifying Information.................................... 5
Community Health Development Team........................ 6
Invitation to a Healthier Community................................. 7
Connecting Strategy and Community Health...................... 8
2018 Community Benefit Update ..................................... 9
Community Benefit & Economic Value for Prior Year........ 19
Adventist Health Overview

Adventist Health Glendale (AHGL) is an affiliate of Adventist Health, a faith-based, nonprofit integrated health system serving more than 80 communities on the West Coast and Hawaii.

Adventist Health entities include:

- 20 hospitals with more than 3,200 beds
- More than 280 clinics (hospital-based, rural health and physician clinics)
- 13 home care agencies and seven hospice agencies
- Four joint-venture retirement centers
- Compassionate and talented team of 35,000 which included associates, medical staff physicians, allied health professionals and volunteers

We owe much of our heritage and organizational success to the Seventh-day Adventist Church, which has long been a promoter of prevention and whole person care. Inspired by our belief in the loving and healing power of Jesus Christ, we aim to bring physical, mental and spiritual health and healing to our neighbors of all faiths. Every individual, regardless of his/her personal beliefs, is welcome in our facilities. We are also eager to partner with members of other faiths to enhance the health of the communities we serve.

Our commitment to quality health care stems from our heritage, which dates back to 1866 when the first Seventh-day Adventist health care facility opened in Battle Creek, Michigan. There, dedicated pioneers promoted the “radical” concepts of proper nutrition, exercise and sanitation. Early on, the facility was devoted to prevention as well as healing. They called it a sanitarium, a place where patients—and their families—could learn to be well.

More than a century later, the health care system sponsored by the Seventh-day Adventist Church circles the globe with more than 170 hospitals and more than 500 clinics, nursing homes and dispensaries worldwide. And the same vision to treat the whole person—mind, body and spirit—continues to provide the foundation for our progressive approach to health care.

OUR MISSION:
Living God’s love by inspiring health, wholeness and hope.

OUR VISION:
Adventist Health will be a recognized leader in mission focus, quality care and fiscal strength.
Dear Colleagues & Community Members,

It is with great pleasure that I present to you this annual Community Health Plan for Adventist Health Glendale. Through this report you will be introduced to our community health projects, population health initiatives and efforts to transcend boundaries and deliver care outside our hospital walls. You will also become familiar with our world of giving through healing and the importance of distributing healthcare across entire communities.

Since our founding in 1905 by the Seventh-day Adventist church, Adventist Health Glendale has remained committed to its mission to provide whole-person care with a focus on physical, mental and spiritual healing. It warms my heart to see that we continue to stay true to our mission over 114 years later. It is engrained in the work that we do and I assure you that it will continue to remain a high priority for another 100 years to come.

Managing community health is complex work as it has many facets to consider and requires a thorough assessment of a wide variety of social, economic and environmental factors. What’s most important is that we identify the community’s needs and then develop a strategic plan on how we can meet those needs through the use of our resources, expertise and collaboration with community partners and stakeholders.

Adventist Health Glendale continues to focus on innovative ways to deliver state-of-the-art care to everyone we serve. One recent example of this is the addition of the 3D mammography technology known as breast tomosynthesis. This new technology will increase the chances of early detection of breast cancers that are small and too faint to be seen on existing 2D equipment. The new technology will provide convenience for our patients to receive world-class, cutting-edge care close to home.

We are paving the road for a healthier community and there are still many opportunities to explore. The most exciting part is this is just the start! One thing I know for sure is that we have the right people and partnerships in place. Our continued success has been possible through the unwavering commitment of our skilled physicians, compassionate nurses and enthusiastic leaders, associates, board members and community partners. As the old African proverb says, “It takes a village!” I am proud to work with each of our partners and deliver our mission to the communities we serve.

Best Regards,

Alice Issai, President
Adventist Health Glendale
Hospital Identifying Information

Glendale Adventist Medical Center

Number of Hospital Beds: 515

Alice Issai, Adventist Health Glendale President

1509 Wilson Terrace

Glendale, CA 91206

(818) 409-8000
Community Health Development Team

Bruce Nelson, MA
Director of Community Services
Principal Author

Joan Klaric
Office Coordinator
Community Services Department

CHNA/CHP contact:
Name: Veronica Solis
Title: Office Coordinator, Community Services Department
Address: SolisV1@ah.org
Request a paper copy from Administration/President’s office. To provide comments or view electronic copies of current and previous community health needs assessments go to: https://www.adventisthealth.org/about-us/community-benefit/
Invitation to a Healthier Community

Fulfilling Adventist Health’s Mission

Where and how we live is vital to our health. We recognize that health status is a product of multiple factors. To comprehensively address the needs of our community, we must consider health behaviors and risks, the physical environment, the health system, and social determinants of health. Each component influences the next and through strategic and collective action, improved health can be achieved.

The Community Health Plan marks the second phase in a collaborative effort to systematically investigate and address our community’s most pressing needs. After a thorough review of health status in our community through the Community Health Needs Assessment (CHNA), we identified areas that we could address using our resources, expertise, and community partners. Through these actions and relationships, we aim to empower our community and fulfill our mission, “to share God’s love by providing physical, mental and spiritual healing.”

Identified Community Needs

The results of the CHNA guided the creation of this document and aided us in how we could best provide work with us to find solutions across a broad range of sectors to create communities we all want for ourselves and our families. Benefit to our community and the most vulnerable among us. As a result, **Adventist Health Glendale** has adopted the following priority areas for our community health investments for 2016-2018:

- Cardiovascular Health - Integrate Patient Education into Cardiovascular Services
- Improve Stroke Education and Support
- Population Health for Chronic Disease

Additionally, we engage in a process of continuous quality improvement, whereby we ask the following questions for each priority area:

- Are our interventions making a difference in improving health outcomes?
- Are we providing the appropriate resources in the appropriate locations?
- What changes or collaborations within our system need to be made?
- How are we using technology to track our health improvements and providing relevant feedback at the local level?
- Do we have the resources as a region to elevate the population’s health status?

Building a healthy community requires multiple stakeholders working together with a common purpose. We invite you to explore how we intend to address health challenges in our community and partner to achieve change. More importantly though, we hope you imagine a healthier region and
Connecting Strategy and Community Health

As hospitals move toward population health management, community health interventions are a key element in achieving the overall goals of reducing the overall cost of health care, improving the health of the population, and improving access to affordable health services for the community both in outpatient and community settings. The key factor in improving quality and efficiency of the care hospitals provide is to include the larger community they serve as a part of their overall strategy.

Health systems must now step outside of the traditional roles of hospitals to begin to address the social, economic, and environmental conditions that contribute to poor health in the communities we serve. Bold leadership is required from our administrators, healthcare providers, and governing boards to meet the pressing health challenges we face as a nation. These challenges include a paradigm shift in how hospitals and health systems are positioning themselves and their strategies for success in a new payment environment. This will impact everyone in a community and will require shared responsibility among all stakeholders.

Population health is not just the overall health of a population but also includes the distribution of health. Overall health could be quite high if most of the population is relatively healthy—even though a minority of the population is much less healthy. Ideally such differences would be eliminated or at least substantially reduced.

Community health can serve as a strategic platform to improve the health outcomes of a defined group of people, concentrating on three correlated stages:
1) The distribution of specific health statuses and outcomes within a population;
2) Factors that cause the present outcomes distribution; and
3) Interventions that may modify the factors to improve health outcomes.

Improving population health requires effective initiatives to:
1) Increase the prevalence of evidence-based preventive health services and preventive health behaviors,
2) Improve care quality and patient safety and
3) Advance care coordination across the health care continuum.

Our mission as a health system is to share God's love by providing physical, mental and spiritual healing and we believe the best way to re-imagine our future business model with a major emphasis of community health is by working together with our community.
2018 Community Benefit Update

In 2016, Adventist Health Glendale conducted a community health needs assessment and was followed by Community Health Plan (Implementation Strategy) in 2017 that identified the priority needs listed below. The prioritized needs were chosen based on community health data and the voices of our community. Working together with our community is key to achieving the necessary health improvements to create the communities that allow each member to have safe and healthy places to live, learn, work, play, and pray. Below you will find an inventory of additional interventions supporting the health of our communities.

Priority Need 1 - Cardiovascular Health - Improve Aortic Stenosis Education and Support

2018 Report
Throughout the year, the Cardiovascular Institute has served over 862 participants in the Glendale region and will continue to serve and expand program offerings in the coming year.

Interventions:

- Collaborated with the LA County STEMI center to obtain two standing screens that have the signs and symptoms of acute coronary syndrome and the differences between men and women. It also discusses the importance of calling 911 when a patient is having any of those symptoms in the community. These screens are displayed at events in the community and on our hospital grounds for the community to see.

- Offered a monthly hour-long class where the chest pain coordinator and the cardiovascular clinician counsel with patients in cardiac rehab regarding their health care status, educate them on healthy eating/medication management, warning signs of complications, and tips on how to reach a better quality of life. This is also an opportunity for the members to ask questions and network with other patients. Patients are also able to ask questions on their current health condition, what they went through, as well as their healing process. Patients consistently express their satisfaction with this class and how they feel appreciated.

- Cardiology works alongside cardiac rehab to provide education for patients post open heart surgeries. Cardiac rehab open heart classes last for approximately an hour and are held every fourth Thursday of the month. Patients come in and speak with the open-heart nurse and ask questions about their current condition, what they went through, as well as the healing process. The class provides a community for those who feel isolated after their cardiac event, but also allows for unanswered questions to be answered. Patients consistently express their satisfaction with this class and how they appreciate the monthly meetings.

- CARE event: Provide imaging service to screen patients for abdominal aorta aneurysm, carotid and peripheral vascular disease that may lead to stroke and heart disease.

- Early Heart Attack Education (EHAC) explaining the signs and symptoms of a heart attack, importance of calling 911, usual signs and symptoms are given on flyers, magnets, and on the hospital website for the community to view and learn from.
• Healthy Heart Program: Hospital based education and tracking program for patients with heart failure, with the objective to prevent avoidable readmissions within 30 days.
• Heart Check Kiosk Screenings: GAMC offers free blood pressure and BMI screenings at the Glendale Galleria shopping mall via a state-of-the-art blood pressure kiosk. A touchscreen available in the kiosk offers information on the hospital's service lines and offers the community an opportunity to receive emails to help them learn more about our physicians, programs and services offered at GAMC.
• Heart Month Event Health Screening 1: Joined with Marketing to educate on heart health in the main lobby west tower. the cardiology team was all involved and provided CPR education, smoking cessation, vital sign assessment, cardiac rehab education, TAVR education, Early Heart Attack and Care education, heart healthy diets, and stroke education. Promotes health and wellness. Program was also aired on ARTN which educated the community who was watching the program on television.
• Heart Month Event Health Screening 2: Joined Live Well Senior Center members with the Chest Pain Coordinator and Cardiovascular Clinician for Heart Month. Screenings were provided for blood pressure, diabetes risk assessment, carotid artery screenings, stroke risk assessment, pharmacy consultations and fitness and Yoga demonstrations. CV Clinician and Chest Pain Coordinator provided education on early heart attack and care, coronary artery bypass graft, Cardiac Rehab and coronary care. Educational pamphlets were also provided.
• West Coast University Public Health students distributed early heart attack care education brochure to educate families and waiting room patrons regarding signs and symptoms of a heart attack and early heart attack care.

Partners
• American College of Cardiology
• American Heart Association
• American Red Cross
• National Cardiovascular Data Registry (NCDR) /TVT Registry
• Adventist Health Glendale Cardiac Rehabilitation Program
• Adventist Health Glendale Heart and Vascular Institute
• Hospital and community physicians
• Edwards Life Sciences
• Glendale YMCA
• La Cañada YMCA
• Los Angeles County Department of Health
• Society for Interventional Radiology
• Society of Chest Pain Centers
• Covidien
• Toshiba
• Verdugo Hills Hospital for cardiac rehab
Priority Need 2 - Improve Stroke Education and Support

*Interventions*

- Provided community education regarding the signs and symptoms of stroke and the need to call 911 vs driving to the ED
- Continued free Stroke Medication Management and Education Clinic; since 2014, pharmacy consults were built into our process to ensure patients receive free consultation with the pharmacist prior to discharge
- The Neuroscience Institute provides two free stroke awareness community presentations.
- The Neuroscience Institute evaluated the effectiveness of stroke community education by performing a pre-test and post-test survey.
- AHGL provided stroke risk assessments including blood pressure screening at two community events.
- AHGL worked with local partners to incorporate two community health navigators to assist patients with aftercare and reduce utilization of specialists.

*2018 Activities Report*

In 2018, AHGL provided stroke education and awareness to the community in on and off-site settings to Live Well Senior Center participants and paramedics. Presentations were offered to increase knowledge of signs and symptoms of stroke, risk factors, and support services for stroke survivors. Blood pressure screening and pre- and post-program survey were also incorporated to assess program effectiveness. Throughout the year, the Neuroscience Institute/ stroke program has served over 150 participants in the Glendale region and will continue to serve and expand program offerings in the coming year.

*Program Highlights*

AHGL created a Community Mobility Program for people who have had a stroke and are experiencing neurotological deficits that may impair driving ability. Because the loss of driving ability is one of the most difficult losses stroke patients face, AHGL offers this service to evaluate patients from a clinical and an on the road perspective to determine driving ability. Some are evaluated as being able to drive immediately; some as needing special training and others as having lost the dexterity to drive again. AHGL’s Community Mobility Program is operated in partnership with the Department of Motor Vehicles.

The AHGL Neuroscience Institute offers FREE Stroke Medication Management & Education Clinics – the first of its kind in the community. Stroke patients receive a consultation with AHGL pharmacist including answers to their medication/ prescription questions, discussing adjustments to medication dosage (if necessary) and receiving guidance regarding post – stroke rehabilitation. Armenian and Spanish – speaking pharmacists are also available for patients upon request. In addition to continued marketing initiatives through the AHGL website and Health Quarterly, Pharmacy consults are built into our process to ensure patients receive a free consultation from the pharmacist prior to discharge.

*Partners*

- American Heart/ Stroke Association
- National Stroke Association
Priority Need 3 – Population Health for Chronic Disease

Champions for Change (C4C) is a social marketing campaign funded by the California Department of Public Health Nutrition Education and Obesity Prevention Branch (NEOPB) that aims to decrease statewide rates of obesity and chronic illnesses. Under C4C funding, AHGL reaches children between the ages of four and eight, and their families, in Glendale. AHGL programs under C4C funding to help families implement and sustain healthy practices include nutrition workshops, food demonstrations, gardening, Zumba, and Rethink Your Drink, an effort that focuses on reducing the consumption of high sugar beverages while promoting alternatives such as water. This three-year program follows on the heels of another three-year program called Choose Health L.A.

Key efforts under Champions for Change include teaching fundamental skills such as cooking, reading food labels, shopping on a budget, growing fruits and vegetables, and introducing low-cost and fun ways to be physically active.

In addition, champions in the City of Glendale will be identified to help create improvements in institutional and environmental settings to both improve access to healthier foods and increase opportunities to be physically active in a variety of settings, including parks, recreation centers, early childcare centers, and schools.

Throughout the year, Champions for Change has served over 695 participants in the Glendale region and will continue to serve and expand program offerings in the coming year.

Interventions:
In 2018, the AHGL chapter of Champions for Change:

- Established an additional partnership with the Glendale Unified School District after school sports program in order to reach as many children and adults as possible in the community. Eight elementary schools participated in a range of sports, to which Champions for Change added nutrition classes. We also trained district coaches in healthy options, and as a group, the coaches pledged to drink only water and healthy drinks for the length of the program in order to set a good example for the children.
- Provided a nutrition and gardening program for the students of Thomas Edison Elementary school. Students learned about plant care, nutritional labels, and the health benefits of drinking water instead of sugary drinks. Using vegetables from the garden had children eating vegetables with enthusiasm—they were excited about recipes such as salsa made with the tomatoes and radishes they had grown and nurtured themselves. The kindergarten students made up their own names for the days the program was held: “Terrific Tuesdays” and “Wonderful Wednesdays.”
- In response to the popularity of garden-grown foods, Champions for Change added a garden to the three it was already providing with Pacific Clinics Head Start, via a grant from AHGL, which helps sustain the other gardens as well.
• Held 446 health promotion events through the course of the year, in the categories Community Gardens, Exercise/Sports, Health Education, and Nutrition Education.
• Direct education classes consist of AHGL staff conducting nutrition education classes to members of the community; Some topics include reading food labels, choosing foods from all the food groups, reducing sugar and sodium, and increasing water consumption; These classes were held at community centers, elementary schools, Head Start sites, and homeless shelters
• From February through August, Champions for Change conducted 26 Zumba classes in Pacific Community Center and Park in Glendale. The class was held every Thursday and was free of charge. Patrons of various ethnicities ranged from middle-aged participants to seniors. The class grew in popularity, beginning with only 10 participants the first month, eventually growing to 50 participants.
• Participation at community events entailed giving information about the Champions for Change program and its benefits and took place at the Cesar Chavez Festival, Glendale Fire Pancake Breakfast, Glendale Cruise Night, Edison Elementary School Carnival, Edison Elementary Back to School Night, and After School Sports Championship Events
• Two at Thomas Edison Elementary School, one at Pacific Clinics-Head Start Lexington, and one at Pacific Clinics-Head Start Glendale

**Measured Impact for 2018**

In 2018, Adventist Health Glendale targeted 9-11 year old children in the After School Setting using a nutrition based curriculum with the intent to increase fruit and vegetable consumption, increase physical activity, increase consumption of healthy beverages, and/or decrease consumption of less healthy beverages.

This intervention was conducted at 8 different GUSD elementary schools participating in the soccer season of the One Glendale After School Sports Program, and 67 matched pre and post surveys were collected. AHGL staff conducted three classes per site, and school site coaches were given curriculum materials to further reinforce nutrition lessons and topics throughout the season

**SUCCESSES**

4% \(\downarrow\) whole grain consumption

4% \(\downarrow\) fruit and vegetable consumption

10% \(\downarrow\) non-fat milk consumption

5% \(\uparrow\) physical activity

**Champions for Change Program Highlights**

AHGL-Champions for Change continues to provide health education to residents of Glendale. In addition to continuing to work with parents and caregivers, AHGL-Champions for Change now provides outreach to older
adults, the homeless population, and elementary school children. Additionally, members of the Healthy Kids, Healthy Lives Parent Collaborative continue to take part in our activities.

Teachers expressed gratitude for the school gardens program, as it enabled them to expand their curricula with a new and interesting approach to science, social studies, and language using gardening activities. At Parent Night, parents told us about changes that resulted from the program. “Because of your class we are composting at home,” said one parent, who said he and his family were enjoying this shared activity. Other parents thanked us and encouraged us to continue with “this wonderful program.”

Parents also reported that their children learned how to read a nutritional label and have started helping their parents choose healthy options for their meals. In December, the children initiated a project to revitalize their garden, starting with painting the beds, which they will continue next year.

Gardening is an experience that allows children to gain nutritional education while working with their hands. Gardening can be creative, meditative, social, and more. The time and dedication that children invest yields a positive and relaxing experience, as well a feeling of accomplishment. A young boy on the autism spectrum who attends Thomas Edison Elementary School withdrew emotionally and mentally from our gardening workshops when we first began this program initiative. Our team noticed that he did not participate in the gardening workshops or engage in any of the program activities. With time, support, and reinforcements, he now visibly enjoys all aspects of the program and tends the garden with love and care.

One participant commented that the Zumba class was “really enjoyable,” and had improved her general health and even her diabetes. In partnership with the Glendale Unified School District, Champions for Change offered a Zumba/physical activity class for children as young as four, up to adolescents. The class was held two days a week from January to December, and at its conclusion, served over 140 participants each day. The participants enjoyed dancing to energizing music outdoors and in a safe and judgment-free environment.

Partners

AHGL appreciates the partnership with Los Angeles DHHS and the over $2 million in funding that DHHS has provided for these outreach programs in Glendale under Choose Health L.A., the program preceding Champions for Change. These programs significantly help improve the health of our community. Other key partners in this initiative include:

Partners

- City of Glendale Parks and Recreation Department
- City of Glendale Community Services Department
- Glendale Unified School District
- Glendale Unified School District, Nutrition Services Department
- Glendale City Manager Scott Ochoa
- Los Angeles County of Public Health, Chronic Disease and Injury Prevention Department
- California Department of Public Health, NEOP Division
- University of California Agriculture and Natural Resources Master Gardener Program
• AJ Nursery
• Pacific Clinics-Head Start, Early Head Start
• Glendale Healthier Community Coalition
• Glendale Parks and Open Space Foundation
• Healthy Kids, Healthy Lives Parent Collaborative
• Glendale Chamber of Commerce
• City of Glendale Fire Department
• Eagle Rock Seventh Day Adventist Church
• Glendale Communitas Initiative
• AHGL Senior Live Well Center
• Glendale YWCA
• Glendale YMCA
• Glendale Kool Dayz Summer Camp
• Glendale Educational Foundation
• Glendale Kiwanis Club
• Crescenta Valley Alliance
• One Glendale After-School Sports Program
• Ascencia Homeless Services
• Adult Recreation Center
• Pacific Park and Community Center
• Maple Park and Community Center
• Thomas Edison Elementary School
• Cerritos Elementary School
• John Marshall Elementary School
• Horace Mann Elementary School
• John Muir Elementary School
• Jefferson Elementary School
• Columbus Elementary School
• RD White Elementary School
Other Community Benefits

Comprehensive AHGL Inventory

Intervention: The hospital newsletter, Health Quarterly (HQ), produced three times a year, offered 8 pages of health education and content.

  Community Members Served: 180,000 (60,000 households)

Intervention: The hospital also produced the TV show Healthline which aired on CharterMedia and Time Warner Spectrum Media. In 2018, 12 episodes were aired which featured AHGL physicians and subject matter experts interviewed by a host.

  Community Members Served: 6,000,000 (500,000 households)

Intervention: The Positive Image Center distributed wigs, cuts, scarves and caps, blankets, and the Cancer Center offered Prostate and Skin Cancer Screenings at Community Outreach and Fairs and Events

  Community Members Served: 3.400

Intervention: Through the Tobacco Control Program, AHGL informs communities in the San Gabriel Valley about the health risks associated with tobacco use, the dangers of nicotine addiction, the tobacco industry’s targeted marketing to youth and other vulnerable populations, and the need to protect youth from early experimentation. In order to tackle these public health issues, we utilize a five-phase policy adoption model which includes Community Assessment, Strategic Campaign Plan, Community Outreach and Coalition Building, Outreach and Education to City Officials. and Policy Implementation and Enforcement. These policies include Tobacco Retail Licensing Policy, the Smoke-free Outdoor Air Policy, and the Smoke-Free Multi-Unit Housing Policy.

  Community Members Served: 4,143

Intervention: Live Well Senior Program: The Live Well (55+) Program at Glendale Adventist Medical Center (GAMC) navigates seniors and their families toward access to healthcare information and resources within the hospital and the community. By 2025, the 75+ population in the United States is expected to increase by 70%. The goals of Live Well are to help seniors age productively, engage in their healthcare decisions and therefore as evidence indicates remain healthier citizens.

  Community Members Served: 3,846

Intervention: Beyond Loss Bereavement Ministry includes:

- The bi-monthly Beyond Loss Newsletter is designed to comfort those who mourn and offer hope to those who are struggling to find their way. Along with the pain, bereavement brings with it opportunities for growth, heightened awareness, and the promise of new beginnings.
- The Complexities of Suicide and Grief Training; Suicide is an exclusive human response to extreme psychological pain. Grief competency is strongly recommended for care providers. This training focuses on
convening and facilitating support groups specific to survivors of suicide. The training also focuses on skill building interventions and offers local and national resources for trained facilitators.

- The annual Beyond Loss Gathering of Remembrance gathers the bereaved to remember their loved ones at a special event during the holidays.
- The Beyond Loss Bereavement weekly support group sessions help people through the grieving process following the loss of a loved one, and includes supportive resources including the newsletter and handouts as well as individual counseling.
- Our Certified Bereavement Facilitator Training offers comprehensive grief training for skilled interaction with the bereaved and to facilitate their grief. Grief facilitator function and the grief process are centered in this training. This multi-day certification intensive also provides training in communication skills, family systems, spirituality, cultural diversity, grief support groups, and types of loss and grief. Our goal is to skillfully and competently convert the fragmentation of grief to healthy integration following a loss.
- Our Early Childhood Loss and Family Bereavement Training workshop provides insight, knowledge, and hands-on classroom experience to develop an understanding of early childhood loss and its profound effects on the psychological development of children and their family system as well as long-range potential health implications. This training also includes connection, disruption, and restoration of bonds of attachment, traumatic loss, sibling grief, and how children grieve.
- Our Grief and Trauma Resolution Training workshop addresses the bio-psycho-social aspects of traumatic stress, traumatic grief, and traumatic loss. It includes childhood trauma, neglect, and attachment, particularly as attachment relates to adverse childhood experiences (ACES).

Community Members Served: 2,688

Intervention: Clinical Research—Caregiver Study: The purpose of the study is to identify psychological, social, and religious factors that may influence the physical health of women caring for a loved one with chronic illness and disability. Approximately 100 people took part in this study at Adventist Health Glendale.

Community Members Served: 100

Intervention: Community-based clinical services include transportation for Behavioral Health patients to attend partial hospitalization/intensive outpatients services.

Community Members Served: 3,600

Intervention: Transportation: Taxi Services and Bus token process is used for patients who are without any other means to get to or pay for transportation to AHGL or their residence or facility. The transportation service is for patients who have no other means of transportation, are ambulatory, and can travel without supervision.

Community Members Served: 1,175

Intervention: Indigent Patient Medication at Discharge: The ASSIST Program provides needed discharged patients medication up to $100.00. Pharmacy: When the poor are discharged from the hospital and after appropriate approvals are received, Satellite Medication Dispensing (SMD) provides a service to make available medication(s) to treat this patient population for a short period of time. In order to track annual charity activity, a Cerner Solutions software application is used by SMD.
Intervention: Community Health Education: Hands Only CPR Event: Every year in collaboration with Glendale Fire Department and Emergency Medical Service Agency (EMSA) of Los Angeles County we hold a free community-wide hands-only CPR day. The event provides the Glendale community with a hands-only CPR demonstration in a local community venue. AGHL also offered an early heart attack care event with flyers, signs, and symptoms of a heart attack, and heart healthy education in collaboration with the Emergency Department and LA County Fire.

Community Members Served: 200

Intervention: In collaboration with the American Red Cross, the GAMC Marketing Department coordinates three to four blood drives per year for the hospital, its employees and the general community. On average the drives collect up to 59 units of blood per drive with about 60 participants per event.

Community Members Served: 125

Intervention: Volunteer management: Volunteer Resources coordinates, facilitates, and manages a hospital-based program of community volunteers, unpaid student interns, and workforce development participants. This program is comprised of students w/disabilities, college interns, and high school students ages 14 to 18.

Community Members Served: 12

Intervention: Glendale Healthier Community Coalition convenes executive, general, and HIE Task Force meetings. Established in 1990, The Glendale Healthier Community Coalition plans and implements projects that promote disease prevention, health education, clean and safe environments, adequate housing, affordable and quality education, and community revitalization. The GHCC mission statement embraces a broad definition of health which includes the wide spectrum of environmental influences impacting the community’s well-being. GHCC has brought together 52 organizational and individual community members including 14 from health care, nine from city government, two from education, seven from business/media, 11 from non-profit agencies, several clergy members, with the balance made of other community stakeholders.

Community Members Served: 260

Intervention: Occupational Therapy Education: Clinical Instruction is provided to Occupational Therapy Students from various accredited universities, colleges, and occupational therapy schools. Hours vary from Fieldwork Level One (one- to four-week clinical instruction internships) to Fieldwork Level Two (12-week clinical instruction internships).

Community Members Served: 29

Intervention: Pharmacy Education: In the Pharmacy Department’s accredited teaching program, hospital pharmacists are preceptors to pharmacy students on rotation from various universities in the area. Other pharmacy services are provided to the broader community to support the continuum of care and preventive health.

Community Members Served: 921

Intervention: Prehospital Care: As a base station and part of the EMS system, AHGL has an obligation to assist in the development of Registered Nurses in the Emergency Department to become MICN (Mobile Intensive Care

Community Members Served: 260
Nurses). In conjunction with the EMSA (Emergency Medical Service Agency), we offer an MICN development course (60 CE credits) to the qualifying candidates. An RN passing the course qualifies to take the LA County MICN exam. Upon passing the exam, the MICN candidate is then enrolled with the base station for radio internship, and upon EMSA approval, will be licensed in the County of Los Angeles as a Mobile Intensive Care Nurse.

Community Members Served: 9 nurses

Intervention: The ShareOurSelves (SOS) Thrift Shop offers a free food bank on the 3rd Thursday of each month from 12 p.m. to 3 p.m. The thrift shop offers clothing, books, furniture, appliances, household goods, and media. Community members can drop off items and/or shop.

Community Members Served: 2,868
Community Benefit & Economic Value for Prior Year

Our community benefit work is rooted deep within our mission, with a recent recommitment of deep community engagement within each of our ministries.

We have also incorporated our community benefit work to be an extension of our care continuum. Our strategic investments in our community are focused on a more planned, proactive approach to community health. The basic issue of good stewardship is making optimal use of limited charitable funds. Defaulting to charity care in our emergency rooms for the most vulnerable is not consistent with our mission. An upstream and more proactive and strategic allocation of resources enables us to help low-income populations avoid preventable pain and suffering; in turn allowing the reallocation of funds to serve an increasing number of people experiencing health disparities.

Valuation of Community Benefit

<table>
<thead>
<tr>
<th>Adventist Health Glendale</th>
<th>Community Benefit</th>
<th>% of Total Hospital Expense</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 2018</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Traditional charity care</td>
<td>$1,989,714</td>
<td>0.51%</td>
</tr>
<tr>
<td>Public programs - Medicaid</td>
<td>$21,383,905</td>
<td>5.53%</td>
</tr>
<tr>
<td>Medicare</td>
<td>$17,127,162</td>
<td>4.43%</td>
</tr>
<tr>
<td>Other means-tested government programs (Indigent care)</td>
<td>$0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Community health improvement services</td>
<td>$1,038,110</td>
<td>0.27%</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$6,686,105</td>
<td>1.73%</td>
</tr>
<tr>
<td>Non-billed and subsidized health services</td>
<td>$14,771,662</td>
<td>3.82%</td>
</tr>
<tr>
<td>Generalizable Research</td>
<td>$60,636</td>
<td>0.02%</td>
</tr>
<tr>
<td>Cash and in-kind contributions for community benefit</td>
<td>$244,163</td>
<td>0.06%</td>
</tr>
<tr>
<td>Community building activities</td>
<td>$297,958</td>
<td>0.08%</td>
</tr>
<tr>
<td>TOTAL COMMUNITY BENEFITS</td>
<td>$63,599,415</td>
<td>16.46%</td>
</tr>
</tbody>
</table>