Navigating Toward a Healthier Future

It takes a community to create health – and PIH Health is proud to partner with numerous organizations and passionate, committed individuals.

Our Community Health Needs Assessment highlights where help is needed most. Based on these findings, we prioritized our efforts around chronic disease, preventative screenings, food insecurity, homelessness, and education. Some of our actions aimed at addressing these priorities include providing financial assistance for those unable to afford medically necessary care, investing in efforts that address social determinants of health, and funding local nonprofit agencies to enhance or expand services to better meet the needs of the individuals they serve.

The Health Action Lab collaborative project described on page nine continues to thrive, and we proudly serve as the backbone convener for four coalitions with more than 40 active partners. We have also launched a new initiative - Navigating the Healthcare Maze - with classes and a video series aimed at eliminating confusion around accessing and moving through the healthcare system.

As we start a new year and celebrate PIH Health Hospital - Whittier’s 60th anniversary, we remain just as committed to our community as we were when our founders first opened this new hospital six decades ago. Thank you for trusting us as your healthcare partner. Together, we are creating a lasting impact for generations to come.

J. Richard Atwood
Chair
PIH Health Board of Directors

James R. West
President and Chief Executive Officer
PIH Health

About PIH Health

PIH Health is a regional nonprofit healthcare delivery network that serves more than 2.1 million residents in the Los Angeles County, Orange County and San Gabriel Valley region. The fully integrated network is comprised of PIH Health Hospital - Whittier and PIH Health Hospital - Downey and features a host of outpatient medical offices, a multispecialty medical group, home health and hospice care, as well as heart, cancer and emergency services.

To learn more, visit PIHHealth.org
PIH Health’s annual Community Benefit Report details the many ways our community benefit investment touches lives in need through financial assistance programs, research, donations, and health management programs.

What is Community Benefit?

Community benefit consists of programs and services designed to improve health in communities and increase access to healthcare. These programs and services are integral to the mission of nonprofit healthcare organizations and are the basis of tax exemption, with specific objectives to:

- Improve access to health services
- Enhance the health and wellness of the community
- Advance medical or health knowledge
- Relieve or reduce burden on government or other community efforts

PIH Health Enterprise

PIH Health Hospital - Downey, PIH Health Hospital - Whittier, PIH Health Physicians and PIH Health Foundation

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charity Care (Financial Assistance)</td>
<td>$3,441,430</td>
</tr>
<tr>
<td>Unreimbursed Costs of Public Health Insurance Programs</td>
<td>$47,916,994</td>
</tr>
<tr>
<td>Medi-Cal</td>
<td>$46,391,672</td>
</tr>
<tr>
<td>Other</td>
<td>$1,525,322</td>
</tr>
<tr>
<td>Other Community Benefit Services</td>
<td>$16,717,489</td>
</tr>
<tr>
<td>Cash &amp; In-Kind Contributions</td>
<td>$527,116</td>
</tr>
<tr>
<td>Community Benefit Operations</td>
<td>$331,996</td>
</tr>
<tr>
<td>Community-Building Activities</td>
<td>$104,379</td>
</tr>
<tr>
<td>Community Health Improvement Services</td>
<td>$1,899,772</td>
</tr>
<tr>
<td>Health Professions Education</td>
<td>$5,530,905</td>
</tr>
<tr>
<td>Research</td>
<td>$148,766</td>
</tr>
<tr>
<td>Subsidized Health Services</td>
<td>$7,175,455</td>
</tr>
<tr>
<td>PIH Health Foundation</td>
<td>$7,382</td>
</tr>
<tr>
<td><strong>TOTAL COMMUNITY BENEFIT INVESTMENT</strong></td>
<td><strong>$67,083,295</strong></td>
</tr>
<tr>
<td><strong>7.6% OF ENTERPRISE EXPENSES</strong></td>
<td></td>
</tr>
</tbody>
</table>
### PIH Health Hospital - Downey

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
<th>Persons Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charity Care (Financial Assistance)</td>
<td>$ 506,069</td>
<td>352</td>
</tr>
<tr>
<td>Unreimbursed Costs of Public Health Insurance Programs (Medi-Cal)</td>
<td>$ 18,402,155</td>
<td>33,281</td>
</tr>
<tr>
<td>Other Community Benefit Services</td>
<td>$ 4,086,166</td>
<td>4,191</td>
</tr>
<tr>
<td>Cash &amp; In-Kind Contributions</td>
<td>$ 62,446</td>
<td>46</td>
</tr>
<tr>
<td>Community Benefit Operations</td>
<td>$ 1,698</td>
<td>N/A</td>
</tr>
<tr>
<td>Community-Building Activities</td>
<td>$ 2,237</td>
<td>2</td>
</tr>
<tr>
<td>Community Health Improvement Services</td>
<td>$ 250,607</td>
<td>3,497</td>
</tr>
<tr>
<td>Health Professions Education</td>
<td>$ 1,794,944</td>
<td>97</td>
</tr>
<tr>
<td>Subsidized Health Services</td>
<td>$ 1,974,234</td>
<td>549</td>
</tr>
<tr>
<td><strong>TOTAL COMMUNITY BENEFIT</strong></td>
<td><strong>$ 22,994,390</strong></td>
<td><strong>37,824</strong></td>
</tr>
</tbody>
</table>

13.9% OF ORGANIZATION EXPENSES

### PIH Health Hospital - Whittier

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
<th>Persons Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charity Care (Financial Assistance)</td>
<td>$ 2,716,876</td>
<td>926</td>
</tr>
<tr>
<td>Unreimbursed Costs of Public Health Insurance Programs (Medi-Cal)</td>
<td>$ 25,796,415</td>
<td>41,355</td>
</tr>
<tr>
<td>Medi-Cal</td>
<td>$ 24,271,093</td>
<td>40,888</td>
</tr>
<tr>
<td>Other</td>
<td>$ 1,525,322</td>
<td>467</td>
</tr>
<tr>
<td>Other Community Benefit Services</td>
<td>$ 10,049,300</td>
<td>35,619</td>
</tr>
<tr>
<td>Cash &amp; In-Kind Contributions</td>
<td>$ 464,670</td>
<td>997</td>
</tr>
<tr>
<td>Community Benefit Operations</td>
<td>$ 328,215</td>
<td>75</td>
</tr>
<tr>
<td>Community-Building Activities</td>
<td>$ 69,216</td>
<td>25</td>
</tr>
<tr>
<td>Community Health Improvement Services</td>
<td>$ 1,635,932</td>
<td>20,618</td>
</tr>
<tr>
<td>Health Professions Education</td>
<td>$ 3,020,235</td>
<td>1,123</td>
</tr>
<tr>
<td>Research</td>
<td>$ 148,766</td>
<td>35</td>
</tr>
<tr>
<td>Subsidized Health Services</td>
<td>$ 4,382,266</td>
<td>12,757</td>
</tr>
<tr>
<td><strong>TOTAL COMMUNITY BENEFIT</strong></td>
<td><strong>$ 38,562,591</strong></td>
<td><strong>77,900</strong></td>
</tr>
</tbody>
</table>

7.1% OF ORGANIZATION EXPENSES

### Other PIH Health Entities $5.5 Million

- Charity Care (Financial Assistance) - $218,485 and 534 Persons Served
- Unpaid Costs of Public Health Insurance Programs - $3,718,424 and 29,385 Persons Served
- Other Community Benefit Services - $1,582,023 and 55,405 Persons Served
- PIH Health Foundation - $7,382
PIH Health conducts a **Community Health Needs Assessment** every three years as part of our ongoing efforts to address our communities’ most significant health needs.

Based on these findings, we prioritized our efforts and investment around food insecurity, homelessness, education, chronic disease, and preventative screenings and immunizations.

To view the full Community Health Needs Assessment reports and resulting **Community Health Improvement Plan**, visit [PIHHealth.org/CHNA](http://PIHHealth.org/CHNA).

**Community Health Improvement Plan strategies include:**

1. **Provide financial support or technical assistance to community-based organizations and collaboratives**
2. **Provide education and implement public awareness campaign for preventative screenings and immunizations**
3. **Provide and/or support the development of evidence-based chronic disease management and prevention programs**
4. **Provide internships/job shadowing opportunities for youth**
5. **Serve as convener of community-based organizations and provide support for the development of coalitions to advance equity and reduce health disparities.**

The Health Action Lab project is now entering its third year with four action-oriented coalitions comprised of 40 partner organizations across the service area.
### Preventative Screenings & Immunizations

- 12,438 colonoscopies performed
- 16,007 mammograms performed
- 7,238 Pap smears performed
- 21,704 flu vaccines and 7,069 pneumonia vaccines provided

### Chronic Disease (Overweight/Obesity, Diabetes, Heart Disease)

- $18,950 in community support dollars given to eight organizations to support evidence-based education, healthy lifestyles programming for youth, and community-based obesity prevention initiatives
- Community Health Education Department offered 218 classes with 2,563 participants; 46% increase in knowledge across all classes
- Supporting a coalition comprised of 10 community partners
  - Nine community members engaged via focus groups; planning for further community engagement in 2019
  - City of Downey Health Hub launched to coordinate multiple services in one location; seven partners offered eight classes/services during the first session, with 97 participants

### Social Determinants of Health

#### Education

- $18,500 in community support dollars given to eight organizations to support student scholarships and academic support/advancement programs
- 889 student nurses, physician residents and other individuals studying to become healthcare professionals were mentored and trained for their future careers by dedicated PIH Health employees
  - Supporting a coalition comprised of 5 community partners
    - Two Whittier College Fellows supporting coalitions
    - Youth mentoring and academic support identified and mapped, highlighting opportunities/gaps in the cities of Whittier, Downey, Southgate and Cudahy
    - 13 parents engaged in coalition work; planning for youth engagement in 2019

#### Food Insecurity

- $41,000 in community support dollars given to seven organizations to support CalFresh enrollment expansion, as well as school and food bank projects, including the purchase of a delivery truck for a local food pantry
  - Supporting a coalition comprised of 15 community partners
    - 15 agencies, 45 individuals attended CalFresh enrollment training
    - Three agencies actively enrolling community members in CalFresh; over 50 enrolled to date
    - 5,000 farmer’s market brochures updated, promoting local markets that accept food stamps; all 48 local WIC locations distributing the brochure
    - Free USDA summer lunch program promotion by multiple partners for second year; meals served increased by 55% from 2016
    - Planning 2019 Food Security regional symposium to examine the scope of food insecurity, understand resources and policies, and identify opportunities for collaboration

#### Homelessness

- $10,000 in community support dollars given to two organizations to support homeless prevention and rapid re-housing
  - Participated in three city-led homeless planning initiatives
  - Supporting a coalition comprised of 10 community partners
  - Engaged with two collaboratives across the service area to address homelessness; partnering with 10 organizations
Investments are organized according to Internal Revenue Service-recognized community benefit categories. For more information on what counts as community benefit and a description of each category, visit IRS Community Benefit Categories.

### FINANCIAL ASSISTANCE (CHARITY CARE)

$3,441,430 | 1,812 served

Defined as free/discounted health services for individuals who cannot afford to pay and who meet financial assistance eligibility criteria. PIH Health offers a generous program, providing charity care to those with family income(s) at or below 400% of Federal Poverty Level* guidelines. *For 2018, the Federal Poverty Level was $12,140 for one person and $25,100 for a family of four.

- PIH Health Hospital - Downey
  $506,069 | 352 served

- PIH Health Hospital - Whittier
  $2,716,876 | 926 served

- PIH Health Physicians
  $218,485 | 534 served

### UNREIMBURSED COSTS OF PUBLIC HEALTH INSURANCE PROGRAMS

$47,916,994 | 104,021 served

Defined as the shortfall (or unpaid cost) that is created when insurance payments are less than the cost of care, specifically for individuals with healthcare coverage through means-tested public programs (such as Medi-Cal).

- PIH Health Hospital - Downey
  $18,402,155 | 33,281 served

- PIH Health Hospital - Whittier
  $25,796,415 | 41,355 served

- PIH Health Physicians
  $3,718,424 | 29,385 served
CASH & IN-KIND CONTRIBUTIONS

$527,116 | 1,043 served

Support of Community Organizations  
PIH Health Hospital - Downey, PIH Health Hospital - Whittier

PIH Health provides in-kind donations and financial contributions to local nonprofit organizations that are responsive to health needs. Dedicated space with PIH Health is provided to the American Cancer Society and the area's Sexual Assault Response Team. During Fiscal Year 2018, $118,101 in cash donations were provided to 29 organizations; 74% supporting PIH Health's Community Health Improvement Plan.

Purchased Services (At-Risk Patients)  
PIH Health Hospital - Downey, PIH Health Hospital - Whittier

Based upon needs, uninsured and underinsured patients may be provided with therapy services, skilled nursing, mental healthcare services and medical equipment.

Service on Community Health Boards  
PIH Health Hospital - Downey, PIH Health Hospital - Whittier, PIH Health Physicians

Designated staff dedicate time to serving on community health-related boards or committees.

COMMUNITY BENEFIT OPERATIONS

$331,096 | 75 served

Community Benefit Operations  
PIH Health Hospital - Downey, PIH Health Hospital - Whittier, PIH Health Physicians

The Community Benefit Department ensures successful fulfillment of community benefit mandates required of nonprofit hospitals, meaningful linkages with community partners, and participation in regional efforts to address identified community health needs.

COMMUNITY-BUILDING ACTIVITIES

$104,379 | 29 served

Coalition Building  
PIH Health Hospital - Downey, PIH Health Hospital - Whittier

PIH Health works with a variety of community stakeholders to enhance the collective capacity to address identified community health needs, with emphasis on social determinants of health.
$1,899,772 | 25,413 served

**Education, Screenings and Support Groups**  
*PIH Health Hospital - Downey, PIH Health Hospital - Whittier, PIH Health Physicians*

Programs focus on community needs, with emphasis on prevention, health management and emotional support. For more information, visit [PIHHealth.org/Wellness](http://PIHHealth.org/Wellness).

**Enrollment Assistance**  
*PIH Health Hospital - Downey, PIH Health Hospital - Whittier*

Agencies specializing in health insurance enrollment, including Medi-Cal, are contracted to ensure that those eligible are assisted with obtaining coverage. 4,167 community members secured health insurance coverage via PIH Health-contracted agencies.

**Health & Wellness Center at Whittier First Day**  
*PIH Health Hospital - Whittier, PIH Health Physicians*

A collaboration with Whittier First Day, an emergency transitional shelter, meets the healthcare needs of First Day residents and those who are chronically homeless or at-risk.

**Transportation Resources**  
*PIH Health Hospital - Downey, PIH Health Hospital - Whittier*

Provided to patients with no alternative means.

**Community Collaboratives**

PIH Health is proud to partner with organizations that have a shared vision for improving community health.

Launched in 2016, with a grant from California Community Foundation, the Health Action Lab has brought together over 78 organizations across LA County’s Service Planning Area 7 that formed into four coalitions with a common purpose. Led by PIH Health, in partnership with the Los Angeles County Department of Public Health, Kaiser Permanente Downey Medical Center, and Whittier College, the Health Action Lab fosters collaborative solutions to address community needs and health disparities.

Click on below logos for information on additional collaboratives.
COMMUNITY HEALTH IMPROVEMENT SERVICES SPOTLIGHT

Navigating the Healthcare Maze
PIH Health’s new “Navigating the Healthcare Maze” class and video series aims to eliminate confusion around accessing and moving through the healthcare system. With significant community input, topic areas were identified: types of insurance coverage, understanding bills, and useful tips for taking control and managing your health.

The five-part video series includes:

Part 1: Components of the Healthcare System
Part 2: Types of Patient Care and the Healthcare Team
Part 3: Types of Health Insurance
Part 4: Understanding Medical Bills
Part 5: Your Role as a Patient

To access the videos, go to PIHHealth.org/Resources.
<table>
<thead>
<tr>
<th>HEALTH PROFESSIONS EDUCATION</th>
<th>SUBSIDIZED HEALTH SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>**$5,530,905</td>
<td>1,255 served**</td>
</tr>
<tr>
<td><strong>Family Medicine Residency Program</strong>&lt;br&gt;PIH Health Hospital - Downey, PIH Health Hospital - Whittier</td>
<td><strong>Diabetes Education Center</strong>&lt;br&gt;PIH Health Hospital - Whittier</td>
</tr>
<tr>
<td>Trains resident MD and DO physicians in primary care and offers rotations in various specialties.</td>
<td>Offers education programs, screenings and resources to those looking for help with managing their diabetes and living a healthy lifestyle.</td>
</tr>
<tr>
<td><strong>Paramedic Base Station Training</strong>&lt;br&gt;PIH Health Hospital - Whittier</td>
<td><strong>Emergency Department (ED) On-Call Physicians</strong>&lt;br&gt;PIH Health Hospital - Downey, PIH Health Hospital - Whittier</td>
</tr>
<tr>
<td>Provides continuing education for regional personnel who work with PIH Health’s paramedic base station, including Fire Department personnel, mobile intensive care nurses and emergency medical technicians.</td>
<td>PIH Health’s EDs are some of the busiest in Los Angeles County, with more than 100,000 visits annually. On-call physicians ensure that eligible patients, regardless of health insurance status, have access to specialty care. PIH Health Hospital - Whittier’s ED is a STEMI (Heart Attack) receiving center, a Comprehensive Stroke Center and features the area’s paramedic base station, ensuring access to emergency services.</td>
</tr>
<tr>
<td><strong>Internship, Externship, Preceptorship &amp; Mentoring</strong>&lt;br&gt;PIH Health Hospital - Downey, PIH Health Hospital - Whittier, PIH Health Physicians</td>
<td><strong>High-Risk Infant Follow-Up Clinic</strong>&lt;br&gt;PIH Health Hospital - Whittier</td>
</tr>
<tr>
<td>Supports next generation of healthcare providers by educating and mentoring students in clinical, ancillary and administrative settings.</td>
<td>A California Children’s Services-approved Special Care Center provides developmental follow-up for optimum health and development.</td>
</tr>
<tr>
<td><strong>RESEARCH</strong></td>
<td><strong>PIH Health Hospice Homes</strong>&lt;br&gt;PIH Health Hospital - Whittier</td>
</tr>
<tr>
<td>**$148,766</td>
<td>35 served**</td>
</tr>
<tr>
<td><strong>PIH Health Clinical Trials Program</strong>&lt;br&gt;PIH Health Hospital - Whittier</td>
<td><strong>PIH Health Urgent Care</strong>&lt;br&gt;PIH Health Physicians</td>
</tr>
<tr>
<td>Clinical trials and research studies have been aimed at improving health and cancer care since 2001. Research has focused on breast, colon, kidney and lung cancers. Thirteen clinical trials were open during Fiscal Year 2018 with 35 participants.</td>
<td>As an alternative to the emergency room, urgent care providers treat a variety of illnesses and injuries.</td>
</tr>
</tbody>
</table>
While not reported as community benefit, these efforts illustrate additional ways PIH Health connects with the community.

Here are just a few of the PIH Health professionals who give their time and talents to help people in need:

- Rosemary Castillo NP, Family Medicine: Serves in the healthcare ministry for a local parish, supporting health fairs and first aid for a cold weather homeless shelter, and provides physicals for high school students so that they can participate in sports.
- Chester Cheng OD, Optometry: Volunteers annually to provide eye health screening at the Taiwanese Lions Club of Rosemead.
- Patrick Dominguez MD, Dermatology: Volunteers monthly at Harbor-UCLA Medical Center dermatology clinics and gives educational didactic lectures to resident dermatology physicians.
- Deep Dudeja MD, Ophthalmology: Volunteers for an international medical mission one week every year along with local eye camps providing glaucoma screening; also provides cataract surgery to patients in need both locally and internationally.
- Sylvia Gonzalez MD, Pediatrics: A Board Member for SPIRITT Family Centers in Whittier, which provides a wide range of programs to children and families in the greater Whittier area that focuses on prevention, early intervention treatment and recovery for people suffering from mental health issues, domestic violence, child abuse, and substance abuse.
- Rachael Moore MD, Dermatology: Serves as a volunteer assistant clinical professor at the West Los Angeles Veterans Affairs Hospital once a month and is a clinical faculty member at the University of California, Los Angeles.
- Sy Oang DO, Internal Medicine: Volunteers one week every year for medical mission work in Cambodia.
- Yong Park MD, Medical Director of Radiology at PIH Health Hospital – Downey: Travelled to Uganda for two weeks with a medical mission to provide healthcare for refugees and prisoners; also led a medical team in Haiti, providing care to over 800 patients during four days of a free health clinic.
- Bindesh Shah MD, Orthopedic Surgery: Volunteers at community health fairs at the Jain Center of Southern California in Buena Park.
- Nhordia Torres NP, Family Medicine: Provides physicals for youth planning to attend summer camp through the Interfaith Food Center.

Emergency and Disaster Preparedness/Disaster Resource Center (DRC)

PIH Health Hospital – Whittier is one of 13 Los Angeles County designated DRC’s that ensure the community has access to resources and the highly skilled staff needed to respond to a large-scale disaster or other public health emergencies.

Environmental and Recycling Projects

PIH Health continues to implement “green” initiatives, including increased usage of LED lighting to decrease consumption of electricity and expanding a methane gas project with the City of Whittier to convert methane gas into electricity. Eyeglasses and hearing aids are also collected and recycled for the East Whittier Lions Club.

PIH Health Volunteer Contributions

Some 980 PIH Health volunteers collectively contributed 95,273 hours of service, supporting departments throughout the organization.

Reach Out and Read Program

Our Pediatrics Department partners with Reach Out and Read to promote early literacy and school readiness. Physicians provide patients with a children’s book and discuss with parents the importance of reading aloud. Each year, over 6,000 new books are distributed.
Comprised of community stakeholders, including key public health and legislative representatives, the purpose of the Community Benefit Oversight Committee is to:

- Review and validate compliance with respect to community benefit mandates,
- Review and validate that PIH Health's community benefit programs and services effectively meet identified community health needs and
- Increase public awareness of community benefit activities and community value.

Verónica G. Castro  
Interfaith Food Center

Darren Dunaway  
Human Services Association

Richard Espinosa  
Wesley Health Centers + JWCH Institute, Inc.

Karina Hartl  
Whittier City School District

Lindsey Lastra MPH MCHES  
Los Angeles County Department of Public Health

Hillary Mennella DNP MSN ANCC-BC  
Cerritos Community College District

Irene Muro MPA  
Whittier First Day

Steven Nagy  
Congresswoman Linda Sánchez, CA 38th District

Jim Ortiz  
My Friend's House

Luz Perez  
TLC Family Resource Center, Downey Unified School District

Irene Redondo-Churchward  
Community-at-Large

Drew Sones  
Community-at-Large

Ivan Sulic  
LA County Supervisor Janice Hahn, Fourth Supervisorial District

Elvia Torres MS LMFT MBA  
SPIRITT Family Services

Anne Ullstrom  
Downey Family YMCA

This report was submitted to the Office of Statewide Health Planning & Development in fulfillment of California Senate Bill 697 on February 28, 2019.

We invite you to contact us to share comments or request additional information.

PIH Health Community Benefit Department  
Community.Benefit@PIHHealth.org
Navigating Toward a Healthier Future

PIH Health Hospital - Whittier
12401 Washington Blvd., Whittier, CA 90602

PIH Health Hospital - Downey
11500 Brookshire Ave., Downey, CA 90241

562.698.0811
PIHHealth.org

Facebook
PIHHealth

Twitter
@PIHHealth

Instagram
@PIHHealth