



Community Benefit Report



**Annual Report and Implementation Plan for Community Benefit
Fiscal Year 2018 (April 1, 2017 – March 31, 2018)**

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

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About Casa Colina Hospital



Casa Colina is a nonprofit, freestanding, community-governed organization based in Pomona, California. Founded in 1936, Casa Colina's first focus was on children recovering from polio and other crippling diseases. Casa Colina's mission is to *provide individuals the opportunity to maximize their medical recovery and rehabilitation potential efficiently in an environment that recognizes their uniqueness, dignity and self-esteem.* Casa Colina's mission and culture as a medical rehabilitation provider have defined the way it serves the community with people who have disabilities or are at risk of a disability. In the broadest sense, this includes a large portion of the population that is at risk for a traumatic medical event or long-term medical condition that could lead to a disability.

Casa Colina Hospital and Centers for Healthcare (CCH) is the core of a network of integrated services. The hospital operates under the corporate umbrella of Casa Colina, Inc. (CCI). The hospital provides services to patients through its acute rehabilitation unit, medical and surgical unit, intensive care unit, surgical suites, outpatient therapy services, physician specialty clinics, satellite outpatient clinic in Azusa, and the pediatric outpatient clinic. Other Casa Colina programs extend the continuum of care and include the Transitional Living Center, Adult Day Health Care Center, Apple Valley and Lucerne Valley residential services, Imaging Center, and the Outdoor Adventures program.

Casa Colina provides a broad range of medical services and is highly renowned for specialized rehabilitation programs that address neurological and orthopedic conditions. It provides a full continuum of medical and rehabilitative care for patients diagnosed with traumatic brain injury, stroke, spinal cord injury, and orthopedic injuries and diseases. Casa Colina has specialized teams of professionals to support patients and families as they move through the phases of recovery and ultimately back to their communities. In FY2018, over 15,000 patients were treated at Casa Colina Hospital.

A distinction of Casa Colina is the Research Institute, which conducts translational and clinical research studies to measure the impact of rehabilitation treatments, identify new interventions, and improve current treatment. Casa Colina partners with leading scientists and researchers at academic facilities including the California Institute of Technology; Harvard Medical School; the University of California, Los Angeles; and the University of California, San Diego, as well as local universities and innovative technology companies.

Mission, Vision, Values, and Goals

Mission

Casa Colina will provide individuals the opportunity to maximize their medical recovery and rehabilitation potential efficiently in an environment that recognizes their uniqueness, dignity and self-esteem.

Vision

Leading and continuously redefining a patient-centered approach for those requiring highly specialized medically-driven levels of care.

Values

It is our commitment to enhance the quality of life of every person we serve.

Goals

The goal of Casa Colina is to provide exceptional clinical care through a multidisciplinary team approach that is focused on the delivery of highly specialized, customized care for our patients. This is accomplished through implementing outcome-based protocols, with emphasis on continued performance improvement and the education of our staff. This emphasis on exceptional care is a commitment we make to our patients and the community we serve. Health and wellness programs, outreach to reduce health disparities, education, and partnering with local organizations are ways we work with our community. Casa Colina's service in the community addresses disability in three ways:

1. *Preventing disability* – Casa Colina provides education in the community focused on health and wellness to prevent disabling conditions. This includes education on a host of preventive topics such as balance and fall, diabetes, stroke, and weight management. Health and fitness programs are a key strategy for keeping our community healthy by increasing their activity levels. Activities related to primary prevention are part of Casa Colina's ongoing community benefit programs and engagement with our community.
2. *Treatment of disability* – Casa Colina addresses treatment through specialized medical diagnosis, risk assessment, and proactive intervention, which may be at the personal, family, community, or environmental level. Early intervention is our goal, as well as secondary prevention to reduce the risk of further exacerbation of a disabling condition. Outreach programs, support groups, screenings, and education are part of Casa Colina's community benefit effort.
3. *Maximizing the potential of people with disabilities* – Casa Colina provides a continuum of care through highly skilled medical interventions and rehabilitation therapies. Therapy includes physical and cognitive retraining, education/training in adaptation, and community re-integration and modification. To improve the quality

of life of an individual with disabilities, Casa Colina provides recreational activities through the Outdoor Adventures program, Land Meets Sea Sports Camp, community fitness and exercise programs, support groups, networks, and patient navigation for high-risk patients. The main program components are the provision of medical and rehabilitation care to individuals, support services/training to family members and caregivers, training and development of staff, subsidizing programs that provide important functions to the health of the community, the provision of financial assistance, and subsidized or unreimbursed care, when needed.

Board of Directors Casa Colina, Inc. and Affiliates

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Our Community

Historically, Casa Colina has defined the community it serves as persons with or at risk of disability. These are persons who can benefit from medical and rehabilitation interventions to prevent, remediate, or delay progression of disabling conditions and the impact on function, independence, and quality of life. Casa Colina Hospital (CCH) is located at 255 E. Bonita Ave, Pomona, CA 91767. The service area encompasses 31 ZIP Codes representing 15 cities, in two counties (Los Angeles and San Bernardino). CCH tracks ZIP Codes of origin for all patient admissions. Since the hospital attracts patients regionally and nationally, the service area was determined from the ZIP Codes that reflect a majority of patient admissions from the local geographic area. In Los Angeles County, the hospital is located in Service Planning Area (SPA) 3.

Casa Colina Hospital Service Area

| Place | ZIP Code | County | Place | ZIP Code | County |
|-------------|----------|----------------|------------------|----------|----------------|
| Chino | 91708 | San Bernardino | Ontario | 91764 | San Bernardino |
| Chino | 91710 | San Bernardino | Pomona | 91766 | Los Angeles |
| Chino Hills | 91709 | San Bernardino | Pomona | 91767 | Los Angeles |
| Claremont | 91711 | Los Angeles | Pomona | 91768 | Los Angeles |
| Covina | 91722 | Los Angeles | Rancho Cucamonga | 91701 | San Bernardino |
| Covina | 91723 | Los Angeles | Rancho Cucamonga | 91730 | San Bernardino |
| Covina | 91724 | Los Angeles | Rancho Cucamonga | 91737 | San Bernardino |
| Diamond Bar | 91765 | Los Angeles | Rancho Cucamonga | 91739 | San Bernardino |
| Duarte | 91010 | Los Angeles | San Dimas | 91773 | Los Angeles |
| Glendora | 91740 | Los Angeles | Upland | 91784 | San Bernardino |
| Glendora | 91741 | Los Angeles | Upland | 91786 | San Bernardino |
| La Verne | 91750 | Los Angeles | Walnut | 91789 | Los Angeles |
| Montclair | 91763 | San Bernardino | West Covina | 91790 | Los Angeles |
| Ontario | 91758 | San Bernardino | West Covina | 91791 | Los Angeles |
| Ontario | 91761 | San Bernardino | West Covina | 91792 | Los Angeles |
| Ontario | 91762 | San Bernardino | | | |

As a component of the 2018 Community Health Needs Assessment (CHNA), Casa Colina described the service area community. The complete CHNA report is posted here:

<http://www.casacolina.org/Community-Benefits-Report.aspx>.

CHNA findings indicated that the population of the Casa Colina Hospital (CCH) service area is 1,248,576 persons. Children and youth, ages 0-19, make up less than one-third of the population (27.2%); 35.4% are 20-44 years of age; 26.1% are 45-64; and 11.3% of the population are seniors, 65 years of age and older. Close to half (48.4%) of the population in the service area is Hispanic or Latino, and 27.5% of the population is White. Asians make up 16.1% of the population in the service area, while Blacks or African Americans are 5% of the population. Nearly, 53% in the CCH service area speak English only; 30.9% of the population speak Spanish in the home and 12.6% speak an Asian/Pacific Islander language.

In the service area, 12.7% of the residents are at or below 100% of the federal poverty level (FPL), and 31.4% of the population are considered low income, living at or below 200% of FPL. The median household income for the hospital service area is \$74,631. The average high school graduation rate in the service area is 91.5%, which is higher than the county and the state (83.2%) and exceeds the Healthy People 2020 objective for high school graduation of 87%. Community input identified the stress that poverty has on families. Socioeconomic status impacts the health of a community.

Overall, 85.9% of residents in the service area are insured. When adult insurance coverage in the area is examined by ZIP Code, there is a variation among communities. Claremont (91.7%) has the highest rate of insurance coverage, and Pomona has the lowest rate of insurance coverage at 70.5%. However, community stakeholders noted that residents still lack health insurance. Low-income jobs may not provide health insurance, and low-income workers may lack access to health care. Those who do have Medi-Cal or a Covered California policy may have limited provider choices. A majority of residents (84.6%) in the service area have a source of health care. Community input noted there is often a long wait to schedule an appointment and that providers usually see patients during the day, Monday through Friday. Lack of transportation is also a barrier to accessing care. The lack of available health care services may result in residents going to the local Emergency Department for health care.

Addressing Priority Health Needs

In FY2018, Casa Colina engaged in activities and programs that addressed the priority health needs identified in the 2016-2018 Implementation Strategy. Selected activities and programs are detailed below that focus on the unique contribution Casa Colina made toward preventing and treating acute and chronic disabilities.

Access to Care/Preventive Care

To promote access to care, Casa Colina provided financial assistance for patients who were uninsured or under-insured.

Casa Colina offered independent and assisted fitness programs for continued wellness of persons with disabilities, including neurological injuries. Participants accessed specialized gyms and aquatic exercise programs through the community fitness program.

Casa Colina increased the number of health care providers and allied health professionals who obtained training in the care of patients with disabilities and chronic diseases. This was accomplished through offering occupational and physical therapy residency programs in physical rehabilitation (OT), orthopedics (PT), and neurology (PT). The coursework provided training in clinical examination, decision-making, and treatment skills. It was designed to accelerate therapists' professional development while allowing them to achieve clinical excellence in all aspects of patient care. Additionally, Casa Colina provided a Physical Medicine and Rehabilitation physician residency program. The residency was approved by the American Osteopathic Association.

During FY2018, the hospital provided programs focused on senior injury prevention and maintenance of physical and cognitive functioning. Special education sessions dedicated to senior health issues and support groups for seniors and their caregivers were provided.

Infants, children, and teens with disabilities also received specialized services and programs. These programs helped kids improve their social skills and quality of life. The hospital offered support, education, and resources for families and caregivers of kids with disabilities.

Throughout the year, the hospital partnered with a number of community organizations at community events, open houses, expos, and health fairs to provide health information and access to resources. These community outreach efforts reached a large number of persons with information on prevention and treatment of disabilities as well as access to available community resources. Additionally, the hospital administered free flu shots to adults in the community.

Brain Injury/Stroke/Arthritis/Osteoporosis/Fibromyalgia/Disabilities/Hearing Loss

Casa Colina is committed to caring for persons' physical and neurological conditions. In FY2018 we offered a continuum of rehabilitation care through acute hospital care, outpatient specialty clinics, long-term residential centers, Children's Services Center, Adult Day Health Care Center, and therapeutic recreation programs.

The Speech Conversation Group promoted expressive language skills by practicing strategies that enhanced daily conversations within the home and community. The group focused on individuals who have communication difficulties as a result of stroke. Areas addressed include improved initiation in social contexts, problem-solving communication breakdowns, and accessing resources within the community. A speech-language pathologist led the group.

Casa Colina provided health education sessions and screenings, which were offered to the broader community, the disabled community, and professionals. The educational sessions focused on topics related to disability prevention and disease treatment topics. The hospital provided ongoing programs for reduction of pain and tension, injury prevention, training and education, and skill acquisition (e.g. for persons with arthritis, osteoporosis, and fibromyalgia). Sports injury screenings were provided free of charge to athletes and community members on a weekly basis to reduce the incidence of traumatic brain injury.

Casa Colina also offered a number of support groups that provided emotional support and important educational information for individuals with disabilities, their families, and caregivers. Support groups included: autism, brain injury, ALS, COPD, Parkinson's disease, post-polio, parents of children with disabilities, fibromyalgia, and spinal cord injury.

With a strong commitment to research, Casa Colina invested in research focused on improving rehabilitation outcomes and overall functioning for individuals living with disabling conditions.

In response to hearing loss, licensed audiologists, certified by the American Speech & Hearing Association, conducted free hearing screenings in FY2018.

Community Benefit Services Summary FY2018

Casa Colina is committed to our community by bridging the gap of medical programs and community services that impact social wellness and health disparities. This is accomplished through the provision of services that promote health and healing by addressing the identified health needs of our community. For a program or service to be considered a community benefit it must: improve access to health care, enhance the health of the community, advance medical or health care knowledge, or reduce the burden of government or other nonprofit community efforts.

Casa Colina provided community benefit activities and programs within its service area. A summary of these activities follows.

Community Health Improvement Services

Activities were carried out to improve community health available to the public. This included free/low-cost screenings, support groups, health education, preventive care, and supportive services.

Community Health Education

- Casa Colina provided support groups available free of charge and open to the community. Support groups included those for autism, brain injury, ALS, COPD, Parkinson's disease, post-polio, parents of children with disabilities, fibromyalgia, and spinal cord injury. In FY2018, there were over 1,000 attendees at the support groups.
- 3,500 persons benefited from free education sessions on a variety of topics including: autism, parenting, proper exercise, joint care, healthy aging, senior care topics, healthy heart, Parkinson's disease, living with disabilities, injury prevention, diabetes care, speech therapy, and stroke.
- Casa Colina provided low-cost opportunities for community members, particularly those with disabilities, to participate in exercise programs such as the community fitness and pool exercise programs. As a result, 319 persons completed 15,923 workouts through the neuro-assisted community fitness programs.
- Casa Colina participated in community health fairs and informational booths and open houses. Over 3,700 community members, families of children with disabilities, and persons and caregivers of those with disabilities were reached and provided with education and resources.

Community-Based Clinical Services

- Free sports injury clinics were offered in our Pomona and Azusa clinics. Screenings by a physician were provided to identify sports-related injuries. These clinics provided safety education to help prevent new injuries, avoid exacerbating existing injuries, and guard against re-injury. This service assisted 568 persons.
- 280 individuals participated in our Outdoor Adventures program to enjoy recreational experiences.
- Sophisticated audiology testing and hearing aid fitting were made available in the community. This service was provided to 708 persons.
- Flu shots were provided to 897 persons at no charge.

Health Care Support Services

- Casa Colina assisted 3,900 community members with information and referrals to community health and social services.
- The Speech Conversation Group promoted expressive language skills by assisting persons with communication difficulties as a result of a stroke and for individuals with speech difficulties (aphasia, dysphasia, word finding, etc.).



Health Professions Education

Education programs for physicians, nurses, nursing students, physical therapists, occupational therapists, speech and language therapists, and other health professionals were offered by the hospital throughout the year. Casa Colina welcomed 360 students from schools across the nation for internships, practicums, and residencies.

Continuing Education for Physicians, Nurses, and Other Health Professionals

The health professionals at Casa Colina provide education and support to providers and health care students. With their expertise in rehabilitative medicine, they provided presentations and trainings throughout the region. Some of the education topics included:

- Brain injury
- Occupational therapy
- Research
- Neurology

Physician Education

Casa Colina supported the development of a medical residency program for Physical Medicine and Rehabilitation. The residency program is approved by the American Osteopathic Association.



Nursing Education

The hospital serves as a training site for nursing students from area universities. In FY2018, 106 nursing students participated in precepted clinical training at Casa Colina.

Other Health Professions Education

The hospital also provided preceptors for students in various health care disciplines:

- 5 persons training as physical therapists or physical therapy assistants completed clinical internships.
- 59 occupational therapy or occupational therapy assistant students received precepted education.
- 11 speech language pathology students completed clinical internships.
- 250 neuropsychology students received mentoring and supervision in a clinical practice setting.
- 8 students focusing on human resources in health care settings received mentoring and precepted training.

Subsidized Services

Subsidized services are clinical programs that are provided to meet an identified community need and are provided despite a financial loss to the organization. The services meet a community need and if not offered, would be unavailable in the area or would become the responsibility of the government or another nonprofit organization. In

compliance with regulations, subsidized health service expenses are reported after removing expenses for charity care, bad debt, and Medi-Cal shortfalls. Casa Colina provided more than \$1.3 million in subsidized services in FY2018.

Children's Services Center

The Children's Services Center offers programs for children ages 1 month to 15 years with various disabilities or developmental disorders. A pediatric neurologist specializing in the area of autism spectrum disorders oversees the program. Physical, occupational, and speech therapists, as



well as early intervention specialists, provide services. Casa Colina provided 19,221 visits for over 1,000 children (infants to teens) to receive subsidized care at the Children's Services Center or local schools for identification and treatment of development disabilities, orthopedic injuries, and learning disabilities.

The Senior Evaluation Program (SEP)

SEP helps seniors define capabilities and target areas of disability that have potential for remediation. Seniors are provided with a thorough assessment of functional ability, psychological health, physical health, and socio-environmental health.

Research

Casa Colina supports an independent research program and collaborates with many medical and academic institutions, encouraging and sponsoring research on rehabilitation techniques, efficacy of models of care, outcomes measurement, and health policy research. The Research Institute at Casa Colina supports independent research, engages in multi-site research projects, serves as an incubator for young therapist-researchers, engages in evaluation of programs and innovations, and serves as a site for collaborative research.

The Casa Colina research program includes studies and investigations that create generalizable knowledge focused on rehabilitation, clinical, and translational research. Data and results from the research projects are presented at national and international

conferences and published in peer reviewed journals that are available to health care professionals and the public. Casa Colina maintains its own federally sanctioned Institutional Review Board (IRB) to monitor and oversee the role of human subjects in research projects. Additionally in FY2018, to support its commitment to research in the field, Casa Colina hosted a Research Fellowship in Neuroscience/Neurosurgery at UCLA for a junior faculty member.

Cash and In-Kind Contributions

Funds and in-kind services were donated to community groups and nonprofit organizations. Casa Colina made contributions to organizations through cash and in-kind contributions and sponsorships of events that address health needs. The support of these organizations furthered the hospital's mission and supported the health of the community.

Community Building Activities

These activities support the community by offering the expertise and resources of the hospital.

Community Support

A number of hospital leaders and clinical staff supported community organizations through participation in coalitions, committees, and networks of agencies addressing common issues. Employees also engaged in planning, education presentations, consortia, summits, and meetings with community groups.

Coalition Building and Advocacy

Hospital representatives served on organizations and committees that address health improvement and community development. Casa Colina engaged in advocacy efforts that support access to health care and improvement of the lives of those with disabilities. Casa Colina also supported efforts to address social issues and community health disparities.

Economic Development

Casa Colina participated in coalitions with local economic development organizations, city government leaders, and advisory committees to address health and safety issues.

Workforce Development

More than 220 students from local high schools learned about health care careers at Casa Colina. Casa Colina participated in community events focused on the health care professions to create remarkable opportunities for teaching, learning, and research, with a focus on improving the care for our patient population. This included providing a learning environment for college students, student tours and educational sessions, and opportunities for volunteering, and mentoring as a requirement for school entrance

Financial Summary of Community Benefit

Community Benefit Summary FY2018 (April 1, 2017 - March 31, 2018)

| Community Benefit Categories | | Net Benefit |
|---|--|--------------------|
| 1. | Charity Care/Financial Assistance ¹ | \$319,149 |
| 2. | Unpaid Costs of Medi-Cal ² | \$1,562,441 |
| 3. | Subsidized Services ³ | \$1,350,574 |
| 4. | Education and Research ⁴ | \$3,065,469 |
| 5. | Other Benefits ⁵ | \$556,522 |
| Total Quantifiable Community Benefit | | \$6,854,155 |

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

² Unpaid costs of Medi-Cal consist of the cost to provider services based on the organization's cost-to-charge ratio in excess of reimbursement received for Medi-Cal patients.

³ Includes clinical programs that address an identified community need and where negative margins remain after removing financial assistance, bad debt, and Medi-Cal shortfalls.

⁴ Costs related to the health professions education programs and research that the hospital sponsors.

⁵ Includes non-billed activities for vulnerable populations and the broader community, 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 FY2019

Casa Colina Hospital continues to implement activities and programs to address the identified unmet health needs in our service area. As a result of the 2018 Community Health Needs Assessment process, Casa Colina chose to address the following health needs through a commitment of community benefit programs and charitable resources.

- Access to health care
- Chronic diseases
- Disabilities
- Overweight and obesity
- Preventive health care
- Senior health

Addressing Health Needs

The Implementation Strategy developed from the 2018 Community Health Needs Assessment spans the period FY2019-FY2021.

ACCESS TO HEALTH CARE/PREVENTIVE HEALTH CARE

The hospital intends to address access to health care and preventive care by taking the following actions:

1. Provide financial assistance for health care services consistent with Casa Colina's financial assistance policy.
2. Provide free health information, screenings, flu shots, and resources at community events.
3. Provide free community sports injury screening clinics.
4. Offer free audiology screenings.
5. Communicate to service area residents how to access health care services through established communication methods and social media.

CHRONIC DISEASES

The hospital intends to address chronic conditions by taking the following actions:

1. Provide access to specialized gyms and aquatic exercise programs through the community fitness program.
2. Provide education on pain management, disease prevention, treatment, and wellness.
3. Provide support groups for individuals with chronic diseases (arthritis, Multiple Sclerosis, Parkinson's disease, cardiovascular disease, and fibromyalgia) and their families.
4. Provide ongoing programs for reduction of pain and tension, injury prevention,

training and education, and skill acquisition for persons with arthritis and fibromyalgia.

5. Increase the number of health care providers and allied health professionals who obtain training in the care of patients with chronic diseases.
6. Implement research focused on improving rehabilitation outcomes and overall function for individuals living with disabling conditions.

DISABILITIES

The hospital intends to address improved care for persons with disabilities by taking the following actions:

1. Provide independent and assisted wellness and fitness programs for people with disabilities.
2. Provide health education focused on disability prevention and treatment topics.
3. Provide support groups for individuals with disabilities, their families, and caregivers.
4. Provide comprehensive support programs for persons with disabilities.
5. Offer a continuum of rehabilitation care with long-term residential centers, Children's Services Center, Adult Day Health Care Center, therapeutic recreation, and Outdoor Adventures.
6. Educate and train health care providers and allied health professionals to focus on disability care.
7. Provide patient navigation services for individuals post-discharge.
8. Advocate on a national and regional level for persons with disabilities.
9. Provide programs for kids to increase social skills and quality of life (Kids' Crew, Teen Scene, and Adventure Club).

OVERWEIGHT AND OBESITY

The hospital intends to address overweight and obesity by taking the following actions:

1. Provide health education focused on obesity prevention and treatment topics.
2. Provide access to specialized gyms and aquatic exercise programs through the community fitness program.
3. Offer healthy eating and active living programs for children and adults through the Community Wellness Center.
4. Develop a weight management clinic to support persons who are medically complicated.

SENIOR HEALTH

The hospital intends to address senior health by taking the following actions:

1. Provide education on healthy aging, prevention, treatment, and wellness.

2. Provide support groups for seniors, their families, and caregivers (stroke, arthritis, fibromyalgia, Parkinson's disease).
3. Provide programs for injury prevention and maintaining physical and cognitive functioning (e.g. vestibular balance screening).
4. Provide seniors opportunities for specialized fitness programs.

Evaluation of Impact

Casa Colina will monitor and evaluate the programs and activities outlined above as they impact people with disabilities, including their wellness, productivity, and physical activity. The hospital utilizes a system to track strategy implementation. The Casa Colina reporting process includes the collection and documentation of program measures and collaborative efforts to address health needs. An evaluation of the impact of the hospital's actions to address these significant health needs will be reported in the next scheduled Community Health Needs Assessment.

Engaging the Community

Casa Colina engages the community and obtains their feedback through multiple community efforts. Casa Colina is committed to fostering partnerships with community members and community-based organizations. Our Community Benefit plan includes maintaining current partnerships and exploring opportunities to engage with new partners.

Contact Information

Address of Hospital Campus

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Web Address

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