



**Annual Report and Plan for Community Benefit**

**Community Medical Center Long Beach**

**Fiscal Year 2018 (July 1, 2017 – June 30, 2018)**

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

**November 2018**

**Contents**

About the Organization..... 2

    Mission..... 2

    Vision ..... 2

    Values..... 2

    MemorialCare Health System ..... 2

    Community Medical Center Long Beach..... 3

    Governance ..... 3

Our Community ..... 5

Community Health Needs Assessment ..... 6

    Priority Health Needs ..... 7

Community Benefit Services Summary FY2018 ..... 8

Financial Summary of Community Benefit ..... 11

Community Benefit Plan FY2019 ..... 12

Appendix 1 – Community Partners..... 13

Contact Information..... 14

## About the Organization

### Mission

To improve the health and well-being of individuals, families and our communities.

### Vision

Exceptional People. Extraordinary Care. Every Time.

### Values

#### *The iABCs of MemorialCare*

The iABCs are a statement of our values—Integrity, Accountability, Best Practices, Compassion and Synergy. They remind us of our commitment to the highest standard of patient care and the active communication of clinical outcomes.

### Integrity

Always holding ourselves to the highest ethical standards and values. Doing the right thing, even when no one is watching.

### Accountability

Being responsible for meeting the commitments we have made, including ethical and professional integrity, meeting budget and strategic targets, and compliance with legal and regulatory requirements.

### Best Practices

Requires us to make choices to maximize excellence, and to learn from internal and external resources about documented ways to increase effectiveness and/or efficiency.

### Compassion

Serving others through empathy, kindness, caring and respect.

### Synergy

A combining of our efforts so that together we are more than the sum of our parts.

### MemorialCare

MemorialCare is a nonprofit integrated health care delivery system that includes five hospitals – Long Beach Medical Center, Miller Children's & Women's Hospital Long Beach, Community Medical Center Long Beach<sup>1</sup>, Orange Coast Medical Center, and Saddleback Medical Center; award-winning medical groups – MemorialCare Medical

---

<sup>1</sup> Due to an active earthquake fault line under the hospital and California's impending seismic regulations for acute care hospitals, **Community Medical Center Long Beach closed on July 3, 2018.**

Group and Greater Newport Physicians; Seaside Health Plan; and convenient outpatient health centers, imaging centers, surgical centers and dialysis centers throughout Orange and Los Angeles Counties.

An innovator in health care delivery, we focus on evidence-based, best practice medicine. Our physicians and health care professionals study health care's best practices and work to implement them at all our medical centers. The results are outcomes that frequently exceed state and national averages. For more information on our work and accomplishments please visit <http://www.memorialcare.org/about/reports>.

### **Community Medical Center Long Beach**

#### **Community Medical Center Long Beach closed on July 3, 2018.**

Community Medical Center Long Beach (CMCLB) is a 208-bed acute-care hospital that serves the Greater Long Beach area. Community Medical Center Long Beach offers state-of-the-art imaging, cardiovascular diagnostics, mental health and wellness, women's heart screenings, occupational medicine, diabetes services and more.

The MemorialCare Center for Mental Health & Wellness at Community Medical Center Long Beach offers a full spectrum of mental health programs to maximize the continuum of care for each patient, including a psychiatric inpatient program, outpatient psychiatric clinic and a partial hospitalization/intensive outpatient program. To address the overwhelming, continuous medical needs of expectant and new mothers who suffer devastating depression and/or anxiety, the Center for Mental Health & Wellness also offers one of the nation's only perinatal mood and anxiety disorder programs with inpatient and outpatient care. The Center for Mental Health & Wellness provides leading treatments for depression including Transcranial Magnetic Stimulation (rTMS) therapy – a non-invasive, non-drug treatment for patients who have not benefited from antidepressant medication.

### **Governance**

The Board of Directors guided the direction of community benefit, with assistance from the Community Benefit Oversight Committee (CBOC).

#### **Long Beach Medical Center, Miller Children's & Women's Hospital Long Beach, and Community Medical Center Long Beach Board of Directors**

Barry Arbuckle, PhD  
Sathya Chey  
Jane Close Conoley  
Leslie Edirch, MD  
John Fielder

Clifford Hancock, MD  
Cynthia Herzog, MD  
Russell Hill, Chairman  
Stephen Hryniewicki, MD  
Lorna McFarland, MD  
Suzanne Nosworthy  
Robert Schack  
William Webster, MD  
James Wells, MD  
Susan Anderson Wise

### **Community Benefit Oversight Committee**

The CBOC (Community Benefit Oversight Committee) is an advisory committee for the MemorialCare Long Beach hospitals' community benefit programs and reports to the Strategy Committee of the Board of Directors. The CBOC reviews and validates legal and regulatory compliance specific to community benefit mandates; assures community benefit programs and services are effectively meeting identified community health needs, with emphasis on populations with unmet health needs; and increases transparency and awareness of community benefit activities. The members of the CBOC included:

- Lynnette Bello, Supervisor, Welcome Baby Program, Miller Children's Hospital
- Sylvia Betancourt, Program Manager, Long Beach Alliance for Children with Asthma, MemorialCare
- Melissa Biel, Community Benefit, MemorialCare Health System
- Lauren Gallant, Community Outreach & Government Relations Manager, MemorialCare
- Martha P. Gonzalez, Community Relations Manager, MemorialCare Long Beach Medical Center
- Yair Katz, Chief Financial Officer, MemorialCare Long Beach Medical Center
- Linda Kerr, Diabetes Program Director, Long Beach Medical Center
- Julie Leung, Planning and Accreditation Coordinator, Long Beach Department of Health & Human Services
- Karina Melgar, Physician, MemorialCare
- Mercedes Perezchica, Long Beach Department of Health & Human Services
- Christine Petit, Executive Director, Long Beach Forward
- Kristen L. Pugh, Vice President, Advocacy & Government Relations, MemorialCare
- Nancy Riano, Nursing Services Officer, Long Beach Department of Health & Human Services

- William Webster, Chairman, Finance Committee, Vice-Chairman, MemorialCare Long Beach Medical Center Board of Directors

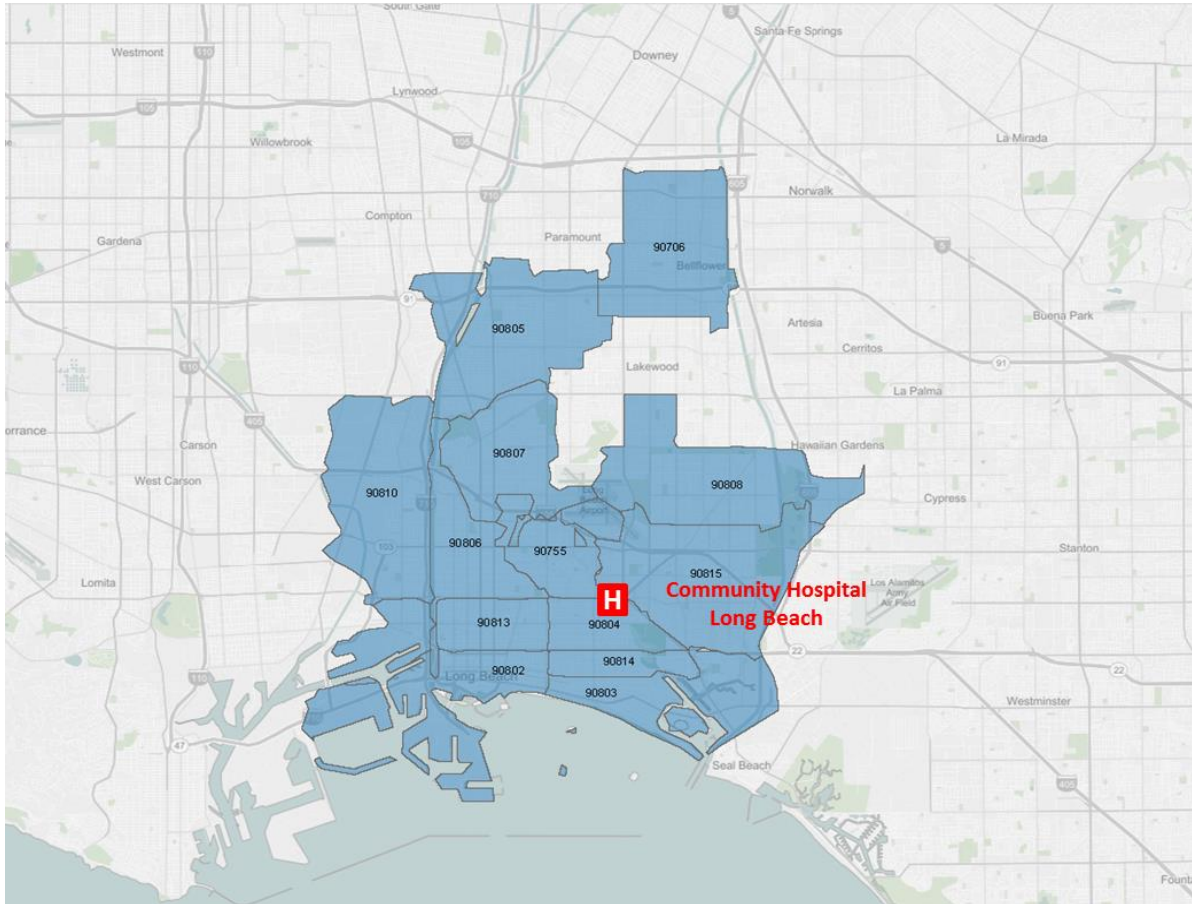
## Our Community

Community Medical Center Long Beach is located at 1720 Termino Ave, Long Beach, California 90804, in Los Angeles County. The hospital service area consists of the following cities and ZIP Codes.

### Community Medical Center Long Beach Service Area

City	ZIP Code
Bellflower	90706
Long Beach	90802, 90803, 90804, 90805, 90806, 90807, 90808, 90810, 90813, 90814, 90815
Signal Hill	90755

### Map of the Community Medical Center Long Beach Service Area





The City of Long Beach is a coastal community located in Los Angeles County. Based on the U.S. Census, Long Beach is the thirty-sixth most populous city in the nation and seventh in California.

The hospital service area includes 559,524 residents. Children and youth (ages 0-19) make up 28.3% of the service area population; while seniors (65 years and older) account for 9.6% of the population. The service area is very diverse. The largest portion of the service area is Hispanic/Latino (42.8%). Whites make up 27.4% of the population; Blacks/African Americans comprise 13.1% of the population and Asians 12.4%. Native Americans, Hawaiians, and other races combined total 4.3% of the population. Long Beach has the largest Cambodian community in the United States. Among service area residents, who are 25 years old and older, 20.7% have less than a high school diploma. 47.4% of service area residents live below 200% of the federal poverty level (FPL).

## **Community Health Needs Assessment**

Community Medical Center Long Beach completed a Community Health Needs Assessment (CHNA) in 2016 as required by state and federal law. Hospitals and organizations in the greater Long Beach community worked in collaboration to complete the CHNA. The hospitals and organizations that participated in the Long Beach CHNA Collaborative included: Dignity Health St. Mary Medical Center, Kaiser Permanente South Bay, Long Beach MemorialCare System (Long Beach Medical Center, Community Medical Center Long Beach and Miller Children's & Women's Hospital), The Children's Clinic "Serving Children and Their Families" and the City of Long Beach Department of Health and Human Services. The Long Beach CHNA Collaborative engaged Harder+Company Community Research to conduct the needs assessment.

The Long Beach CHNA Collaborative reviewed secondary data from local, county, state and national sources to develop a comprehensive community profile that was organized by health needs. Analyses were conducted at the most local level possible. Information on groups that were particularly impacted by the social determinant of health was collected to develop a better understanding of the health needs within the community. This report included benchmarks comparing secondary data for the hospital's service area against Los Angeles County and the State. When available, Healthy People 2020 objectives were included as a benchmark.

Community input was provided by a broad range of community members and leaders through key informant interviews and focus groups. Interviewees included public health experts, as well as leaders, representatives, and members of medically underserved, low-income and minority populations. A total of 34 key informant interviews were conducted in October and November 2015. Additionally, eight focus groups were

conducted throughout the greater Long Beach community. A total of 52 community members participated in the focus groups.

### **Priority Health Needs**

Significant health needs were identified through a scoring process of the primary and secondary data. Health needs that were confirmed by more than one indicator were identified as a significant health need: (1) secondary data showed that the size of the health need was a concern, as measured by the proportion of the community affected, compared to the benchmarks (e.g., SPA, County, State or Healthy People 2020 objectives), and (2) primary data collection efforts (i.e., key stakeholder interviews and focus groups) identified the health need as a concern in the service area.

Mental health, economic security and obesity/diabetes were ranked as the top three priority needs in the service area. Calculations of community input resulted in the following priority ordering of the significant health needs:

1. Mental health
2. Economic security
3. Obesity and diabetes
4. Access to housing
5. Chronic disease
6. Education
7. Access to Care
8. Preventive Care
9. Crime and violence
10. Pregnancy and birth outcomes
11. Environment and climate
12. Oral health
13. Substance Abuse and Tobacco

The complete Community Health Needs Assessment report and the prioritized health needs can be accessed at [www.memorialcare.org/content/community-benefit](http://www.memorialcare.org/content/community-benefit).



## **Community Benefit Services Summary FY2018**

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

In FY2018, Community Medical Center Long Beach provided community benefit activities and programs within its service area. A summary of these activities follows.

### **Community Health Improvement Services**

Activities carried out to improve community health, available to the public, which address a community need.

#### Community Health Education

Health education classes and events were made available to the public. Community health education targeted the community at large, populations with, or at risk of, chronic disease, seniors and populations with health disparities. Examples of activities included:

- Diabetes classes and support groups.
- *CareConnection* newsletter provided residents with health care information and community resources, free classes, support groups, and screenings offered at the hospital.

#### **Health Professions Education**

Education programs for physicians, medical students, nurses, nursing students, and other health professionals.

Community Medical Center Long Beach partnered with California State University Long Beach to provide nursing student clinical training. There were 88 student nurses (non-contracted) who participated in clinical rotations at the hospital.

Thirty-one (31) health professional students performed their clinical hours and/or internship rotations at CMCLB. Dietary students and interns, pharmacy, phlebotomy and health care administration students were directly supervised by hospital staff. In addition to on-site training of the next generation of health care professionals, training and continuing education were provided to community health professionals.

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

Contributions and in-kind services donated to community groups and non-profit organizations. CMCLB provided in-kind donations of meeting space for nonprofit organizations and community groups. Contributions were made to nonprofit

organizations that supported community benefit efforts.

Since 1994, Community Medical Center Long Beach has served as the Sexual Assault Response Team (SART) program site. SART provides multidisciplinary care for victims of sexual assault of all ages in Long Beach and surrounding communities. The hospital provided donated space and medications for the SART program.

### **Community Building Activities**

Activities that support community building by offering the expertise and resources of the Hospital organization. These activities may address the root causes of health problems or the determinants of health, such as education, homelessness, poverty and environmental concerns.

#### Community Support

Staff members at CMCLB are active community members. They participated in several initiatives that supported the community.

#### Coalition Building and Advocacy

Hospital representatives served on local, regional and state level organizations and committees that addressed health improvement and supported professional health organizations. MemorialCare engaged in local, state and national advocacy efforts that supported access to health care.

We joined with other agencies in Long Beach to advocate for the creation of a Behavioral Health Urgent Care Center. At this facility, voluntary and involuntary patients can be admitted for just under 24 hours, until their crisis is stabilized. Given the documented need for mental health services, the Long Beach City Council approved the project, which opened in 2018.

#### Leadership Development

The 13<sup>th</sup> Annual Health Care Forum for Business Leaders, the President's Partnership was a conference hosted by MemorialCare President, Dr. Arbuckle. The conference, *The Puzzling Economics of Healthcare 2018*, engaged employers in the region to better understand health care reform, create a healthier workforce, and advocate for better care in the communities they serve.

CMCLB continued its support of the City of Long Beach Neighborhood Leadership Program. This five-month multilingual program supported leadership development skills for neighborhood residents.

### Workforce Development

Community Medical Center Long Beach served as an internship site for the Cabrillo High School Work Ability Program, which provided local high school students with hands-on experiences in the health care field.

## Financial Summary of Community Benefit

Consolidated financials for Community Medical Center Long Beach, Long Beach Medical Center, Miller Children's & Women's Hospital Long Beach, Orange Coast Medical Center and Saddleback Medical Center.

Community Benefit Categories	Net Benefit ( <i>in thousands of dollars</i> )
CHARITY CARE <sup>2</sup>	\$7,335
UNPAID COSTS OF MEDI-CAL <sup>3</sup>	\$119,922
OTHERS FOR THE ECONOMICALLY DISADVANTAGED <sup>4</sup>	\$337
EDUCATION AND RESEARCH <sup>5</sup>	\$14,714
OTHER FOR THE BROADER COMMUNITY <sup>6</sup>	\$5,557
<b>TOTAL COMMUNITY BENEFIT PROVIDED EXCLUDING UNPAID COSTS OF MEDICARE</b>	<b>\$147,865</b>
UNPAID COSTS OF MEDICARE <sup>2</sup>	\$69,715
<b>TOTAL QUANTIFIABLE COMMUNITY BENEFIT</b>	<b>\$217,580</b>

<sup>2</sup> Charity Care includes traditional charity care write-offs to eligible patients at reduced or no cost based on the individual patient's financial situation.

<sup>3</sup> Unpaid costs of public programs include the difference between costs to provide a service and the rate at which the hospital is reimbursed. Estimated costs are based on the overall hospital cost to charge ratio. This total includes the Quality Assurance Fees paid to the State of California.

<sup>4</sup> Includes other payors for which the hospital receives little or no reimbursement (County indigent).

<sup>5</sup> Costs related to the medical education programs and medical research that the hospital sponsors.

<sup>6</sup> Includes non-billed programs such as community health education, screenings, support groups, clinics and support services.

## **Community Benefit Plan FY2019**

Because of the closure of Community Medical Center Long Beach on July 3, 2018, there is no community benefit plan and no Community Health Needs Assessment planned for FY2019.

## Appendix 1 – Community Partners

In keeping with the community benefit principle to actively build community capacity and our overall mission and commitment to improve the health and wellbeing of individuals, families and our communities, Community Medical Center Long Beach, Long Beach Medical Center, Miller Children’s and Women’s Hospital cultivated and maintained strong ties with community stakeholders. We supported partnerships with the following organizations (partial listing):

- American Heart Association
- American Lung Association
- Cabrillo High School
- California State University, Long Beach
- Cambodian Advocacy Center
- City of Long Beach
- City of Long Beach Neighborhood Leadership Program
- City of Long Beach/Neighborhood Resource Center/Senior Centers
- End Abuse Long Beach
- Junior League of Long Beach
- Latinos in Action
- LB Fresh
- LGBTQ Center Long Beach
- Long Beach City College
- Long Beach Department of Health and Human Services
- Long Beach Forward
- Long Beach Police Department Homeless Assistance Project
- Long Beach Ronald McDonald Charity
- Long Beach Stroke Association
- Long Beach Unified School District
- Los Angeles County Department of Mental Health
- Los Angeles County Department of Public Health
- Mental Health America of Los Angeles
- NAMI – National Alliance on Mental Illness
- Senior Centers / Senior Living Facilities
- The Children’s Clinic, Serving Children & Their Families
- United Cambodian Association
- Walk Bike Long Beach
- Walk Long Beach
- YMCA



## **Contact Information**

### Community Benefit Contact

Kristen L. Pugh, MPA

Vice President, Advocacy & Government Relations

MemorialCare Health System

[kpugh@memorialcare.org](mailto:kpugh@memorialcare.org)