



## Annual Report and Plan for **COMMUNITY BENEFIT**

**Fiscal Year 2018 (October 1, 2017 – September 30, 2018)**

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

TABLE OF CONTENTS

INTRODUCTION..... 2

MISSION ..... 2

VISION ..... 2

VALUES ..... 2

CARING FOR OUR COMMUNITY ..... 2

COMMUNITY HEALTH NEEDS ASSESSMENT ..... 5

COMMUNITY BENEFIT SERVICES SUMMARY ..... 7

FINANCIAL SUMMARY OF COMMUNITY BENEFIT FY18..... 11

COMMUNITY BENEFIT PLAN FOR FY19..... 12

CONTACT INFORMATION ..... 14

## INTRODUCTION

Henry Mayo Newhall Hospital (Henry Mayo) is a 238-bed nonprofit hospital, which serves the Santa Clarita Valley, in Los Angeles County, California. Henry Mayo's mission, vision and values, and its role in the community, serve as the foundation for everything the hospital does.

## MISSION

To improve the health of our community through compassion and excellence in health care services.

## VISION

To create the ideal patient-centered environment to surpass expectations.

## VALUES

- Quality
- Safety
- Teamwork
- Accountability
- Integrity
- Respect

## CARING FOR OUR COMMUNITY

Henry Mayo Newhall Hospital's impact in the community is felt in many ways, including through providing financial assistance to uninsured patients, offering prevention and health awareness programs to help keep the community healthy, and providing education and training to health care professionals. As a nonprofit community hospital, we conduct a Community Health Needs Assessment, every three years, to better understand the community's needs and to assist with community planning activities. Henry Mayo develops a community benefit plan to improve the health of the community, and annually submits the plan to the California Office of Statewide Health Planning and Development.

## ABOUT HENRY MAYO NEWHALL HOSPITAL

The Santa Clarita Valley has experienced tremendous growth and an increase in the senior population. As a result, the need for expanded health care services has dramatically increased. To grow with the community, the hospital has embarked on a major long-term planning project, which includes the construction of a new inpatient hospital building that will provide up to 142 additional patient beds to the hospital's campus in Valencia and two new surgery suites in the Women's Services Unit. Other features will include a larger cafeteria with a hotel-quality kitchen, expanded laboratory services, and a roof-top helipad that is expected to improve medical care response

times. Recent improvements include renovation and expansion of the intensive care unit (ICU), a new neonatal intensive care unit (NICU), a new operating room, expansion of the cardiac rehabilitation program and the Henry Mayo Education Center. In the last few years, the hospital also expanded and updated its emergency and imaging departments, adding new and replacement technologies to improve the quality of care.

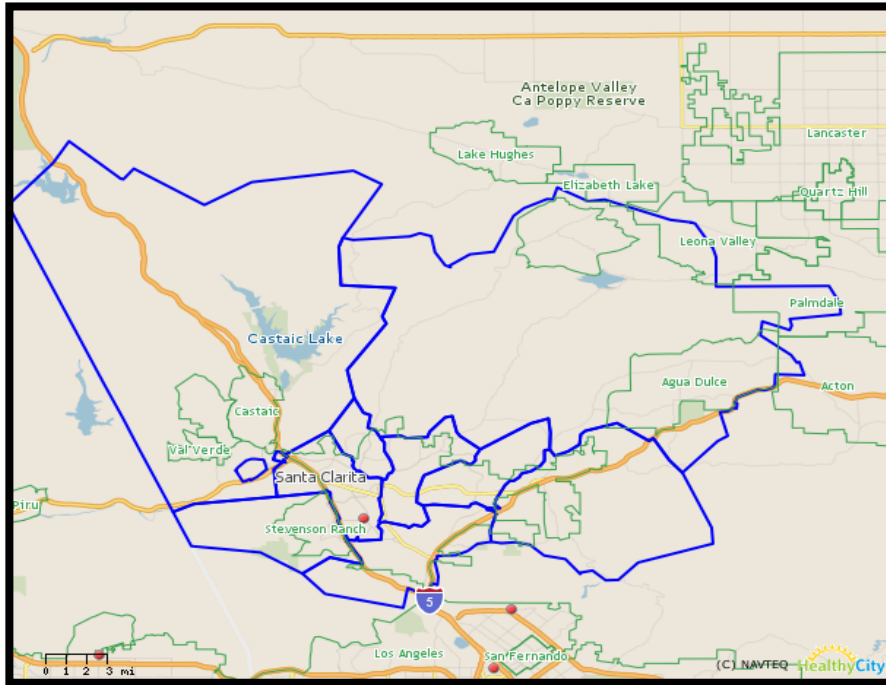
Henry Mayo provides excellent care, which responds to the needs of the community. As a result, we are honored to have received the following awards in FY18:

- For the 6<sup>th</sup> consecutive year, Henry Mayo was recognized by the American Heart Association with their Gold Plus Quality Achievement award for quality stroke care.
- Henry Mayo was awarded the Joint Commission's Advanced Certification for Hip and Knee Replacement.
- The hospital received the California Department of Health and Human Services Achievement Award for the Healthy People 2020 Target for low-risk, first-birth Cesarean sections.

### SERVICE AREA

Henry Mayo is located at 23845 McBean Parkway, Valencia, California 91355. The service area includes the cities and communities of Agua Dulce, Saugus, Canyon Country, Castaic, Val Verde, Newhall, Santa Clarita, Stevenson Ranch and Valencia. The service area includes portions of Service Planning Area (SPA) 2 (San Fernando) in Los Angeles County.

## Map of the Henry Mayo Service Area



Source: *HealthyCity.org*

The population for the Henry Mayo service area is 276,958. Children and youth, ages 0-17, make up 26.8% of the population, 63.9% are 18-64 years of age, and 9.3% are seniors, 65 years and older. In the service area, 50.8% of the population is White, 30.4% is Hispanic/Latino, 10.6% of the residents are Asian, 3.4% of residents are Black/African American, 0.1% of the population is American Indian/Alaskan Native, 0.1% is Native Hawaiian/Pacific Islander, and 4.6% of the population is another race or multiple race/ethnicity. English is spoken in the home among 69.5% of the service area population. Spanish is spoken at home among 19.1% of the population, and 6.6% of the population speaks an Asian language in the home. In the service area, 8.7% of the population is at or below 100% of the federal poverty level (FPL) and 20.7% of the population in the service area is considered low-income, living at or below 200% of FPL. Among area adults, ages 25 and older, 10.9% lack a high school diploma, 45.4% are high school graduates and 43.7% are college graduates.

## COMMUNITY HEALTH NEEDS ASSESSMENT

Henry Mayo completed a Community Health Needs Assessment (CHNA) in 2016, as required by state and federal law. California Senate Bill 697 and the Patient Protection and Affordable Care Act and IRS section 501(r)(3) direct tax-exempt hospitals to conduct a Community Health Needs Assessment and develop an Implementation Strategy, every three years. The Community Health Needs Assessment is a primary tool used by the hospital to determine its community benefit plan, which outlines how it will give back to the community, in the form of health care and other community services, to address unmet community health needs.

### Data Collection

The CHNA incorporated components of primary data collection and secondary data analysis, which focused on the health and social needs of the service area. The CHNA examined up-to-date data sources to present community demographics, social and economic factors, health care access, birth characteristics, leading causes of death, chronic disease, health behaviors, mental health and substance abuse, and preventive practices. These data were presented in the context of Los Angeles County and California, framing the scope of issues as they related to the broader community.

### Input From Persons who Represent the Community

Targeted interviews were used to gather information and opinions from people who represented the interests of the community served by the hospital. Twenty-two (22) interviews were completed from June through September 2016. Interviewees included individuals who are leaders and representatives of medically underserved, low-income, and minority populations, or regional, state or local health or other departments or agencies that have current data or other information relevant to the health needs of the community served by the hospital facility.

### Priority Health Needs

The CHNA identified significant health needs in the hospital service area. These needs were prioritized, with input from the community:

1. Mental health
2. Access to health care
3. Substance use and misuse (alcohol, drugs, tobacco)
4. Heart disease
5. Overweight/obesity
6. Cancer
7. Diabetes
8. Preventive practices (screenings, vaccines)
9. Asthma
10. Dental care

The Community Health Needs Assessment can be accessed at:  
<http://www.henrymayo.com/our-community/our-community>. Comments from community members are welcome.

## COMMUNITY BENEFIT SERVICES SUMMARY

### Accomplishments in FY18 (October 1, 2017 – September 30, 2018)

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 counted as 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.

#### Community Health Improvement Services

*Definition: activities carried out to improve community health, available to the public, which address a community need.*

#### Community Health Education

- *It's Your Health* radio is a free, bimonthly health podcast from Henry Mayo. The podcast presented up-to-date health information to the community by physicians and other medical experts. Among the topics covered were: prostate, colon, and breast cancer, healthy eating, diabetes management, pain management, wound care, urological disorder, postpartum depression and heart health. The podcast reaches over 1,000 people. In addition, Henry Mayo distributed the *It's Your Health* magazine twice during the year to residents in the Santa Clarita Valley and featured healthy lifestyles information.
- Over 500 community residents learned life-saving CPR through the hospital's Certified CPR Community Class and CPR Sidewalk Class. Sidewalk CPR classes were offered free of charge and the certified CPR classes were provided a significantly reduced fee.
- Designed for at-risk teens, ELEVATE is a two-week summer program supported by Henry Mayo. The goal of the camp is to ELEVATE self-confidence, promote healthy eating and encourage a physically active lifestyle.
- The Hiking and Snake Bite Prevention class reached 206 persons. The class focused on how to prevent and treat venomous snake bites.
- Henry Mayo provided a lecture series, with clinical experts, to engage seniors on a variety of health topics. The senior lecture series served 336 seniors.
- The Henry Mayo health information library can be found at [henrymayo.com](http://henrymayo.com) and was open to patients, families and the public.
- Henry Mayo physical therapists provided lectures and training to senior centers, schools and local organizations.

#### *Health Fairs and Community Events*

- Henry Mayo hosted heart health fairs that offered blood pressure checks, height and weight analysis, body composition analysis, carotid artery, cholesterol and glucose screenings, healthy nutrition and diet tips, and stroke education.



- Henry Mayo was a sponsor of the CARE SCV (Cancer Awareness & Resource Expo) in the Santa Clarita Valley. This event was hosted in partnership with College of the Canyons. The expo educated the community on cancer prevention, early detection, treatments and breakthroughs and offered on-site health screenings.
- The hospital also participated in a number of other health fairs, including the Emergency Expo, and the Friendly Valley Health Fair. Over 500 persons received health information at these health fairs.
- The hospital participated in community events, focused on raising awareness about health and wellness issues, in the Santa Clarita Valley.

#### *Support Groups*

- Support groups were offered to community members. The support groups included cancer survivorship, grief and stroke.

#### *Community Walks, Awareness and Information*

- Henry Mayo sponsored and participated in the American Diabetes Association and American Cancer Society community awareness events.

#### **Community-Based Clinical Services**

- Henry Mayo offered flu shots to 191 community residents.
- 73 senior residents of Canterbury Village were provided with blood pressure, glucose, and cholesterol screenings.
- Bone density screenings were provided in conjunction with a lecture on osteoporosis.
- 615 persons donated blood at the six annual hospital-hosted blood drives.
- Henry Mayo provided assistance to enroll low-income patients in public programs for low-cost or no-cost insurance.
- Transportation assistance was provided to community residents who lacked the resources to obtain transportation to and from needed health care services.

#### **Health Professions Education**

*Definition: education programs for physicians, medical students, nurses, nursing students, and other health professionals.*

- Henry Mayo served as a health education training site for student precepting. The hospital worked with students in nursing, respiratory therapy, pharmacy and the laboratory.
- Henry Mayo provided salary support for a nursing instructor at the College of the Canyons.

- Continuing Medical Education (CME) and Health Professions Professional Education were offered throughout the year. These education events were open to community providers.

### **Subsidized Health Services**

*Definition: clinical programs that are provided, despite a financial loss. Negative margins remain after removing charity care, bad debt and shortfalls from Medi-Cal. The services meet a community need and, if not offered, would be unavailable in the area or become the responsibility of the government or another non-profit organization.*

- Behavioral Health Unit – an LPS-designated acute psychiatric care facility (Sections 5150, 5151 and 5152 of the California Welfare and Institutions Code) for adult male or female patients in psychological crisis. The Unit treated persons with a wide range of acute psychiatric illnesses, including major depression, bipolar disorder, schizoaffective disorder and schizophrenia. Patient services included assessment of emotional and psychological issues, initial health screening, case management, medication management, treatment planning, community integration planning and referrals.

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

*Definition: funds and in-kind services donated to community groups and non-profit organizations.*

- Donations were provided to health care organizations and non-profit community organizations that address community benefit efforts.
- The hospital provided meeting room use to nonprofit organizations, free of charge.
- Members of the leadership team contributed their time and expertise to local and regional agencies that are focused on health improvement and addressing the social determinants of health.

### **Community Benefit Operations**

*Definition: direct and indirect costs associated with assigned staff, community health needs assessments, community benefit planning, tracking, reporting, evaluating and operations.*

- Community benefit staff salary, benefits and expenses
- Administrative support
- Community benefit consultants

### **Community Building Activities**

*Definition: activities that support community assets by offering the expertise and resources of the hospital. These activities may address the root causes of health*

*problems or the determinants of health, such as lack of education, homelessness, poverty and environmental concerns.*

#### Community Support

Henry Mayo staff members are active community members. They participated in and hold leadership positions in community agencies and serve on community boards.

#### Coalition Building and Advocacy

Hospital representatives served on a number of local, regional and state-level organizations and committees that addressed health improvement and supported professional health organizations.

## FINANCIAL SUMMARY OF COMMUNITY BENEFIT FY18

Henry Mayo community benefit funding for FY18 (October 2017 – September 2018) is summarized in the table below.

### Community Benefit Summary

Community Benefit Categories	Net Benefit
Financial assistance/charity care <sup>1</sup>	\$3,376,030
Unpaid costs of Medi-Cal <sup>2</sup>	\$12,925,090
Education and research <sup>3</sup>	\$3,344,616
Other for the broader community <sup>4</sup>	\$1,975,053
<b>Total quantifiable community benefit less unpaid cost of Medicare</b>	<b>\$21,620,789</b>
Unpaid costs of Medicare	\$24,381,671
<b>Total quantifiable community benefit</b>	<b>\$46,002,460</b>

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

<sup>2</sup>Unpaid costs of public programs include the difference between costs to provide a service and the rate at which costs are determined and are based on the overall cost to charge ratio. Includes state Quality Assurance Fee.

<sup>3</sup> Costs related to the health professions education programs and research that the hospital sponsors.

<sup>4</sup> Includes non-billed activities such as community education, screenings, and health support services. Also included are subsidized services, cash and in-kind donations, and community benefit operations expense.

## COMMUNITY BENEFIT PLAN FOR FY19

Henry Mayo addresses our service area's identified health needs through our community benefit commitment. As a result of the 2016 Community Health Needs Assessment process, priority health needs were identified, which the hospital addresses through our Implementation Strategy. The Implementation Strategy spans the period 2017-2019. Henry Mayo will undertake the following strategies to address these health needs:

1. Access to health care
2. Cancer
3. Diabetes
4. Heart disease
5. Preventive practices

### **Access to Care**

Henry Mayo will address access to care by taking the following actions:

- Support for Northeast Valley Health Corporation for a new primary care clinic in Newhall.
- Provide financial assistance, through free and discounted care, for health care services that are consistent with the hospital's financial assistance policy.
- Offer information and enrollment assistance for free and low-cost insurance programs.

### **Cancer**

Henry Mayo will address cancer by taking the following actions:

- Host community health and wellness fairs, including screenings.
- Provide support groups to assist those with cancer and their families.
- Provide health education and community health awareness events to encourage healthy behaviors and prevent cancer.

### **Diabetes**

Henry Mayo will address diabetes by taking the following actions:

- Offer free diabetes prevention and management classes in English and Spanish.
- Partner with community groups to offer diabetes education.
- Provide community health awareness events to encourage healthy behaviors and prevent diabetes.

### **Heart Disease**

Henry Mayo will address heart disease by taking the following actions:

- Host community health education and wellness fairs, including screenings.
- Offer a cardiac rehabilitation program.

- Provide community health awareness events to encourage healthy behaviors and prevent heart-related diseases.

### **Preventive Practices**

Henry Mayo will address preventive practices by taking the following actions:

- Provide free health screenings.
- Offer education and resources at Henry Mayo Fitness and Health that are focused on healthy living, nutrition, exercise and fitness, and disease prevention.
- Offer free flu shot clinics.

### **Community Partnerships**

Henry Mayo engages with community organizations to address the identified community health needs. We will maintain our current partnerships, as we explore opportunities to work with new partners.

### **Evaluation of Impact**

Henry Mayo will monitor and evaluate the programs and activities outlined above. The hospital has adopted a system that tracks the implementation of activities. Our reporting process includes the collection and documentation of tracking measures, such as the number of people reached/served, 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.

## CONTACT INFORMATION

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