



Kaiser Foundation Hospital – Southern California Region

2018 COMMUNITY BENEFIT YEAR-END REPORT AND 2017-2019 COMMUNITY BENEFIT PLAN

WEST LOS ANGELES

Submitted to the Office of Statewide Health Planning and Development in compliance with Senate Bill 697, California Health and Safety Code Section 127350.

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I. Introduction and Background

A. About Kaiser Permanente

Founded in 1942 to serve employees of Kaiser Industries and opened to the public in 1945, Kaiser Permanente is recognized as one of America's leading health care providers and nonprofit health plans. We were created to meet the challenge of providing American workers with medical care during the Great Depression and World War II, when most people could not afford to go to a doctor. Since our beginnings, we have been committed to helping shape the future of health care. Among the innovations Kaiser Permanente has brought to U.S. health care are:

- Prepaid health plans, which spread the cost to make it more affordable
- A focus on preventing illness and disease as much as on caring for the sick
- An organized, coordinated system that puts as many services as possible under one roof—all connected by an electronic medical record

Kaiser Permanente is an integrated health care delivery system comprised of Kaiser Foundation Hospitals (KFH), Kaiser Foundation Health Plan (KFHP), and physicians in the Permanente Medical Groups. Today we serve more than 12 million members in nine states and the District of Columbia. Our mission is to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.

Care for our members and patients is focused on their Total Health and guided by their personal physicians, specialists, and team of caregivers. Our expert and caring medical teams are empowered and supported by industry-leading technology advances and tools for health promotion, disease prevention, state-of-the-art care delivery, and world-class chronic disease management. Kaiser Permanente is dedicated to care innovations, clinical research, health education, and the support of community health.

B. About Kaiser Permanente Community Health

For more than 70 years, Kaiser Permanente has been dedicated to providing high-quality, affordable health care services and to improving the health of our members and the communities we serve. We believe good health is a fundamental right shared by all and we recognize that good health extends beyond the doctor's office and the hospital. It begins with healthy environments: fresh fruits and vegetables in neighborhood stores, successful schools, clean air, accessible parks, and safe playgrounds. Good health for the entire community requires equity and social and economic well-being. These are the vital signs of healthy communities.

Better health outcomes begin where health starts, in our communities. Like our approach to medicine, our work in the community takes a prevention-focused, evidence-based approach. We go beyond traditional corporate philanthropy or grantmaking to pair financial resources with medical research, physician expertise, and clinical practices. Our community health strategy focuses on three areas:

- Ensuring health access by providing individuals served at KP or by our safety net partners with integrated clinical and social services;
- Improving conditions for health and equity by engaging members, communities, and Kaiser Permanente’s workforce and assets; and
- Advancing the future of community health by innovating with technology and social solutions.

For many years, we’ve worked side-by-side with other organizations to address serious public health issues such as obesity, access to care, and violence. We’ve conducted Community Health Needs Assessments to better understand each community’s unique needs and resources. The CHNA process informs our community investments and helps us develop strategies aimed at making long-term, sustainable change—and it allows us to deepen the strong relationships we have with other organizations that are working to improve community health.

C. Purpose of the Report

Since 1996, Kaiser Foundation Hospitals (KFH) in Northern and Southern California have annually submitted to the Office of Statewide Health Planning and Development (OSHPD) a Consolidated Community Benefit Plan, commonly referred to as the SB 697 Report (for Senate Bill 697 which mandated its existence). This plan fulfills the 2018 year-end community benefit reporting regulations under California Health and Safety Code, Section 127340 et seq. The report provides detailed information and financial data on the Community Benefit programs, services, and activities provided by all KFH hospitals in California.

II. Overview and Description of Community Benefit Programs Provided

A. California Kaiser Foundation Hospitals Community Benefit Financial Contribution

In California, KFH owns and operates 36 hospitals: 21 community hospitals in Northern California and 15 in Southern California, all accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). KFH hospitals are located in Anaheim, Antioch, Baldwin Park, Downey, Fontana, Fremont, Fresno, Irvine, Los Angeles, Manteca, Modesto, Moreno Valley, Oakland, Ontario, Panorama City, Redwood City, Richmond, Riverside, Roseville, Sacramento, San Diego, San Francisco, San Jose, San Leandro, San Rafael, Santa Clara, Santa Rosa, South Bay, South Sacramento, South San Francisco, Vacaville, Vallejo, Walnut Creek, West Los Angeles, and Woodland Hills.

In 2018, Kaiser Foundation Hospitals in Northern and Southern California Regions provided a total of \$1,220,499,099 in Community Benefit for a diverse range of community projects, medical care services, research, and training for health and medical professionals. These programs and services are organized in alignment with SB697 regulations:

- Medical Care Services for Vulnerable Populations
- Other Benefits for Vulnerable Populations
- Benefits for the Broader Community
- Health, Research, Education and Training

A breakdown of financial contributions is provided in Tables A and B.

Note that 'non-quantifiable benefits' will be highlighted in the Year end Results section of KFH Community Benefit Plan, where applicable.

Table A – Total Community Benefits Provided in 2018 Across California KFH

Medical Care Services for Vulnerable Populations	
Medi-Cal shortfall ¹	\$740,302,826
Charity care: Medical Financial Assistance Program ²	\$252,514,999
Grants and donations for medical services ³	\$24,632,288
Subtotal	\$1,017,450,114
Other Benefits for Vulnerable Populations	
Watts Counseling and Learning Center ⁴	\$3,171,145
Educational Outreach Program	\$977,755
Summer Youth and INROADS programs ⁵	\$3,423,227
Grants and donations for community-based programs ⁶	\$30,937,535
Community Benefit administration and operations ⁷	\$12,672,094
Subtotal	\$51,181,755
Benefits for the Broader Community⁸	
Community health education and promotion programs	\$1,028,815
Kaiser Permanente Educational Theatre	\$5,732,278
Community Giving Campaign administrative expenses	\$656,149
Grants and donations for the broader community ⁹	\$3,975,643
National board of directors fund	\$742,683
Subtotal	\$12,135,568
Health Research, Education, and Training	
Graduate Medical Education	\$83,120,684
Non-MD provider education and training programs ¹⁰	\$24,019,233
Grants and donations for the education of health care professionals ¹¹	\$1,706,941
Health research	\$30,884,804
Subtotal	\$139,731,662
TOTAL COMMUNITY BENEFITS PROVIDED IN 2018	\$1,220,499,099

TABLE A ENDNOTES

- ¹ Amount includes hospital-specific, unreimbursed expenditures for Medi-Cal Managed Care members and Medi-Cal Fee-for-Service beneficiaries on a cost basis.
- ² Amount includes unreimbursed care provided at this facility to patients who qualify for the Medical Financial Assistance and Indigent Care programs on a cost basis.
- ³ Figures reported in this section for grants and donations for medical services consist of charitable contributions to community clinics and other safety-net providers; community health partnerships and collaboratives; and special Request for Proposals to support specific health issues such as childhood obesity, asthma, etc. The amount reported reflects hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members.
- ⁴ Watts Counseling and Learning Center's service expenses are divided among three hospitals: KFH-Downey, KFH-South Bay, and KFH-West Los Angeles.
- ⁵ Figures reported in this section are hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members, or a related denominator such as the number of Summer Youth students hired.
- ⁶ Figures reported in this section for grants and donations for community-based programs consist of charitable contributions made to external nonprofit organizations for a variety of programs and services that address the nonmedical needs of vulnerable populations. The amount reflects hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members.
- ⁷ The amount reflects the costs related to providing a dedicated community benefit department and related operational expenses.
- ⁸ Figures reported in this section are hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members, or several related denominators such as the number of Educational Theatre performances or health education programs.
- ⁹ Figures reported in this section for grants and donations for the broader community consist of charitable contributions made to external nonprofit organizations to educate health care consumers in managing their own health and making informed decisions when obtaining services; and to develop, produce, or communicate health care-related public policy information for a variety of programs and services aimed at general well-being of the community. The amount reflects hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members.
- ¹⁰ Amount reflects the net expenditures for health professional education and training programs.
- ¹¹ Figures reported in this section for grants and donations for the education of health care professionals consist of charitable contributions made to external nonprofit organizations, colleges, and universities to support the training and education of students seeking to become health care professionals. The amount reflects hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members.

Table B – Community Benefits Provided in 2018 by KFH Service Area

NORTHERN CALIFORNIA HOSPITALS		SOUTHERN CALIFORNIA HOSPITALS	
Antioch	\$32,394,786	Anaheim	\$42,524,980
Fremont	\$14,061,863	Baldwin Park	\$27,713,466
Fresno	\$11,163,875	Downey	\$40,855,894
Manteca	\$30,660,309	Fontana	\$69,928,344
Modesto	\$17,944,158	Irvine	\$16,693,413
Oakland	\$53,802,561	Los Angeles	\$48,562,408
Redwood City	\$16,822,970	Moreno Valley	\$13,225,236
Richmond	\$35,849,979	Ontario	\$17,190,388
Roseville	\$50,946,592	Panorama City	\$36,968,238
Sacramento	\$85,057,853	Riverside	\$34,701,604
San Francisco	\$35,547,422	San Diego (2 Hospitals)	\$45,996,597
San Jose	\$29,984,480	South Bay	\$27,798,856
San Leandro	\$40,469,133	West Los Angeles	\$37,153,326
San Rafael	\$17,905,752	Woodland Hills	\$25,520,517
Santa Clara	\$48,816,820		
Santa Rosa	\$35,993,701		
South Sacramento	\$63,545,863		
South San Francisco	\$16,389,599		
Vacaville	\$28,202,916		
Vallejo	\$43,466,531		
Walnut Creek	\$26,638,672		
Northern California Total	\$735,665,834	Southern California Total	\$484,833,265

B. Medical Care Services for Vulnerable Populations

For the purpose of this plan, KFH has quantified the unreimbursed costs of medical services provided in its hospitals to the underinsured and uninsured through government programs funded at the federal and state levels as well as Kaiser Permanente's own charity care programs. Government-funded programs include Medi-Cal Managed Care, Medi-Cal Fee-For-Service, and Healthy Families Program. KFH provides charity care through its Charitable Health Coverage and Medical Financial Assistance programs. Services provided to prepaid Medicare, Major Risk Medical Insurance Program (MRMIP), and Access for Infants and Mothers (AIM) beneficiaries are not reported.

C. Other Benefits for Vulnerable Populations

Watts Counseling and Learning Center (SCAL)

Since 1967, the Watts Counseling and Learning Center (WCLC) has been a valuable community resource for low-income, inner-city families in South Central Los Angeles. WCLC provides mental health and counseling services, educational assistance to children with learning disabilities, and a state-licensed and nationally accredited preschool program. Kaiser Permanente Health Plan membership is not required to receive these services and all services are offered in both English and Spanish. This program primarily serves the KFH-Downey, KFH-South Bay and KFH-West LA communities.

Educational Outreach Program (SCAL)

Since 1992, Educational Outreach Program (EOP) has been empowering children and their families through several year-round educational, counseling, and social programs. EOP helps individuals develop crucial life-skills to pursue higher education, live a healthier lifestyle through physical activity and proper nutrition, overcome mental obstacles by participating in counseling, and instill confidence to advocate for the community. EOP primarily serves the KFH-Baldwin Park community.

Youth Employment Programs (NCAL and SCAL)

Youth workforce programs focus on providing underserved diverse students with meaningful employment experiences in the health care field. Educational sessions and motivational workshops introduce them to the possibility of pursuing a career in health care while enhancing job skills and work performance. These programs serve as a pipeline for the organization and community-at-large, enhancing the future diversity of the health care workforce.

D. Benefits for the Broader Community

Community Health Education and Health Promotion Programs (NCAL and SCAL)

Health Education provides evidence-based clinically effective programs, printed materials, and training sessions to empower participants to build healthier lifestyles. This program incorporates tested models of behavior change, individual/group engagement and motivational interviewing as a language to elicit behavior change. Many of the programs and resources are offered in partnership with community groups, community clinics, libraries, nonprofit organizations, cable television channels, and schools.

Kaiser Permanente Educational Theatre (NCAL and SCAL)

Since 1986, KPET has been using live theatre, music, comedy, and drama to inspire children, teens, and adults to make healthier choices and better decisions about their well-being. Its award-winning programs are as entertaining as they are educational and were developed with the advice of teachers, parents, students, health educators, medical professionals, and professional theatre artists. Professional actors who are also trained health educators deliver all performances and workshops. KPET programs share health information and develop individual and community knowledge about leading healthier lives. KPET is provided free of charge to schools and the general community. In addition to performances and classroom workshops, KPET supplies schools and organizations with supplementary educational materials - including workbooks, parent and teacher guides, and student wallet cards - to reinforce the messages presented in the programs.

E. Health Research, Education, and Training Programs

Graduate Medical Education (GME)

The mission of Kaiser Permanente GME is to recruit and prepare the physician workforce of the 21st century by optimizing the unique clinical and educational opportunities within our integrated model of care, which is now considered the gold standard for improving the entire U.S. health care system. Residents trained in our healthcare settings utilize technology to provide evidence-based, patient-centered care in a team-based model, employ population management strategies, and cultivate their skills in cultural sensitivity, effective communication and leadership. As part of their training, residents participate in rotations at school-based health centers, community clinics, and homeless shelters.

Non-MD Provider Education and Training Programs

Kaiser Permanente provides education, training, residences, internships, and/or scholarships and stipends for non-physician health care professionals in nursing, pharmacy, physical therapy, psychology, and radiology. This includes Northern California Region's Kaiser Permanente School of Allied Health Sciences, which offers 18-month training programs in sonography, nuclear medicine, and radiation therapy and Southern California Region's Hippocrates Circle Program, which was designed to provide youth from under-represented communities and diverse backgrounds with an awareness of career opportunities as a physician.

Health Research

Kaiser Permanente conducts, publishes, and disseminates high-quality epidemiological and health services research to improve health and medical care throughout our communities. Our Division of Research, Department of Research & Evaluation (NCAL), Department of Research and Evaluation (SCAL), Kaiser Foundation Research Institute, and Nursing Research Programs deploy a wide range of research methods, including clinical research, health care services research, and epidemiological and translational studies on health care that are generalizable and broadly shared, helping build a knowledge base that improves health and health care services.

III. KFH-West Los Angeles Community Served

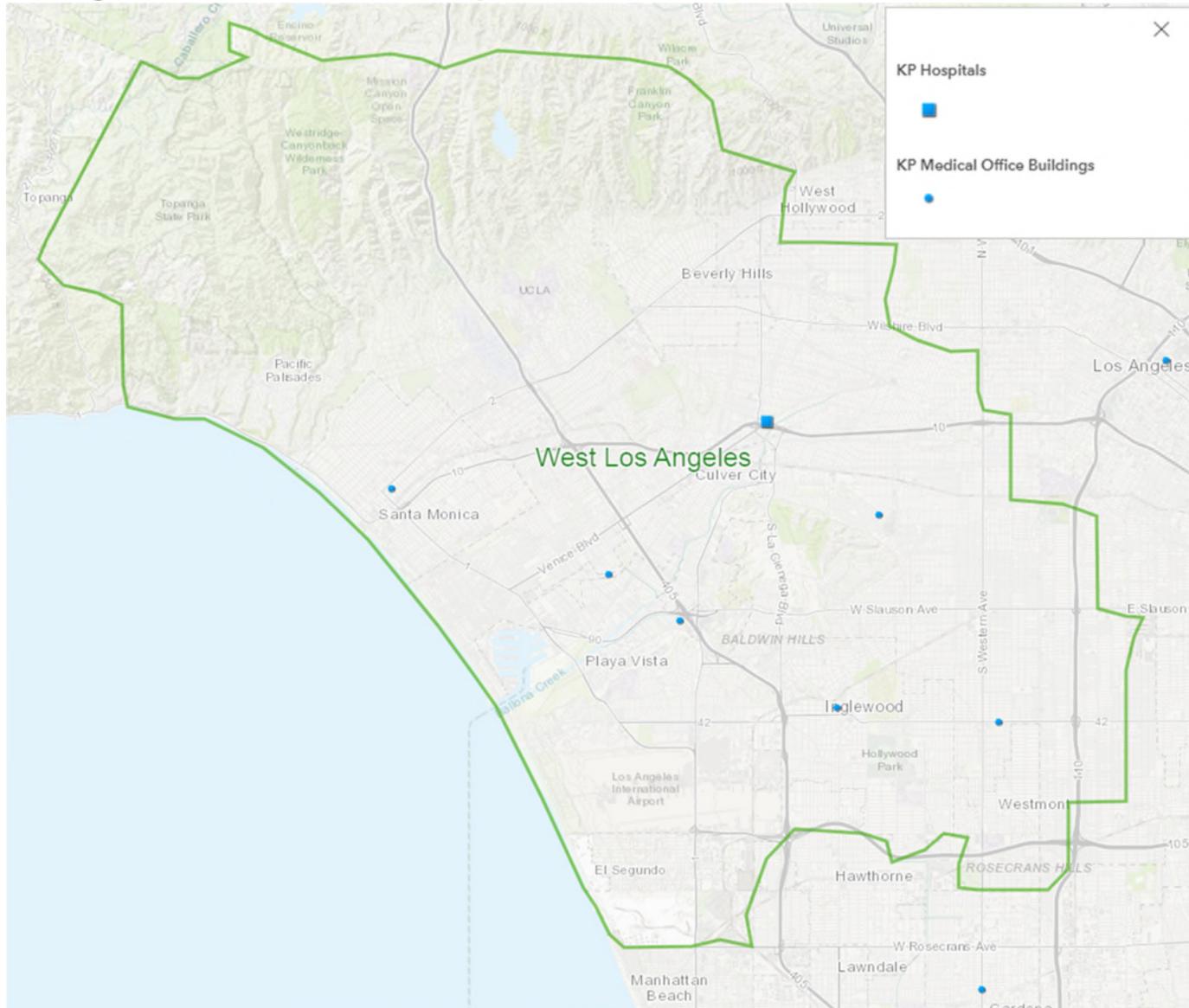
A. Kaiser Permanente's Definition of Community Served

Kaiser Permanente defines the community served by a hospital as those individuals residing within its hospital service area. A hospital service area includes all residents in a defined geographic area surrounding the hospital and does not exclude low-income or underserved populations.

B. Map and Description of Community Served

The KFH-West Los Angeles service area covers 7 cities and some unincorporated areas. The KFH-West Los Angeles service area includes the cities of Beverly Hills, Culver City, El Segundo, Inglewood, Santa Monica, West Hollywood, and Los Angeles. The city of Los Angeles includes the communities of Baldwin Hills, Cheviot Hills, Crenshaw, Hyde Park, Jefferson Park, La Tijera, Leimert Park, Mar Vista, Mid City, Miracle Mile, Ocean Park, Pacific Palisades, Palms, Playa Del Rey, Rancho Park, Rimpau, Venice, Vermont Knolls, West Adams, Westchester, Westwood, and Wilshire among others. Unincorporated areas include Ladera Heights, Lennox, Marina del Rey, View Park, Westmont, Windsor Hills and others.

KFH-West Los Angeles Service Area Map



C. Demographic Profile of the Community Served

The following table includes race, ethnicity, and additional socioeconomic data for the KFH-West Los Angeles service area. Please note that "race" categories indicate "non-Hispanic" population percentage for Asian, Black, Native American/Alaska Native, Pacific Islander/Native Hawaiian, Some Other Race, Multiple Races, and White. "Hispanic/Latino" indicates total population percentage reporting as Hispanic/Latino.

Race/Ethnicity		Socioeconomic	
Total Population	1,428,288	Living in Poverty (<100% Federal Poverty Level)	19.29%
Asian	8.39%	Children in Poverty	27.40%
Black	19.71%	Unemployment	4.1%
Hispanic/Latino	34.95%	Uninsured Population	14.82%
Native American/Alaska Native	0.10%	Adults with No High School Diploma	17.40%
Pacific Islander/Native Hawaiian	0.12%		
Some Other Race	0.48%		
Multiple Races	2.90%		
White	33.35%		

IV. Description of Community Health Needs Addressed by KFH-West Los Angeles

The following are the health needs that KFH-West Los Angeles is addressing during the 2017-2019 Implementation Strategy Period. For information about the process and criteria used to select these health needs and the health needs that were not selected (and the rationale), please review the 2019 CHNA Report and 2017-2019 Implementation Strategy Report at: <http://www.kp.org/chna>.

A. Access to Care

Access to care is defined as access to high quality, affordable, holistic and culturally responsive care. In the KFH-West Los Angeles service area, barriers to access to care include not only high rates of uninsured residents, but also a service provider shortage in some communities, a lack of a culturally responsive healthcare workforce and an overdependence among younger residents on emergency care (instead of preventive care). More specifically, more than one in four (25.7%) residents between the ages of 18 and 64 are uninsured. Additionally, nearly one in twenty people (4.11%) in the KFH-West Los Angeles service area live in a Health Professional Shortage Area (HPSA). Approximately one in six residents in the KFH-West Los Angeles service area (16.7%) experience a lack of usual source of primary care. However, South Los Angeles communities have a very high penetration of community clinics into the total population. Between 22.5% and 28.4% of the populations in ZIP codes 90037, 90003, 90062 and 90044 receive care at community clinics.

B. Economic Security

Economic security is defined as having stable access to employment, educational and housing opportunities, and other factors that influence health including access to affordable fresh food. In the KFH-West Los Angeles service area, one in five (20.3%) residents live on an income below 100% of the federal poverty level. Nearly one third of the children (31.5%) in the service area are living below the federal poverty level. About one sixth (14.6%) of the service area population experiences food insecurity. In addition, the unemployment rate in the KFH-West Los Angeles service area (8.9) is higher than Los Angeles County (5.5). For these reasons, economic security issues of focus in the KFH-West Los Angeles service area include affordable housing, employment opportunities in communities with high concentrations of residents with low education levels, and utilization of affordable food programs.

C. Mental and Behavioral Health

Mental and Behavioral Health is a combination of Mental Health and Alcohol Abuse, Substance Abuse and Tobacco Use. Mental health refers not only to the absence of negative mental health states (anxiety, depression, mental illness) but also the presence of positive mental health states (self-worth, satisfaction, effective emotional regulation, etc.). Nearly one in five (18%) adults in the KFH-West Los Angeles service area self-reported that there was a time during the past 12 months when they felt they might need to see a professional because of problems with their mental health, emotion, nerves or use of alcohol or drugs. KFH-West Los Angeles (168.6) also exceeded LA County (125.8) and the state (102.5) in the rate of alcohol and drug induced mental health disease per 100,000. In the KFH-West Los Angeles service area, women are more impacted by depression than men. Nearly one in ten (10.1%) women in the service area suffer from depression.

D. Obesity/HEAL/Diabetes

Obesity/HEAL/Diabetes is a combination of Diabetes, Obesity/Overweight, and Healthy Behaviors or HEAL (healthy eating, active living). Nearly one third (30.7%) of the population of the KFH-West Los Angeles service area 12 years of age and older are overweight, and nearly one-fifth (19.6%) are obese. Over two-fifths (43.12%) of the children in grades 5, 7 and 9 in the KFH-West Los Angeles service area were in the “High Risk” zone for body composition according to the Fitnessgram physical fitness test. Additionally, nearly three times as many adults in the KFH-West Los Angeles service area (8.2 per 10,000) were hospitalized for uncontrolled diabetes as in California (2.8 per 10,000). Given the high rates of diabetes and obesity in the service area, access to healthy food, opportunities for leisure and physical activity, and greater support for communities adopting healthy behaviors and improving access to chronic disease management are areas of focus for KFH-West Los Angeles investments in Obesity/HEAL/Diabetes.

V. 2018 Year-End Results for KFH-West Los Angeles

A. 2018 Community Benefit Financial Resources Provided by KFH-West Los Angeles

Total Community Benefit expenditures are reported as follows:

- Quantifiable Community Benefit such as facility use and in-kind donations are included if funded by KFH, provided in a KFH facility, or are part of a KFH Community Benefit Plan.
- Medical care services for vulnerable populations include unreimbursed inpatient costs for participation in Kaiser Permanente-subsidized and government-sponsored health care insurance programs.
- The unreimbursed portion of medical, nursing, and other health care professional education and training costs are included.

Resource allocations are reported, as follows:

- Financial expenditures are reported in exact amounts, if available, by hospital service area.
- If exact financial expenditure amounts were not available by hospital service area, then regional expenses were allocated proportionally on the basis of KFHP membership or other quantifiable data, such as the number of Kaiser Permanente Educational Theatre performances presented or Summer Youth students employed within each hospital area's community at large.

Table C: KFH-West Los Angeles 2018 Year-End Community Benefit Expenditures

	2018 Totals
Medical Care Services for Vulnerable Populations	
Medi-Cal shortfall ¹	\$24,144,054
Charity care: Medical Financial Assistance Program ²	\$8,764,854
Grants and donations for medical services ³	\$145,551
Subtotal	\$33,054,459
Other Benefits for Vulnerable Populations	
Watts Counseling and Learning Center ⁴	\$1,057,049
Summer Youth and INROADS programs ⁵	\$139,289
Grants and donations for community-based programs ⁶	\$349,709
Community Benefit administration and operations ⁷	\$437,269
Subtotal	\$1,983,316
Benefits for the Broader Community⁸	
Community health education and promotion programs	\$56,516
Kaiser Permanente Educational Theatre	\$413,638
Community Giving Campaign administrative expenses	\$8,956
Grants and donations for the broader community ⁹	\$118,445
National board of directors fund	\$16,179
Subtotal	\$611,734
Health Research, Education, and Training	
Graduate Medical Education	\$194,902
Non-MD provider education and training programs ¹⁰	\$786,129
Grants and donations for health research, education, and training ¹¹	\$59,714
Health research	\$463,072
Subtotal	\$1,503,817
Total Community Benefits Provided	\$37,153,326

TABLE C ENDNOTES

- ¹ Amount includes hospital-specific, unreimbursed expenditures for Medi-Cal Managed Care members and Medi-Cal Fee-for-Service beneficiaries on a cost basis.
- ² Amount includes unreimbursed care provided at this facility to patients who qualify for the Medical Financial Assistance and Indigent Care programs on a cost basis.
- ³ Figures reported in this section for grants and donations for medical services consist of charitable contributions to community clinics and other safety-net providers; community health partnerships and collaboratives; and special Request for Proposals to support specific health issues such as childhood obesity, asthma, etc. The amount reported reflects hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members.
- ⁴ Watts Counseling and Learning Center's service expenses are divided among three hospitals: KFH-Downey, KFH-South Bay, and KFH-West Los Angeles.
- ⁵ Figures reported in this section are hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members, or a related denominator such as the number of Summer Youth students hired.
- ⁶ Figures reported in this section for grants and donations for community-based programs consist of charitable contributions made to external nonprofit organizations for a variety of programs and services that address the nonmedical needs of vulnerable populations. The amount reflects hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members.
- ⁷ The amount reflects the costs related to providing a dedicated community benefit department and related operational expenses.
- ⁸ Figures reported in this section are hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members, or several related denominators such as the number of Educational Theatre performances or health education programs.
- ⁹ Figures reported in this section for grants and donations for the broader community consist of charitable contributions made to external nonprofit organizations to educate health care consumers in managing their own health and making informed decisions when obtaining services; and to develop, produce, or communicate health care-related public policy information for a variety of programs and services aimed at general well-being of the community. The amount reflects hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members.
- ¹⁰ Amount reflects the net expenditures for health professional education and training programs.
- ¹¹ Figures reported in this section for grants and donations for the education of health care professionals consist of charitable contributions made to external nonprofit organizations, colleges, and universities to support the training and education of students seeking to become health care professionals. The amount reflects hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members.

B. 2018 Examples of KFH-West Los Angeles Activities Addressing Selected Health Needs

All Kaiser Foundation Hospitals (KFH) carefully consider the evidence-base when determining which goals, strategies, and related activities would be most effective in addressing priority health needs. It's anticipated that successful implementation of key activities (programs, grants, collaboration, and/or in-kind assets), tied to key goals and strategies, can contribute toward improving the priority health needs in the community. For information on the goals and strategies that were selected for each health need, please refer to the KFH-West Los Angeles Implementation Strategy Report, posted on the internet at <http://www.kp.org/chna>.

Mechanisms for monitoring progress are tailored to each activity and may include the collection and documentation of tracking measures such as number of grants made, number of dollars spent, number of people reached/served, and number and role of KFH volunteers. KFH also conduct evaluation of larger grant initiatives to understand both progress and outcomes. In addition to internal monitoring and evaluation, KFH requires grantees to propose, track, and report outcomes of the projects for which they have received funding.

The below tables provide highlights for a select number of programs, grants, collaboration and/or assets that aims to address the identified health needs for KFH-Los Angeles. The examples provided below are illustrations and not an exhaustive list. Where appropriate, summative information is provided for programs that have been implemented in multiple years. The total number and amount of paid grants to address a health need include those that are awarded to organizations providing programs serving the KFH-Los Angeles service area and may also serve other KFH service areas. Grant examples denoted with (~) provide services and/or programs in multiple Kaiser Foundation Hospital service areas. Grant examples denoted with (*) were distributed from the Kaiser Permanente Southern California Charitable Contribution Fund, a Donor Advised Fund (DAF) administered by the California Community Foundation; accordingly, grant amounts were not included in the community benefit totals for 2018 (Tables B and C). For individual grant examples spanning two years (2017-2018), the cited payment amount represents the total dollars paid over the two-year time period. In addition to the below examples, which address specific health needs, Kaiser Permanente, Southern California implements additional community programs that address multiple health needs:

- The Watts Counseling and Learning Center (WCLC) provides mental health and counseling services, educational assistance to children with learning disabilities, and a state-licensed and nationally accredited preschool program. In 2018, WLC provided services to 1,112 individuals (predominately of African-American and Latino descent), reaching 252 children, 493 teens and young adults, and 367 adults.
- Educational Theatre brings free, live theatrical programs to schools and communities. The programs are designed to inspire children, teens and adults to make healthier choices and informed decisions about their health by focusing on topics such as health reading and literacy, conflict management, healthy eating and active living, bullying, and sexually transmitted infections. All performances are delivered by professional actors who are also trained health educators. In 2018, Educational Theater provided 134 events in 26 schools in the KFH-West Los Angeles communities, reaching 11,744 youth and 1,195 adults.

Need	Summary of impact	Examples of most impactful efforts
Access to Care	<p><i>During 2018, Kaiser Permanente paid 11 grants, totaling \$396,667, addressing the priority health need in the KFH-West Los Angeles service area. In addition, a portion of money managed by a donor advised fund at California Community Foundation was used to pay 4 grants, totaling \$931,667 that address this need.</i></p>	<p><u>Providing Affordable Healthcare</u> In 2018, KFH- West Los Angeles provided \$24,144,054 in medical care services to 27,774 (both health plan members and non-members) and \$8,764,854 in medical financial assistance (MFA) for 8,590 beneficiaries.</p> <hr/> <p><u>Building Primary Care Capacity~</u> The California Primary Care Association (CPCA) provides education, training, and advocacy to their member community health centers to best serve their low-income, underserved, and diverse patients. In 2018, Kaiser Permanente paid \$126,666 to CPCA to:</p> <ul style="list-style-type: none"> • Hold statewide convenings and conferences and topic-specific peer networks to support over 1,200 California community health centers. • Provide 90 in-person and web-based trainings to over 4,400 attendees and 2,890 individual instances of technical assistance. <hr/> <p><u>Providing Free Medical Procedures to the Uninsured</u> Venice Family Clinic (VFC) provides affordable health care for low-income, uninsured, and homeless families and individuals. Over two years (2017-2018), 54 KFH-West Los Angeles staff members and physicians collaborated with VFC to:</p> <ul style="list-style-type: none"> • Offer free medical procedures and surgeries for 51 uninsured patients; including gallbladder removal, hernia repair, eye surgery, and diagnostic colonoscopies. • Serve 228 specialty care patients to date. <hr/> <p><u>Increasing Access to Mental Health Care</u> The Alcott Center (AC) coordinates with the Pico Robertson Health Neighborhood (PRHN) to conduct a Department of Mental Health placed-based initiative that brings agencies together to prevent or reduce the incidence of mental illness and increase access to care. Over two years (2017-2018), KFH-West Los Angeles paid AC \$15,000 in grant funds to AC to:</p> <ul style="list-style-type: none"> • Work with service providers to meet monthly to cross refer and coordinate care for clients experiencing mental health conditions. Partners include health care and mental health service providers, homeless services providers, and faith-based organizations. • Process more than 400 referrals and engage approximately 25% of those individuals in services. • Host two educational seminars: “Suicide Awareness Month,” and “Tech Games and Social Media.”

Need	Summary of impact	Examples of most impactful efforts
Economic Security	<p><i>During 2018, Kaiser Permanente paid 9 grants, totaling \$234,000, addressing the priority health need in the KFH-West Los Angeles service area. In addition, a portion of money managed by a donor advised fund at California Community Foundation was used to pay 2 grants, totaling \$383,333 that address this need.</i></p>	<p><u>Building the Capacity of Small Businesses</u> Kaiser Permanente promotes local economic development and enhances economic opportunity by helping to strengthen small business capacity. The Inner-City Capital Connections (ICCC) Program is an initiative that builds the capacity of local business located in economically underserved areas to access capital (financing) and grow their business. In 2016 KFH-West LA joined this county-wide initiative. To date, 299 businesses have participated across the LA county initiative; 65% of participants are minority owned and 52% of participants are women owned</p> <hr/> <p><u>Contracting Social Enterprises</u> Social enterprises are competitive, revenue-generating businesses with a clear social mission to hire and provide training to people who are striving to overcome employment barriers including homelessness, incarceration, substance abuse, mental illness, and limited education. Social enterprises provide a real paying job and often provide wraparound services that help employees build skills and stabilize their lives. Kaiser Permanente supports these businesses by identifying and creating contractual relationships. Over two years (2017 and 2018), KFH-West LA contracted with the following social enterprise(s):</p> <ul style="list-style-type: none"> • Njoga Coffee, a small coffee cart, that distributes coffee to KP facilities. <hr/> <p><u>Building Safety Net Provider Capacity~*</u> The Charles Drew University of Medicine & Science’s program works to alleviate the financial burden of undergraduate and graduate education that can prevent low socioeconomic students from completing their education. Recipients of these scholarships are required to work in the safety net for a period of 2 years following graduation. Over two years (2017 and 2018), Kaiser Permanente paid \$666,667 to the university to:</p> <ul style="list-style-type: none"> • Award eight students a total of \$215,833 in scholarships. • Award 12 additional scholarships ranging from \$3,750 to \$14,833 to students in the programs of nursing, family nurse practitioner, physician assistant, or school of medicine.

Need	Summary of impact	Examples of most impactful efforts
		<p><u>Developing Workforce Pipeline for the Safety Net~*</u> The Community Clinic Association of Los Angeles County (CCALAC) aims to increase and develop the safety net health care workforce through a pipeline initiative. In 2018, Kaiser Permanente paid \$250,000 to CCALAC to:</p> <ul style="list-style-type: none"> • Implement at least two student exposure programs, training rotations and experiential learning opportunities within member clinics annually for up to 40 students. • Pilot a Nurse Practitioner Residency program that will provide 10 new graduates with a residency placement in five-member clinics annually. • Develop an allied health training program to provide resources, trainings, and toolkits to strengthen clinic recruitment, onboarding, and retention efforts.
		<p><u>Training Leaders in Service of Community Health~</u> The Los Angeles Albert Schweitzer Fellowship (ASF) program aims to reduce disparities in health and healthcare by developing "leaders in service" who are dedicated to helping underserved communities. ASF selects Fellows from diverse universities and disciplines (i.e. medicine, dentistry, pharmacy, occupational therapy, psychology, public health, law, social work, etc.) annually to participate in the yearlong service project and awards each Fellow with a stipend of \$2,500. Over two years (2017-2018 fellowship class), Kaiser Permanente paid \$90,000 to ASF to:</p> <ul style="list-style-type: none"> • Recruit and train nine Fellows for the 2017-2018 fellowship class. • Support the 2017-2018 fellowship class to develop a plan of action and implement a community project to address local unmet health needs. • Review and prepare for the 2018-2019 fellowship class by selecting eight Fellows for year two.
		<p><u>Increasing Trainings and Employment for Low-Income Communities</u> The Asian American Drug Abuse Program (AADAP) partnered with the West Adams Work Source Center to improve employment among low-income communities. This project provides training programs that prepare individuals for entry-level positions in the medical field, opening doors for further career advancements. Over two years (2017 and 2018), Kaiser Permanente paid \$20,000 to AADAP to:</p> <ul style="list-style-type: none"> • Screen over 200 individuals for their field-of-interest in healthcare. • Enroll approximately 65 students into the following training programs: Medical Assistant, Medical Record Insurance Biller, Nurse Assistant/Long Term Care and Home Health Aide, and Phlebotomy Technician.

Need	Summary of impact	Examples of most impactful efforts
Mental and Behavioral Health	<p><i>During 2018, Kaiser Permanente paid 12 grants, totaling \$319,500, addressing the priority health need in the KFH-West Los Angeles service area. In addition, a portion of money managed by a donor advised fund at California Community Foundation was used to pay 1 grant, totaling \$40,000 that address this need.</i></p>	<p><u>Addressing Homelessness in Emergency Rooms</u> Special Service for Groups (SSG) conducts a homeless outreach program at Kaiser’s West Los Angeles Medical Center to reduce the number of inappropriate and frequent emergency room visits by homeless individuals. The program is designed to stabilize individuals experiencing homelessness by providing case management, crisis housing, benefits enrollment and linkages to mental health and substance abuse services. Over two years (2017 and 2018), Kaiser Permanente paid \$108,000 to paid Special Service for Groups to:</p> <ul style="list-style-type: none"> • Innovate a Homeless Navigator that reviews and processes all referrals made by KP social workers. In the past 2 years, SCG has successfully responded and addressed more than 200 referrals. • Place 37 individuals in permanent supportive housing. <p><u>Strengthening Mental Health Policies and Practices in Schools~</u> Children Now educates policymakers, school district leaders, and other key stakeholders about best practices and policy solutions to address suspension and expulsion policies that disproportionately impact students of color, improve school climate, and increase students’ access to mental health services. Over two years (2017-2018), Kaiser Permanente paid \$150,000 to Children Now to:</p> <ul style="list-style-type: none"> • Inform over 200 key legislators and stakeholders. • Support the California Department of Education in the development of the Whole Child Resource Map. • Lead committees for both the State School Attendance Review Board and the Superintendent’s Mental Health Policy Workgroup. <p><u>Improving Services for Human Trafficking Survivors~</u> The Coalition to Abolish Slavery and Trafficking (CAST) expands services to improve health outcomes for trafficking victims in Los Angeles County. CAST coordinates a continuum of care for trafficking victims by combining social, medical, and legal services with leadership and advocacy. In 2018, Kaiser Permanente paid \$75,000 to CAST to:</p> <ul style="list-style-type: none"> • Coordinate Whole Person Care services, including housing, food, medical, mental health, legal, education, and employment for 100 human trafficking survivors. • Educate and advocate with policymakers, county officials, and community leaders on how to expand or improve access to emergency and permanent housing for victims.

Need	Summary of impact	Examples of most impactful efforts
		<p><u>Integrating Mental Health and Primary Care Practices*</u> The Achievable Foundation Whole Person Care Project improves access and connection to mental health care in a clinical setting. In 2018, Kaiser Permanente paid the foundation \$40,000 to:</p> <ul style="list-style-type: none"> • Develop and implement policies and systems for integrating mental health contracting, billing, shared care plans, and quality improvement measures into the primary care delivery model. • Screen up to 1,900 primary care patients for mental health and substance abuse. • Provide care coordination and referral care services to screened patients.
		<p><u>Empowering Families in South Los Angeles</u> The EduCare Foundation is a youth empowerment and character-building program for at-risk students and families in South Los Angeles. It offers an intense three-day retreat to improve social and emotional intelligence, self-awareness, time management, relationships and decision making. Over two years (2017-2018), Kaiser Permanente paid \$20,000 to EduCare to:</p> <ul style="list-style-type: none"> • Facilitate 20 student workshops for more than 1,500 students. • Host 13 professional development workshops for 160 teachers and staff. • Conduct 11 parent workshops for 400 parents.
		<p><u>Integrating Mental Health Services and Youth Development</u> Social Justice Learning Institute (SJLI) Urban Scholars facilitates a social justice youth development curriculum that focuses on community building, healing and identity, college access and critical consciousness. Students receive academic development support, research training, and skills-building in organization and policy advocacy. In 2018, Kaiser Permanente paid \$10,000 to SJLI to:</p> <ul style="list-style-type: none"> • Served 89 at-risk youth in Compton, Inglewood, and South Los Angeles. • Increase staff capacity to strengthen mental health outreach efforts to low-income student of color. • Reduce stigma associated with addressing mental health.

Need	Summary of impact	Examples of most impactful efforts
Obesity / HEAL/ Diabetes	<p><i>During 2018, Kaiser Permanente paid 26 grants, totaling 1,575,742, addressing the priority health need in the KFH-West Los Angeles service area. In addition, a portion of money managed by a donor advised fund at California Community Foundation was used to pay 5 grants, totaling \$836,111 that address this need.</i></p>	<p><u>Improving Access to Nutritious Foods~*</u></p> <p>California Food Policy Advocates (CFPA) is a statewide policy and advocacy organization that aims to improve the health and well-being of low-income Californians by increasing their access to nutritious, affordable food and reducing food insecurity. In 2018, KP paid \$212,500 to CFPA to:</p> <ul style="list-style-type: none"> • Lead the implementation workgroup for the Supplemental Drinking Water EBT benefit for approximately 40,000 Cal-Fresh households in Kern County. • Lead the implementation workgroup for the Cal-Fresh Fruit and Vegetable EBT pilot project for Southern California retailers. <hr/> <p><u>Advocating for Maternal, Infant, and Child Health~</u></p> <p>The California WIC Association (CWA) supports efforts to increase local WIC agencies' capacity, increase state and federal decision makers' understanding of WIC services, and increase the capacity of community health centers to build a breastfeeding continuum of care in low-income communities. Over two years (2017-2018), Kaiser Permanente paid \$100,000 to CWA to:</p> <ul style="list-style-type: none"> • Pilot two video conferencing projects increasing awareness and consideration within the CA WIC community. • Collaborate with health centers to share WIC staff for nutrition and breastfeeding counseling (Watts Health Care and clinics in San Diego). • Work to strengthen ties with CPCA and present at CPCA's annual conference. • Visit all CA legislators with 44 appointments and drop-in visits. • Provide extensive information to legislators on nutrition and breastfeeding counseling, food benefits, local economic impacts to grocers, health outcomes, access to Farmers markets, and updates on immigration threats. • Participate in Capitol WIC Education Day in Sacramento with 50 attendees from 30 WIC agencies from all over the state. <hr/> <p><u>Fighting Food Insecurity~</u></p> <p>California Association of Food Banks' (CAFB) Farm to Family program's goal is to improve health food access by providing fresh produce to food banks, CalFresh outreach and enrollment, advocacy to support anti-hunger policies, and technical assistance to members. In 2018, Kaiser Permanente paid \$95,000 to CAFB to:</p> <ul style="list-style-type: none"> • Distribute 250,000 pounds of subsidized fresh fruits and vegetables to 11-member food banks. • Maintain the State Emergency Food Assistance Program to provide food and funding of emergency food to food banks.
Obesity / HEAL/ Diabetes		

Need	Summary of impact	Examples of most impactful efforts
		<p><u>Addressing Chronic Conditions in the Community</u> Wise & Healthy Aging improves the health of low-income communities by educating and empowering community members to address chronic disease. This includes implementing evidence-based health promotion and disease prevention workshops facilitated by community members. Over two years (2017-2018), Kaiser Permanente paid \$45,000 to Wise & Healthy Aging to:</p> <ul style="list-style-type: none"> • Train volunteers to conduct an evidence-based programs at 16 organizations. • Offer 10 to 12 six-week workshops serving about 100 individuals annually. • Educate 100 elders how to manage and prevent chronic conditions. <hr/> <p><u>Providing Healthy Options for the Community</u> Over two years (2017-2018), Kaiser Permanente provided various activities to engage community residents and promote Healthy Eating and Active Living, including:</p> <ul style="list-style-type: none"> • Two weekly public Farmers Markets at their Medical Center and Baldwin Hills Crenshaw Medical Office facilities. Each market provides access to local, fresh produce and healthy prepared food options to thousands of individuals annually. • Full range of no-cost physical activity classes are offered. These include, Soul Line Dancing, Zumba and traditional fitness classes. Every week, approximately 300 individuals benefit from these activities.