



MemorialCare™
Orange Coast Medical Center



Annual Report and Plan for Community Benefit

MemorialCare Orange Coast Medical Center

Fiscal Year 2018 (July 1, 2017 - June 30, 2018)

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

November 2018

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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 Beach¹, Orange Coast Medical Center, and Saddleback Medical Center; award-winning medical groups – MemorialCare Medical

¹ 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>.

Orange Coast Medical Center

Orange Coast Medical Center became a member of the MemorialCare Health System in January 1996. In May 1997, the hospital was granted nonprofit status retroactive to December 26, 1995, the date of incorporation.

Orange Coast Medical Center is the only nonprofit hospital in Fountain Valley. The hospital is home to the MemorialCare Cancer Institute, MemorialCare Breast Center, MemorialCare Imaging Center, MemorialCare Heart & Vascular Institute, MemorialCare Surgical Weight Loss Center, MemorialCare Joint Replacement Center, Childbirth Center, Digestive Care Center, and Spine Health Center.

Orange Coast Medical Center fulfills its community's health care needs with innovation and a commitment to excellence. We strive to provide compassionate care and personalized service to our community. Orange Coast Medical Center has been ranked a top Orange County Workplace for seven consecutive years. It was identified in a large number of "high-performance" rankings in *U.S. News & World Report* including, Abdominal Aortic Aneurysm Repair, Colon Cancer Surgery, Lung Cancer Surgery, Heart Bypass Surgery, Heart Failure, Hip Replacement, Knee Replacement, and Chronic Obstructive Pulmonary Disease. Orange Coast Medical Center has been widely recognized for its commitment to patient quality and safety by achieving an "A" grade in the Leapfrog Group Hospital Safety Score, considered the gold standard measure for hospital safety.

Additionally, Orange Coast Medical Center received the official designation as a Community Medical Center of Excellence for treatment of lung cancer patients by the Bonnie J. Addario Lung Cancer Foundation.

Governance

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

Board of Directors

Barry Arbuckle, PhD
Sharon Cheever
Patrick D. Donahue
Resa Evans
James Gauss
Tim Helgeson
Julio Ibarra, MD
Larry Lambert
Joel Lautenschleger
Richard McAuley
Donna Rane-Szostak, EdD
Tom Rogers, Chairman
Jaci Songstad
Lawrence Tran, MD
Myron Wacholder, MD

Community Benefit Oversight Committee

The CBOC (Community Benefit Oversight Committee) is an advisory committee for the hospital's community benefit programs and reports to the Orange Coast 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 include:

- Stanley Arnold, Physician, MemorialCare
- Norma Brandel-Gibbs, Community Member
- Debra Culver, Executive Director of Marketing and Communications Orange Coast Medical Center
- Marc Ecker, Community Member
- Beth Hambelton, Senior Program and Community Outreach Liaison, Orange Coast Medical Center
- Erin Hotra-Shinn, Director, Vice President, Strategy and Business Development, Orange Coast Medical Center
- Tanya Hoxsie, Chief Executive Officer, Boys & Girls Club of Huntington Valley
- Marcia Manker, Chief Executive Officer, Saddleback Medical Center and Orange Coast Medical Center
- Frank Marino, Physician, MemorialCare
- Robin Phillips, Oncology Nurse Navigator, Orange Coast Medical Center
- David Truong, Community Member

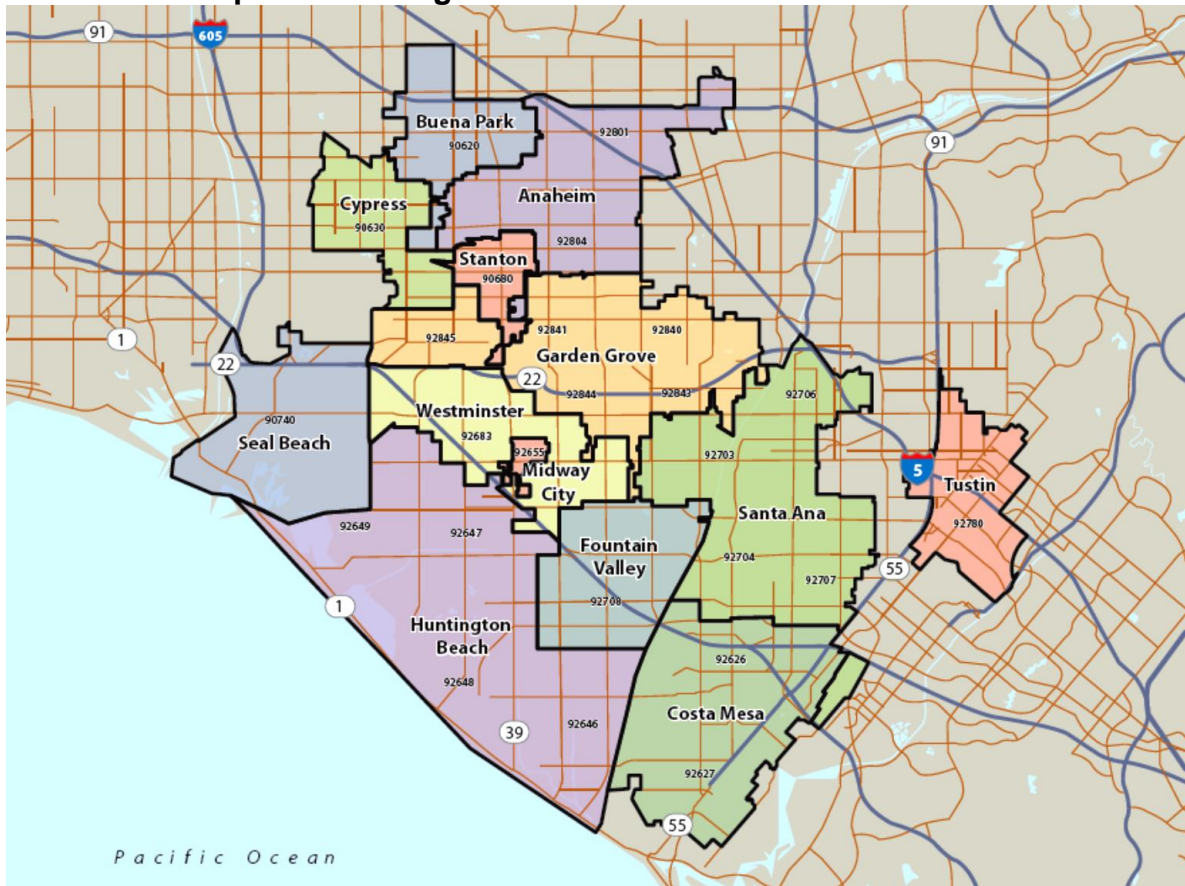
Our Community

Orange Coast Medical Center is located at 18111 Brookhurst Street, Fountain Valley, in Orange County. The Orange Coast Medical Center service area includes the following cities and ZIP Codes.

Orange Coast Medical Center Service Area

City	ZIP Code
Buena Park	90620
Cypress	90630
Stanton	90680
Seal Beach	90740
Costa Mesa	92626, 92627
Huntington Beach	92646, 92647, 92648, 92649
Midway City	92655
Westminster	92683
Santa Ana	92703, 92704, 92706, 92707
Fountain Valley	92708
Tustin	92780
Anaheim	92801, 92804
Garden Grove	92840, 92841, 92843, 92844, 92845

Map of the Orange Coast Medical Center Service Area



Within the hospital service area there are a number of communities with disproportionate unmet health needs. Two population groups have been identified as vulnerable populations: Vietnamese families and senior adults. A vast majority of the entire Orange County Vietnamese community resides in the hospital's service area. The Asian population represents 21.9% of those served by the hospital. Senior adults, ages 65 and older, represent 12.7% of the population in the hospital's service area.

Community Health Needs Assessment

Orange Coast Medical Center completed a Community Health Needs Assessment (CHNA) in 2016 as required by state and federal law. The Community Health Needs Assessment is a primary tool used by Orange Coast Medical Center 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. The assessment incorporated components of primary data collection and secondary data analysis that focus on the health and social needs of the service area.

The CHNA examined up-to-date data sources for the service area to present community demographics, social and economic factors, health access, birth characteristics, leading causes of death, chronic disease, mental health, health behaviors and preventive practices. When applicable, these data sets were presented in the context of California and compared to the Healthy People 2020 objectives.

Targeted interviews and focus groups were used to gather information and opinions from persons who represent the broad interests of the community served by the hospital. Thirteen (13) interviews were completed during February and March, 2016. Interviewees included individuals who are leaders and representatives of medically underserved, low-income, and minority populations, 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." Three focus groups were conducted in April 2016 that engaged 29 persons. The focus group meetings were hosted by trusted community organizations.

Priority Health Needs

Health needs were identified from secondary data using the size of the problem (relative portion of population afflicted by the problem) and the seriousness of the problem (impact at individual, family, and community levels). The analysis of secondary data yielded a preliminary list of significant health needs, which then informed primary data collection. The primary data collection process was designed to validate secondary data findings, identify additional community issues, solicit information on disparities among

subpopulations, ascertain community assets to address needs and discover gaps in resources.

The identified significant health needs were prioritized with input from the community. The survey respondents, focus group attendees and interviewees were asked to rank the order of the health needs according to highest level of importance in the community. The total score for each significant health need (possible score of 4) was divided by the total number of responses for which data were provided, resulting in an overall average for each health need.

Substance abuse, access to care and heart disease were ranked as the top three priority needs in the service area. The calculations of the community input resulted in the following priority ordering of the significant health needs:

1. Substance abuse
2. Access to care
3. Heart disease
4. Mental health
5. Overweight and obesity
6. Cancer
7. Dental care

The complete Community Health Needs Assessment report and the prioritized health needs can be accessed at 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, Orange Coast Medical Center provided community benefit activities and programs within its service area that reached almost 55,000 people. 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. Health education targeted the general community, pregnant and lactating mothers, seniors, and the Vietnamese community. Examples of activities included:

- General health and wellness education reached individuals on topics that included: activity and exercise, palliative care, cardiovascular health, cancer, nutrition, women's health and more.
- Childbirth, baby care and breast feeding classes were provided, free of charge, to low-income mothers from the community.
- Seniors attended health and wellness education classes with topics that included: advance directives, cancer, exercise, cardiovascular health, shoulder pain, back and neck pain, nutrition, memory and aging, senior driving safety, Tai Chi, stress management, and medication use, and more.
- Injury prevention and balance improvement classes.
- Smoking cessation education.
- Disaster preparedness and caring for the caregiver classes.
- Vietnamese health and wellness education was provided on topics that included: Hepatitis B & C, insomnia, psoriasis, chronic disease prevention and management, diet and nutrition, healthy lifestyles, and mental health.
- Support for educational outreach to children and their families was provided in the areas of nutrition, healthy food choices and physical activity.
- Health and wellness fairs for seniors.
- Cancer support groups and survivor events provided information and assistance to individuals in the community.
- Parkinson's disease classes included movement disorder support groups, young

onset support groups, music therapy and exercise classes.

- Orange Coast Medical Center offered a targeted health outreach program on local radio and cable TV to the Vietnamese community. Information on a variety of topics, including preventive practices, was presented weekly on local access channels. Radio listeners called-in with questions. It is estimated that 1.875 million people listened to and watched these presentations.
- Senior Plus newsletter was mailed to senior residents to notify them of free health classes, events, and important information for seniors. This information was also posted at www.memorialcare.org.
- *Care Connection* newsletter was mailed to residents to notify the community of free classes, screenings, and support groups held at Orange Coast Medical Center and in the community. The information was also posted at www.memorialcare.org.

Community-Based Clinical Services

- Flu shot clinics for adults, seniors and the Vietnamese community.
- The hospital offered screenings for colorectal cancer, blood pressure, body composition, breast health, lung health, skin cancer, osteoporosis and hepatitis at community-wide events.
- Maternal Child Health offered a breastfeeding clinic.

Health Care Support Services

- The cancer resource center provided counseling open to the public, free of charge.
- Community resource center, equipped with computers, provided guests access to online health and wellness information, and printed health information.
- Social Workers provided counseling to individuals in the community who needed information and referrals to services.
- Infusion services, medications, recuperative care, and home health services to increase access to support services needed by vulnerable populations were provided.
- Patient Financial Services helped individuals enroll in Medi-Cal, regardless of where they received care.
- Information on Medicare enrollment was provided through education sessions.
- Our Vietnamese Community Outreach Coordinator organized and directed free community education and outreach and free health screenings. The Coordinator also assisted with securing medical transportation for the Vietnamese community.
- Our Senior Outreach Coordinator collaborated with local agencies and organizations to assist older adults in securing needed services. This included

coordinating free medical transportation program for seniors, coordinating free health screenings, flu clinics, health education and disease prevention classes for seniors, coordinating socialization and enrichment events for seniors, and directly assisting seniors and their families, as needed.

- Orange Coast Medical Center provided free non-emergency, non-urgent medical transportation for seniors, and transportation services were provided to those who needed help with transportation to enhance access to care.

Health Professions Education

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

Continuing Medical Education

CME lectures were offered throughout the year for educational purposes and were available to all physicians and health care professionals in the community. Over 1,050 professionals attended the lectures. Oncology Grand Rounds presented cancer cases and offered analysis and discussions of treatment options. Over 225 health professionals attended the Grand Rounds educational sessions.

Nursing Education

Orange Coast Medical Center's registered nurses provided precepting for 28 nursing students during the 2017/2018 academic year.

Other Health Professions

The hospital's health professions staff trained and directly supervised radiology and ultrasound students, cardiopulmonary students, pharmacy students, social work, and phlebotomy students. We also provided training and continuing education to community physicians, nurses and other health professionals through a number of different avenues including conferences hosted at our facility.

Cash and In-Kind Donations

Funds and in-kind services donated to community groups and nonprofit organizations were provided. The hospital provides in-kind donations of meeting space to a number of nonprofit organizations and community groups.

Contributions were made to nonprofit organizations that support community benefit efforts and address significant health needs in the community. Orange Coast Medical Center supported:

- SeniorServ's Senior Nutrition Program. Through this program SeniorServ provided nutritious meals to low-income, ethnically diverse and underserved seniors in Orange County. The Senior Nutrition program addresses these two

social determinants of health by providing access to nutritious food and much needed socialization for low-income, at-risk older adults ensuring they are able to live with independence and wellness in our community. As a result of this program, 152 new unduplicated seniors have reduced their risk for malnutrition and isolation by being added to the program and receiving Meals on Wheels services. A total of 851 unduplicated homebound seniors received 255,510 meals delivered by a friendly driver who completed regular, in-person safety checks. A total of 5,021 unduplicated seniors received 106,047 nutritious lunches in the company of others.

- The Vietnamese American Cancer Foundation (VACF) Cancer Care Coordination Program. Through this program VACF targeted Vietnamese individuals with cancer and their families to help coordinate their cancer care, access needed services and remove barriers to care. Over a five month period, the program served 77 cancer patients (from diagnosis through treatment) and survivors (post-treatment) with cancer support navigation. An additional 94 individuals had cancer concerns that required informational and navigation support to diagnostic resolution. These individuals had access to monthly meetings at VACF that provided education on health/cancer topics and an opportunity to connect with others.
- The City of Fountain Valley Senior Transportation Program. Through this program the City of Fountain Valley extended the hours of the Senior Mobility Program – Hop On Senior Transportation. The grant funds allowed City staff to increase the service hours of the Hop On! Senior Transportation Program from 8:30am – 4:30pm to 8:00am – 7:00pm. The hours were increased to provide services to those in need of medical appointments and other transportation-related services after 4:30pm. Of the 253 participants who used the services during the extended time periods, 25 attended medical appointments before 8:30am and 30 after 4:30pm. The other trips taken during these hours were used for going to the pharmacy, grocery shopping, personal care, church attendance, and visiting family and friends.

Community Building Activities

Activities that support community assets 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.

Coalition Building and Advocacy

Hospital representatives serve on a number of local, regional and state level organizations and committees that address health improvement. MemorialCare

engages in local, state and national advocacy efforts that support access to health care. Additionally, this year, Orange Coast Medical Center hosted an invitational conference on Transformational Healthcare.

Financial Summary of Community Benefit

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

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

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

³ 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 Fee Program paid to the State of California.

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

⁵ Costs related to the medical education programs and medical research that the hospital sponsors.

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

Community Benefit Plan FY2019

Orange Coast Medical Center will continue to address the identified unmet health needs in our service area through our contributions of community benefit resources. The Community Benefit Oversight Committee provides leadership oversight for community benefit efforts, specifically program planning, implementation, and evaluation.

As a result of the 2016 Community Health Needs Assessment, priority health needs were identified that the Community Benefit Oversight Committee chose to address through its Implementation Strategy. For Orange Coast Medical Center, selected community benefit efforts focus on increasing and supporting access to health care services through direct programs and partnerships with local community-based organizations. Our programs address the following priority health needs:

- Access to care
- Chronic disease
- Overweight and obesity
- Preventive practices

In addition, community benefit efforts have a special focus on the Vietnamese and senior populations.

Addressing Health Needs

The Implementation Strategy developed from the 2016 Community Health Needs Assessment, spans the period of FY2016-FY2018. Orange Coast Medical Center will continue to meet the identified priority health needs through a commitment of resources with the following programs and services:

- Financial assistance
- Transportation support
- Community health education and health awareness events
- Senior outreach and resource assistance
- Vietnamese outreach and resource assistance
- Health and wellness fairs
- Health screenings
- Flu shot clinics
- Support groups
- Cash and in-kind donations to support identified needs

Measuring Impact

Orange Coast Medical Center will monitor and evaluate the programs and activities outlined above. The hospital anticipates that the actions taken to address significant health needs will improve health knowledge, behaviors, and status; increase access to

care; and help support good health. The hospital is committed to monitoring key initiatives to assess impact and has implemented a system that tracks the implementation of the activities and documents the anticipated impact. Our reporting process includes the collection and documentation of tracking measures, such as the number of people reached/served, increases in knowledge or changes in behavior as a result of planned strategies, 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.

Fostering Community Partnerships

We are committed to fostering partnerships with community based organizations, community clinics, government agencies, schools and school districts, the faith community, public health, and public safety agencies. Our community benefit plan includes maintaining current partnerships and exploring opportunities to engage with new partners. Appendix 1 provides a partial list of our partners.

Appendix 1 – Community Partners

In order to help meet the needs of vulnerable individuals in the service area, Orange Coast Medical Center collaborates with the following organizations (partial listing):

- Advance College
- Alzheimer’s Family Center
- American Cancer Society
- Bolsa Chica Conservancy
- Bonnie J. Addario Foundation
- Boys & Girls Club of Huntington Valley
- California Highway Patrol, Westminster Division
- California State University Dominguez Hills
- California State University Fullerton
- California State University Long Beach
- Chapman University
- City of Costa Mesa
- City of Fountain Valley
- City of Huntington Beach
- Concord Career College
- Concordia University
- Costa Mesa Senior Center
- Council on Aging Southern California
- Courreges Elementary School PTA
- Fountain Valley Chamber of Commerce: Community Collaboration
- Fountain Valley Community Foundation
- Fountain Valley High School
- Fountain Valley Fire Department
- Fountain Valley Police Department
- Fountain Valley Schools Foundation
- Golden West College
- Good Will of Orange County
- Grand Canyon University
- Huntington Beach Chamber of Commerce
- Huntington Beach Council on Aging
- Huntington Beach Firefighters Charity Corp.
- Huntington Beach Fire Department
- Huntington Beach Police Department
- Kiwanis Club of Huntington Beach
- Kiwanis Club of Fountain Valley
- March of Dimes

- Nutrition and Physical Activity Cooperative of Orange County (NuPAC OC)
- Oka Elementary School PTO
- Orange Coast College
- Orange County Food Bank
- Palm Island Senior Apartments
- ReadyOC Campaign
- Rotary Club of Fountain Valley
- Rotary Club of Huntington Beach
- Saddleback College
- See Something, Say Something Campaign
- SeniorServ Orange County
- Surf City Rotary Club
- Susan G. Komen Foundation
- UCI Foundation
- UC San Diego
- Vanguard University
- Vietnamese American Cancer Foundation
- Western Governors University
- Western University of Health Science

Contact Information

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Fountain Valley, CA 92708

Web Address

<https://www.memorialcare.org/orange-coast-medical-center>

Community Benefit Contact

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