



St. Mary Medical Center Long Beach, CA

Community Benefit 2018 Report and 2019 Plan

A message from

Carolyn Caldwell, president and CEO of St. Mary Medical Center, and Rocky Suares, Chair of the Dignity Health St. Mary Medical Center Community Board.

Dignity Health's comprehensive approach to community health improvement aims to address significant health needs identified in the Community Health Needs Assessments that we conduct with community input, including from the local public health department. Our multi-pronged initiatives to improve community health include financial assistance for those unable to afford medically necessary care, a range of prevention and health improvement programs conducted by the hospital and with community partners, and investing in efforts that address social determinants of health.

St. Mary Medical Center shares a commitment to improve the health of our community, and delivers programs and services to achieve that goal. The Community Benefit 2018 Report and 2019 Plan describes much of this work. This report meets requirements in California state law (Senate Bill 697) that not-for-profit hospitals produce an annual community benefit report and plan. Dignity Health produces these reports and plans for all of its hospitals, including those in Arizona and Nevada. We are proud of the outstanding programs, services and other community benefits our hospital delivers, and are pleased to report to our community.

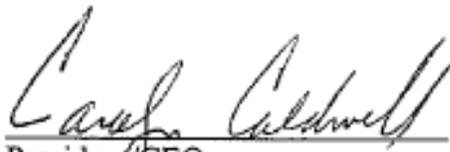
In fiscal year 2018 (FY18), St. Mary Medical Center provided \$29,300,987 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, and other community benefits. The hospital also incurred \$19,667,291 in unreimbursed costs of caring for patients covered by Medicare.

Dignity Health's St. Mary Medical Center's Board of Directors reviewed approved and adopted the Community Benefit 2018 Report and 2019 Plan at its October 25, 2018 meeting.

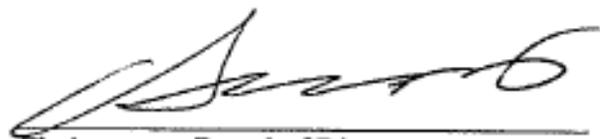
Thank you for taking the time to review our report and plan. If you have any questions, please contact us at (562) 491-9837.

Carolyn Caldwell

Rocky Suares



Carolyn Caldwell
President/CEO



Rocky Suares
Chairperson, Board of Directors

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At-a-Glance Summary

Community Served	<p>St. Mary Medical Center, Long Beach is located in Los Angeles County and encompasses 14 zip codes with a current population of slightly over 1 million people. St. Mary Medical Center is in Service Planning Area 8 which is shared with the City of Long Beach Department of Health and Human Services, Long Beach Memorial Medical Center, Millers Children’s and Women’s Hospital, The Children’s Clinic “Serving Children and Their Families” and Kaiser Permanente of South Bay.</p>
Economic Value of Community Benefit	<p>\$29,300,987 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits</p> <p>\$19,667,291 in unreimbursed costs of caring for patients covered by Medicare</p>
Significant Community Health Needs Being Addressed	<p>The significant community health needs the hospital is helping to address and that form the basis of this document were identified in the hospital’s most recent Community Health Needs Assessment (CHNA). Those needs are:</p> <ul style="list-style-type: none"> • Obesity and diabetes • Chronic disease • Preventive care • Pregnancy and birth outcomes • Access to care
FY18 Actions to Address Needs	<ul style="list-style-type: none"> • CARE Program – HIV medical and psychosocial service program. • Family Clinic of Long Beach – Provides primary care. • Bazzeni Wellness Center – Provides health education, chronic disease management, health screenings and resources to the community. • Every Woman Counts- Mammogram services to underserved women over the age of 40. • Mary Hilton Family Clinic – Offers OB, perinatal and pediatric services. • Welcome Baby – Hospital and home based intervention for pregnant and post-partum women. • Financial Assistance – Provides financial assistance through free and discounted care for health care services, consistent with the hospitals financial policy. • Community Grants Program – Dignity Health provides community grants to St. Mary Medical Center community organizations to help address needs addressed in the Community Health Assessment.

Planned Actions for FY19	<ul style="list-style-type: none"> • CARE Program – HIV medical and psychosocial service program. • Family Clinic of Long Beach – Provides primary care. • Bazzeni Wellness Center – Provides health education, chronic disease management, health screenings and resources to the community. • Every Woman Counts- Mammogram services to underserved women over the age of 40. • Mary Hilton Family Clinic – Offers OB, perinatal and pediatric services. • Welcome Baby – Hospital and home based intervention for pregnant and post-partum women. • Financial Assistance – Provides financial assistance through free and discounted care for health care services, consistent with the hospitals financial policy. • Community Grants Program – Dignity Health provides community grants to St. Mary Medical Center community organizations to help address needs addressed in the Community Health Assessment.
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This document is publicly available at <http://www.dignityhealth.org/stmarymedical/community-benefits> or upon request at the hospital’s Community Health office by e-mail or phone request.

Written comments on this report can be submitted to the St. Mary Medical Center Community Health Office, 1050 Linden Avenue, Long Beach, CA 90813 Attn: K. Katz or by e-mail to Kit.Katz@Dignityhealth.org.

MISSION, VISION AND VALUES

St. Mary Medical Center is a part of Dignity Health, a non-profit health care system made up of more than 60,000 caregivers and staff who deliver excellent care to diverse communities in 21 states. Headquartered in San Francisco, Dignity Health is the fifth largest health system in the nation.

At Dignity Health, we unleash the healing power of humanity through the work we do every day, in hospitals, in other care sites and the community.

Our Mission

We are committed to furthering the healing ministry of Jesus. We dedicate our resources to:

- Delivering compassionate, high-quality, affordable health services;
- Serving and advocating for our sisters and brothers who are poor and disenfranchised; and
- Partnering with others in the community to improve the quality of life.

Our Vision

A vibrant, national health care system known for service, chosen for clinical excellence, standing in partnership with patients, employees, and physicians to improve the health of all communities served.

Our Values

Dignity Health is committed to providing high-quality, affordable healthcare to the communities we serve. Above all else we value:

Dignity - Respecting the inherent value and worth of each person.

Collaboration - Working together with people who support common values and vision to achieve shared goals.

Justice - Advocating for social change and acting in ways that promote respect for all persons.

Stewardship - Cultivating the resources entrusted to us to promote healing and wholeness.

Excellence - Exceeding expectations through teamwork and innovation.

OUR HOSPITAL AND THE COMMUNITY SERVED

About St. Mary Medical Center

St. Mary Medical Center (SMMC), founded in 1923 by the Sisters of the Charity of the Incarnate Word, is located at 1050 Linden Avenue, Long Beach, CA. It became a member of Dignity Health, formerly Catholic Healthcare West, in 1996. The facility has 389 licensed beds and a campus that is approximately 14 acres in size. SMMC has an employed staff of 1,530 people and a medical staff of 483 local physicians. Major programs and services include cardiac care, prenatal and childbirth services, bariatric surgery, stroke recovery, critical care, a 39 bed intensive care unit, a level IIIB NICU with 25 beds and a Disaster Resource Center. St. Mary Medical Center's Emergency Department is a level II trauma center and the Paramedic Base Station for the area.

Description of the Community Served

St. Mary Medical Center is located in Long Beach, CA. The city of Long Beach is a coastal community located in Los Angeles County. Based on the U.S. Census, Long Beach is the 39th most populous city in the nation and 7th in California. Long Beach is one of the most ethnically diverse communities in the United States with a strong sense of community and unique neighborhoods. St. Mary Medical Center also serves the surrounding communities of Carson, Paramount and Bellflower. While a few of the communities enjoy a higher standard of living, the majority of the communities served have greater needs. To determine the service area, St. Mary takes into account the zip codes of inpatients discharged from the hospital, the most recent Community Health Needs Assessment and long-standing community programs and partnerships.

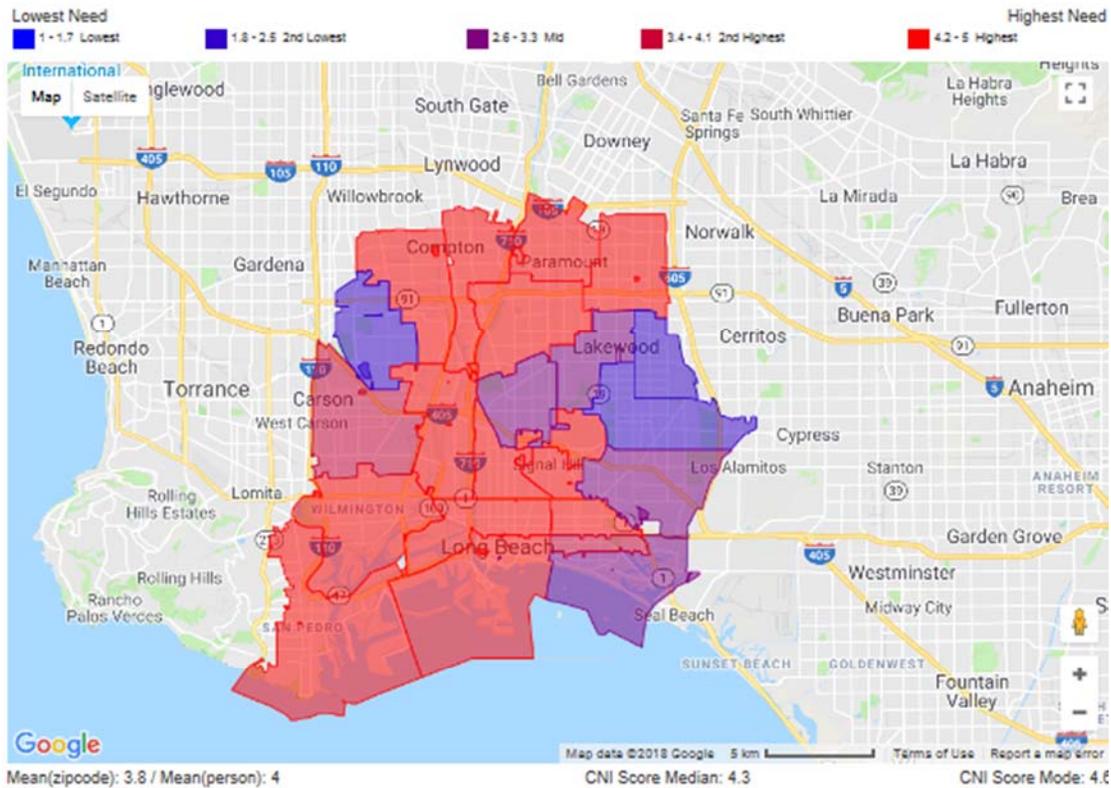
The service area encompasses 22 zip codes representing 9 cities and communities. For the purpose of this report St. Mary Medical Center refers to the service area as the greater Long Beach community. The St. Mary service area has regions that are economically challenged, has a great deal of homelessness, and has an influx of transitory populations; many of the residents in the service area live below the poverty level and many neighborhoods and communities are considered underserved. Access to care and services, perceived barriers to existing services, lack of insurance and mental health services, diabetes, asthma, and drug and alcohol abuse are some of the major concerns. From a community health perspective, these low income and underserved areas are of major concern.

A summary description of the community is below, and additional details can be found in the CHNA report online.

Total population	1,005,037
Race	
White – Non-Hispanic	19.7%
Black/African American-Non-Hispanic	13.7%
Hispanic or Latino	51.1%
Asian/Pacific Islander	12.5%
All other	3.0%
Total Hispanic and Race	100.0%
Median income	\$64,244
Unemployment	5.7%

No High school diploma	23.9%
Medicaid*	31.5%
Uninsured	8.1%

*Does not include individuals dually-eligible for Medicaid and Medicare.
 Source: 2018 The Claritas Company, Copyright IBM Corporation 2018



Zip Code	CNI Score	Population	City	County	State
90220	4.4	52011	Compton	Los Angeles	California
90221	4.8	58311	Compton	Los Angeles	California
90708	4.2	80027	Bellflower	Los Angeles	California
90712	3	31830	Lakewood	Los Angeles	California
90713	2.2	28777	Lakewood	Los Angeles	California
90723	4.4	55380	Paramount	Los Angeles	California
90731	4.6	62449	San Pedro	Los Angeles	California
90744	4.6	55312	Wilmington	Los Angeles	California
90745	3.8	80574	Carson	Los Angeles	California
90746	2.4	25874	Carson	Los Angeles	California
90755	4.2	12389	Signal Hill	Los Angeles	California
90802	4.6	41061	Long Beach	Los Angeles	California
90803	2.6	33790	Long Beach	Los Angeles	California
90804	4.6	41169	Long Beach	Los Angeles	California
90805	4.6	96784	Long Beach	Los Angeles	California
90806	4.6	44356	Long Beach	Los Angeles	California
90807	3	31828	Long Beach	Los Angeles	California
90808	2	38880	Long Beach	Los Angeles	California
90810	4.4	37723	Long Beach	Los Angeles	California
90813	5	60885	Long Beach	Los Angeles	California
90814	3.4	18499	Long Beach	Los Angeles	California
90815	2.6	39148	Long Beach	Los Angeles	California

One tool used to assess health need is the Community Need Index (CNI) created and made publicly available by Dignity Health and Truven Health Analytics. The CNI analyzes data at the zip code level on five factors known to contribute or be barriers to health care access: income, culture/language, education, housing status, and insurance coverage. Scores from 1.0 (lowest barriers) to 5.0 (highest barriers) for each factor are averaged to calculate a CNI score for each zip code in the community. Research has shown that communities with the highest CNI scores experience twice the rate of hospital admissions for ambulatory care sensitive conditions as those with the lowest scores.

COMMUNITY ASSESSMENT AND PLANNING PROCESS

The hospital engages in multiple activities to conduct its community benefit and community health improvement planning process. These include, but are not limited to: conducting a Community Health Needs Assessment with community input at least every three years; using five core principles to guide planning and program decisions; measuring and tracking program indicators and impact; and engaging the Community Benefit Advisory Committee and other stakeholders in the development of an annual community benefit plan and triennial Implementation Strategy.

Community Health Needs Assessment

The most recently completed Community Health Needs Assessment (CHNA) was adopted by the St. Mary Medical Center Community Board in June, 2016. The Community Health Needs Assessment process was overseen by the Long Beach CHNA Collaborative. The Collaborative is comprised of Dignity Health St. Mary Medical Center, Kaiser Permanente South Bay, Long Beach MemorialCare System (Long Beach Memorial Medical Center and Miller Children’s and Women’s Hospital), The Children’s Clinic “Serving Children and Their Families” and the City of Long Beach Department of Health and Human Services. Secondary data were collected from a variety of local, county, and state sources. The community profile includes demographic characteristics of the service area, social determinants of health, health behaviors and health outcomes. The report includes benchmark comparison data that measures memorial data findings with Healthy People 2020 objectives. For the CHNA, information was obtained through eight focus groups and interviews with key community stakeholders, public health, service providers, members of medically underserved, low-income, and minority populations in the community and individuals or organizations serving or representing the interests of such populations. The CHNA process included the identification of resources potentially available to meet community health needs. These resources are available in the CHNA report. The CHNA report covers the period of July 2016 through June 2019.

The significant health needs that form the basis of the hospital’s community health programs were identified in the most recent Community Health Needs Assessment (CHNA).

The CHNA report contains several key elements, including:

- Description of the assessed community served by the hospital;
- Description of assessment processes and methods, including: the data used; how the hospital solicited and took into account input from a public health department, members or representatives of medically underserved, low-income and minority populations; and the process and criteria used in identifying significant health needs and prioritizing them;
- Presentation of data, information and assessment findings, including a prioritized list of identified significant community health needs;
- Community resources (e.g., organizations, facilities and programs) potentially available to help address identified needs; and
- Discussion of impacts of actions taken by the hospital since the preceding CHNA.

CHNA Significant Health Needs

The Long Beach CHNA Collaborative planned and convened a prioritization session. Outreach for the session was conducted via the same network of individuals and groups used for key stakeholder interviews and focus groups. Session participants included public health experts; and leaders, representatives, or members of medically underserved, low-income, and minority populations. The areas of expertise among prioritization session participants were broad and covered the spectrum of social determinants of health, health behaviors and outcomes.

Prioritization session participants had data and other information relevant to the health needs of the service area. The following four criteria were used to prioritize the significant health needs:

- **Severity:** The health need has serious consequences (morbidity, mortality, and/or economic burden) for those affected.
- **Disparities:** The health need disproportionately impacts certain groups of people more than others (e.g. by geography, age, gender, race/ethnicity).
- **Prevention:** Effective and feasible prevention is possible. There is an opportunity to intervene at the prevention level and impact overall health outcomes. Prevention efforts include those that target individuals, communities, and policy efforts.
- **Leverage:** The solution could impact multiple problems. Addressing this issue would impact multiple health issues.

The community health needs assessment identified the following significant community health needs:

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

After a thorough process was applied using the criteria below, the Community Health Office under the guidance of Mission Integration and St. Mary Medical Center Senior Leadership identified the following significant health needs to be addressed:

- Access to care
- Chronic diseases
- Obesity and diabetes
- Pregnancy and birth outcomes
- Preventive care

Criteria used:

- Organizational capacity
- Existing infrastructure
- Established relationships
- Ongoing investment
- Focus area/competencies and expertise

Significant Health Needs the Hospital will Not Address

Taking existing hospital and community resources into consideration, St. Mary Medical Center will not directly address the remaining health needs identified in the CHNA including: mental health, environmental health, economic security, access to housing, education, crime and violence, oral health and substance abuse. SMMC cannot address all the social determinants of health or the health needs present in the community; therefore, it will concentrate on those health needs that can most effectively be addressed given the organization's areas of focus and expertise

Additional detail about the needs assessment process and findings can be found in the CHNA report, which is publicly available at <http://www.dignityhealth.org/stmarymedical/community-benefits> or upon request at the hospital's Community Health office.

Creating the Community Benefit Plan

Rooted in Dignity Health's mission, vision and values, St. Mary Medical Center is dedicated to improving community health and delivering community benefit with the engagement of its management team, Community Board and the Community Benefit Advisory Committee (CBAC). The community board and CBAC committee are composed of community members who provide stewardship and direction for the hospital as a community resource (see Appendix A). These parties review community benefit plans and program updates prepared by the hospital's community health director and other staff.

As a matter of Dignity Health policy, the hospital's community health and community benefit programs are guided by five core principles. All of our initiatives relate to one or more of these principles:

- Focus on Disproportionate Unmet Health-Related Needs
- Emphasize Prevention
- Contribute to a Seamless Continuum of Care
- Build Community Capacity
- Demonstrate Collaboration

The St. Mary Medical Center Senior Leadership and Mission Integration Team prioritized the needs for the Community Benefit program based on the hospital's programs and initiatives, internal resources including existing programs and the success/impact of those programs, the ability to measure impact and goals, and established community partners. The identified needs were reviewed and approved by the St. Mary Medical Center Community Board. The Community Benefits Advisory Committee will be important in identifying new community partners to collaborate with that have the same or like mission as St. Mary Medical Center.

2018 REPORT AND 2019 PLAN

This section presents strategies and program activities the hospital is delivering, funding or on which it is collaborating with others to address significant community health needs. It summarizes actions taken in FY18 and planned activities for FY19, with statements on anticipated impacts, planned collaboration, and patient financial assistance for medically necessary care. Program Digests provide detail on select programs' goals, measurable objectives, expenses and other information.

This report specifies planned activities consistent with the hospital's mission and capabilities. The hospital may amend the plan as circumstances warrant. For instance, changes in significant community health needs or in community assets and resources directed to those needs may merit refocusing the hospital's limited resources to best serve the community.

Report and Plan Summary

The following programs and initiatives address the significant health needs the hospital has chosen to address.

Health Need: Access to health care			
Strategy or Activity	Summary Description	Active FY18	Planned FY19
Financial assistance	Provide financial assistance through free and discounted care for health care services, consistent with the hospital's financial policy.	☒	☒
CARE Program	HIV medical and psychosocial service program.	☒	☒
Family Clinic of Long Beach	Provides primary care services.	☒	☒
Medical transportation	Transports those who lack transportation to needed medical and preventive health care services.	☒	☒
Mary Hilton Family Health Center	OB, perinatal and pediatric services.	☒	☒
Anticipated Impact: By providing free and low cost health care, vulnerable and underserved populations are able to better access services reducing their barriers to services.			

Health Need: Chronic disease			
Strategy or Activity	Summary Description	Active FY18	Planned FY19
Bazzeni Wellness Center	Provides health education, chronic disease management, health screenings, exercise classes and resources for individuals 50 years and older.	☒	☒
Chronic Disease Self-Management Program	Helps individuals manage their chronic conditions.	☒	☒
CARE Program	HIV medical and psychosocial service program.	☒	☒

Anticipated Impact: Chronic diseases include HIV/AIDS, asthma, cancers, heart disease and high blood pressure. Providing health education and self-management workshops, individuals will learn techniques to better manage their conditions leading to reduced emergency room visits and a better quality of life.

Health Need: Obesity and diabetes			
Strategy or Activity	Summary Description	Active FY18	Planned FY19
Family Clinic of Long Beach	Provides prevention of obesity and related chronic conditions.	☒	☒
St. Mary Outpatient Diabetes Self-Management Program	Education and support program recognized by the American Diabetes Association	☒	☒

Anticipated Impact: Being overweight is a precursor to many chronic diseases, including diabetes. Obesity and diabetes greatly impact the St. Mary service area and are diagnosed most frequently among the region's low-income communities of color.

Health Need: Preventive care			
Strategy or Activity	Summary Description	Active FY18	Planned FY19
Bazzeni Wellness Center	Provides health education, health screenings, disease and prevention	☒	☒
Every Woman Counts	Offers mammography services to underserved women over age 40. Includes breast care and pap smears.	☒	☒
Mobile Care Unit	The mobile van travels to high need areas to provide health care screenings, education and outreach.	☒	☒

Anticipated Impact: Effective and feasible prevention is possible. There is an opportunity to intervene at the prevention level and impact overall health outcomes. Prevention efforts include those that target individuals, communities, and policy efforts.

Health Need: Pregnancy and birth outcomes			
Strategy or Activity	Summary Description	Active FY18	Planned FY19
Welcome Baby	Hospital and home based intervention for pregnant and post-partum women.	☒	☒
Mary Hilton Family Health Center	Offers OB, perinatal and pediatric services	☒	☒

Anticipated Impact: Engaging in early prenatal care is important because health risks to both the mother and infant can be detected early.

Community Grants Program

One important way the hospital helps to address community health needs is by awarding financial grants to non-profit organizations working together to improve health status and quality of life in the communities we serve. Grant funds are used to deliver services and strengthen service systems, to improve the health and well-being of vulnerable and underserved populations.

In FY18, the hospital awarded 2 grants totaling \$111,000. Below is a complete listing of FY18 grant projects; some projects may be described elsewhere in this report.

Grant Recipient	Project Name	Amount
Pathways Volunteer Hospice	Pathways Care Navigation Program	\$65,000
US Vets	Healthy Lives/Healthy Communities	\$46,000

Anticipated Impact

The anticipated impacts of the hospital's activities on significant health needs are summarized above, and for select program initiatives are stated in the Program Digests on the following pages. Overall, the hospital anticipates that actions taken to address significant health needs will: improve health knowledge, behaviors, and status; increase access to needed and beneficial care; and help create conditions that support good health. The hospital is committed to measuring and evaluating key initiatives. The hospital creates and makes public an annual Community Benefit Report and Plan, and evaluates impact and sets priorities for its community health program in triennial Community Health Needs Assessments.

Planned Collaboration

St. Mary Medical Center collaborates with many community partners from the nonprofit and private sectors, local universities and the Long Beach Department of Health and Human Services to assist with the implementation of community benefit goals and objectives. Working collaboratively with community partners, the hospital provides leadership and advocacy, stewardship of resources, assistance with local capacity building, and participation in community-wide health planning. Collaborators on specific programs are stated in the following program digests.

Financial Assistance for Medically Necessary Care

St. Mary Medical Center delivers compassionate, high quality, affordable health care and advocates for members of our community who are poor and disenfranchised. In furtherance of this mission, the hospital provides financial assistance to eligible patients who do not have the capacity to pay for medically necessary health care services, and who otherwise may not be able to receive these services. A plain language summary of the hospital's Financial Assistance Policy is in Appendix C. The amount of financial assistance provided in FY18 is listed in the Economic Value of Community Benefit section of this report.

The hospital notifies and informs patients and members of the community about the Financial Assistance Policy in ways reasonably calculated to reach people who are most likely to require patient financial assistance. These include:

- providing a paper copy of the plain language summary of the Policy to patients as part of the intake or discharge process;
- providing patients a conspicuous written notice about the Policy at the time of billing;
- posting notices and providing brochures about the financial assistance program in hospital locations visible to the public, including the emergency department and urgent care areas, admissions office and patient financial services office;
- making the Financial Assistance Policy, Financial Assistance Application, and plain language summary of the Policy widely available on the hospital’s web site;
- making paper copies of these documents available upon request and without charge, both by mail and in public locations of the hospital; and
- providing these written and online materials in appropriate languages.

The annual Community benefit report includes the policy’s plain language summary and a statement about the availability of financial assistance in the report posted online.

Program Digests

The following pages include Program Digests describing key programs and initiatives that address one or more significant health needs in the most recent CHNA report. The digests include program descriptions and intervention actions, statements of which health needs are being addressed, any planned collaboration, and program goals and measurable objectives.

Comprehensive AIDS Resource and Education (CARE)	
Significant Health Needs Addressed	Chronic disease
Core Principles Addressed	<ul style="list-style-type: none"> • Focus on Disproportionate Unmet Health-Related Needs • Emphasize Prevention • Contribute to a Seamless Continuum of Care • Build Community Capacity • Demonstrate Collaboration
Program Description	The Comprehensive AIDS Resource Education (CARE) program is a multi-disciplinary HIV care and support project, based on the campus of St. Mary Medical Center, a hospital owned and operated by the non-profit Dignity Health. Clients of the CARE program receive an integrated range of high quality medical, dental, health, and psychosocial services to a heavily impacted population of low-income men, women, and children living with HIV; and for those at high risk for acquiring HIV in the Long Beach, South Bay, and South Los Angeles communities.
Community Benefit Category	A2. Community-based clinical services
FY 2018 Report	
Program Goal / Anticipated Impact	The program’s goal is to continue emphasis on supporting clients’ 1. Retention in HIV care and 2. Achieve ongoing viral suppression for those who are infected with HIV. 3. Provide access to HIV testing in ED 4. Provide access to

	Pre-Exposure prophylaxis (PrEP) and Post Exposure Prophylaxis (PEP) program at CARE.
Measurable Objective(s) with Indicator(s)	<p>FY 2018:</p> <ul style="list-style-type: none"> • CARE patient retention rate: 87% (defined as at least two kept medical provider visits in past 12 months) • Viral suppression rate: 90% • HIV tests conducted in St. Mary ED: 11,253 • HCV tests conducted in St Mary ED: 7,200 • PEP New Clients: 61 • PrEP New Patients: 111 • PrEP Follow-up visits: 360
Intervention Actions for Achieving Goal	<ul style="list-style-type: none"> • Provided a comprehensive, one-stop program of HIV medical and support services that support retention in care by allowing clients to access all needed medical support services in a single location, including medical case management, dental services, nutritional counseling, and behavioral health services. • Clinical staff monitored and reported viral load levels, provided intensive follow-up for patients who missed appointments, or who did not attend medical appointments over a 6-month period. Full-time Patient Retention Specialists provide specialized follow-up for clients who miss appointments and/or who appear to be lost to care. • Provided opt-out HIV testing to high risk ED patients. • Provided HCV testing to high risk ED patients. • Offered PEP on demand in ED and in CARE Clinic to all patients with a high risk exposure to HIV in the past 72 hours. • Offered ongoing PrEP to all HIV negative patients at high risk for HIV infection. • Engaged in community outreach activities and collaborated with community partners; founded Long Beach PrEP Working Group, which meets on a monthly basis to coordinate biomedical prevention efforts in Long Beach
Planned Collaboration	CARE collaborated with the City of Long Beach Department of Health and Human Services, Los Angeles County Department of Public Health-Division of HIV and STD Programs, The Long Beach Gay and Lesbian Center, APLA Health, Bienestar, Long Beach VA and CSU Long Beach.
Program Performance / Outcome	In FY18, identified through HIV testing 30 new HIV positive cases, and linked all to care; identified through HCV RNA testing 240 positive cases and provided education and linkage to care info to those patients; started 61 patients on PEP therapy; started 111 patients on PrEP therapy.
Hospital's Contribution / Program Expense	CARE committed a total of approximately 7 FTEs to ED testing, Biomedical Prevention Services, and retention & linkage to care, with grant funding to cover approximately 4.5 FTEs.
FY 2019 Plan	
Program Goal / Anticipated Impact	The program's goal is to continue emphasis on supporting clients' 1. Retention in HIV care and PrEP care 2. Achieving and maintaining ongoing viral

	suppression for those who are infected with HIV. 3. Testing of those who are at high risk for HIV and HCV. 4. Starting high risk individuals on PEP and PrEP.
Measurable Objective(s) with Indicator(s)	<ul style="list-style-type: none"> • 90% of CARE patients will be ‘retained in care’ for FY19. This is defined based on the standard of at least one HIV medical care visit in each 6 month period of a 12 month measurement period. • CARE patients will continue to achieve 90% or above viral suppression. • Increase the number of PrEP and PEP patients who seek services at CARE to 500, cumulatively. • Of those seeking PEP care, 100% of those patients who test positive are linked to medical care. • Perform 12,000 HIV tests • Perform 8,000 HCV RNA tests
Intervention Actions for Achieving Goal	<ul style="list-style-type: none"> • Provide a comprehensive, one-stop program of HIV medical and support services that support retention in care by allowing clients to access all needed medical support services in a single location, including medical case management, dental services, nutritional counseling, and behavioral health services. • Clinical staff will monitor and report viral load levels, provide intensive follow-up for patients who missed appointments, or who did not attend medical appointments over a 6-month period. Full-time Patient Retention Specialists provides specialized follow-up for clients who miss appointments and/or who appear to be lost to care. • Provide opt-out HIV testing to high risk ED patients. • Provide HCV testing to high risk ED patients. • Offer PEP on demand in ED and in CARE Clinic to all patients with a high risk exposure to HIV in the past 72 hours. • Offer ongoing PrEP to all HIV negative patients at high risk for HIV infection. • Continue to engage in community outreach activities and collaborate with community partners; continue leadership role in Long Beach HIV PrEP Working Group.
Planned Collaboration	CARE will collaborate with the City of Long Beach Department of Health and Human Services, Los Angeles County Department of Public Health-Division of HIV and STD Programs, The Long Beach Gay and Lesbian Center, APLA Health, Bienestar, Long Beach VA and CSU Long Beach.

Cancer Detection Program: Every Woman Counts (EWC)

Significant Health Needs Addressed	Preventive care
Core Principles Addressed	<ul style="list-style-type: none"> • Focus on Disproportionate Unmet Health-Related Needs • Emphasize Prevention • Contribute to a Seamless Continuum of Care
Program Description	As a provider for the Cancer Detection Program (CDP): EWC program we are able to offer mammography screening services to women age 40+ and cervical screenings to women age 21+ who were uninsured/underinsured and of low/no

	income. Effective January 2017 diagnostic breast care services were made available to men and women of any age through the CDP: EWC program. In addition to diagnostic services, we offer enrollment into the Breast and Cervical Cancer Treatment Program as well as coordination of care by our staff RN.
Community Benefit Category	A2. Community-based clinical services
FY 2018 Report	
Program Goal / Anticipated Impact	Our goal for FY 2018 was to increase awareness of the importance of breast health care. Educating women on the importance of routine screenings as a preventative measure as well as advising the Long Beach and surrounding communities of the program available to them at no cost.
Measurable Objective(s) with Indicator(s)	Statistical numbers have shown an increase in new patient enrollment as well as continued participation by established patients.
Intervention Actions for Achieving Goal	Health fairs with community outreach programs were attended to disseminate breast health information and details of program.
Planned Collaboration	Collaborated with the St. Mary Mobile Clinic, Khmer Parent Association, Cancer Detection Program as well as community healthcare providers to help in offering the program to those women who qualified.
Program Performance / Outcome	Encountered 5172 visits by women under the Cancer Detection Program: Every Woman Counts (July 2017-June 2018).
Hospital's Contribution / Program Expense	St. Mary Medical Center provides for the coordination of care for this program. A registered nurse offers continuum of care throughout the patient's entire case.
FY 2019 Plan	
Program Goal / Anticipated Impact	Increase preventative screenings for breast and cervical cancer.
Measurable Objective(s) with Indicator(s)	Screen 4,000 women for breast and/or cervical cancer through the EWC program. Electronic Medical Records system will assist in tracking.
Intervention Actions for Achieving Goal	Participate in community health education, lectures, presentations and wellness fairs. Provide outreach and health education through social media and community health awareness events to encourage healthy behaviors and promote early detection of cancer through screenings.
Planned Collaboration	Susan G. Komen Foundation Cancer Detection Program: Every Woman Counts American Cancer Society My Sister, My Friend Breast Cancer Support Group Khmer Parent Association Healthcare providers in the Long Beach and surrounding communities

Mary Hilton Family Health Center	
Significant Health Needs Addressed	Pregnancy and birth outcomes Access to care
Core Principles Addressed	Focus on Disproportionate Unmet Health-Related Needs Contribute to a Seamless Continuum of Care

Program Description	The Mary Hilton Family Health Center has OB, perinatal and pediatric services: The clinics provide comprehensive services to serve mothers and children from pregnancy through young adulthood. Services include: <ul style="list-style-type: none"> • Benefits assistance • Comprehensive Pre-natal Services Program (CPSP) • High risk care • Vaccines • Care for diabetic expecting mothers
Community Benefit Category	A1. Community Health Education A2. Community-Based Clinical Services A3. Health Care Support Services
FY 2018 Report	
Program Goal / Anticipated Impact	To support access to care. To support increased access to in-home and post-partum services through the Welcome Baby Program. To provide prenatal care and education.
Measurable Objective(s) with Indicator(s)	Increase patient care by 10%.
Intervention Actions for Achieving Goal	All families delivering at SMMC are offered a Welcome Baby hospital visit at the time of their baby's birth which includes: <ul style="list-style-type: none"> • An in-hospital visit where patients receive assistance with breastfeeding and information about bonding and attachment, taking care of your baby and resources you and your family may need as you transition into motherhood. • A personal Parent Coach who meets with you and your family in the comfort and convenience of your home. • Information and support on breastfeeding, home safety and other topics.
Planned Collaboration	Child Birth Prep Classes are offered every Tuesday during the last trimester of pregnancy. Topics include: <ul style="list-style-type: none"> • Breathing and relaxation techniques • Counting contractions • Stages of labor • Breast-feeding classes The Welcome Baby Program has been incorporated into the maternity tours given by the hospital to the expectant mothers and their family/support system.
Program Performance / Outcome	As noted above with support and education through the Child Birth Prep Classes and Welcome Baby Program. Continued extra medical care for high-risk patients with diabetes through our Sweet Success Program.
Hospital's Contribution / Program Expense	The hospital supports this program through the coordination of care and education using social workers and health educators.
FY 2019 Plan	
Program Goal / Anticipated Impact	To support access to care. To support increased access to in-home and post-partum services through the Welcome Baby Program. To provide prenatal care and education.

Measurable Objective(s) with Indicator(s)	Increase and provide prenatal care and education to women by 15%. Increase access to in home and post-partum and pediatric services through our partnership with the Welcome Baby Program.
Intervention Actions for Achieving Goal	<ul style="list-style-type: none"> • Ensure that all patients delivering at SMMC are offered Welcome Baby information. • On-site bilingual Benefit Specialist assists both our OB and Pediatric patients with enrolling in Medi-Cal and Managed Care Plans.
Planned Collaboration	<p>Child Birth Prep Classes are offered every Tuesday during the last trimester of pregnancy. Topics include:</p> <ul style="list-style-type: none"> • Breathing and relaxation techniques • Counting contractions • Stages of labor • Breast-feeding classes <p>The Welcome Baby Program has been incorporated into the maternity tours</p>

Chronic Disease Self-Management

Significant Health Needs Addressed	Obesity and Diabetes
Program Emphasis	<ul style="list-style-type: none"> • Focus on Disproportionate Unmet Health-Related Needs • Emphasize Prevention • Contribute to a Seamless Continuum of Care • Build Community Capacity • Demonstrate Collaboration
Program Description	Chronic Disease Self-Management Program (CDSMP)—Based on the Stanford Model, this proven 6 week self-help program is offered to the community in English and Spanish. The goal of the program is to teach participants the skills they need to know in manage their chronic condition(s) on a daily basis to achieve the maximum quality of physical, mental and emotional well-being.
Community Benefit Category	A1. Community Health Education - Lectures/Workshops

2018 Plan

Program Goal / Anticipated Impact	Offer evidence-based chronic disease management (CDSMP) programs to decrease hospital admissions and ER use for persons with chronic diseases
Measurable Objective(s) with Indicator(s)	<ul style="list-style-type: none"> • Using pre/post-test methodology, participants demonstrated increased knowledge of disease self-management. • Participants documented changes in behavior they will undertake to appropriately manage their chronic diseases.
Intervention Actions for Achieving Goal	<ul style="list-style-type: none"> • Annually conduct a minimum of four CDSMP workshops. • Annually host a minimum of one leader training. • Identify and work with a community partner to provide the workshop in Spanish.
Planned Collaboration	<ul style="list-style-type: none"> • Community agencies • Community clinics • Community centers and senior centers • Emergency department

	<ul style="list-style-type: none"> • Case management
Program Performance/Outcomes	<p>Provided four CDSMP workshops – most of the participants were diagnosed with diabetes as being one of several co-morbidities.</p> <p>The majority of the workshop participants indicated that they learned very useful skills to manage their conditions.</p> <p>Conducted one CDSMP leader training.</p> <p>Working with local partner to refer Spanish speaking individuals to their clinic for workshops.</p>
Hospital's Contribution/Program Expense	\$1800 purchasing books and materials for workshops and trainings.
FY 2019 Plan	
Program Goal / Anticipated Impact	Continue to offer CDSMP to workshops to the community both on and off campus.
Measurable Objective(s) with Indicator(s)	<ul style="list-style-type: none"> • Using Pre/Post-test methodology, participants demonstrated increased knowledge of disease self-management. • Participants documented changes in behavior they will undertake to appropriately manage their chronic diseases.
Intervention Actions for Achieving Goal	<ul style="list-style-type: none"> • Annually conduct a minimum of four CDSMP workshops. • Annually host a minimum of one leader training. • Work closer with the YMCA to provide workshops to the community they serve.
Planned Collaboration	<ul style="list-style-type: none"> • Community agencies • Community clinics • Community centers and senior center

Family Clinic of Long Beach	
Significant Health Needs Addressed	Access to care
Core Principles Addressed	<p>Focus on Disproportionate Unmet Health-Related Needs</p> <p>Emphasize Prevention</p> <p>Contribute to a Seamless Continuum of Care</p> <p>Build Community Capacity</p> <p>Demonstrate Collaboration</p>
Program Description	The Family Clinic of Long Beach has been providing primary care to the Long Beach community for over 25 years. The Family Clinic serves as the hub of medical services for our group of clinics, serving as the medical home for adult patients seeking primary care services or referrals to specialists in our clinic network. The clinic focuses on internal medicine with additional services such as Travel Clinic, Coumadin Clinic, Diabetes Education Program and Specialty Medicine.
Community Benefit Category	Community-based clinical services

FY 2018 Report	
Program Goal / Anticipated Impact	Increase access to primary health care services for the medically underserved. Stabilize patients with diabetes and decrease disease through prevention services.
Measurable Objective(s) with Indicator(s)	Goal was to increase access to see an additional 200 patients annually at Family Clinic; some of these patients might have to be referred to MMS.
Intervention Actions for Achieving Goal	Patients were provided with prevention services as well as with diabetes and medication therapy management to those that qualified for the service.
Planned Collaboration	Health plans
Program Performance / Outcome	Goal of seeing an additional 200 patients annually was met and exceeded. Total new patients seen at Family Clinic were 602 in FY 2018.
Hospital's Contribution / Program Expense	Family Clinic was developed as part of the SMMC Residency Program. This clinic continues to support the Residency Program with over 30 medical students and faculty.
FY 2019 Plan	
Program Goal / Anticipated Impact	The first goal is to continue to retain the 2100 patients currently seen at Family Clinic as it is challenging. A second goal is to add pulmonary services at clinic. Third goal is to ensure proper screening on patients.
Measurable Objective(s) with Indicator(s)	Will continue to screen patients for FY2019 for Diabetes Screening as well as Cervical Cancer Screening.
Intervention Actions for Achieving Goal	QI indicators: Monitoring of measures referenced above. Pulmonary Services: Ongoing meetings to discuss best way to start new service.
Planned Collaboration	Would like to collaborate with health plans, CARE Clinic and Emergency Department in order to capture patients who do not have a Primary Care Physician.

ECONOMIC VALUE OF COMMUNITY BENEFIT

The economic value of community benefit for patient financial assistance is calculated using a cost-to-charge ratio, and for Medicaid and other categories of community benefit using a cost accounting methodology.

St. Mary Medical Center Long Beach

Complete Summary - Classified Including Non Community Benefit (Medicare)

For period from 7/1/2017 through 6/30/2018

	Persons Served	Net Benefit	% of Org. Expenses
<u>Benefits for Living in Poverty</u>			
Financial Assistance	1,672	4,907,806	1.5
Medicaid *	77,938	0	0.0
Means-Tested Programs	12,502	9,953,337	3.0
Community Services			
A - Community Health Improvement Services	18,243	2,259,874	0.7
E - Cash and In-Kind Contributions	362	2,062,578	0.6
Totals for Community Services	18,605	4,322,452	1.3
Totals for Living in Poverty	110,717	19,183,595	5.8
<u>Benefits for Broader Community</u>			
Community Services			
A - Community Health Improvement Services	137	801	0.0
B - Health Professions Education	37	9,514,672	2.9
F - Community Building Activities	0	601,919	0.2
Totals for Community Services	174	10,117,392	3.0
Totals for Broader Community	174	10,117,392	3.0
Totals - Community Benefit	110,891	29,300,987	8.8
Medicare	20,358	19,667,291	5.9
Totals with Medicare	131,249	48,968,278	14.7

Net Benefit equals costs minus any revenue from patient services, grants or other sources.

* The hospital was required to record some Medicaid Provider Fee revenue in FY18 that was attributable to FY17 services. This resulted in the hospital receiving more Medicaid revenue than expense incurred, and thus \$0 net benefit. If all FY17 Medicaid Provider Fee revenue had been recorded in FY17, the hospital's FY18 net benefit for Medicaid would have been \$17,167,478.


 Leon Choiniere, Chief Financial Officer

10/16/18
 Date

APPENDIX A: COMMUNITY BOARD AND COMMITTEE ROSTERS

Hospital Community Board 2018 Roster

Member Roster		
Bertram E. Sohl, M.D. 1045 Atlantic Ave., #508 Long Beach, CA 90813 562-437-1882 bsvj@aol.com	George Murchison 5100 East Anaheim Road Long Beach, CA 90815 562-961-4115 j.murch@verizon.net	Sr. Christina Murphy, CCVI Sponsor Villa de Matel 6510 Lawndale Street Houston, TX 77023 713-928-6053 cmurphy@ccvi-vdm.org
Bonnie Lowenthal 327 Carroll Park East Long Beach, CA 90814 562-619-3077 bonnielow@aol.com	Ivy Arlinda Goolsby Int'l Realty & Investment 1100 E. Wardlow Road Long Beach, CA 90807 562-427-8626 iagoolsby@aol.com	Sr. Elizabeth Ann Hayes, CCVI Sponsor Villa de Matel 6510 Lawndale Street Houston, TX 77023 713-928-6053 ehayes@ccvi-vdm.org
Carolyn Caldwell, President/CEO St. Mary Medical Center 1050 Linden Avenue Long Beach, CA 90813 562-491-7950 Carolyn.caldwell@dignityhealth.org	Minnie Douglas, Ed.D., R.N. 7801 Turbo Street Long Beach, CA 90808 562-596-6547 mdouglas003@cs.com	
Christopher R. Pook 5626 Azure Way Long Beach, CA 90803 562-985-3140 Crp78c@aol.com	Paul Carter Bergkvist, Bergkvist & Carter 400 Oceangate, Suite 800 Long Beach, CA 90802 562-435-1426 pc@lawbbc.com	
Douglas McFarland, M.D. – Chief of Staff St. Mary Medical Center 1050 Linden Avenue Long Beach, CA 90813 562-491-3944 Douglas.mcfarland@dignityhealth.org	Suny Lay Chang 3590 Elm Avenue Long Beach, CA 90807 562-684-1108 schang@linchousing.org	
Erin Simon, Ed.D. Long Beach USD 2221 Argonne Avenue Long Beach, CA 90815 323-816-3324 esimon@lbschools.net	Rocky Suarez - Chair Suarez Investment Group 6700 E. Pacific Coast Hwy, #170 Long Beach, CA 90803 562-799-2179 rocky.suarez@wfadvisors.com	Community Board Coordinator Kristy Valle (o) 562-491-9080 (c) 310-210-6720 Kristine.valle@dignityhealth.org

Community Benefit Advisory Committee

Theresa Brunella
Director Senior Studies Long Beach City College

Leon Choiniere
CFO St. Mary Medical Center

Fredy Dominquez
Community Liaison Attentive Home Care

Minnie Douglas, Ed.D., R.N.
Retired

Kimm Hurley
Director of Population Health and Social Services

Kit G. Katz
Director Community Health, St. Mary Medical Center

Patrick Kennedy
Long Beach Interfaith Community Organization

Patti LaPlace
California State University Long Beach Lecturer
Mental Health America Board Member

Anthony Ly
Long Beach Department of Health and Human Services

Ruth Ashly Perez
Human Resources Director LBUSD

Sister Celeste Trahan, CCVI
Vice President Mission Integration, St. Mary Medical Center

Rose Wright
Grants Director St. Mary Medical Center Foundation Office

APPENDIX B: OTHER PROGRAMS AND NON-QUANTIFIABLE BENEFITS

The hospital delivers a number of community programs and non-quantifiable benefits in addition to those described elsewhere in this report. Like those programs and initiatives, the ones below are a reflection of the hospital's mission and its commitment to improving community health and well-being.

Here are a few examples of how St. Mary provides others types of community support:

- Community Health Program received a \$970,000 grant from the Port of Long Beach – a three year multidisciplinary approach to help reduce risks associated with asthma, chronic obstructive pulmonary disease and congestive heart failure – the program will target the senior population.
- CARE Center hosted a World AIDS Day event.
- Helping Hands Children's Christmas Celebration – in partnership with Catholic Charities provided 250 families in need with a Christmas celebration and presents for the kids.
- 2018 Great Kindness Challenge with Smith Elementary School – aims to create a culture of kindness in elementary schools. 2nd and 3rd grade students created "thank you" cards to local firefighters for their dedication and service.
- February 2018 Little Hats, Big Hearts program – distributed handmade hats to newborns throughout the month.
- Along with the Khmer Parents association co-sponsored the 3rd annual Mother & Daughter Conference which helps to build, develop and strengthen relationships across cultures.
- Participated in the National Endowment for the Arts Read Across America Day with CSU Long Beach athletics department. Student athletes visited the pediatrics department and engaged the children in the joy and importance of reading.
- Human Rights Campaign names St. Mary a designated LGBTQ Healthcare Equality Leader.
- St. Mary provides leadership and advocacy community wide by supporting and participating in city initiatives such as the Long Beach Police Department Quality of Life Community providing care and mental health services for the homeless, the Long Beach Housing Authority, and the Long Beach Human Trafficking Task Force.

APPENDIX C: FINANCIAL ASSISTANCE POLICY SUMMARY

Dignity Health's Financial Assistance Policy describes the financial assistance programs available to uninsured or under-insured patients who meet certain income requirements to help pay for medically necessary hospital services provided by Dignity Health. An uninsured patient is someone who does not have health coverage, whether through private insurance or a government program, and who does not have the right to be reimbursed by anyone else for their hospital bills. An underinsured patient is someone who has health coverage, but who has large hospital bills that are not fully covered by their insurance.

Free Care

- If you are uninsured or underinsured with a family income of up to 200% of the Federal Poverty Level you may be eligible to receive hospital services at no cost to you.

Discounted Care

- If you are uninsured or underinsured with an annual family income between 200-350% of the Federal Poverty level, you may be eligible to have your bills for hospital services reduced to the highest amount reasonably expected to be paid by a government payer, which is usually the amount that Medicare would pay for the same services.
- If you are uninsured or underinsured with an annual family income between 350-500% of the Federal Poverty level you may be eligible to have your bills for hospital services reduced to the Amount Generally Billed, which is an amount set under federal law that reflects the amount that would have been paid to the hospital by private health insurers and Medicare (including co-pays and deductibles) for the medically necessary services.

If you are eligible for financial assistance under our Financial Assistance Policy you will not be required to pay more than the Amount Generally Billed described above. If you qualify, you may also request an interest-free extended payment plan. You will never be required to make advance payment or other payment arrangements in order to receive emergency services.

Free copies of the hospital's Financial Assistance Policy and financial assistance application forms are available online at your hospital's website listed below or at the hospital Admitting areas located near the main entrance. (Follow the signs to "Admitting" or "Registration"). Copies of these documents can also be mailed to you upon request if you call Patient Financial Services at the telephone number listed below for your hospital.

Traducción disponible: You may also obtain Spanish and other language translations of these documents at your hospital's website, in your hospital's Admitting area, or by calling your hospital's telephone number.

Dignity Health Financial Counselors are available to answer questions, provide information about our Financial Assistance Policy and help guide you through the financial assistance application process. Our staff is located in the hospital's Admitting area and can be reached at the telephone number listed below for your hospital.

- St. Mary Medical Center Financial Counseling 562-491-7078
- Patient Financial Services 888-488-7667
- www.dignityhealth.org/stmarymedical/paymenthelp