

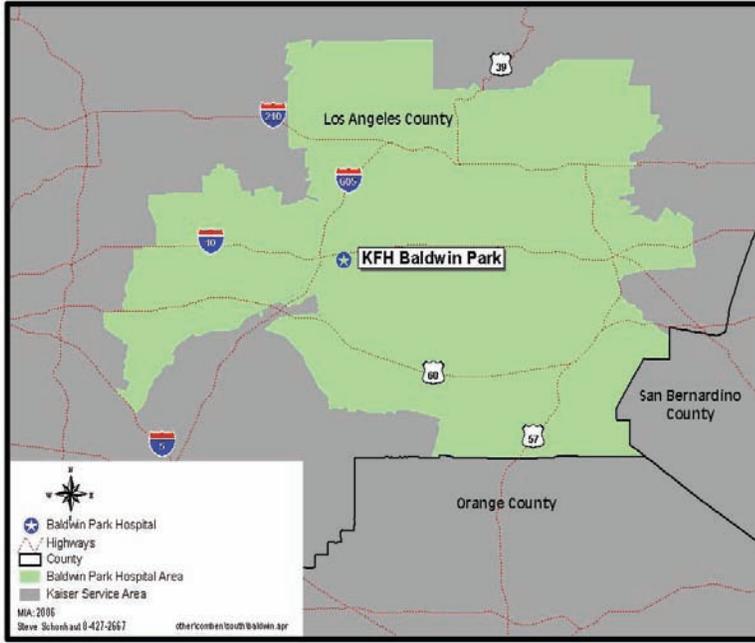
BALDWIN PARK

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KAISER FOUNDATION HOSPITAL (KFH)-BALDWIN PARK

1011 Baldwin Park Boulevard
 Baldwin Park, CA 91706
 (626) 851-1011



The KFH-Baldwin Park service area includes Azusa, Baldwin Park, Bradbury, Covina, Diamond Bar, Duarte, El Monte, Glendora, Hacienda Heights, Irwindale, Industry, La Puente, Monrovia, Montebello, Pico Rivera, Rosemead, Rowland Heights, San Dimas, San Gabriel, South El Monte, Temple City, Valinda, Walnut, and West Covina.

COMMUNITY SNAPSHOT (2010 Community Health Needs Assessment for KFH-Baldwin Park)

Total population:	1,257,290	Latino:	52%
Median age:	34	White:	23%
Median household income:	\$63,971	Asian and Pacific Islander:	20%
Percentage living in poverty:	13.9%	African American:	3%
Percentage unemployed:	10.3%	Other:	2%
Percentage uninsured:	15.3%	Native American:	.3%

KEY FACILITY STATISTICS

Year opened:	1998	Total licensed beds:	269
KFH full-time equivalent personnel:	1,030	Inpatient days:	51,505
KFHP members in KFH service area:	197,114	Emergency room visits:	73,236

KEY LEADERSHIP AT KFH-BALDWIN PARK

Maggie Pierce	Executive Director
John Bigley, MD	Area Medical Director
Rick Rosoff	Medical Group Administrator
Reyna Del Haro	Public Affairs Director
Gloria R. Bañuelos	Senior Community Benefit Health Specialist

THE 2010 COMMUNITY HEALTH NEEDS ASSESSMENT SUMMARY AND FINDINGS

2010 COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA) SUMMARY

KFH-Baldwin Park worked collaboratively with Citrus Valley Health Partners (facilities include Queen of the Valley Hospital, Inter-Community Medical Center, Foothill Presbyterian, and Hospice of East San Gabriel Valley) to conduct the 2010 CHNA. Both hospitals share a similar service area and have a long history of working collaboratively on community projects, including previous needs assessments. The CHNA was prepared by Biel Consulting, which was selected for its expertise in conducting health and social indicators research and in preparing hospital community needs assessments.

The 2010 CHNA included two key components. The first was a comprehensive data-gathering process that included a summary of service area demographics; Los Angeles County Service Planning Area (SPA) 3 health access indicators; service-area-specific health status indicators related to births, deaths, and hospitalizations for preventable conditions; and SPA 3 health behaviors such as weight, physical activity, and smoking for children, adults, and seniors. Wherever applicable, the service area/SPA data were compared to Healthy People 2020 national objectives. The second component of the CHNA was the community consultation, which included interviews and focus groups with persons knowledgeable about important health, social, educational, and economic issues in the San Gabriel Valley. Biel Consulting completed 30-minute one-on-one telephone interviews with 20 key community stakeholders. In addition, 49 individuals representing a broad spectrum of the community, including health care providers, law enforcement, elected officials, promotoras, as well as business, public school, and nonprofit leadership, participated in four focus groups. Following completion of the CHNA, key community leaders, elected officials, and executive-level representation from public and private organizations were invited to a community presentation hosted by the two hospitals where the findings of the report were presented.

KEY FINDINGS FROM THE 2010 CHNA

Based on a careful review of the primary and secondary data collected for the 2010 CHNA, the key findings are as follows:

Uninsured and Access to Health Care:

- In 2009, adults 18 to 64 in the service area health districts of El Monte, Foothill, and Pomona were more likely to be uninsured (24.9%) when compared to children 0 to 17 (7.8%). [Source: Los Angeles County Health Survey]
- In 2007, almost one-fifth of adults (19.8%) in the service area health districts reported not having a regular source of health care. Other reported barriers to care that were higher than the county average included prescription affordability and lack of transportation. [Source: Los Angeles County Health Survey]

Chronic Disease:

- The six leading causes of death (2004 through 2008) in the service area were (presented in descending order) heart disease, cancer (all sites), stroke, diabetes, unintentional injuries (all types), and suicide. [Source: California DPH]
- While the age-adjusted death rate in the service area (2004–2008) is higher than that of the county and the state, the service area meets Healthy People 2020 objectives for several leading causes of death, including cancer, diabetes, unintentional injury, and suicide. [Source: California DPH]
- In 2008, maternal and infant health indicators in the service area compared favorably to Healthy People 2020 objectives: 86.7% of pregnant women obtained prenatal care as recommended in the first trimester, low-birth-weight infants comprised 6.6% of live births, 86.5% of mothers giving birth reported breastfeeding their newborns, the infant mortality rate was 4.7 infant deaths per 1,000 live births, also meeting Healthy People 2020 objectives. [Source: California DPH]

Obesity:

- In 2009, indicators related to overweight or obesity among SPA 3 residents show the percentage of overweight and obese adults was 55% and the percentage of overweight or obese children was 25.1%. [Source: CHIS]

- Among adults over the age of 18 in SPA 3 in 2007, 39.5% consumed fast food at least once a week, 37% consumed at least one soda or sweetened beverage per day, while only 13.5% indicated that they consumed the minimum recommended servings of five fruits and vegetables per day.
- Among children, 49.9% consumed fast food one or more times a week, and 39.3% consumed one or more sodas or sweetened beverages per day.

Economy and Education:

- More than one-third (35%) of residents in the service area live at or below 200% of the federal poverty level and are classified as low-income. A direct correlation of this finding is evident in the increase in unemployment rates, which more than doubled from 2005 (4.7%) to 2009 (10.3%). [Sources: U.S. Census and California EDD]
- 82.2% percent of high school–age students in the service area are eligible for graduation. Only 26.1% of graduates are adequately prepared through course selection and completion for admission to a UC or CSU academic institution.
- The number of homeless individuals in the service area decreased from 9,254 in 2005 to 2,780 in 2009. In addition to this overall decrease, there is a trend toward an increase in the number of sheltered homeless, which was 550 in 2005 and almost doubled to 1,010 in 2009. [Source: Los Angeles Homeless Services Authority]
- In 2010, community leaders and representatives of organizations serving the San Gabriel Valley identified the following important health and social issues: unemployment, homelessness, affordable housing, lack of health insurance and barriers in access to health care services, preventive health care access, increased stress and depression, dental care access, poverty and basic needs, obesity, food insecurity and poor nutrition among families, at-risk youth, and the need for workforce development for high school–age youth and unemployed adults. [Source: Community Consultation]

PRIORITIZED NEEDS IDENTIFIED FOR THE KFH-BALDWIN PARK SERVICE AREA

1. Access to health care coverage and health care services
2. Obesity rates and chronic conditions
3. Services for at-risk youth, workforce development, and basic needs

2011 YEAR-END RESULTS

PRIORITIZED NEED I: ACCESS TO HEALTH CARE COVERAGE AND HEALTH CARE SERVICES

The most prevalent need identified in the KFH-Baldwin Park service area was access to affordable health care services for the uninsured and underinsured. CHNA data and feedback from the community consultations confirm that barriers and lack of access to health care services are prevailing issues in the community and of primary concern to low-income families. Lack of coverage for primary and preventive care, the need for ongoing care for chronic conditions, prescription access and affordability, and access to oral, mental health, and specialty care services were identified as access barriers. With the service area's unemployment rate more than doubling from 2005 to 2009, many individuals suffering from job loss have consequently also lost health insurance. According to community consultations, knowledge of and the stigma attached to public assistance programs among individuals who have never accessed these programs in the past are also amplified as a barrier to health care services. In addition, the service area is home to many immigrants who are afraid to access care for fear of deportation or who find the public health system complex and difficult to navigate. Many face language and cultural barriers, and the daily struggle for basic necessities of food and shelter is a formidable obstacle to attending to health care needs.

2011 GOALS

1. Increase the number of low-income people who enroll in or maintain health care coverage.
2. Improve health care access, including mental health, dental, and specialty care services, for the uninsured or underinsured.

2011 STRATEGIES

1. Participate in KFHP/H Charitable Health Coverage Programs (STEPS and Kaiser Permanente Child Health Plan); participate in government programs (Medi-Cal and Healthy Families); and enroll individuals eligible for these products.
2. Provide charity care through the Medical Financial Assistance (MFA) program and maximize efficiencies.
3. Increase frequency of and expand services provided through Kaiser Permanente Care Night at East Valley Community Health Center (EVCHC).
4. Support the Every Child's Healthy Option (ECHO) and Get Enrollment Moving (GEM) programs.
5. Collaborate with local community clinics to increase access to mental health and specialty care services.
6. Collaborate with community clinics and organizations that provide outreach, oral education, and/or access to dental care services.
7. Provide outpatient surgeries and procedures on two Community Surgery Days for uninsured individuals identified by EVCHC.
8. Coordinate 12 Colonoscopy Days whereby KFH-Baldwin Park gastroenterology physicians and support staff provide colonoscopies in partnership with the Specialty Care Coalition of the San Gabriel Valley.
9. Participate in targeted community health fairs or forums that offer health screenings and education.

TARGET POPULATION

Low-income children and adults who are uninsured and underinsured; cities and communities with disproportionate needs.

COMMUNITY PARTNERS

Community partners include Azusa Pacific University (APU), Azusa Health Center, Buddhist Tzu Chi Medical Foundation, Chinatown Service Center, EVCHC, ECHO, Foothill Family Service, Foothill Unity Center, Herald Christian Health Center, Our Saviour Center/Cleaver Family Wellness Clinic, Service Planning Area 3, and Special Service for Groups.

2011 YEAR-END RESULTS

- KFH-Baldwin Park provided a \$10,000 grant to APU to support health care outreach at East San Gabriel Valley Coalition for the Homeless (ESGVCH) program, a partnership between the APU School of Nursing and ESGVCH to address the health care needs of homeless individuals and families. Under the supervision of an APU nurse practitioner, two or three senior-level community health students provided health evaluations; basic physical examinations; health assessments; first aid care and treatment for minor acute health problems; referral services for more urgent or complex problems; health education; and preventive care to shelter clients on a weekly basis. In 2011, 104 unduplicated individuals received 260 patient visits for a variety of medical conditions. New partnerships established in 2011 that assisted in providing health care linkages for clients included collaboration with Western University of Health Sciences for vision care, reduced fees for treatment by a private rheumatologist, and a local pharmacy that provided clients with support stocking fittings.
- Since 1995, Kaiser Foundation Hospital has supported EVCHC with grants and in-kind donations. EVCHC is a vital part of the local safety net system, serving a patient population that is predominantly uninsured and living at or below 200% of the federal poverty level in the San Gabriel Valley. In 2011, KFH–Baldwin Park awarded EVCHC a \$15,000 grant to provide mental health services to low-income, adult, non-acute, low-risk clients and to acute and chronic clients with preexisting and severe mental health diagnoses with mental health assessments and mental health sessions. EVCHC provided 1,341 counseling sessions to 422 unduplicated clients. Score cards indicated that 74% of patients who participated in three or more mental health sessions demonstrated improvement in depressive/vegetative symptoms. In addition, EVCHC provided 200 hours of bilingual (English and Spanish) group counseling (on topics that included anxiety and prenatal support) for 73 unduplicated clients. In 2011, EVCHC successfully launched the integration of primary health care and mental health services with its first annual training for primary care providers on referring and supporting patients with mental health service needs. In addition to funding, KFH-Baldwin Park physicians volunteered their time at EVCHC, providing primary care services to EVCHC clients through a partnership called KP Care Night. In 2011, this partnership was expanded from once to twice a month and helped increase access to health care services. Daniel Lopez, MD, Family Medicine, KFH-Baldwin Park, also provided bilingual chronic disease education for 42 health center patients through “Ask the Doctor” group classes provided in both English and Spanish.
- On behalf of the SPA 3 Health Planning Group (SPA3 HPG), EVCHC received a \$25,000 grant to support the Retinal Telemedicine Program collaborative among six San Gabriel Valley–based community clinics including EVCHC (West Covina), Durfee Family Care Medical Group (South El Monte), Garfield Health Center (Alhambra), Herald Christian Health Center (San Gabriel), Pomona Community Health Center (Pomona), and Cleaver Family Wellness Clinic (El Monte) that serve the health and wellness needs of low-income and underserved individuals and families in these East San Gabriel and Pomona valley communities. Started in 2003, the Retinal Telemedicine Program provides diabetic patients who face a potential six- to twelve-month wait time at LAC/USC Hospital with testing for diabetic retinopathy. As a result of the screenings, the referral and treatment process was expedited for patients who develop retinopathy as a result of diabetes. EVCHC currently serves as the telemedicine hub, accepting referrals from the other clinics for image capture and data entry. In 2011, funding provided retinal scans for a collective 1,644 unduplicated individuals from the six community clinics.
- KFH-Baldwin Park provided a \$6,000 grant to Special Service for Groups to support the Children’s Dental and Outreach Project, which provides on-site, no-cost dental screenings, treatment, and referrals for uninsured students 4 to 18 from 43 schools within the Hacienda/La Puente, Rowland, Baldwin Park, El Monte, Bassett, Mountain View, and Pomona unified school districts. The project’s mission is to decrease the likelihood of permanent oral damage, malnutrition, and general debilitation and oral infection among underserved youth. In 2011, this project provided oral health education and dental screenings to 3,400 students across all school districts. As a result, 190 uninsured and underinsured youth received comprehensive dental treatment including x-rays, fillings, extractions, repairs, and prophylaxis.
- KFH-Baldwin Park provided a \$5,000 grant to Citrus Valley Health Foundation to support ECHO, a program established in 1994 to provide vital emergent health care to uninsured children from low-income families in 10 East San Gabriel Valley school districts. Children are referred to ECHO by school nurses and then referred to a network of volunteer physicians, dentists, pharmacists, specialists, radiologists, and participating hospitals, including KFH-Baldwin Park. To ensure continued access to health care, families who utilize ECHO are then screened and enrolled in private or state-sponsored health insurance programs through the GEM program. In 2011, 146 children received 183 donated services,

including specialty services such as vision care, orthopedics, ophthalmology, and oral surgery. In addition, 59 families were screened for enrollment in Medi-Cal, Healthy Families, Healthy Kids, and other county-sponsored health care programs. Of those screened, 136 individuals were successfully enrolled in a health insurance program. In 2011, 15 children were referred through ECHO and were treated at KFH-Baldwin Park; another 16 were treated in the Vision Essentials Department and received vision screenings and eyeglasses valued at \$7,154.

- KFH-Baldwin Park awarded a \$10,000 grant to San Gabriel Unified School District to support All Aboard!, a school-based mental health counseling and case management program that serves low-income and underserved at-risk youth and their families through a cost-efficient partnership with local colleges and universities. By leveraging their services, Marriage & Family Therapy interns counsel students who are struggling academically due to behavioral, emotional, and mental health issues. Operating under the supervision of two part-time counselors, therapy interns provide individual and family counseling, and also facilitate student groups and parenting classes that significantly amplify the program's impact throughout the community. Culturally and linguistically appropriate services are provided to families whose primary home language is Spanish, Korean, Mandarin, or Vietnamese through an ethnically diverse group of interns. In 2011, 230 students 6 to 18 were seen for individual and family therapy. Issues addressed in counseling included substance abuse/use, bullying, gang involvement, depression, anxiety, divorce, pregnancy, suicidal ideation, peer pressure, healthy relationships, financial stress, and acculturation. Client evaluations indicated that 96% of students showed improved self-esteem; 87% exhibited improved behavior (measured also by a substantial reduction in discipline referrals among clients); 83% had improved social skills; 81% showed academic improvement; and successful collaboration between therapists and parents resulted in an 67% improvement in parent understanding and knowledge surrounding their child's mental health and counseling needs.
- In 2011, KFH-Baldwin Park collaborated for a second year with EVCHC and provided 56 low-income, uninsured individuals with free surgical procedures through the coordination of two Community Surgery Days (CSDs)—the first in May and the second in November. Patients were identified, screened, and referred by EVCHC. In addition to an increase in patient volume of more than 60% compared to 2010, CSDs were expanded to include volunteer participation by KFH-Baldwin Park's head and neck and pulmonary departments to respond to the needs of EVCHC and its patients. Departments that have volunteered since the inception of this partnership in 2010 include anesthesiology, general surgery, gastroenterology, ophthalmology, and orthopedics. Donated procedures included hernia repairs, lipoma removals, laparoscopic cholecystectomy, cataract correction, colonoscopies, carpal tunnel release, trigger finger release, tonsillectomies, removal of masses in the head and neck area, and pulmonary function tests. Physician co-champions for this project include Philip Mercado, MD, chief, general surgery, and Diana LaPlace, MD, chief, anesthesiology.
- In late 2010, the gastroenterology department at KFH-Baldwin Park hosted its first Colonoscopy Day in collaboration with the Specialty Care Coalition of the San Gabriel Valley to support its initiative to provide uninsured and underserved individuals with access to specialty health care services. In 2011, KFH-Baldwin Park gastroenterology physicians and support staff volunteered more than 190 hours to provide free colonoscopies to 39 uninsured, symptomatic patients through eight Colonoscopy Days. The partnership's success has been proven by the early diagnosis of colorectal disease in a few patients and the detection of colon cancer and expedited referral for treatment of one patient. The gastroenterology team will continue to serve the specialty care needs of those who are underserved by continuing to host Colonoscopy Days in 2012. Rody Yoshinaka, MD, chief, gastroenterology, is the physician champion for this program and has served as an advisor to the medical directors of the community health centers that participate in the Specialty Care Coalition of the San Gabriel Valley.
- Kaiser Permanente Southern California Region awarded an \$85,000 grant to EVCHC for its quality improvement program. EVCHC will utilize funds to establish a medical home and increase the access of uninsured adults to this model. The provision of care management services will also be a part of the model for uninsured patients with diabetes and/or hypertension.
- Kaiser Permanente Southern California Region gave Herald Christian Health Center an \$80,000 grant over two years to support its IMPACT project, which will utilize evidence-based models involving integration of mental and primary care along with Kaiser Permanente's Chronic Disease Self-management program.
- Kaiser Permanente Southern California Region provided AIDS Service Center, Inc. with a \$25,000 grant to help the agency's HIV/AIDS support and preventive services.

2012 GOALS UPDATE

The goals will remain unchanged for 2012.

2012 STRATEGIES UPDATE

The strategies will remain unchanged for 2012.

MONITORING PROGRESS OF 2012 STRATEGIES

To assess progress and success in achieving the stated goals, the following indicators will be used: number of grants, total dollars provided in grants, number of people reached through grants, number of collaborating partners, number of staff engaged in the community, number of community organizations served, number of people receiving charity care services, number of Kaiser Permanente Child Health Plan and STEPS members, and number of individuals receiving MFA.

PRIORITIZED NEED II: OBESITY RATES AND CHRONIC CONDITIONS

Obesity, diabetes, hypertension, and heart disease are interrelated and require rigorous management to reduce the risk of serious complications and premature death. Physical activity and a balanced diet are important indicators of obesity as well as chronic disease management. In 2009, 32.3% of adults and seniors in SPA3 were overweight and 22.7% were obese. Among children and adolescents 12 to 17, 25.1% were overweight or obese. Among adults over age 18 in SPA3 in 2007, 39.5% consumed fast food at least once a week, 37% consumed at least one soda or sweetened beverage per day, while only 13.5% indicated that they consumed the minimum recommended servings of five fruits and vegetables per day. Among children, close to 50% (49.9%) consumed fast food one or more times a week and 39.3% consumed one or more sodas or sweetened beverages per day. A sedentary lifestyle can also lead to overweight and obesity and is a contributing factor to many chronic conditions and disabilities. Among adults in SPA3, 39.4% report a minimally active or sedentary lifestyle.

The KFH-Baldwin Park service area Health Districts have higher rates of cholesterol, diabetes, and heart disease than the Los Angeles County average. An estimated 32.8% of adults were diagnosed with high cholesterol, 8.8% were diagnosed with diabetes, and 8.3% have heart disease, according to the 2007 Los Angeles County Health Survey. While the age-adjusted death rate due to diabetes of 23.8 per 100,000 persons in the service area (based on analysis of deaths that occurred from 2004 through 2008) is higher than the state average of 19.5 per 100,000 persons, it is considerably lower than the Healthy People 2020 objective of 65.8 per 100,000 persons. The age-adjusted death rate due to heart disease for the same time frame was 159.8 per 100,000 persons, which fails to meet the Healthy People 2020 objective of no more than 100.8/100,000.

2011 GOALS

1. Decrease calorie consumption (e.g., sodas and sugar-sweetened beverages, portion size, snacking).
2. Increase consumption of fresh fruits and vegetables.
3. Increase physical activity in community settings (e.g., safe walking and biking routes, parks and hiking trails, joint use agreements).
4. Increase management of chronic health conditions.

2011 STRATEGIES

1. Partner with City of Baldwin Park agencies and schools to support the Community Garden and Moveable Feast nutrition education program.
2. Support The California Endowment's Healthy Eating, Active Communities (HEAC) People on the Move collaborative in Baldwin Park and its expansion into surrounding cities to promote healthy eating and physical fitness in schools, neighborhoods, and the community.

3. Partner with local community clinics that provide health care services, education, and case management for those with chronic diseases.
4. Collaborate with organizations to promote programs that address obesity and physical inactivity in children and adults.
5. Partner with the College of Agriculture at California Polytechnic University, Pomona, to provide Kaiser Permanente pediatric nutrition education trainings to health and human nutrition students.
6. Support surrounding communities to help increase opportunities for healthy eating and physical fitness in schools, neighborhoods, and the community.
7. Support agencies and programs that provide linguistically and culturally appropriate obesity and chronic disease prevention education, self-care, and disease management.
8. Participate in targeted community health fairs or forums that offer health education on chronic conditions.
9. Utilize KPCares.org to recruit volunteers to promote physical activity to youth and seniors.

TARGET POPULATION

Overweight and obese children and adults and those at-risk for or diagnosed with high cholesterol, diabetes, or heart disease.

COMMUNITY PARTNERS

Community partners include Azusa Pacific University Neighborhood Wellness Center, Baldwin Park Adult and Community Education (BPACE), Bienvenidos, California Polytechnic University at Pomona, City of Baldwin Park, City of El Monte, City of La Puente, City of South El Monte, East Valley Boys & Girls Club, , Garfield Health Center, Los Angeles County Department of Parks and Recreation, Montebello-Commerce YMCA, Our Saviour Center/Cleaver Family Wellness Clinic, Rails-to-Trails Conservancy, Baldwin Park Unified and El Monte Union High school districts and other local school districts.

2011 YEAR-END RESULTS

- KFH-Baldwin Park supported Baldwin Park Unified School District's (BPUSD) Community Garden with two grants—\$12,385 to support operations and maintenance of the garden and \$21,500 for the Moveable Feast Nutrition Education Program. Located on Kaiser Permanente-owned land, the garden hosts programs that educate youth, older adults, and disabled individuals about the importance of maintaining a healthy lifestyle through good nutrition and physical activity. Programs are provided through the collaborative efforts of KFH-Baldwin Park, BPACE, BPUSD, and the City of Baldwin Park. In 2011, the operations grant allowed 175 adult students to discuss and implement a coordinated nontoxic approach to pest control, 249 adult students developed a new method of water-conserving irrigation at the garden, and 303 adult students implemented a natural form of weed control. The Moveable Feast Nutrition Education Program provided 28 presentations to 140 4th-graders that included hands-on experience in healthy meal preparation, utilizing fresh fruits and vegetables they had grown in the garden. Self-reported outcomes include 82% of students identifying an increase in fruit and vegetable consumption and 87% stating that they prepared one or more healthy recipes learned at the garden for friends and family. Other program highlights include teaching students about composting, gardening, nutrition, and reading and understanding food labels. In addition, the students worked with guest chefs, invited community leaders and elected officials, including KFH-Baldwin Park staff and physicians Maggie Pierce, executive director; Leslie Tittle, MD, assistant area medical director; Pamela Wald, MD, assistant area medical director; Payman Roshan, assistant medical center administrator; Robert Riewerts, MD, chief, pediatrics; Amy Porter, MD, pediatrician; and Randy Kono, pharmacy assistant, Pharmacy Anticoagulation Clinic.
- East Valley Boys & Girls Club received a \$5,000 grant to support Triple Play—A Game Plan for the Mind, Body, and Soul, a program designed to promote health and wellness for Boys & Girls Club children and youth through a multifaceted curriculum that includes instruction on healthy eating habits, maintaining an active lifestyle, and forming positive relationships to obtain total health and wellness. Through a partnership with California Center for Public Health Advocacy, club professionals were trained on nutrition standards to help club participants learn about good nutrition and how to make smart meal and snack choices. In 2011, 259 youth were served and program outcomes included the development and implementation of a Jr. Chef program in which youth learn how to prepare healthy recipes; an increase of physical activity (a minimum of 30 minutes each day) among club participants; and a 78% increase in

knowledge around health, wellness, and the importance of healthy lifestyle choices. Youth also received coaching in sports and participated in organized social recreation activities that strengthened character, increased confidence, and enhanced their ability to relate well to others as well as developed their coordination and leadership skills.

- KFH-Baldwin Park awarded Garfield Health Center a \$15,000 grant to provide comprehensive, culturally competent primary health care to underserved individuals and families in the San Gabriel Valley through its nurse practitioner-led chronic disease management access program, which improves the health status of uninsured adults with chronic diseases through comprehensive diabetes and hypertension care that includes evidence-based prevention and treatment and active self- and shared-care management. In 2011, the nurse practitioner provided 3,990 chronic disease management visits for 540 unduplicated patients. In addition, 50 chronic disease patients received close case management services and 145 patients participated in group chronic care and education classes offered twice a month. To better serve patients' cultural and linguistic needs, all chronic disease education materials were made available in English, Chinese, Vietnamese, and Spanish.
- KFH-Baldwin Park provided \$10,000 in funding to Rails-to-Trails Conservancy to support the Hit the Trails! program in partnership with the City of El Monte and Amigos de Los Rios as part of the Emerald Necklace Trails Rx for Health Program. The mission of Rails-to-Trails Conservancy is to create a nationwide network of trails from former rail lines and connecting corridors to build healthier places for communities. Hit the Trails! was developed to increase physical activity rates among children and youth in El Monte and surrounding communities through participation in walking, biking, and Trail Care Clubs that promote increased use of local trails. In 2011, 325 children were successfully enrolled in Hit the Trails! As a result, walking clubs were developed and met weekly at 13 area parks; bike clubs were formed in partnership with Bike SGV and the Kids Campus of Our Saviour Center in El Monte; and the Trail Care Clubs met twice a month to steward and recommend park improvement on the Emerald Necklace. Clubs varied in participant enrollment with an average of 30 riders for most bike club events and an average of 12 participants for the Trail Care Clubs. Rails-to-Trails Conservancy also co-organized larger community events, including the El Monte Community Bike Ride that drew 250 bicyclists and the Eaton Canyon outing that registered 70 participant hikers. Community events not only garnered support for physical activity alternatives but also exposed residents to the trails around El Monte and connected them to their neighbors and other residents with whom they can join in future physical activity programs. One self-reported outcome is that children registered with the program increased their activity levels from 240 minutes per week to an average of 280 minutes per week. About 30% of Hit the Trails! participants reported at least 300 minutes of activity per week, and many exceeded 500 minutes per week. In addition to resident engagement, community partnerships that developed from implementation of Hit the Trails! included collaboration between Rails-to-Trails Conservancy, Bike SGV, and the Kids Campus of Our Saviour Center.
- Kaiser Permanente Southern California Region supported School Wellness grants to improve school nutrition programs. California Food Policy Advocates received \$225,000 to increase access to and enrollment in the CalFresh program and to promote access to nutritious foods.
- Kaiser Permanente Southern California Region funded a number of statewide healthy eating and active living grants. California WIC Association received \$45,000 to support the WIC REACH: Partnering for Better Health project to maintain, improve, and increase WIC and CalFresh services to eligible California families and to increase implementation of breastfeeding policies.

2012 GOALS UPDATE

The goals will remain unchanged for 2012.

2012 STRATEGIES UPDATE

The strategies will remain unchanged for 2012.

MONITORING PROGRESS OF 2012 STRATEGIES

To assess the progress and success in achieving the stated goals, measurement indicators that will be used include number of grants awarded, total dollars provided in grants, number of people reached through grants, and number of organizations reached with shared assets.

PRIORITIZED NEED III: SERVICES FOR AT-RISK YOUTH, WORKFORCE DEVELOPMENT, AND BASIC NEEDS

There are approximately 350,131 children and youth 0 to 17 (29.3% of the population) in the KFH-Baldwin Park service area. Participation in free or reduced-price meal programs in public schools is an indicator of low family socioeconomic status. Participation rates among students exceed 75% in four school districts (Azusa, Bassett, El Monte Union High School, and Montebello) and five elementary schools (El Monte City, Garvey, Mountain View, Rosemead, and Valley Lindo). Youth involvement in gangs is also a major indicator of the at-risk youth population. Among females in area school districts, gang involvement is the highest in the 7th grade at 7.6%, and among males it is highest in the 9th grade at 10.7%. In addition, while 82.2% percent of high school–age students in the service area are eligible for graduation, only 26.1% of graduates are adequately prepared through course selection and completion for admission to a University of California or California State University academic institution.

Academic achievement of graduating youth is one indicator of workforce preparedness and future employment. While many young adults are graduating from high school without adequate preparation for a higher education, the current adult population is also faced with increasing unemployment rates. The unemployment rate exceeded the Los Angeles County average (11.6%) in Azusa, Baldwin Park, El Monte, Industry, Irwindale, La Puente, Montebello, and South El Monte. According to those interviewed in the community consultations, many unemployed individuals face challenges in accessing employment opportunities due to a need for retraining to learn multiple skill sets to better fit job requirements.

Poverty rates in the service area indicate that 35% of area residents are considered low-income, living at or below 200% of the federal poverty level. In addition to high poverty rates, the 2009 Greater Los Angeles Homeless Count estimated that 2,780 homeless persons are in SPA 3; 64% are unsheltered and 36% are sheltered. According to the community consultation, the basic needs of families and individuals who are low-income and/or homeless are extensive and include food, clothing, household goods, and other resources to meet everyday living. Many interviewees also commented that families and individuals who have never required assistance and now find themselves living in poverty due to loss of employment have trouble accessing services because of lack of information on resources, language barriers, and a perceived stigma associated with the use of assistance programs.

2011 GOALS

1. Increase health and human service programs that address at-risk youth.
2. Increase higher education and workforce preparedness programs for high school–age youth and the unemployed.
3. Decrease disparities in the provision of basic needs for the low-income, homeless, and/or those living in poverty.

2011 STRATEGIES

1. Support organizations that provide programs and services for low-income, at-risk youth and their families.
2. Strengthen partnerships with local law enforcement agencies that provide targeted programs for at-risk youth.
3. Support organizations that provide a full range of basic resources, including food, clothing, shelter, basic first aid, and case management.
4. Administer Hippocrates Circle, and partner with Bassett High School Health Academy to promote workforce and college preparedness.
5. Provide in-kind support for academic institutions that provide workforce preparedness training and education to young adults and the unemployed.
6. Provide Educational Theatre for local schools and after-school sites.

TARGET POPULATION

At-risk children and youth, low-income and homeless individuals and families, and the unemployed.

COMMUNITY PARTNERS

Community partners include Baldwin Park Police Department, Bassett High School, Boys & Girls Club of San Gabriel Valley, Buenanueva Foundation Inc., City of Baldwin Park, East San Gabriel Valley Coalition for the Homeless, Foothill Family Service, Foothill Unity Center, Harriett Buhai Center for Family Law, La Casa de San Gabriel Community Center, Mt. San Antonio College, New Horizons Caregivers Group, Planned Parenthood Pasadena and San Gabriel Valley, Public Health Foundation Enterprises, Rio Hondo College, San Gabriel Valley Conservation and Service Corps (SGVCSC), West Covina Police Department, YWCA San Gabriel Valley, and BPUSD and numerous other local school districts.

2011 YEAR-END RESULTS

- KFH-Baldwin Park provided the East San Gabriel Valley Coalition for the Homeless with a \$16,000 grant for its Emergency Assistance Center (EAC), which provides vital emergency services, including motel and gas vouchers, hygiene kits, showering facilities, hot meals, rehabilitation placement, and medical referral and advocacy for 600 individuals on a monthly basis. EAC comprises a variety of faith and community groups that hold a wide range of theological and humanitarian beliefs, but share a common goal to show compassion and provide services to the homeless. It is one of a few emergency shelters in the San Gabriel Valley that serves the aggressively growing needs of displaced individuals and families. In 2011, EAC served approximately 3,000 homeless individuals and families, including emancipated youth, disabled individuals, senior adults, and HIV-infected individuals, by providing nearly 2,300 hot meals and 2,200 lunch-to-go meals. During these encounters, nearly 1,300 hygiene kits were provided as well as more than 1,100 showers. EAC's motel voucher program provided safe shelter to nearly 200 families representing more than 500 family-related individuals. EAC assisted in providing basic needs to underserved individuals who were faced with an especially difficult year. Many local residents found themselves unemployed and eventually homeless without any means to provide food or shelter for themselves and/or their families.
- Foothill Unity Center received a \$10,000 grant to support its Meeting the Expanded Need for Crisis Services Among Low-Income Families program. The center provides many services to low-income individuals and families in crisis, including food provision; emergency shelter; rental and utility assistance; access to low/no-cost medical, dental, and vision care; and referrals for other needed social services. Other vital programs include transitional services for victims of domestic violence, family support programs, housing assistance, food stamps, child health insurance outreach, and work experience/mentoring. In 2011, Foothill Unity Center provided 11,723 persons (3,928 unduplicated families) with multiple monthly food supplements and weekly allotments of perishable foods, including milk and other dairy products, baked goods, and fresh produce. Special food distribution days included a Thanksgiving event that served 1,643 families and a holiday event that served 1,855 families. At both events, families received generous food boxes and new clothing and toys for a total of 2,907 children. In addition, food stamp registration was provided at both events. In August of 2011, the center hosted its annual Back to School event, providing new uniforms/clothing, socks, underwear, haircuts, gift cards for shoes, backpacks, and school supplies for 1,855 children and youth 5 to 17. The children also received dental and vision screenings from the USC School of Dentistry and Western University's College of Optometry. In 2011, the center also provided 248 nights of emergency shelter to 213 adults and children (90 unduplicated families) through a motel voucher program. In addition, 631 children and 371 adults received a range of medical, vision, and dental services.
- KFH-Baldwin Park provided New Horizons Caregivers Group with \$7,000 for its Family Incentives Equals Students Taking Action (FIESTA) program, which provides healthy emergency food to low-income caregivers and parents through local parent education meetings held at elementary schools in the La Puente area. Funding supported program delivery at Palms and Sparks elementary schools. FIESTA provides a unique model of encouraging parents and guardians to actively participate in their child's academic and educational achievements by rewarding them with free groceries and school items for attendance at parent conferences and academic counseling appointments. Funding helped provide free groceries and school supplies monthly to 570 individuals (95 families) from both schools. Program outcomes show that parents' participation in their children's academics more than doubled, and both schools achieved a record high in their Academic Performance Index (API). Palms Elementary School achieved an API of 804 and Sparks Elementary School achieved an API of 856.
- SGVCSC received a \$10,000 grant to support Earthworks Community Farm (ECF), a four-acre site located in El Monte that serves as an educational environment for local residents to enjoy fresh produce and learn about the benefits of organic farming and healthy eating. SGVCSC provides disadvantaged San Gabriel Valley youth academic, vocational,

and leadership development while also providing them with employment that helps to improve their communities and the natural environment. A total of 40 youth participated in ECF and were paid to harvest while they also received education and training around leadership, self-development, and communication. Participants not only developed entrepreneurial skills, but they also learned about health, nutrition, and the environmental benefits of sustainable agriculture. In addition, ECF educated the youth about the importance of the production process, harvesting, planting, soil conditions, seasons, water, and farming. Organic ECF crops were available for purchase by community residents at very affordable rates. In 2011, the collaborative efforts of SGVCSC staff, volunteer farmers, and other volunteers facilitated the donation of more than 3,000 pounds of vegetables to two food banks located at local churches.

- KFH-Baldwin Park provided \$7,500 to YWCA San Gabriel Valley for the Healthy Relationships for Teens Program, which educates at-risk teenagers 13 to 19 and young mothers up to age 24 about dating violence to prevent intimate partner violence and assist those who are currently in violent relationships. A total of 93 presentations were made to 2,100 young women and teens and 1,000 community members, including police officers, physicians, teachers, and social workers who helped educate them on how to recognize signs of domestic, teen dating, and intimate partner violence and how to effectively assist those in need of and/or how to access supportive services. Self-reported outcomes after the presentations included 90% of participants increased their knowledge about dating/domestic violence; 93% reported understanding the characteristics of a victim and the characteristics of a perpetrator; 96% reported they could recognize the warning signs of an abusive relationship; 93% reported an understanding of where to get help if they experience dating violence, and 95% reported an increased knowledge of the characteristics of a healthy relationship. In addition, 70 young people disclosed a need for domestic violence services and gained access to the YWCA-WINGS (Women in Need Growing Strong) program. All clients who accessed such services received an intake assessment, case management, counseling, support groups, and referrals.
- Kaiser Permanente Southern California Region has worked to improve access to health care and systems of care for the uninsured, including the homeless, through investments in community clinics, health centers, and other supportive services. Kaiser Permanente Southern California Region provided Homeless Healthcare Los Angeles a \$150,000 grant to sustain its current services for the homeless population while expanding its program to generate improved compliance rates. This core support allows the agency to serve 12,000 chronically homeless individuals with mental health and substance abuse treatment along with health care services through at least 25,000 encounters. The agency will also provide permanent supportive housing, including 115 Section 8 housing vouchers/certificates and 35 housing slots at an apartment complex to help sustain individuals' recovery from substance and health issues.
- Kaiser Permanente's Educational Outreach Program (EOP), which is located in the KFH-Baldwin Park area, has several programs in which families and their children can participate throughout the year to improve school performance, enhance family communication, teach life skills and alleviate stress, create opportunities to develop leadership skills, and increase awareness of professional opportunities in the health field for youth. EOP provided services to a total of 903 clients.

2012 GOALS UPDATE

The goals will remain unchanged for 2012.

2012 STRATEGIES UPDATE

The strategies will remain unchanged for 2012.

MONITORING PROGRESS OF 2012 STRATEGIES

To assess the progress and success in achieving the stated goals, the following indicators will be used: number of grants; total dollars provided in grants; number of people reached through grants; and number of organizations reached with shared assets.

Table 1

KAISER FOUNDATION HOSPITAL-BALDWIN PARK

2011 Key Community Benefit Program Metrics

(For more information about these and other CB programs and services, please see pages 10–20 in the Introductory Chapters Section.)

Charity Care: Medical Financial Assistance Program recipients	3,017
Charity Care: Charitable Health Coverage Program – Kaiser Permanente Steps Plan members	114
Charity Care: Charitable Health Coverage Program – Kaiser Permanente Child Health Plan members	1,374
Medi-Cal managed care members	5,189
Healthy Families Program members	5,522
Community Surgery Day patients	95
Health Research projects (new, continuing, and completed)	15
Nursing Research projects (new, continuing, and completed)	4
Educational Theatre – number of performances and workshops	99
Educational Theatre – number of attendees (students and adults)	12,487
Graduate Medical Education – number of programs	1
Graduate Medical Education – number of affiliated and independent residents	12
Deloras Jones nursing scholarship recipients	10
Other health professional training and education (non-MD) beneficiaries	15
Hippocrates Circle students	79
Summer Youth and INROADS programs participants	30
Community Learning Program – Educational Outreach Program beneficiaries	903
Number of 2011 grants and donations made at the local and regional levels ¹	115

¹The vast majority of regional grants impact three or more hospitals. As such, a single regional grant may be included in the “Number of 2011 grants and donations” count for multiple hospitals.

Table 2

KAISER FOUNDATION HOSPITAL-BALDWIN PARK

COMMUNITY BENEFIT RESOURCES PROVIDED IN 2011

Medical Care Services for Vulnerable Populations	
Medi-Cal shortfall ¹	\$4,348,058
Healthy Families ²	1,820,160
Charity care: Charitable Health Coverage Programs ³	895,690
Charity care: Medical Financial Assistance Program ⁴	4,576,709
Grants and donations for medical services ⁵	623,344
Subtotal	\$12,263,961
Other Benefits for Vulnerable Populations	
Watts Counseling and Learning Center ⁶	\$0
Educational Outreach Program	872,880
Summer Youth and INROADS programs ⁷	91,227
Grants and donations for community-based programs ⁸	429,591
Community Benefit administration and operations ⁹	417,135
Subtotal	\$1,810,833
Benefits for the Broader Community¹⁰	
Community health education and promotion programs	\$54,838
Educational Theatre	371,454
Facility, supplies, and equipment (in-kind donations) ¹¹	33,516
Community Giving Campaign administrative expenses	5,350
Grants and donations for the broader community ¹²	43,021
National board of directors fund	17,133
Subtotal	\$525,312
Health Research, Education, and Training	
Graduate Medical Education	\$220,871
Non-MD provider education and training programs ¹³	221,372
Grants and donations for the education of health care professionals ¹⁴	73,595
Health research	1,074,462
Continuing Medical Education	154
Grants and donations for evidence-based medicine ¹⁵	0
Subtotal	\$1,590,455
Total Community Benefits Provided	\$16,190,561

ENDNOTES

- ¹ Amount includes cost-based unreimbursed inpatient expenditures for Medi-Cal Managed Care members and Medi-Cal Fee-for-Service beneficiaries.
- ² Amount includes cost-based unreimbursed inpatient expenditures for Healthy Families members.
- ³ Amount includes cost-based unreimbursed inpatient expenditures for Steps Plan members and the Kaiser Permanente Child Health subsidy.
- ⁴ Amount includes cost-based unreimbursed care provided at this facility to patients who qualify for Charity Care: Medical Financial Assistance Program.
- ⁵ Figures reported in this section for grants and donations for medical care services consist of charitable contributions to community clinics and other safety net providers; community health partnerships and collaboratives; community health care coverage enrollment efforts; and specific health initiatives that address specialty care access, HIV/AIDS, childhood obesity, and so on. 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.
- ⁶ Watts Counseling and Learning Center's service expenses are divided among three hospitals: KFH-Los Angeles, KFH-West Los Angeles, and KFH-Downey.
- ⁷ 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.
- ⁸ 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.
- ⁹ The amount reflects the costs related to providing a dedicated Community Benefit department and related operational expenses.
- ¹⁰ 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.
- ¹¹ Amount represents the estimated value of, but is not limited to, donated surplus office and medical supplies, equipment and furniture, promotional giveaways, in-kind services, and conference meeting room usage, as recorded in the MicroEdge GIFTS database.
- ¹² 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 the 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.
- ¹³ Amount reflects the net expenditures after tuition reimbursement for health care professional education and training programs.
- ¹⁴ 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 such as physicians, nurses, physical therapists, social workers, pharmacists, and so on. 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.
- ¹⁵ Figures reported in this section for grants and donations for evidence-based medicine consist of charitable contributions made to external nonprofit organizations and academic institutions to develop, produce, or communicate evidence-based medical practices and research findings. 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.

