

METHODIST HOSPITAL OF SOUTHERN CALIFORNIA

Community Benefit Report - 2011

Methodist Hospital, founded in 1903, is a 596-bed, not-for-profit hospital serving the central San Gabriel Valley. Services include comprehensive acute care such as medical, surgical, perinatal, pediatrics, oncology, intensive care (neonatal and adult), and complete cardiovascular services, including open-heart surgery. Methodist Hospital (MH) is accredited by the Joint Commission on Accreditation of Healthcare.

Methodist Hospital dedicates an entire department to addressing its outreach objectives of serving the whole community, not only those who come to its doors. Building on a long tradition of service to local residents, the Community Outreach department utilizes hospital strengths, alongside those of well-established community partners. This strategy allows MH to better understand and reach the most vulnerable community members, while meeting pressing health care needs. Our goal is to improve the community's health status by empowering citizens to make positive life choices.

MISSION, VISION, VALUES

Our mission is to provide high-quality healing services while caring for the patient as a whole person with emotional and spiritual dimensions as well as physical needs.

Working together, we will provide an exceptional patient experience inspired by personal relationships and genuine compassion.

Our values are integrity, respect, and compassion. These values shall characterize all our actions and interactions embracing our multicultural environment.

CAMPUS EXPANSION

The new patient tower cost \$140 million, with more than \$26 million raised through the support of the community. The building was completed about four months ahead of schedule and several million dollars under budget. It took almost a decade of planning and building. Although this is considered a replacement building due to seismic regulations, more importantly, it has been built to address the need for emergency and critical care services.

The new building has six floors with a total of 155,000 square feet of new workspace. The first floor contains the new Hollfelder Emergency Care Center and the main entrance. The second floor has 20 new critical care beds. The third, fourth and fifth floors have 40 medical surgical beds each. The basement has a new kitchen and cafeteria.

With the new heart monitor (telemetry) system, all patients in the North Tower will be monitored. The nurses each have their own computer to do up-to-the-minute charting on their patients. The physicians have a special room on every floor to do their charting and make phone calls. The three medical surgical units are identically designed. The third floor is dedicated to neurological and stroke patients; the fourth floor, respiratory; and the fifth, cardiac.

Hollfelder Emergency Care Center

The emergency department currently sees 40,000 patients a year – about 110 patients a day, and we expect this number to increase significantly. The new 26-bed, state-of-the-art Hollfelder Emergency Care Center, open 24 hours a day, has *all private patient rooms*, each with a television and overhead lights. Some beds have the ability to adjust the head and feet for additional patient comfort.

If needed, two triage rooms may be used for additional patient care, and two nursing stations allow the staff to work in teams. Five ambulances can arrive at the same time in our new emergency entrance, where there are seven decontamination showers (three outside and four inside the center). Four new critical care rooms are equipped like a mini “intensive care unit,” including overhead surgical lights and equipment booms with multiple suction outlets, oxygen and medical air. Five specialty rooms (two OB/GYN, an orthopedic, an ENT and a room designated for psychiatric patients) create a safe, comfortable environment for all.

Adjacent to the Hollfelder Emergency Care Center is its mirror image – an 18-bed observation unit. A 24-hour unit with short-stay patients for blood transfusions, chemotherapy, catheterization lab, chest pain, etc. It is also a rapid-admission unit – useful during peak hospital census by caring for patients awaiting hospital beds. The observation unit has a negative pressure bronchoscopy room, and all beds have cardiac and vital sign monitoring capability. In the case of a disaster or additional need, the observation unit can be used as another emergency room.

Critical Care Unit

The new critical care unit accommodates 20 patients. The main hospital still contains 20 beds, for a total of 40 critical care beds. Patients are divided in critical care according to their condition; for example, cardiac, neurology, respiratory and surgical. With the move

to the new tower, we no longer have patients in our east and west wings, built in 1957 and 1967 respectively, except for pediatrics on the first floor.

Medical Surgical Units

On these floors, the North Tower connects to the Berger Tower with expansion joints for earthquake protection, making it one of the safest places to be in the San Gabriel Valley during an earthquake. The three medical surgical units each have 40 beds:

- Third floor staff care for neurological (brain) patients.
- Fourth floor is for respiratory (breathing/lung) patients.
- Fifth floor is for cardiac (heart) patients.

The color scheme on each floor was selected to provide a soothing and healing environment for all of our patients. Additionally, the furniture for the North Tower was carefully chosen to accent the color scheme and enhance the overall patient experience. On every medical surgical floor are private rooms, semi-private rooms and two larger corner rooms. Many rooms also offer a beautiful view of the San Gabriel Mountains and the trees or the racetrack or the golf course. Every room has a 32" flat screen TV and a whiteboard with the day and date and the names of the patient's on-duty nurse and technician. This is also a good way for the staff to communicate to each other the patient's needs.

Whole Hospital Involvement

The hospital departments work together to promote and maintain a healing environment. The following are examples of how the staff and departments work as a team to provide an exceptional patient experience.

The food and nutritional service department takes the holistic view that the patient dining program and delivery system are an integral part of healing, serving and nourishing patients to help speed the healing process. The new centralized location in the North Tower allows the staff to ensure that patient tray delivery will be fast and efficient, with access to two elevators in the kitchen – one for Berger Tower and one for the North Tower.

Featuring new state-of-the-art equipment, the kitchen also provides patients with healthier and broader selections of "comfort food." The disposable patient dishes have been replaced with new machine washable dishes, and the paper tray mats were replaced with new, non-skid paperless trays, which help out with the green initiative.

Customer service begins with a smile and is about care and compassion. The volunteer services staff and volunteers are ready to assist in making a smooth transition for patients and visitors. The redesigned information desk is located in the North Tower across from the new main lobby entrance.

The materials management department strives for the "on-stage/off-stage" ideology, which means, when delivering supplies or equipment to locations, personnel try to deliver

supplies and equipment to various hospital locations unobtrusively without infringing in the patient/family areas.

Methodist Hospital's new VoIP (Voice over Internet Protocol) sends and receives calls over our data network instead of having a separate telephone system. The IT department worked with the facilities staff to integrate new wireless phones with the nurse call system so that patients can contact nurses directly. The implementation of RFID (Radio Frequency Identification) allows the hospital to transmit data wirelessly through a small chip and antenna. This technology will allow for such things as remote temperature monitoring of refrigerators throughout the hospital and remote asset tracking to locate items for inventory control, thus enabling greater efficiency with our resources.

The North Tower is a state-of-the-art facility built with many safety features. Additionally, the North Tower and areas of the existing hospital has a high-tech access control system that promotes tighter access control for high-risk areas such as critical care, emergency services and pharmacy. These controls provide enhanced security measures and allow staff to deliver The Next Generation of Care to our patients.

COMMUNITY BENEFIT SUCCESSES

Methodist Hospital's 2011 to 2013 Community Benefit Plan prioritized five key objectives based on needs identified in the 2010 Community Needs Assessment. Each objective was met, and a myriad of health services were provided at no cost to the community.

- **The first objective looks to create, promote, and avail tailored outreach programs to community groups.** A number of educational outreach programs, screenings, and health fairs were delivered to the predominantly Spanish and Chinese-speaking communities we serve.
- **The second objective is to increase focus on improving and maintaining cardiovascular health, with an emphasis on addressing heart disease and stroke.** We sponsored heart and stroke seminars for senior community members, while providing blood pressure (BP) screenings at three different community centers and provide counseling and education through health ministries partnerships. A blood pressure machine was installed at the Westfield Shopping Mall in Arcadia since the Spring of 2011 to make BP screening even more convenient for the community.
- **The third objective is to increase cancer education and screening opportunities, while emphasizing the benefits of early detection and proper treatment.** Multi-lingual prostate screenings and breast cancer screenings were provided on annual basis. The hospital also provides Spanish and Chinese-speaking support groups for individuals who have completed cancer treatment. The hospital dedicated time, raised funds and awareness, and provided staffing for several American Cancer Society Relays for Life.

- **The fourth objective is to increase diabetes education and health screening opportunities.** The hospital brought several multicultural diabetes summits to our community sites to better educate them on how nutrition, physical activity, weight and lifestyle choice impact diabetes and health, as measured by pre-and post – test analyses, with a grant from Southern California Edison. A low cost/no cost local diabetes guide with direct contact persons was created and distributed. Grant funding was obtained from the California Endowment to bring programs on childhood obesity prevention to schools in El Monte, Rosemead and Arcadia. The ongoing four-week free diabetes education at the hospital series has received tremendous support from the community.
- **The fifth objective looks to facilitate community discussion, networking, and collaboration in an effort to increase access to health-related services.** The hospital launched a series of language –specific discussions with community members at their sites in order to identify and assess primary health concerns, alongside existing barriers to care. The hospital actively networked and facilitated with the West San Gabriel Valley Health Council, faith community partners and health care partners. Free community education programs on-site or off-site were publicized in multi-languages in the hospital bulletin and mailed to 100,000 homes in our service area.

LOOKING BEYOND THE NUMBERS

Methodist Hospital's heart for community outreach cannot be captured numerically. Amidst these challenging economic times, there has been an expected increase in the number of charity care patients needing service. Methodist Hospital is pleased to be in a position to provide such desperately needed services to its community.

The Stories Behind the Numbers

The first story was a patient who was admitted to Methodist Hospital from our emergency department for emergency surgery. The patient works only a few hours a week and was unable to afford medical insurance. She applied for financial assistance on her hospital bill as she didn't have any means to pay the bill. It turns out that over the course of the last 2 years, the patient had lost her husband, her business and then her home. Her application for charity care was accepted, and the full amount was forgiven.

The second story involved a situation where a gentleman who worked part time for a fast food restaurant as a cook. The company did not offer insurance and he had no link to state aid. The man was caring for both of his parents and several siblings. He became ill and was admitted to the hospital from our ED and was ultimately faced with a large medical bill with no possible means to repay the bill. He received charity care for his hospital stay, which alleviated his debt.

These are only two of the many people we serve through our community benefit program. Behind over two million charity care dollars, and 20 million community benefit dollars, lay stories that are equally touching, and needs that are just as dire. It is a privilege to serve these individuals through our community benefit program.

The Employees Behind the Numbers

Despite the fact that employees work all day to ensure their part in providing exceptional patient care on the job, many carry this same spirit to various sectors of their personal lives. Hospital employees and community members alike continually inquire about donating their time, energies, and resources to serve those in need. Some of the things our employees did in 2010 to enhance their community, near and far, are as follows:

- ⇒ Staff church first aid clinics
- ⇒ Prepare meals for those with limitations
- ⇒ Open home up to Myotonic Dystrophy support group
- ⇒ Chair fundraisers for Muscular Dystrophy research
- ⇒ Collect medical books to send to Iraq
- ⇒ Teach CPR to schools and Boy Scout troops
- ⇒ Serve as Girl Scout leader
- ⇒ Teach food bank clients (on site) about diabetes management
- ⇒ Donate school items
- ⇒ Educate and support women in crisis pregnancies, while providing them with gently-used clothing, housing support, physician identification, counseling, and classes to complete GED or obtain work skills
- ⇒ Sing and entertain convalescent home residents
- ⇒ Make and deliver special occasion gifts (holidays, Mother's and Father's Day, etc.) to convalescent home residents
- ⇒ Deliver 'Meals on Wheels' throughout the community
- ⇒ Donate money and participate in organized walks to raise awareness and funds for hunger, organ donation, heart disease, and cancer
- ⇒ Donate a portion of each paycheck to assist fellow employees in need
- ⇒ Sort and distribute items at food banks
- ⇒ Administer flu vaccines to children and adults
- ⇒ Serve meals at soup kitchens
- ⇒ Lead families in prayers
- ⇒ Latin and Chinese Health Fairs
- ⇒ Community Diabetes classes in English
- ⇒ Pastoral education

CONCLUSION

The quantitative data included in this report captures much of the community benefit provided by Methodist Hospital. Unfortunately, it cannot capture the intangible and immeasurable benefits of simply doing what it is that Methodist Hospital naturally does best. This report does not capture the true impact of thousands of health screenings delivered through health fairs and community clinics each year. This report certainly cannot tell of cancer support group participants who relay the following:

- ⇒ "(The program) helped me to face my illness and learn to deal with it bravely."
- ⇒ "The group changed my life."
- ⇒ "I look forward to Tuesday and Thursday nights. I've found a family."
- ⇒ "I met new friends and gained courage to live."

⇒ “Every time the day arrives for the group. I get so excited. It makes my work day go faster.”

And there is no way to fully articulate the impact on those who indicated the following after learning about preventing and managing diabetes:

⇒ “Very informative, keep doing same for as long as possible.”

⇒ “Glad you were able to come to our community.”

This report is merely an attempt to reflect some of the energy, warmth, and spirit that Methodist Hospital has been proud to dedicate towards community benefits for over a century. It is also to share the many ways we are preparing to meet community health needs for years to come.

Category	Provided by	Examples of Services	Cost
Community Health, Education, Support, and Medical Services	Community Outreach, Health Ministries, Business Development, Occupational Health, Human Resources, Cancer Resource, Senior Care, Pastoral Care, Nursing, Emergency Dpt., Education	Health lectures, seminars, classes, educational materials, health counseling, health fairs, free medical services, community clinics, cancer support services and educational events	\$4,331,711
Outreach to Special Demographic and High Need Populations	Community Outreach, Maternal Child Health, Education Dpt., Senior Care, Perinatology Program, Comprehensive Perinatal Services Program Clinics and Ethnic Services	Health lectures, seminars, classes, educational materials, health counseling, health fairs, free medical services, community clinics and educational events	\$1,052,632
Care For Community and Employees	Education Dpt., Occupational Health and Human Resources	Education for professionals, support groups, health promotion and notary services	\$352,493
Donations to Community	Foundation, Materials Management and Administration	Donations of supplies and financial support to non-profit mission-compatible organizations	\$22,560
Totals			\$5,759,396