



## **Community Benefits Plan Fiscal Year 2012**

For Submittal by May 30, 2013 to:

Office of Statewide Health Planning and Development  
Healthcare Information Division – Accounting and Reporting Systems Section  
818 K Street, Room 400  
Sacramento, CA 95814

## Preface

In accordance with Senate Bill 697, Community Benefits Legislation, Beverly Hospital, a private not-for-profit hospital, submits this Community Benefits Plan for Fiscal Year 2012. Senate Bill 697 requires a not-for profit hospital in California to complete the following activities:

- Review and reaffirm its mission statement to ensure that its policies integrate and reflect the public interest in meeting its responsibilities as a not-for-profit organization
- Complete and update a needs assessment every three years, evaluating the health needs of the community served by the hospital
- Adopt and file a community benefits plan annually, documenting activities that the hospital has undertaken to address community needs within its mission and financial capacity; and to the extent practicable, assign and report the economic value of community benefits provided in furtherance of its plan

## **Introduction to Beverly Hospital**

Since 1949, Beverly Hospital (located in Montebello) has provided quality medical care to the residents of Montebello, Pico Rivera, Monterey Park, El Monte, Whittier, East Los Angeles and surrounding communities. The hospital has grown to keep pace with the changing needs of patients and the rapidly advancing technology of health care. A team of health care professionals supports the medical staff of over 300 physicians; sophisticated diagnostic and treatment services and spacious patient care units.

Beverly Hospital is a 224-bed acute care, not-for-profit hospital that is proud of the care and comfort we provide to our patients. Beverly Hospital is accredited by Det Norske Veritas (DNV). Our expertise lies with providing services driven by the health needs of the community.

Having a strong presence in our community has been critical to our success for over 60 years. We have changed with our community not only in the way we deliver basic healthcare, but also by reaching beyond the walls of our hospital and working with our community members in meeting their needs.

### **Services Offered Include**

Emergency Care Center

Medical and Surgical Services

Intensive Care Services

Cardiac Care Services

Pediatric Services

Radiology Diagnostic Services

Women's Care Center

Women's Pavilion and Breast Center

Hensel Maternity Center

Diabetes Center

Center for Wound Care and Hyperbaric Medicine

Senior Services

Free Medical Transportation

Free Education and Screening Programs

In 2012, Beverly Hospital received HealthGrades<sup>1</sup> Awards for hospital clinical excellence for the following:

- Five-Star rated for Treatment of Sepsis for 6 years in a row (2007-2012)
- Five-Star rated for Cholecystectomy for 3 years in a row (2010-2012)
- Five-Star rated for Hip Fracture Treatment for 2 years in a row (2011-2012)
- Five-Star rated for Treatment of Heart Failure
- Five-Star rated for GI Surgeries
- Five-Star rated for Chronic Obstructive Pulmonary Disease for 10 years in a row (2003-2012)
- Five-Star rated for Gynecologic Surgery
- Ranked among the Top 10% in the Nation for General Surgery
- Ranked among the Top 5% in the Nation for Emergency Medicine

Beverly Hospital is a designated ST Elevation Myocardial Infarction (STEMI) Receiving Center and an Emergency Department Approved for Pediatrics (EDAP) by Los Angeles County Emergency Medical System.

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<sup>1</sup> HealthGrade, Inc. is an independent health care quality information and advisory services company. The mission of HealthGrades is to improve the quality of the health care nationwide. HealthGrades profiles more than 5,000 hospitals, 15,000 nursing homes, and 6,000 home health agencies. Ratings compare actual and risk-adjusted mortality and major complications for the patient population for three years ending 2010. Data is sourced from CMS Medicare databases that include major complications and mortality.

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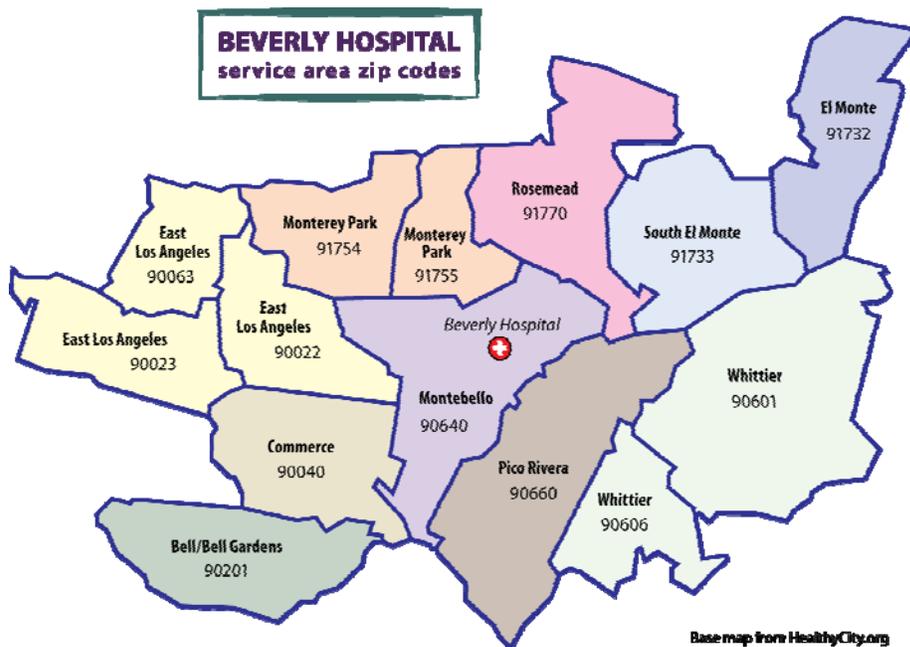
## Section 1: Executive Summary

### Mission Statement

Beverly Hospital is a leading independent, non-profit community hospital improving the quality of life of its constituents through health education, disease prevention, and state of the art illness and injury prevention.

### Definition of Service Area Used in the 2010 Community Needs Assessment

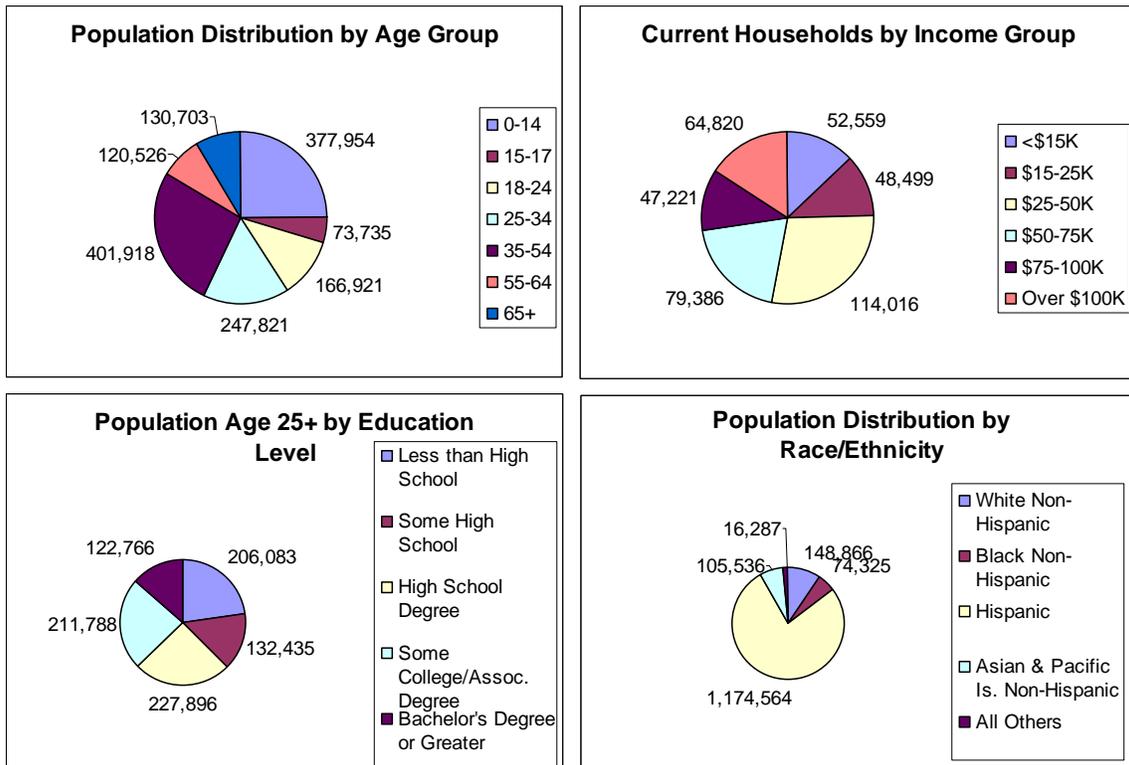
In 2010, Beverly Hospital updated its community needs assessment. The hospital, located in Montebello, defined its service area for purposes of the 2010 Community Needs Assessment to include the following 14 zip codes that overlap ten cities and the large unincorporated area of East Los Angeles.



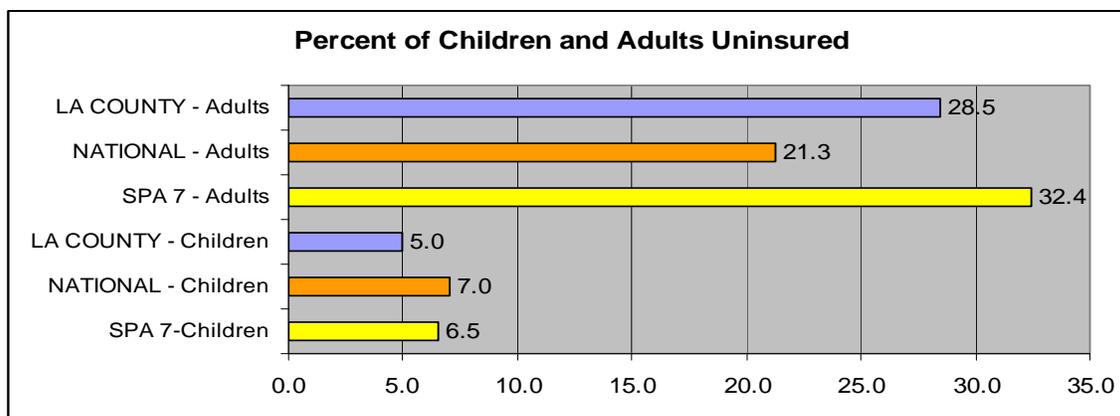
"Beverly Hospital Service Area" covers a wide range of community types like largely residential neighborhoods, industrial areas, business parks, and college campuses. Crisscrossed by several major freeways and rail lines, it is an area that thousands pass through or over each day, unaware of its diversity and its interesting and influential history in the evolution of today's Los Angeles County. In this report, zip code data is used most accurately to represent the service area, but in some cases data are available for the broader L.A. County Service Planning Area (SPA) 7.

## Description of the Community

In 2012, the East Service Planning Area (SPA) 7 included an estimated population of 1,519,565 persons. In the service area, 30% are under age 18 years, 62% are between ages 18 and 64 years, and 8% are age 65 years and older. Hispanics are the largest race/ethnic group in the service area (77% of the population), followed by White Non-Hispanic (10%), Asians or Pacific Islanders (7%), and Others (6%). From the total adult population, 50% were not born in the United States. As a result of the area's immigration and ethnic patterns, many residents speak a language other than English at home like Spanish (43%) and Asian languages (5%), being 52% who speak only English at home. On the education level, 38% of the adults age 25 years and older has less than a high school diploma, a very high percentage compared to the national average of 15%. 25% are high school graduates and 37% have some college to a professional degree. The average household income in the service area is estimated at \$61,591, 9% lower than the national average income of \$67,315.



According to the 2013 Los Angeles County Health Survey based on the US Census Bureau 2011, the Service Planning Area 7, has the highest percentage of households with children (50%), compared to the national average of 30% and to all service planning areas. 59% of the adults were employed, 13% unemployed, and 28% were not in the labor force (retired, disabled or unable to work). From the total population in this area, 7% of the children and 32% of adults are uninsured, higher than the National and LA County averages for the adult population. Additionally, 20% of the adults have no regular source of health care, 18% did not see a doctor when needed in the past year because they could not afford it, and 15% were unable to obtain the needed prescription medication for the same reason.



2013 Los Angeles County Health Survey, Los Angeles County Department of Public Health.

### Objectives Addressed in the Community Benefits Plan

Based on the Community Needs Assessment, Beverly Hospital continued to address the following objectives during Fiscal Year 2012:

1. To provide affordable and accessible health care services.
2. To address cultural, language and education issues when providing health care information and services.
3. To fulfill the development of family-centered health education promotion, and wellness services to improve the health status of the broader community by working collaboratively with community agencies, including colleges and local school districts.
4. To expand the Diabetes Program, focusing on obesity prevention, education in nutrition and exercise for children, adults and seniors.

5. To continue the development of health education, promotion, and wellness services to improve the health status of seniors.

### **Community Benefits Programs and Services in Support of Objectives**

In support of the above objectives, Beverly Hospital community benefits activities included: charity care for patients without the ability to pay for necessary hospital treatment, absorbing the unpaid costs of care for patients with Medi-Cal, assistance with patient transportation, assistance preparing Medi-Cal applications, serving as a clinical rotation sites for RN and LVN students and emergency medical and respiratory technicians attending local colleges; expanding local programs like KidsFit to help overweight children develop good eating and exercise habits and Pregnant Minors programs to prevent teen pregnancy, offering childhood immunizations, CPR classes and tuberculosis testing, working in conjunction with other health care providers to provide health lectures and screenings at convenient community locations, providing financial support to a variety of local non-profit organizations, participating in community health fairs, offering specialized education programs for the management of diabetes and prepared childbirth, breastfeeding and infant care; expanding wellness programs for seniors such as nutrition and exercise classes, social activities, flu immunizations, and support groups.

### **Economic Value of Community Benefits Provided by Beverly Hospital**

The economic value of community benefits provided by Beverly Hospital in Fiscal Year 2012 is estimated at \$16,381,739.

## **Section 2: Mission, Vision, and Values**

Beverly Hospital Mission and Vision statements and Values are as follows. These guide our organization's commitment to responding to community needs.

### **Our Mission**

Beverly Hospital is a leading independent, non-profit community hospital improving the quality of life of its constituents through health education, disease prevention, and state of the art illness and injury prevention.

### **Our Vision**

Beverly hospital is committed to providing quality health care through a cost-effective organization that educates and motivates all members of our health care team to become personally involved and individually responsible for the continuous improvements of our services.

### **Our Values**

- Innovation
- Service
- Respect
- Integrity
- Excellence
- Teamwork

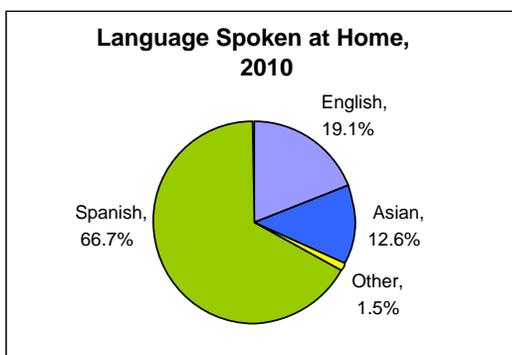
## Section 3: 2010 Community Needs Assessment

The 2010 Community Needs Assessment combined quantitative and qualitative information based on review and analysis of the following:

- Demographic trends
- Economic trends
- Health conditions
- Comparisons to the Healthy People 2010 Objectives
- Family and Community Issues
- Education and Youth Development Issues
- Senior Services Issues
- Community Input

### Demographic trends

- The area's population largely consists of Latinos (77%) and Asians (15%), concentrated in different communities.
- 39% of the population is foreign born. 80% of residents speak a language other than English at home, with 47% of Spanish speakers and 70% of Asian language speakers reporting that they are not fully fluent in English.



Healthy City – Nielsen Claritas 2010 estimate

- The area has low levels of adult education, with four in ten adults having less than high school education.
- Aging of the population will be increasingly felt in the coming years. The area has fewer children and young adults and more adults who are approaching retirement, although the number of elderly has not yet started to balloon.

### Economic trends

- The area includes a range of low to moderate income communities, with the current recession depressing family incomes and expanding public assistance.
- More than 200,000 residents depend on Medi-Cal for health care.

Community	Persons Assisted				
	CalWORKs	General Relief	Medical Assistance Only	Food Stamps	In-Home Supportive Services
Bell	2,216	239	9,784	4,992	670
Bell Gardens	2,960	160	12,505	6,338	621
Commerce	550	72	2,865	1,312	349
East L.A. (Belvedere)	11,630	NA*	100,089	42,483	NA*
Montebello	2,470	283	10,876	5,534	1,744
Monterey Park	1,051	130	8,818	2,741	2,379
Pico Rivera	2,152	219	10,415	4,679	1,066
Rosemead	1,687	159	12,834	4,968	2,070
South El Monte	1,334	92	6,063	3,002	334
Whittier	2,568	204	8,937	5,193	1,027
<b>Total</b>	<b>28,618</b>	<b>1,558</b>	<b>183,186</b>	<b>81,242</b>	<b>10,260</b>

\*Service not available at Belvedere office

L.A. County Department of Public Social Services, Caseload Characteristics Report, September 2010

### Health conditions

- Births experienced in overall a 19% decline since 2000, with a 15% drop in births to teens.
- Leading causes of death, as always, are heart disease and cancer. Diabetes accounts for a higher proportion of deaths than for the county as a whole.
- Life expectancy, normally higher for Asians and Latinos than other groups, is affected by economic hardship. Several of the low income communities in the service area have among the lowest economic hardship ratings in the county.
- Compared to Healthy People 2010 objectives, most indicators for SPA 7 do not meet goals, with poor results for obesity and exercise in all age groups.

Table 2. SPA 7 Comparison Healthy People 2010 Objectives, 2007\*

Indicator	Age Group	Healthy People 2010 Objective	SPA 7 Rate		Goal Met?
			2005	2007	
<b>Healthcare Access</b>					
Uninsured all or part of year	0-65	0%	25%	26%	No
Ongoing source of care	all	96%	86%	85.5%	No
Difficulty or delay in getting care	0-17	7%	8%	6.3%	Yes
<b>Age-Adjusted Death Rates</b>					
Coronary heart disease	All	162.0	171.7	142	Yes
Stroke	All	50.0	44.7	37	Yes
Lung Cancer	All	43.3	29.1	30	No
Chronic pulmonary diseases	All	62.3	93.9	32	Yes**
Diabetes-related	All	46.0	113.9	27	Yes**
Homicide	All	2.8	8.8	20	No
<b>Maternal and Child Health</b>					
Late or no prenatal care (after 2 <sup>nd</sup> tri.)		10.0%	9.9%	14.0%	No
Low birthweight infants		5.0%	6.5%	5.5%	No
Very low birthweight infants		0.9%	1.0%	1.2%	No
Infant mortality rate		4.5	5.0	4.9	No
<b>Child and Adolescent Health</b>					
Uninsured all or part of year	0-17	0%	13%	8.9%	No
Source of ongoing care	0-17	97%	89%	92.7%	No
Overweight or obese	12-19	5%	30%	26.0%	No+
Vigorous physical activity	14-17	85%	73%	44.2%	No++
Currently smoke cigarettes	14-17	16%	6%	4.5%	Yes
<b>Adult Health</b>					
Uninsured all or part of year	18-64	0%	32%	24.2%	No
Source of ongoing care	18-64	96%	81%	80.6%	No
Healthy weight	20-64	60%	33%	34.0%	No
Obese	20-64	15%	30%	26.6%	No
Physical activity-moderate or vigorous	18-64	50%	74%	51.9%	No
Diagnosed with diabetes	18-64	2.5%	6%	11.0%	No
Diagnosed with high blood pressure	20-64	14%	18%	25.3%	No
Diagnosed with high cholesterol	20-64	17%	24%	30.5%	No
Currently smoke cigarettes	18-64	12%	15%	13.8%	No
Binge drinking past month	18-64	13.4%	21.8%	18.5%	No
<b>Senior Health</b>					
Ongoing source of care	65+	96%	97%	97.3%	No
Flu shot in past year	65+	90%	90%	72.7%	No
Healthy weight	65+	60%	36%	34%	No
Obese	65+	15%	21%	22.8%	No
Physical activity-moderate or vigorous	65+	50%	64%	28.7%	No
Diagnosed with diabetes	65+	2.5%	19%	28.8%	No
Diagnosed with high blood pressure	65+	14%	55%	62.5%	No
Diagnosed with high cholesterol	65+	17%	26%	26.3%	No
Currently smoke cigarettes	65+	12%	10%	5.7%	Yes

\*Data from various sources, primarily 2007, including 2007 California Health Interview Survey, 2005 California Health Interview Survey, 2007 Los Angeles County Health Survey, 2007 death rates, 2009 birth data.

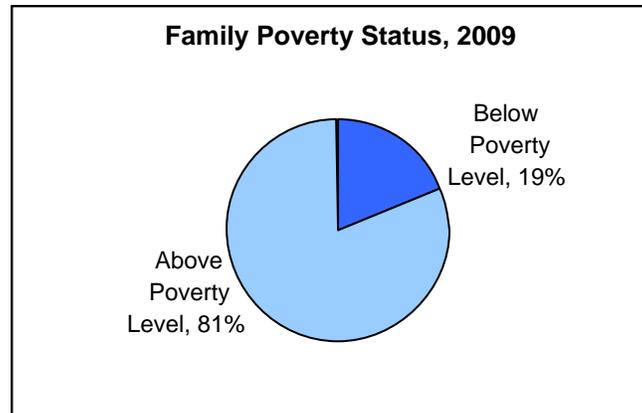
\*\*Definition of conditions included in 2010 objectives and L.A. County data may be different

+ 2010 objective age group not available: data shown for grades 5, 7, 9

++ 2010 objective age group not available: data for age 6-17, 3+ days/week

### Family and community issues

- The service area has high level of families with children, and a much higher family poverty rate than the county average: nearly 1 in 5 families and are below the stringent federal poverty rate.



Healthy City – Nielsen Claritas 2010 estimate

- The anticipated slow economic recovery is likely to have a long term negative effect on children in terms of nutrition, health care and family dynamics.
- More than one third of adults in SPA 7 report problems in being able to afford enough food.
- Low levels of education limit adults' earning ability. The area has many opportunities for basic and advanced adult education that could be used to improve education levels, particularly while adults are unemployed.

### Education and youth development issues

- High rates of child poverty are a cause for concern due to the long term effects of deprivation and limited resources for families.
- SPA 7 has the county's lowest rate of licensed child care available to working parents.

<b>Table 3. Child Care Licensed Capacity, 2006 SPA 7</b>	
Age Group	Capacity as Percent of Need
Infants	17.5%
Preschool	49.0%
School-age	16.8%

Los Angeles County Office of Child Care

- High school education outcomes show what appear to be artificially high levels of graduation (not counting those who drop out between school years) and low levels of achievement in math and English.

School	Graduation Rate*	High School Exit Exam Passing Rate		API Score
		Math	English	
Garfield High (East LA)	81.9%	na	na	630
Bell Gardens High	87.7%	22%	22%	664
Montebello High	83.8%	25%	13%	670
Schurr High (Montebello)	85.5%	24%	25%	714
El Rancho High (Pico Rivera)	93.6%	na	na	715
Pioneer High (Whittier)	93.7%	40%	38%	715
Whittier High	95.7%	na	43%	762
Los Angeles County	75.7%	32%	23%	na

\*Graduation rates based on a formula which does not count those who drop out between school years or who never enroll in high school.

### Senior citizen issues

- Older residents have distinctive characteristics that must be addressed in community benefit and health care activities, including lower education, less fluency in English, and a high rate of living alone that may indicate lack of social support.

Community	Latino population		Foreign Born		Foreign Born: Not a U.S. Citizen		Don't speak English "very well"		Living Alone	
	Total	Age 60+	Total	Age 60+	Total	Age 60+	Total	Age 60+	Total	Age 60+
East Los Angeles	98%	94%	46%	67%	72%	42%	50%	69%	15%	36%
El Monte	70%	47%	52%	69%	60%	35%	49%	65%	11%	32%
Montebello	78%	61%	37%	50%	49%	26%	32%	48%	20%	36%
Monterey Park	28%	22%	53%	66%	34%	19%	44%	60%	20%	35%
Pico Rivera	92%	80%	32%	44%	29%	40%	29%	40%	16%	28%
Rosemead	34%	23%	56%	68%	42%	28%	53%	66%	14%	28%
Whittier	65%	37%	20%	31%	46%	22%	15%	23%	22%	37%

\* Sample size too small to report for Bell, Bell Gardens, Commerce, South El Monte  
Census Bureau, American Community Survey

- Seniors, while often having limited income are less likely than families to fall below the poverty level, which is highest in East Los Angeles and El Monte.
- The area is served by nine senior centers offering comprehensive services.

## **Community Input**

A lively focus group session and a survey with fifteen representatives from a variety of community-serving organizations identified key themes.

### **Focus group results:**

- Diabetes prevention was the most prominent concern of focus group members, expressed in terms of need for nutrition education, obesity prevention and exercise for overall health. Discussion of these issues focused on children and families.
- Cultural factors for the area's immigrant population must be recognized and addressed to provide effective services, including cultural competence of providers, quality communication materials, and acknowledgement of traditional health-related behaviors and attitudes. The Latino community was the primary group mentioned in discussion.
- Responsibilities of parents were discussed in several contexts, including the need for parents to encourage their children to finish high school and train for well-paid work, as well as promoting healthful nutrition and exercise for children. Parents who work are pressed for time and attention to good nutrition, and it was noted that strategies to educate children to ask for nutritious foods can be a way to reach parents.
- There was a focus on community efforts to create opportunities for a healthful lifestyle. Suggestions included promoting development of safe walking and exercise areas and developing an ongoing forum for discussion and collaboration of community groups such as those represented at the focus group session.
- Lack of information about available services was seen as an important gap in the community, and many of the service providers present seemed unaware of available resources that are available in the county.

### **Individual survey results:**

- Children and teens were seen as the groups most in need of community health education. Spanish was identified as the language group and Latinos as the ethnic group needing more attention.
- KidsFit program rated the most important community benefit program supported by Beverly Hospital, followed by financial support for local nonprofits.
- Other benefit programs with moderately high rating were pregnant minors, diabetes education, and senior services through the 50+ Connection.

- Few participants identified “least important” programs, but of those who responded, community health fair participation was the most frequent choice.
- Montebello was most often identified as the community to be served by the community benefits plan, closely followed by “all” communities.
- Nutrition education and obesity/diabetes prevention were the most frequent health-related needs identified to be addressed in the community benefits plan. Information about available services was also seen as a need.

### Summary of Implications for Beverly Hospital Community Benefit Activities

#### Population Based Implications

- **Population Trends:** Lower income communities are a major element in the Beverly Hospital service area and are particularly affected by current high levels of unemployment and resulting need for basic services including health care. The area’s high level of immigrants, both Latinos and Asians, indicate cultural, language and adult education issues that must be addressed in developing communication materials, health education strategies and other community benefit activities.
- **Health Conditions:** Diabetes is a key concern in this service area due to elevated rates for its majority Latino population, the prevalence of risk factors of obesity and inadequate exercise, and the above average death rate for diabetes. Health indicators for adults and seniors show disturbing trends regarding diabetes, and health education for diabetes prevention and management is needed for all age groups, including parents, in order to reduce risk factors for their children.
- **Education and Youth Development:** Low levels of achievement in area high schools served by Beverly Hospital signal a need to better prepare youth for well paid jobs in the future workforce. The hospital may have a role in promoting college/career training as well as health career opportunities. Teen births have showed a modest decline but continuing effort to reduce teen births is needed for long term economic stability for young women.
- **Family and Community:** Recession impacts on families experiencing unemployment, housing instability or foreclosure are likely to have a negative effect on children. Parenting

education needs are an area for possible community benefit work, including promotion of adult education & retraining.

- **Senior Services:** Distinctive characteristics of senior citizens, including lower levels of education, lack of English fluency and potential lack of support for those living alone should be considered in developing programs to target this group.

### Community Input Implications

- **Diabetes awareness/education:** More focus on is needed on diabetes prevention for all age groups, including developing understanding of causes of diabetes and management of the condition. Service providers are keenly aware of the problem and motivated to collaborate on community approaches.
- **Nutrition education:** Nutrition education is need for all age groups from children to senior citizens, including emphasis on locally available and affordable foods, demonstration of healthful meal preparation, and educating children to ask their parents for nutritious foods at home.
- **Exercise promotion:** Exercise promotion is a community need for all ages, including awareness of benefits of exercise and development of safe and appealing community venues for exercise.
- **Continue high rated programs:** The community benefit plan should continue activities that were most highly rated in the focus group survey: KidsFit for overweight children, financial support for nonprofits, diabetes education, Pregnant Minors and 50+ Connection.
- **Community forum development:** The focus group of human service providers expressed strong interest in having the hospital sponsor a periodic forum for information exchange and discussion among community serving groups.
- **Facilitate access to information resources:** Information resources are needed by human services groups, and the hospital could address this need at very little cost by sponsoring presentations or training sessions by groups that have this as their mission, including Healthy City and 211 LA County.

## **Section 4: Community Benefits Plan Objectives**

Based on the 2010 Community Needs Assessment, Beverly Hospital continued to address the following objectives in Fiscal Year 2012:

1. To provide affordable and accessible health care services.
2. To fulfill the development of family-centered health education promotion, and wellness services to improve the health status of the broader community by working collaboratively with community agencies, including colleges and local school districts.
3. To expand the Diabetes Program, focusing on obesity prevention, education in nutrition and exercise for children, adults and seniors.
4. To continue the development of health education, promotion, and wellness services to improve the health status of seniors.

To accomplish these objectives, an Outreach Team, comprised of a manager of community relations, an events coordinator, outreach nurse, and health educator, as well as the necessary support staff (such as social services, respiratory care, nursing services, and information technology), work collaboratively to develop, implement and/or participate in a variety of community activities. The Outreach staff is multilingual to better serve the needs of the community.

On an annual basis, Beverly Hospital monitors and reports measures of plan progress. See **Section 5** for a report on the medical center's programs and services provided in Fiscal Year 2012 in support of these objectives.

In Fiscal Year 2013, Beverly Hospital will continue to provide programs and services in response to the above four objectives and conduct a Community Needs Assessment update.

## **Section 5: Community Benefits Plan Update**

This section includes a description of programs and services provided by the Beverly Hospital and key measurements of outcomes accomplished in Fiscal Year 2012. Programs and services are organized in response to priority categories of need identified in recently conducted community needs assessments.

### **Provide Affordable and Accessible Health Care Services**

The community needs assessments completed in recent years identified the need for affordable and accessible health care programs and services in the community, availability and accessibility of hospitals and area emergency rooms, assistance with transportation to medical appointments, and education and assistance with enrollment in government sponsored public insurance programs.

In response, Beverly Hospital community benefit services include: 24-hour Emergency Care Center, charity care for patients without the ability to pay for necessary treatment, absorbing the unpaid costs of care for patients with Medi-Cal, patient transportation assistance – round trip van transportation and taxi vouchers, and assistance with preparing Medi-Cal applications. In addition, to increase the pool of available health care personnel, the hospital participated in various career fairs and served as a clinical rotation sites for RN students, emergency medical and respiratory technicians attending local schools.

### **Family-Centered Health and Wellness for the Broader Community**

The community needs assessment identified the need for family-centered health education, information and referrals, and other wellness services (such as screenings and immunizations). Topics of interest to the community include: nutrition, exercise, and childhood obesity; diabetes, common diseases prevention and teen pregnancy. To meet the needs of the community, information and education for services and programs, was available in the community at various sites such as churches, schools, and community settings.

Beverly Hospital also supports the Montebello Unified School District and El Rancho Unified School District with its Pregnant Minors programs, childhood immunizations, CPR classes and tuberculosis testing; provides financial support of a variety to local non-profit organizations;

participates in community health fairs; offers specialized education programs for the management of diabetes, and prepared childbirth, breastfeeding, and infant care.

### **Expand Diabetes Program focused on Obesity Prevention, Nutrition and Exercise**

Beverly Hospital expanded the KidsFit Program to help overweight children develop good eating and exercise habits. This program is in collaboration with the Montebello Unified School District, the Montebello-Commerce YMCA, County of Los Angeles Public Health and local Pediatricians, and includes efforts to encourage parents' involvement in healthier nutritional habits for the family.

During Fiscal Year 2012, the Beverly Hospital Diabetes Center and the Wound Care & Hyperbaric Medicine Center continued providing diabetes education. Individual diabetes management classes were provided in both, English and Spanish, including the California Diabetes and Pregnancy Sweet Success Program. Additionally, monthly free group diabetes, nutrition and exercise classes were offered for free at the hospital, community health fairs and senior centers.

### **Health and Wellness of Seniors and Caregivers**

The 2010 Community Needs Assessment indicated the need for services to address senior health – including the ability to take care of themselves, receiving needed support services from other community resources, accessing medical care when needed, being able to afford the cost of medications, eating healthy, avoiding financial abuse, and specific health conditions such as diabetes, heart disease, arthritis and Alzheimer's disease – was mentioned as an important health issue in the community. Many seniors in the community need information in Spanish that is simple to understand. In the Latino community, family members are likely to care for an older person, without any outside assistance, causing stresses for both caregivers and the elderly. In response, Beverly Hospital continued to provide Caregiver Support Group to caregivers who were caring for a family member or friend over age 60. Beverly Hospital's expanded services to seniors including more nutrition and exercise classes, social activities, added health lectures, blood pressure and glucose screenings at convenient community locations, flu immunizations, and support groups.

Beverly Hospital outcomes for each community benefit program/service are summarized in **Table 6.1**, **Table 6.2**, **Table 6.3** and **Table 6.4**. Each table includes the following:

- Program/service name
- Description of the program/service
- Number served in Fiscal Year 2012
- The category where unreimbursed costs are reported according to the framework established by Senate Bill 697 (see Table 7)

**BEVERLY HOSPITAL COMMUNITY BENEFITS REPORT FOR FISCAL YEAR 2012**

**Table 6.1: Programs in Response to Community Need: Affordable and Accessible Health Care Services**

Measurable Objective:  
To continue to provide affordable and accessible health care services.

<b>Program/Service</b>	<b>Description of Program/Service</b>	<b>Fiscal Year 2012 Number Served</b>	<b>SB 697 Category</b>
Charity Care	Charity care/patient assistance includes free or discounted health-related services to people who cannot afford to pay all or part of a hospital bill, including uninsured and low-income patients	<ul style="list-style-type: none"> <li>▪ 148 patients served</li> </ul>	Medical Care
Unpaid Cost of Medi-Cal	Services to hospital patients with Medi-Cal insurance coverage	<ul style="list-style-type: none"> <li>▪ 3,353 patients served</li> </ul>	Medical Care
Prenatal Care Access and Family Planning Services for Low Income Women and Teens	The Women's Care Center at the hospital offered access to prenatal care, birth control education and STD prevention through the CPSP and Family PACT programs. The clinic also serves as a referral site for teachers at the Montebello Unified School District	<ul style="list-style-type: none"> <li>▪ 2,238 outpatient prenatal care visits (CPSP)</li> <li>▪ 2,748 outpatient family planning visits (Family PACT)</li> </ul>	Medical Care
Emergency Care Center	The Emergency Care Center is staffed with Board Certified physicians 24 hours a day. The ECC is designed and equipped to provide emergent care to all age groups.	<ul style="list-style-type: none"> <li>▪ 34,440 visits</li> </ul>	Medical Care
Assistance with Medi-Cal Insurance Eligibility Information	Assistance with completion of low-income publicly sponsored health insurance programs	<ul style="list-style-type: none"> <li>▪ 328 applications processed</li> </ul>	Vulnerable Populations
Transportation Assistance	The medical center offered free wheelchair accessible transportation to and from the hospital. Reservations are required 24 hours in advance for scheduled appointments and immediate van transportation is available.	<ul style="list-style-type: none"> <li>▪ Van Service: 4,592 persons served (3,744 rides)</li> <li>▪ Taxi Vouchers: 1,872 persons served</li> </ul>	Vulnerable Populations
Career Days and Fairs	Human Resources staff attended career fairs to recruit nursing staff. During the last quarters of 2012, the hospital participated in Nurse.com job and Advance job fairs.	<ul style="list-style-type: none"> <li>▪ 275 applicants</li> <li>▪ 900 attendees</li> </ul>	Research, Education & Training
Nursing Student Program	Programs with East Los Angeles College, Citrus College, Rio Hondo Community College, Mount San Antonio College and Kaplan University to offer nursing students, respiratory and emergency medical technicians a clinical site for rotations.	<ul style="list-style-type: none"> <li>▪ 96 RN students completed rotations</li> <li>▪ 39 EMT students completed rotations</li> <li>▪ 11 respiratory tech students completed rotations</li> </ul>	Research, Education & Training

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**Table 6.2: Family-centered Health and Wellness for the Broader Community**

<p>Measurable Objective: To fulfill the development of family-centered health education, promotion, and wellness services to improve the health status of the broader community by working collaboratively with community agencies, including colleges and local school districts.</p>
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<b>Program/Service</b>	<b>Description of Program/Service</b>	<b>Fiscal Year 2012 Number Served</b>	<b>SB 697 Category</b>
Pregnant Minors Program	In collaboration with Montebello Unified School District, the hospital provided education to teens on abstinence, birth control, sexually transmitted diseases and pregnancy prevention. The hospital also provided clinical support to the school district on the importance of early pregnancy care, pregnancy counseling and prenatal care.	<ul style="list-style-type: none"> <li>▪ 23 teens participated in lectures</li> </ul>	Community
CPR Classes	Classes for the community on CPR including students, parents, coaches, teachers from: Montebello Unified School District (Vail High School, Montebello High School, Schurr High School and Bell Gardens High School), Los Nieto School District Health Aids, East Whittier School District Health Aids, Pico Rivera Wolverines, Golden State Basketball, Cub Scout pack 375, Boy Scout Troop 375, Girls Scout Troop 3111, Praise Alive Church, Four Square Church, Young Marines, , Sunny Cal Adult DayCare, Cross and Crown Church, Beverly Guild Volunteers, Primanti Montasori School, Montebello Adult Education, Women's Care Center.	<ul style="list-style-type: none"> <li>▪ 554 attendees served</li> </ul>	Community
Childhood Immunizations	The hospital offered free childhood immunizations for newborns to age 18 years old at the Women's Care Center on the third Wednesday of each month.	<ul style="list-style-type: none"> <li>▪ 63 vaccines provided to 42 children</li> </ul>	Community
Sponsorships of Local Non-Profit Organizations	The hospital provided financial support to a variety of local organizations including Firefighters Association, American Cancer Society, MELA Counseling Services, YMCA, Chambers of Commerce, The Whole Child, Police Department, Marriage Spirituality Foundation, Montebello	<ul style="list-style-type: none"> <li>▪ 10 local organizations received financial contributions</li> </ul>	Community

Program/Service	Description of Program/Service	Fiscal Year 2012 Number Served	SB 697 Category
Participation in Community Health Fairs	<p>and El Rancho Unified School Districts</p> <p>Throughout the year, the hospital participated in community health fairs, providing health education, screenings and information about services, including: Healthy Kids Day, YMCA Senior Health Fair, Costco Employee Health Fair, El Rancho Unified School District Spring Health Fair, LA Community Health Fair, Montebello Senior Club Health Fair, Pico Rivera Women's Club, Pico Rivera Senior Health Fair, Pink Shawl Walk, and Montebello and Whittier Chamber of Commerce Business Expos.</p>	<ul style="list-style-type: none"> <li>▪ Staff attended 12 community health fairs serving 1,419 people</li> </ul>	Community
Physicians Health Lectures	<p>Throughout the year, the hospital partnered with specialty physicians to provide health lectures for the community including Stroke Prevention &amp; Signs, Healthy Nutrition, Depression, Cardiac and Diabetes Care.</p>	<ul style="list-style-type: none"> <li>▪ 118 people attended 5 lectures</li> </ul>	
Blood Drives	<p>In recognition of the critical blood shortage, the hospital sponsored blood drives</p>	<ul style="list-style-type: none"> <li>▪ 180 viable units of blood donated at 3 employee and community blood drives</li> </ul>	Community
Maternity Education and Tours	<p>Free maternity classes – available in English and Spanish – were offered to the community on topics such as prepared childbirth, infant care and CPR, infant massage and breastfeeding.</p>	<ul style="list-style-type: none"> <li>▪ 339 participants attended 40 prepared childbirth classes</li> <li>▪ 24 participants attended 3 infant care classes</li> <li>▪ 17 participants attended 3 breastfeeding classes</li> <li>▪ 39 new big brothers and sisters attended 3 siblings classes</li> <li>▪ 30 participants attended the 10 Infant Massage classes</li> <li>▪ 41 participants attended 9 Infant CPR classes</li> <li>▪ 477 mothers learned about maternity services on 18 tours of the hospital</li> </ul>	Community

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**Table 6.3: Expand the Diabetes Program focusing on Obesity Prevention, Nutrition and Exercise**

<p>Measurable Objective: To expand the Diabetes Program, focusing on obesity prevention, education in nutrition and exercise for children, adults and seniors.</p>
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<b>Program/Service</b>	<b>Description of Program/Service</b>	<b>Fiscal Year 2012 Number Served</b>	<b>SB 697 Category</b>
KidsFit Program	Specialized 12-week program to help overweight and obese children develop good eating and exercise habits; program is held at Montebello-Commerce YMCA. Exercise program is geared to three different age groups: pee wees (ages 6 to 8 years), juniors (ages 9 to 11 years), and teens (ages 12 to 18 years)	<ul style="list-style-type: none"> <li>▪ 520 children and family members attended 34 sessions</li> </ul>	Community
Diabetes Education and Screenings	The Diabetes Center, accredited by the American Association of Diabetes Educators, provided free diabetes education on prevention, management and treatment of diabetes to the community, counseling to mothers who developed gestational diabetes during their pregnancies, free glucose screenings at health fairs and lectures, and hosted the first Diabetes Day event, providing diabetes education, glucose screenings, nutrition classes and equipment exhibitors.	<ul style="list-style-type: none"> <li>▪ 67 participants attended 3 diabetes community lectures</li> <li>▪ 146 patients received individual counseling under the Sweet Success program</li> <li>▪ 154 glucose screenings provided at events</li> <li>▪ 118 participants attended Diabetes Wellness Hour sessions</li> </ul>	Community
Exercise Classes for Seniors	Specialized exercise classes for seniors – Balance and Agility, Chair Aerobics and Hula Dancing– were offered throughout the year.	<ul style="list-style-type: none"> <li>▪ 583 seniors attended 44 sessions</li> </ul>	Community
Nutrition Classes	Throughout the year, the hospital partnered with the East Los Angeles Network for Healthy California to provide nutrition classes for the community.	<ul style="list-style-type: none"> <li>▪ 58 people attended 03 lectures</li> </ul>	

**BEVERLY HOSPITAL COMMUNITY BENEFITS REPORT FOR FISCAL YEAR 2012**

**Table 6.4: Health and Wellness for Seniors**

<p>Measurable Objective: To continue the development of health education, promotion, and wellness services to improve the health status of seniors.</p>
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<b>Program/Service</b>	<b>Description of Program/Service</b>	<b>Fiscal Year 2012 Number Served</b>	<b>SB 697 Category</b>
Social Activities	The 50+ Connection Program held a variety of monthly activities with socializing and refreshments	<ul style="list-style-type: none"> <li>▪ 109 seniors attended 4 bingo events</li> <li>▪ 601 seniors attended 12 movie screenings</li> </ul>	Community
Health Lectures	A variety of specialized lectures for seniors were offered: Healthy Lifestyle, Holiday Blues, Savvy Caregiver Workshops, and Advance Directives.	<ul style="list-style-type: none"> <li>▪ 8 senior lectures offered serving 117 seniors</li> </ul>	Community
Blood Pressure Screenings	Blood pressure screenings were provided at a variety of community sites, including Montebello Town Center, Montebello Senior Center, Pico Rivera Senior Center, Pico Rivera Women's Club and St. Alphonsus Church	<ul style="list-style-type: none"> <li>▪ 1,899 blood pressure screenings provided at 68 sessions</li> </ul>	Community
Flu Immunizations	The hospital provided free flu immunizations during the months of October and November	<ul style="list-style-type: none"> <li>▪ 28 flu immunizations provided at 2 walk-in flu clinics</li> </ul>	Community
Support Groups	The hospital offered a variety of support groups to serve those with long-term illnesses and their families. These support groups were available on a regular basis year-round.	<ul style="list-style-type: none"> <li>▪ 333 participants attended 54 Alzheimer's/Dementia mornings and evenings Care Giver support groups sessions</li> <li>▪ 213 participants attended 49 caregiver support group sessions</li> <li>▪ 120 participants attended 22 grief support sessions</li> </ul>	Community
AARP Safety Driving Classes	This 8-hour two-session safety driving class is a refresher course for motorists aged 50 or better who have years of driving experience; upon completion of both sessions, each participant is given a certificate which can be presented to most auto insurance companies for a discount on insurance premiums. Class size is limited.	<ul style="list-style-type: none"> <li>▪ 10 AARP safety driving classes offered serving 71 seniors</li> </ul>	Community

## **Section 6: Economic Value of Community Benefits**

In Fiscal Year 2012, the economic value of community benefits provided by Beverly Hospital is estimated at \$16,381,739. **Table 7** summarizes the unreimbursed costs of these community benefits according to the framework specifically identified by Senate Bill 697:

- Medical care services
- Other benefits for vulnerable populations
- Other benefits for the broader community
- Health research, education, and training programs

**Table 7: Estimated Economic Value of Community Benefits Provided by Beverly Hospital  
Fiscal Year 2012**

<b>Senate Bill 697 Category</b>	<b>Programs and Services Included</b>	<b>Unreimbursed Cost<sup>a</sup></b>
Medical Care Services	Unpaid Cost of Medi-Cal Program <sup>b</sup>	\$12,056,377
	Traditional Charity Care <sup>c</sup>	\$1,463,725
	Physician Backup Services in Emergency Care Center <sup>d</sup>	\$1,812,919
Other Benefits for Vulnerable Populations	Transportation Assistance, Assistance with Medi-Cal Eligibility	\$139,483
Other Benefits for the Broader Community	Community Health Classes, Screenings, Support Groups, Immunizations, Health Fairs, and Donations to Local Non-Profits	\$150,945
Health Research, Education, and Training Programs	Clinical Site for Nursing Students, Respiratory and Emergency Medical Technicians and Job Fairs	\$758,290
	<b>GRAND TOTAL</b>	<b>\$16,381,739</b>

<sup>a</sup> Unreimbursed costs may include an hourly rate for labor (plus benefits), supplies, materials, and other expenses.

<sup>b</sup> Medical care services provided to Medi-Cal beneficiaries result in shortfall for the hospital. The method for determining this shortfall is based on an allocation of the hospital's total cost of providing these services using a ratio of hospital cost (direct and indirect costs) to the Medi-Cal patient charge. This ratio is calculated by dividing the hospital's total direct and indirect cost by the total patient charges by department and applying this ratio to the individual patient charge. The resulting percentage is then multiplied by the Medi-Cal total charges to estimate the cost of services to patients. The calculated cost of the Medi-Cal program has been reduced by payments received from Medi-Cal including any DSH (Disproportionate Share Hospital) funds received and any net QIF (Quality Insurance Fee) funds received.

<sup>c</sup> The method for determining unreimbursed cost for charity care is based on an allocation of the hospital's total cost of providing these services using a ratio of hospital cost (direct and indirect costs) to the charity care patient charge. This ratio is calculated by dividing the hospital's total direct and indirect cost by the total patient charges by department and applying this ratio to the individual patient charge. The resulting percentage is then multiplied by the charity care total charges to estimate the cost of services to patients. The cost is subtracted from the payments, if any is received from the patient.

<sup>d</sup> Physician backup services include emergency room backup services to cover the cost of physicians on call for uninsured patients.