

**Providence Health and Services
Valley Service Area
2012 Community Benefit Report**



**Providence Holy Cross Medical Center
Providence Saint Joseph Medical Center
Providence Tarzana Medical Center**

**PROVIDENCE HEALTH AND SERVICES
VALLEY SERVICE AREA
PROVIDENCE HOLY CROSS MEDICAL CENTER
PROVIDENCE SAINT JOSEPH MEDICAL CENTER
PROVIDENCE TARZANA MEDICAL CENTER
2012 COMMUNITY BENEFIT REPORT**

Introduction:

The Providence School Counseling Program works at four private elementary schools that are located in low income neighborhoods in the San Fernando Valley. The program works with children in grades kindergarten through 8th. The program is supervised by a licensed mental health professional and includes Masters of Social Work students and volunteer adult peer counselors who bring counseling services onsite to the participating schools. The counseling services provided to the schools are free and without this resource these services would be unavailable to the students because of the schools' tight budgets.

Teachers and parents are allowed to refer students for counseling and students may also self refer. The mental health stressors that the students are dealing with come from a variety of contributing causes including peer pressure, body growth and development changes, self-esteem issues, academic pressure, and family/home issues. Many of the students live in high crime areas so violence is also an issue that poses stress to the students seeking counseling. The schools benefitting from the School Counseling Program have noted the significant resource this service has provided to the students. One principal notes, "the counseling services provided by Providence have been vital to helping our students reach their potential. Very often, our students' ability to learn is hindered by the many difficulties they have at home, in their families, with their friends, or other experiences that have marked their lives. At our school, our counselors bring peace, guidance, and healing."

This program is just one example of the community benefit programs offered by the Providence Medical Centers. The community benefit programs serve all persons in the community along the entire continuum from children through seniors. In addition to the core outreach programs offered by the Medical Centers, many departments within the three Providence facilities participate in community benefit programs and activities including participating in health fairs, facilitating support groups, giving lectures on specific health topics to the public, donating medical equipment and supplies to underserved countries, mentoring and preceptoring nursing and allied health students, and other specific activities aimed at helping to improve the health and well-being of the community.

Providence Health and Services, Valley Service Area is committed to reach out and serve those in need because it is part of the core of the organization's Mission, "As people of Providence we reveal God's love for all, especially the poor and vulnerable, through our compassionate service." In order to carry out this Mission, Providence partners with others in our community to help address the health and social needs of the area. By working collaboratively with other stakeholders in the area, we are able to leverage each of our resources with the goal of making positive impacts on the health and general well-being of the community.

General Information:

Providence Health and Services, Valley Service Area (PH&SVSA) serves the San Fernando and Santa Clarita Valleys within the County of Los Angeles. PH&SVSA is part of Providence Health and Services; a non-profit religiously affiliated health care organization headquartered in Renton, Washington. The System has been serving the health care needs of the San Fernando Valley since 1943 when Providence Saint Joseph Medical Center was established in Burbank. Today the organization provides a full continuum of outpatient, inpatient and community based services, anchored by three acute care facilities- Providence Holy Cross Medical Center in Mission Hills, Providence Saint Joseph Medical Center in Burbank, and Providence Tarzana Medical Center in Tarzana. Providence Tarzana Medical Center joined Providence Health and Services in September 2008.

The organization is governed by a Community Ministry Board with responsibilities delegated to them by the Corporate Board based in Washington. One of these delegated responsibilities is making sure the organization meets its commitment to providing community benefit. Dr. Bernard Klein is the Chief Executive of Providence Holy Cross Medical Center, Michael Rembis is the Chief Executive for Providence Saint Joseph Medical Center, and Gerald Clute is the Chief Executive for Providence Tarzana Medical Center. For information about community benefit reporting for these three Providence Medical Centers you may contact Ronald Sorensen, Director of Community Partnerships for the Valley Service Area.

Organizational Structure:

The organizational structure for PH&SVSA extends from the Community Ministry Board and executive team to the service area and departmental directors with responsibilities for departments and programs within the organization. Community benefit planning and reporting is overseen by the Mission Leadership Division within the organization with input provided by the Finance Department. Community benefit tracking and reporting is done using electronic software called CBISA. Reports on community benefit are provided to the Community Ministry Board and a formal presentation on community benefit is done at the full Board meeting. The Providence Center for Community Health Improvement provides the administrative structure to organize, develop and coordinate community benefit activities within the Valley Service Area. The Center was established in 2004 to provide a more centralized structure for the outreach programs offered by the Medical Centers.

Providence also participates on several community collaborative groups to get input on the priority health needs facing our community and to identify ways to work in partnership to address some of these needs. The organization is currently involved in several collaborative projects including improving access to affordable health care and insurance coverage, addressing the growing rates of chronic disease in our community (specifically diabetes, hypertension and obesity), improving access to specialty medical care for the uninsured, and a collaborative effort focused on expanding mental health services to those with limited or no access.

Providence Holy Cross, Saint Joseph and Tarzana Medical Centers are members of the Valley Care Community Consortium. This Consortium is comprised of community based organizations, hospitals, schools, public agencies and other community stakeholders that work together to do joint health planning in the two valleys to address some of the priority health needs. In 2010, the Consortium completed a collaborative community needs assessment of the San Fernando and Santa Clarita Valleys and is currently working on a new assessment that

will be completed in fall 2013. The not-for-profit and public hospitals collaborate on this needs assessment project together with other providers, schools, and community based organizations. These organizations, under the leadership of the Valley Care Community Consortium, have a long history of collaborating together to complete the community needs assessment. From the general community needs assessment, each of the Providence Medical Centers in the Valley will develop customized reports to assess the particular needs and issues of priority within each respective hospital service area. Each Medical Center has an advisory group to assist in identifying needs within their local community and to help with the prioritization process. The community needs assessment advisory groups include both internal and external stakeholders.

History and Mission Statement:

The history of Providence Health and Services in the United States began in 1856 when the Sisters of Providence were called to Vancouver, Washington to establish schools, hospitals, orphanages and other institutions for those in need of care and service. Two organizations were established by the Sisters. Providence Services developed in eastern Washington, Idaho, and Montana and Providence Health System developed along the west coast from Alaska down into Washington, Oregon and California. Little Company of Mary Health System joined with Providence in 1999 as the Little Company of Mary Sisters foresaw the challenges in trying to continue to solely sponsor a health system while the number of Sisters in California were becoming fewer. In 2006, Providence Services and Providence Health System merged together to form Providence Health and Services. Providence Health and Services continues the commitment of the Sisters of Providence and Little Company of Mary to reach out to the poor and vulnerable in a compassionate manner, and this commitment remains at the heart of the ministries that are part of the organization. In September 2008, Providence Health and Services expanded its ministry in the San Fernando Valley by acquiring Tarzana Regional Medical Center. This acquisition was in response to ensuring that another hospital in the Valley would not close and that the residents of the area would still have access to quality health care services. With this acquisition, Providence began to expand its outreach programs and services into the central and western portions of the Valley. At the end of 2009, Providence Health and Services began to transition sponsorship of the organization from the Sisters of Providence and Sisters of the Little Company of Mary to a public juridic person recognized by the Catholic Church. This model of sponsorship allows lay members from the community to join with religious to sponsor health care ministries.

MISSION

As people of Providence,
we reveal God's love for all,
especially the poor and vulnerable,
through our compassionate service.

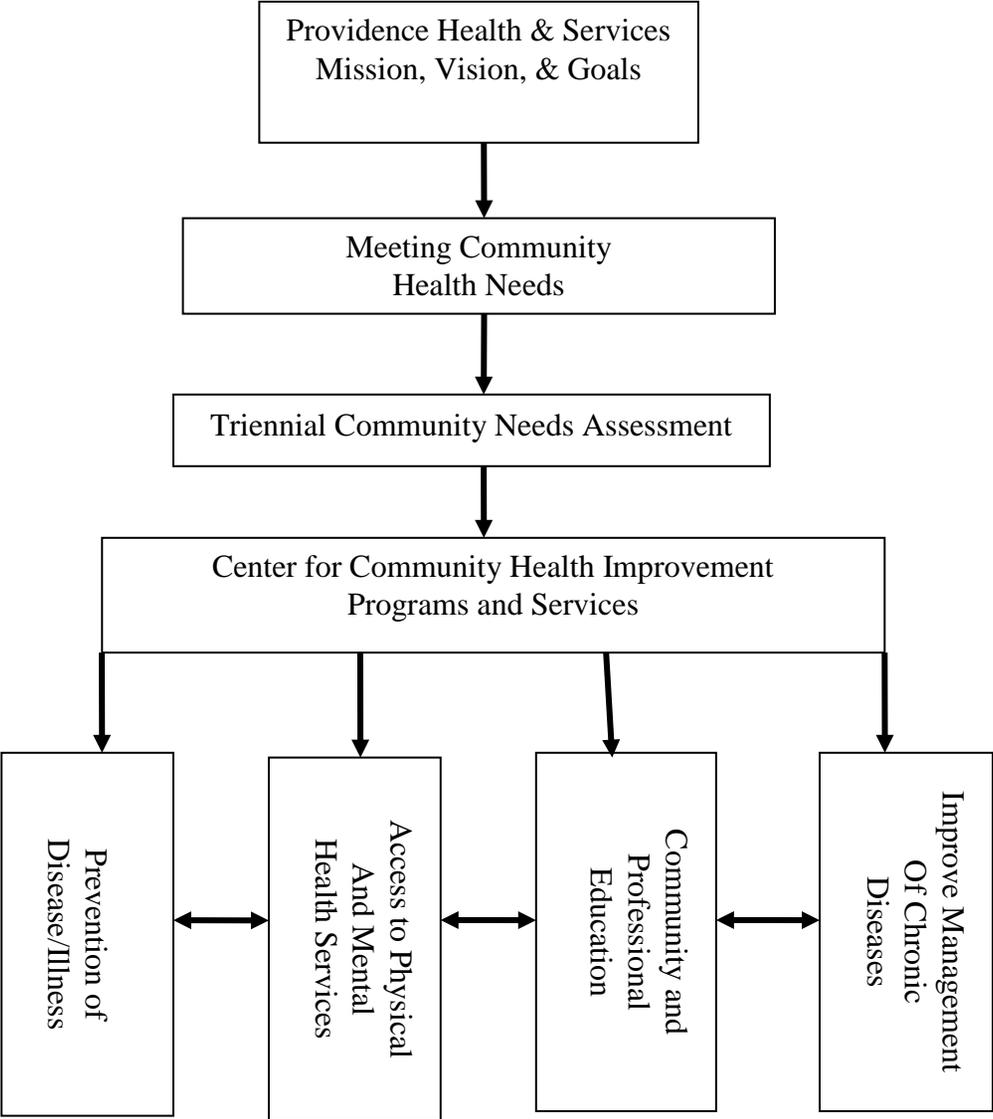
CORE VALUES

- Compassion
- Justice
- Respect for the Dignity of Persons
- Excellence
- Stewardship

STATEMENT OF SOCIAL ACCOUNTABILITY

Providence Health and Services, Valley Service Area is committed to its mission of revealing God's love for all, especially the poor and vulnerable. To achieve this mission, the organization identifies and pursues activities through which it can fulfill its commitment to improve the health and wellness of the community and to care for those in need. Through the planning, implementation and reporting of fiscally responsible community benefits on an annual basis, Providence Health and Services, Valley Service Area ensures its commitment to the needy, the broader community and its Catholic tradition.

**Providence Health and Services
Valley Service Area
Community Benefit Planning Model**



Community Needs Assessment:

In the summer of 2010, the fifth collaborative triennial community needs assessment was completed by the hospitals and other community organizations in the San Fernando and Santa Clarita Valleys. The two Valleys comprise Service Planning Area 2 (SPA-2) of Los Angeles County. The information was used to form collaborative workgroups to address some of the priority health issues identified from the assessment.

A review of the data compiled from the 2010 study shows some interesting findings on the population. Some of the common themes and issues identified from the data and those participating in the needs assessment include the following:

- Those participating in the needs assessment study identified the need for additional outpatient mental health prevention programs and counseling services that are affordable and accessible for low income children, older adults, homeless, veterans and undocumented individuals.
- Respondents identified the need for affordable and portable health insurance. Concerns were raised that health care reform will cover many but there is still a large problem of access for the undocumented in our area.
- An ongoing major concern was the need for affordable housing especially for additional permanent supportive housing, Section 8 vouchers, and emergency shelter beds.
- Chronic disease management (with a focus on diabetes and obesity) was another ongoing concern in the two Valleys. In addition to the focus on diabetes and obesity, concerns were also raised regarding asthma and respiratory conditions in the area that need to be addressed.
- Dental health services that are affordable and accessible were another priority need identified in the community for the uninsured and under-insured. There was concern expressed for the lack of affordable dental services for low income adults and seniors.

A survey was conducted with a sample of residents from the San Fernando Valley to learn about what issues and concerns they felt had the biggest impact on health in the area. Those responding to the survey felt that the most important factors for creating a healthier community included:

- Good schools
- Access to health care
- Good area/neighborhoods to raise children
- Strong family structure
- Good jobs and a strong economy.

Those responding to the survey felt that the following issues were the most important health problems facing the community:

- Diabetes
- Cancer
- High blood pressure
- Heart disease and stroke
- Dental problems
- Teenage pregnancy

Those participating in the survey identified the following risk behaviors as areas of concern in the community:

- Drug abuse
- Obesity
- Alcohol abuse
- Poor eating habits
- Dropping out of school/lack of education
- Tobacco use

Demographic Profile:

Demographics collected as part of the community needs assessment study on the San Fernando (SFV) and Santa Clarita Valleys (SCV) revealed some interesting information.

- The San Fernando Valley has a population of close to 1.9 million people while the Santa Clarita Valley has a population of over 252,000 people.
- Approximately 18.7% of the population in the San Fernando Valley is age 13 or younger while 20.6% of the Santa Clarita Valley population is age 13 or younger.
- Adults (age 25-44) comprise 28.8% of the population of the San Fernando Valley and 27.7% of the population of the Santa Clarita Valley.
- Approximately 11.5% of the San Fernando Valley population is 65 years or above, while 8.1% of the Santa Clarita Valley population is 65 or above.
- Caucasians comprise 40.1% of the San Fernando Valley population, Latinos comprise 41.5% and Asians 10.5%. In the Santa Clarita Valley Caucasians comprise 62.4% of the total population, followed by Latinos at 23.6% and Asians at 7%.
- In the San Fernando Valley approximately 11% of the total households report annual incomes below \$15,000. In the Santa Clarita Valley 5% of households report annual incomes below \$15,000.
- In the San Fernando Valley approximately 12% of households report annual incomes above \$150,000 while 21% of households in the Santa Clarita Valley report annual incomes above \$150,000.
- In the San Fernando Valley approximately 17% of persons aged 25 and above have not graduated from high school. In the Santa Clarita Valley 9% of the population 25 and above have not graduated from high school.
- Females comprise 51% of the San Fernando Valley population. In the Santa Clarita Valley males comprise 51% of the total population.
- There are over 637,000 households in the San Fernando Valley and over 81,000 households in the Santa Clarita Valley.
 - Within the two Valleys, 51.4% of the residents own their home.

Key Findings:

Key findings from the community needs assessment for each of the targeted population groups include:

Children

- Children (age 0-13) comprise close to 195 of the population of the SFV and over 20% of the population of the SCV.
- Based on a survey sent to community leaders and stakeholders, some of the key issues identified for children in the two Valleys included:
 - Affordable and accessible mental health services
 - Affordable and accessible dental services
 - Case management services for children with special and multiple needs
 - Wellness, screening and prevention programs for children
- Food insecurity for children was identified as an issue in the area.
- Concern over environmental toxins was identified from the assessment and the impact that these toxins have on the growth and development of children. Some local clinics and school-based nurses have reported that they are seeing a higher incidence of asthma among children in certain areas.
- Issues of suicide and homicide among youth were also mentioned by some stakeholders within Service Planning Area 2.

Adults (Ages 18 to 64)

- Based on feedback from community stakeholders the key priority issues identified for adults in the San Fernando and Santa Clarita Valleys included:
 - Health insurance that is affordable and portable
 - Mental health services that are affordable
 - Affordable housing
 - Improved chronic disease management
 - Access to affordable, quality primary medical services
- The need for culturally competent services was identified as a need with this population.
- Improved access to parks and walking/bike paths where people feel safe to go out and become more active.
- Increase access to affordable healthy foods to help people improve their eating habits.
- Access to more substance abuse prevention and treatment programs was identified as a need among this group. Also, more violence and anger management programs were identified as needed in the area.

Seniors (Age 65 and above)

- Community stakeholders surveyed as part of the needs assessment identified the following needs for seniors in SPA-2:
 - More chronic disease management programs
 - Affordable housing for seniors on fixed incomes
 - Affordable mental health services for seniors
 - Home care and long term care services that are affordable

- Affordable and accessible dental care
- Transportation services that are reliable and affordable and cross city boundaries
- Over the next five years the senior population is projected to grow by 16% in the San Fernando Valley and 35% in the Santa Clarita Valley.
- Those organizations serving seniors identified that many are at-risk of becoming homeless due to the lack of resources and financial aid available to those seniors on fixed incomes.
- The growing rate of Alzheimer's disease and dementia was identified as a concern, especially among Latino seniors.
- Support programs for caregivers were identified as a need and data showed that elder abuse in some cases is the result of caregiver burnout and stress.
-

Poor and Uninsured

- Information collected from key community stakeholders identified the following priority needs among this population:
 - Affordable and accessible mental health services
 - Health insurance that is affordable and portable
 - Affordable housing
 - Improved chronic disease management for the uninsured and under-insured
 - Affordable and accessible dental services, especially for the low-income adult population
- The Economic Roundtable, a nonprofit public policy and research organization, found that high levels of poverty are pervasive in portions of the San Fernando Valley. Concentrated poverty neighborhoods are now dominated by the Latino community.
- Data collected as part of the assessment showed that those living in poverty are more likely to have health care disparities, lower levels of education resulting in limited job opportunities, lack of health and mental health coverage, and lack of reliable transportation to get to needed medical and other appointments.
- Issues of homelessness were identified as an issue among this population and there is a need for more low-income and affordable housing in addition to financial literacy education to help prevent homelessness.
- Of the over two million residents that live in SPA-2, there were 405,348 people who were uninsured in which 342,387 lived in the San Fernando Valley and 22,961 lived in the Santa Clarita Valley.
 - Of the total number of uninsured living in SPA-2, 86% were between the ages of 18 to 64, 13% were under the age of 18, and 1% were 65 years and older.
- Within SPA-2 there were 383,000 people enrolled in the Medi-Cal program.
- Many of the private clinics within SPA-2 reported that they were at capacity in their programs for the uninsured and were unable to accept new patients. Funding provided by the Federal government under the health reform legislation has allowed some of the clinics to expand facilities and add staff, which allows for an increase in patient capacity.

**Community Health Issues of Focus by Providence
for the
San Fernando and Santa Clarita Valleys**

From the priority health and mental health needs identified from the community needs assessment, the following issues were identified by Providence as areas to direct the organization's attention and resources:

- Target efforts to expand access to primary care and affordable health insurance options for uninsured patients being served through the Providence Medical Centers by partnering with area community clinics and other health care providers.
- Support the development and growth of specialty care services to uninsured adults through the Valley Care Community Consortium Specialty Care Initiative and the Providence Access to Care Program.
- Participate on area collaborative planning and program development committees to develop a coordinated approach to addressing health issues within our community.
- Increase health promotion and disease prevention efforts through presentations and classes offered at the churches, schools, and parent centers.
- Increase opportunities for the community to become more physically active by sponsoring walking groups and exercise classes at local schools, community organizations, and churches.
- Ensure that the students in the schools that Providence partners with have access to health and dental screening services to identify medical issues early, and to partner with providers in the community to offer services to those children in need.
- Continue to foster collaborative relationships with other medical organizations and providers to bring free medical screenings onsite to the churches in low income neighborhoods.
- Expand the number of trained volunteers (e.g. promotoras, peer counselors, health ministers) working in the community providing education, screenings, resource referral, and assistance to the poor and vulnerable.
- Focus on the expansion of the outreach programs into the west section of the San Fernando Valley.
- Implement innovative models to address the management of chronic diseases (e.g. diabetes, hypertension, etc.) within our community, including mobile clinic services and support groups that can be brought onsite to local churches, schools, and community sites.
- Partner with local schools to expand school counseling services at these locations.

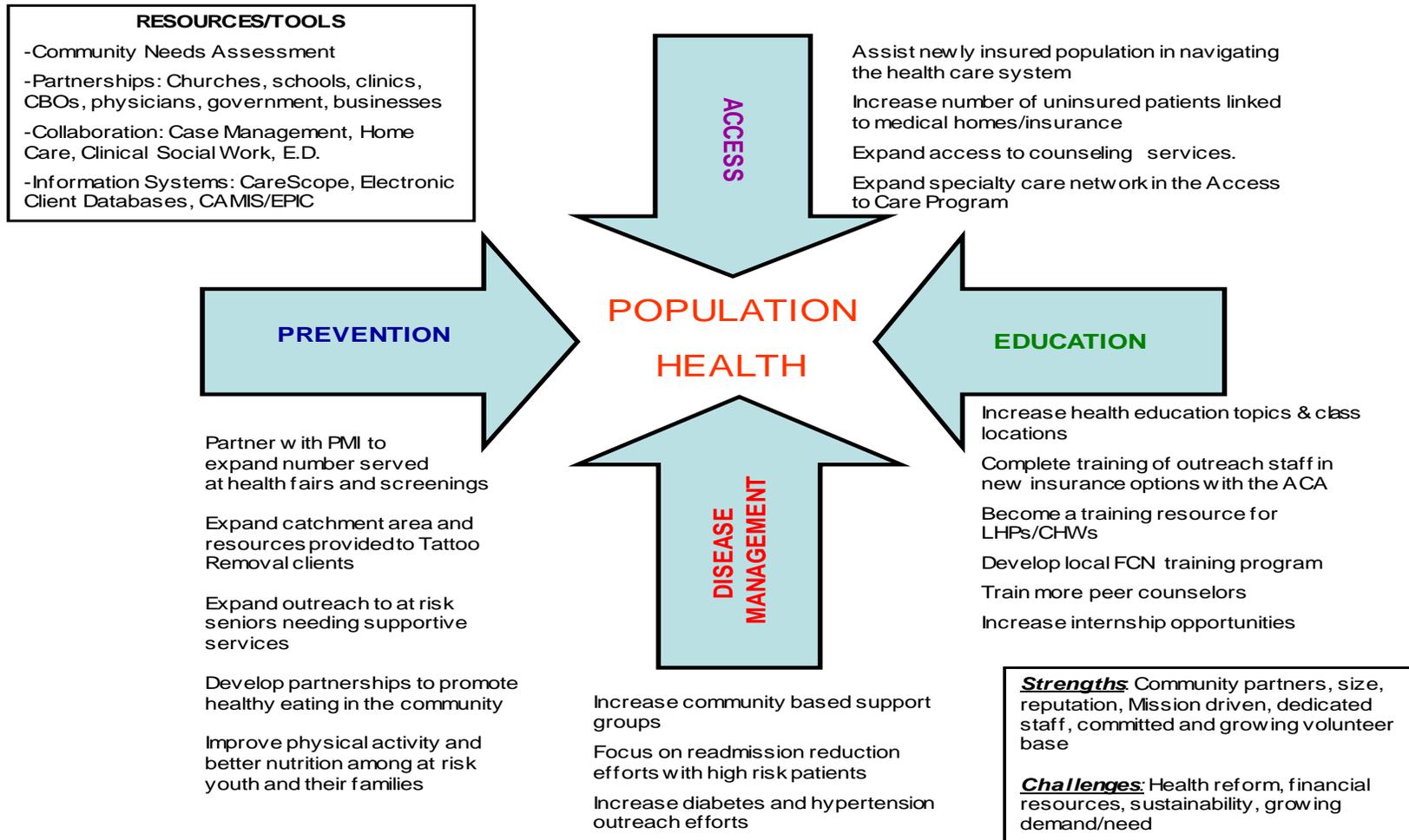
Status of the 2012 Community Benefit Objectives

Providence Holy Cross, Saint Joseph, and Tarzana Medical Centers work collaboratively with other organizations and community stakeholders to address the unmet health needs in the area. The three Medical Centers have identified specific multi-year community benefit objectives to direct their resources and the following table provides an update on progress made over the past year in meeting them.

Objective	Progress/Status
<p>Improve access to health and mental health services and coverage to those who are uninsured or underinsured in the community.</p>	<ul style="list-style-type: none"> • Assisted 4,193 persons through the Access to Care Program by linking people with medical homes, medical services and health insurance coverage. • Provided over 5,600 free counseling hours to adults and children in the community unable to afford mental health services. • Served 96 new senior clients in need of senior peer counseling services.
<p>Expand number of education topics and classes in the community to assist people in changing behaviors and living healthier lifestyles.</p>	<ul style="list-style-type: none"> • Added courses on parenting and mental health through the Latino Health Promoter Program. • Offered health education classes, presentations, and workshops in which over 13,500 people participated. • Upgraded the health education library with new books and resources. • Trained fifteen new volunteers for the Senior Peer Counseling Program. • Offered internship placements to nursing, MSW, health administration, and public health students.
<p>Improve disease management outreach efforts especially targeted towards diabetes, hypertension, and obesity.</p>	<ul style="list-style-type: none"> • Developed an additional diabetes support group based at one of the local churches. • Implemented a diabetes presentation at the churches after a glucose screening/health fair is conducted. • Treated over 2,560 patients in the chronic disease mobile clinic. • Referred 345 new patients to the mobile clinic.
<p>Expand the number of disease prevention and health promotion programs/activities in the community.</p>	<ul style="list-style-type: none"> • Served over 16,200 individuals at health fairs and screening events in the community. • Developed partnerships with local police and parole offices to expand violence outreach efforts including expanding the service area for the Tattoo Removal Program. • Provided over 7,600 health screenings to students served through the School Nurse Outreach Program. • Served 236 new senior clients in need of supportive and homemaker services allowing them to stay independent and in their home. • Implemented the Fit Families Program at selected community partner schools and sites.

**Providence Health and Services - Valley Service Area
2013 Community Benefit Goal and Objectives**

Goal: The Providence Center for Community Health Improvement seeks to extend the Mission of the organization into the community by working in collaboration with other organizations and providers to maximize our resources in order to serve the needs of the underserved and improve the health of the population in the two Valleys. The Center for Community Health Improvement will expand and continue in its leadership role throughout the Service Area and coordinate and track the community benefit programs and services offered by the three Medical Centers in the Valley Service Area.

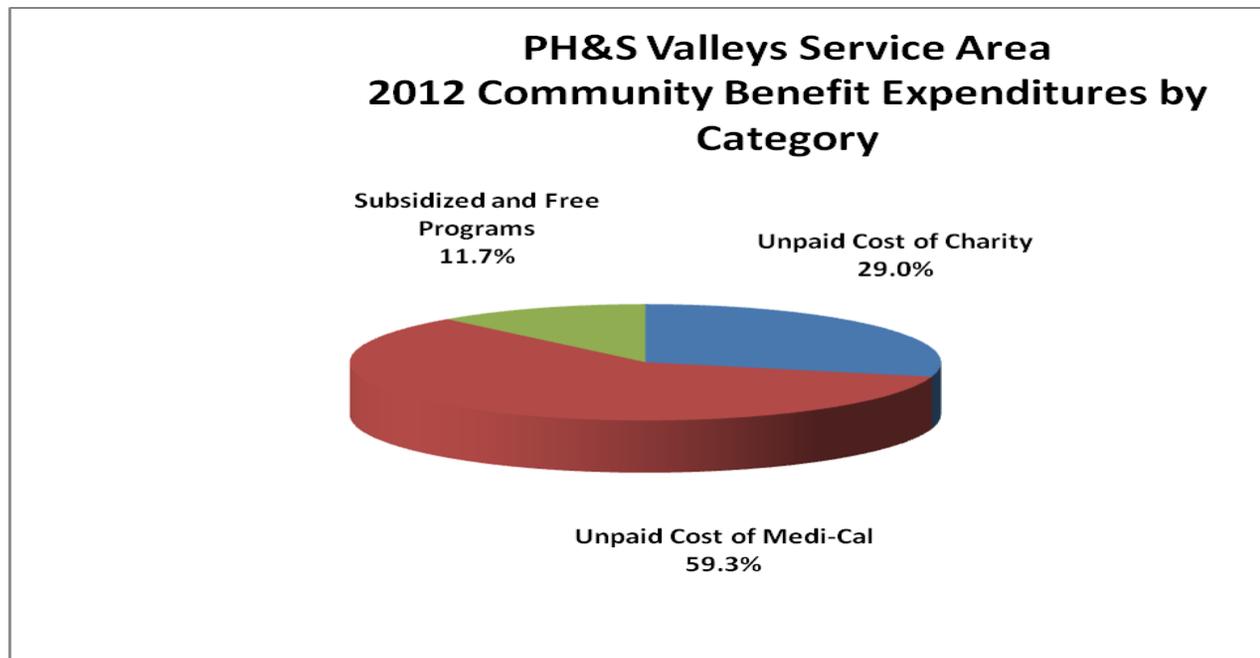
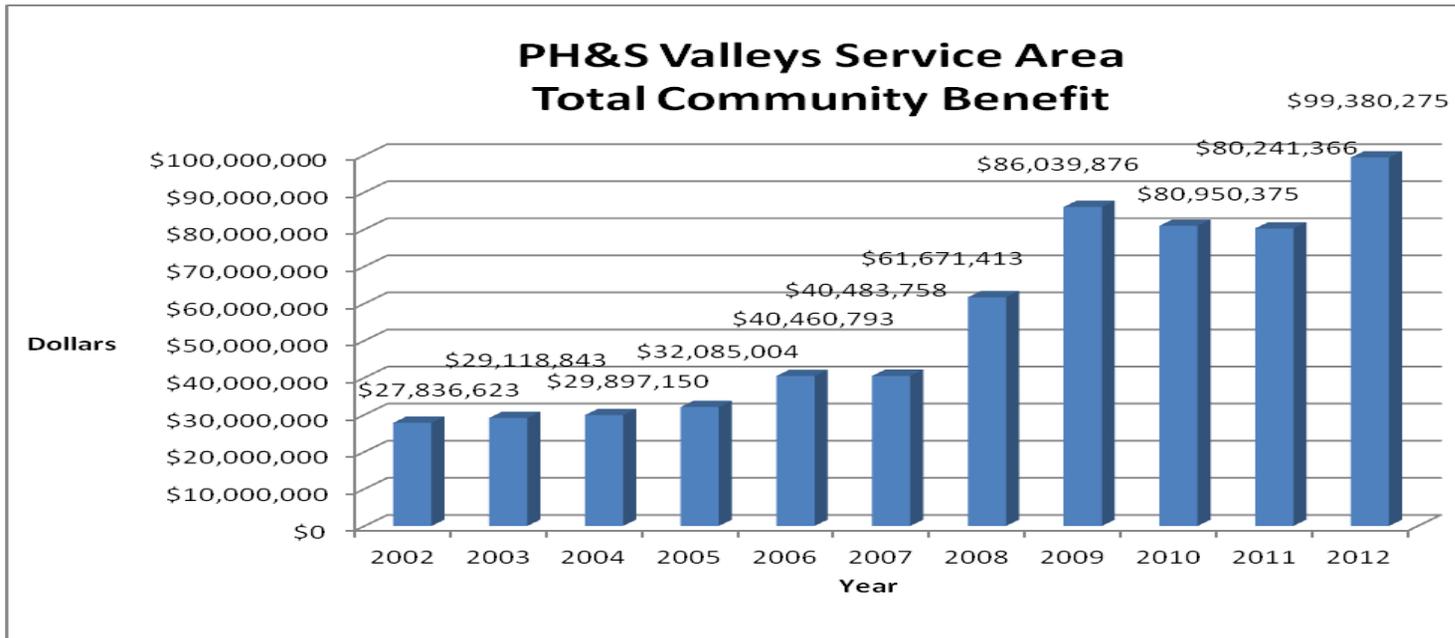


Inventory and Economic Value of Community Benefit Programs/Services for 2012

The tables on the following pages provide an accounting of all the community benefit programs, activities and services provided by Providence Holy Cross, Saint Joseph, and Tarzana Medical Centers in 2012. Combined these three facilities provided unsponsored community benefits totaling over \$99.3 million in 2012 which served almost 152,000 people. As the graph shows on the following page, the dollars expended on community benefit by the Medical Centers have represented a significant contribution over the last eleven years. The focus of these community benefit programs includes services provided for the general community such as health screenings, educational lectures, support groups, information/referral, and health fairs. Services are also targeted to the poor and vulnerable populations including the Providence Mobile Medical Clinic, Providence Access to Care Program, Senior Outreach Program, Mary Potter Program for Human Dignity (charity care), and School Nurse Outreach Program. The programs serve all ages within the community from children to seniors.

Through these different programs, Providence Health and Services seeks feedback from those being served (i.e. client satisfaction surveys, customer questionnaires, interviews, etc.) to ensure that we are addressing the health care needs of importance to the community. This feedback from clients is used to help us improve the programs and services that we offer the community. In addition, the impact that these programs are making on the populations being served is also monitored to ensure that the organization's outreach efforts are having a positive impact on the health of our community. The complete listing of all of the programs and services provided to the community by each Medical Center in 2012 is included on the following pages.

A breakdown of the community benefit dollars provided by Providence Health and Services, Valley Service Area in 2012 shows that 59.3% was from the unpaid costs of Medi-Cal, 29% from the unpaid costs of charity care, and 11.7% from non-billed/free and subsidized health programs.



**Providence Holy Cross Medical Center
Community Benefit Program and Services
For period from 1/1/2012 through 12/31/2012**

Community Benefit Activity/Program	Type of Benefit	# Served	Economic Value	Calculation of the Economic Value
Charity Care	Medical Care Services	5,707	\$16,183,000	Unpaid costs of providing care based on a ratio of costs to charges calculation
Medi-Cal/Medicaid Charity Costs	Medical Care Services	44,022	14,357,000	Unpaid costs of providing care based on a ratio of costs to charges calculation
Mission Community Outreach	Other Quantifiable Benefits	1	5,211	Salary cost of staff
Tattoo Removal Program	Other Benefits for Vulnerable Populations	1,109	193,010	Salary and other operating expenses
Meeting Space for Community Groups	Other Quantifiable Benefits	40	4,000	Salary and supply expenses
Latino Health Promoters	Other Benefits for the Broader Community	3,316	128,407	Salary and other operating expenses
Student Nursing Preceptors and Training	Other Quantifiable Benefits	74	502,566	Salary cost of staff
Parish Nurse Partnership	Other Benefits for the Broader Community	5,485	132,947	Salary and other operating expenses
Health Resource Center	Other Benefits for the Broader Community	607	48,876	Salary and other operating expenses
Medical Trip to Guatemala	Medical Care Services	1	2,477	Supply expenses
Clinical Pastoral Education Program	Other Quantifiable Benefits	4	74,318	Salary and other operating expenses
Paramedic Base Station	Medical Care Services	7,709	348,823	Salary and other operating expenses
Medical Library Services for the Community	Other Benefits for the Broader Community	95	12,828	Salary cost of staff
School Nurse Outreach Program	Other Benefits for the Broader Community	1,467	64,503	Salary and other operating expenses
Unreimbursed Psychiatric Care	Medical Care Services	72	199,664	Unpaid costs of providing care

Community Benefit Activity/Program	Type of Benefit	# Served	Economic Value	Calculation of the Economic Value
Training for Physical Therapy Students	Other Benefits for the Broader Community	1	112,302	Salary cost of staff
Mentoring of Chaplain Students	Other Quantifiable Benefits	2	4,436	Salary cost of staff
Donations to Community Organizations, Fundraisers and Events	Other Benefits for the Broader Community	11	37,432	Monetary Donation
Occupational Therapy Support Groups	Other Benefits for the Broader Community	57	2,905	Salary cost of staff
Mission Fund for Community Benefit and Access to Care	Other Benefits for the Broader Community	3	142,946	Monetary Donation
Maternal Child Outreach and Education Maternal Child Education	Other Quantifiable Benefits	246	122,410	Salary cost of staff
Speech Therapy Participation & Facilitation of Support Groups	Other Quantifiable Benefits	64	552	Salary cost of staff
Women's Outpatient Diagnostic Center Imaging Services for Samuel Dixon Clinic	Other Benefits for the Broader Community	18	2,254	Salary cost of staff
Center for Community health Improvement	Other Benefits for the Broader Community	13	169,335	Salary and other operating expenses
Senior Outreach Program	Other Benefits for the Broader Community	110	119,540	Salary and other operating expenses
Preceptor for Occupational Therapy Students Occupational Therapy	Other Quantifiable Benefits	4	40,433	Salary cost of staff
Providence Access to Care	Other Quantifiable Benefits	4,191	211,808	Salary and operating expenses
Preceptoring Moorpark College Imaging Students Clinical Education	Other Quantifiable Benefits	8	6,410	Salary cost of staff
Trauma Program Physician Fees Emergency Dept	Medical Care Services	380	3,206,522	Other operating expenses
Total PHCMC Community Benefit		74,817	\$36,436,915	

Community Benefit Activity/Program	Type of Benefit	# Served	Economic Value	Calculation of the Economic Value
Unpaid Costs of Medicare			\$11,684,022	Unpaid costs of providing care based on a ratio of costs to charges calculation
Total PHCMC Community Benefit with Medicare			\$48,120,937	

**Providence Saint Joseph Medical Center
Community Benefit Program and Services
For period from 1/1/2012 through 12/31/2012**

Community Benefit Activity/Program	Type of Benefit	# Served	Economic Value	Calculation of the Economic Value
Charity Care Cost	Medical Care Services	5,280	\$9,087,000	Unpaid cost of providing care based on ratio of costs to charges calculation
Medi-Cal/Medicaid Charity Cost	Medical Care Services	21,347	29,639,000	Unpaid cost of providing care based on ratio of costs to charges calculation
Center for Community Health Improvement	Other Benefits for the Broader Community	11	216,556	Salary cost and other operating expenses
Home Health Services to Low Income and Uninsured Patients	Medical Care Services	254	238,633	Salary and supply expenses
Clinical Pastoral Education Program	Other Quantifiable Benefits	3	97,675	Salary cost of staff
Mission Leadership Community Outreach, Collaboration and Advocacy	Other Quantifiable Benefits	1	5,172	Salary cost of staff
Provide Discharge Medication for Uninsured Patients	Medical Care Services	1	52	Salary and supply expenses
Faith Community Health Partnership	Other Benefits for the Broader Community	5,487	161,044	Other operating expenses
Health Resource Center	Other Quantifiable Benefits	570	57,979	Salary cost of staff
Latino Health Promoter Program Expenses	Other Benefits for the Broader Community	3,316	214,880	Salary cost of staff
Maternal Child Outreach and Education	Other Quantifiable Benefits	440	175,384	Salary cost of staff
Medical Library	Other Quantifiable Benefits	148	48,491	Salary cost of staff
Meeting Space for Community Groups	Other Quantifiable Benefits	32	3,200	Other operating expenses
Mission Fund for Community Benefit and Access to Care	Other Benefits for the Broader Community	3	165,643	Monetary donation
Operational Excellence Work With Community Based Organizations	Other Quantifiable Benefits	1	10,343	Salary cost of staff
Paramedic Base Station	Medical Care Services	9,256	519,062	Salary and supply expenses

Community Benefit Activity/Program	Type of Benefit	# Served	Economic Value	Calculation of the Economic Value
Beyond 50 Program	Other Benefits for the Broader Community	1,552	3,141	Salary and other operating expenses
Samuel Dixon Clinic Partnership for Laboratory Services	Medical Care Services	2,000	20,180	Salary and other operating expenses
Patient Transportation Program	Other Benefits for the Broader Community	997	97,124	Other operating expenses
Senior Outreach Program	Other Benefits for the Broader Community	111	174,113	Salary and supply expenses
Student Nurse Preceptorship and Mentoring	Other Quantifiable Benefits	73	1,044,000	Salary cost of staff
Support of Community Events and Fundraisers	Other Quantifiable Benefits	10	37,432	Monetary donation
School Nurse Outreach Program	Other Benefits for the Broader Community	876	141,310	Salary and other operating expenses
Unreimbursed Psychiatric Care	Medical Care Services	193	540,890	Unpaid costs of providing care
Supervision of Social Work Students	Other Quantifiable Benefits	1	207	Salary cost of staff
Total PSJMC Community Benefit		51,963	\$42,698,511	
Unpaid Costs of Medicare			\$21,234,358	Unpaid costs of providing care based on ratio of costs to charges calculation
Total PSJMC Community Benefit with Medicare			\$63,932,869	

**Providence Tarzana Medical Center
Community Benefit Program and Services
For period from 1/1/2012 through 12/31/2012**

Community Benefit Activity/Program	Type of Benefit	# Served	Economic Value	Calculation of the Economic Value
Charity Care Cost	Medical Care Services	2,695	\$3,585,000	Unpaid costs of providing care based on a ratio of costs to charges calculation
Medi-Cal/Medicaid Charity Cost	Medical Care Services	11,814	14,876,000	Unpaid costs of providing care based on a ratio of costs to charges calculation
Center for Community Health Improvement	Other Benefits for the Broader Community	11	145,761	Salary and operating expenses
Faith Community Health Partnership	Other Benefits for the Broader Community	5,483	150,380	Salary and other operating expenses
Latino Health Promoter Program	Other Benefits for the Broader Community	3,316	107,730	Salary and operating expenses
Mission Collection for the Poor	Other Benefits for the Broader Community	44	2,732	Salary cost of staff
Mission Outreach Advocacy	Other Benefits for the Broader Community	1	4,968	Salary cost of staff
Clinical Education Preceptorships and Mentoring of Nursing and Allied Health Students	Other Quantifiable Benefits	434	1,031,966	Salary cost of staff
School Nurse Outreach Program	Other Benefits for the Broader Community	868	71,945	Salary and operating expenses
Senior Outreach Program	Other Benefits for the Broader Community	110	103,175	Salary and operating expenses
Support of Community Organizations and Fundraisers	Other Quantifiable Benefits	11	37,432	Monetary donation
Health Resource Center	Other Benefits for the Broader Community	136	41,310	Salary and operating expenses
Mother Joseph Fund to Support Community Benefit Activities	Other Benefits for the Broader Community	3	86,450	Monetary donation

Community Benefit Activity/Program	Type of Benefit	# Served	Economic Value	Calculation of the Economic Value
Total PTMC Community Benefit		24,926	\$20,244,849	
Unpaid Costs of Medicare			\$9,591,415	Unpaid costs of providing care based on a ratio of costs to charges calculation
Total PTMC Community Benefit with Medicare			\$29,836,264	