



# Community Benefits Plan Fiscal Year 2013

For Submittal by May 30, 2014 to:

Office of Statewide Health Planning and Development  
Healthcare Information Division – Accounting and Reporting Systems Section  
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Sacramento, CA 95811

## 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 2013. 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 and Family 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 Health Education and Screening Programs

In 2013, Beverly Hospital received HealthGrades<sup>a</sup> Awards for hospital clinical excellence for the following:

- Five-Star rated for Cardiology Services
- Five-Star rated for Treatment of Heart Attack
- Five-Star rated for Treatment of Heart Failure for 2 years in a row (2012-2013)
- Five-Star rated for Hip Fracture Treatment for 3 years in a row (2011-2013)
- Five-Star rated for Treatment of Chronic Obstructive Pulmonary Disease for 11 years in a row (2003-2013)
- Five-Star rated for Cholecystectomy for 4 years in a row (2010-2013)
- Five-Star rated for Treatment of Sepsis for 7 years in a row (2010-2013)
- Five-Star rated for Gynecologic Surgery
- Ranked among the Top 10% in the Nation for Coronary Interventional Procedures in 2013
- Ranked among the Top 10% in the Nation for General Surgery for 2 years in a row (2012-2013)
- Ranked among the Top 10% in the Nation for Women's Health in 2013

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. Beverly Hospital is also ISO 9001:2008 certified.

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<sup>a</sup> HealthGrades, 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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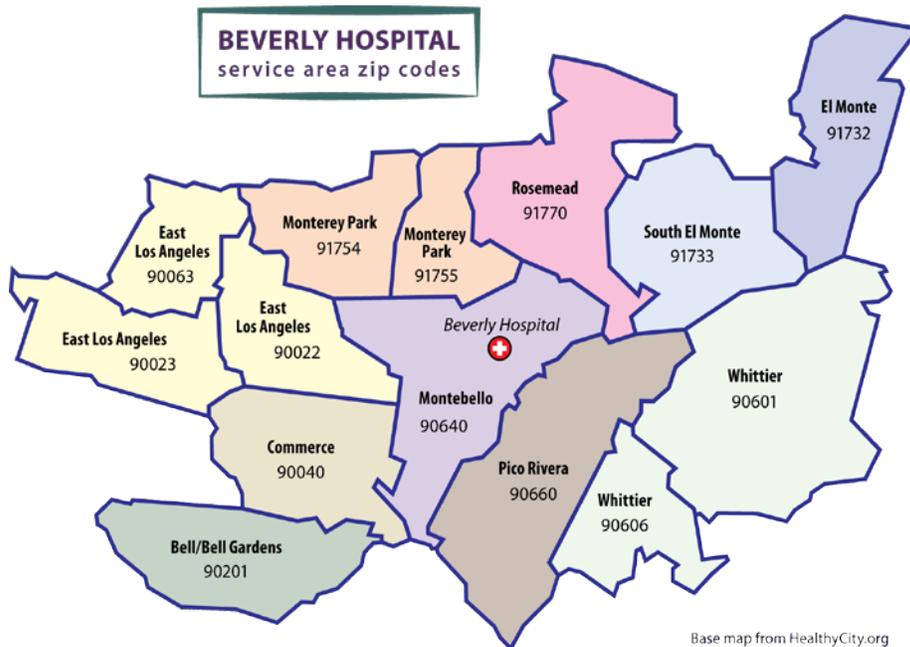
## Section 1: Executive Summary

### 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 2013 Community Needs Assessment

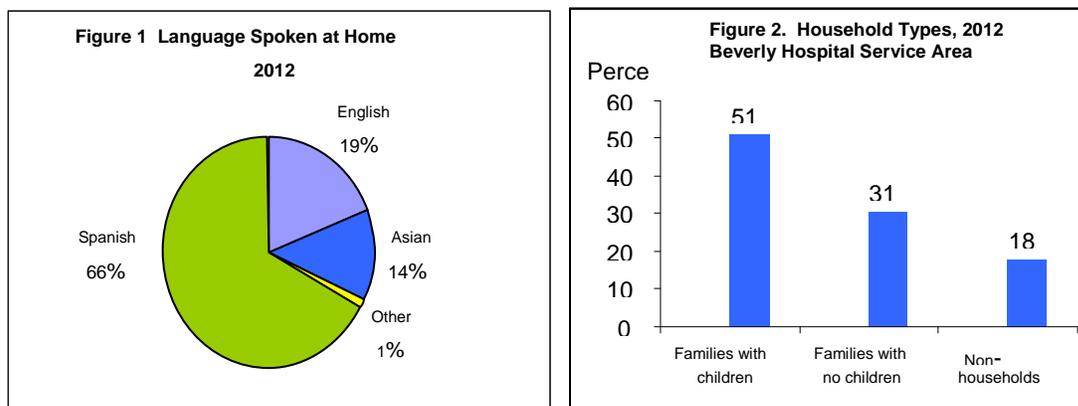
In 2013, Beverly Hospital updated its community needs assessment. The hospital, located in Montebello, defined its service area for purposes of the 2013 Community Needs Assessment to include the following 14 zip codes that overlap ten cities and the large unincorporated area of East Los Angeles.



"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

According to the U.S. Census Bureau 2012 American Community Survey population estimates, the Beverly Hospital service area included an estimated population of 702,000. In the service area, 30% of residents are children and teens, 23% are younger adults between 20-34, 36% are between ages 35 and 64 years, and 11% are age 65 years and older. Hispanics are the largest race/ethnic group in the service area (78% of the population), followed by Asians or Pacific Islanders (16%), White Non-Hispanic (5%), and Others (1%). Close to half of the adult population was 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 (66%) and Asian languages (14%), being 19% who speak only English at home. On the education level, 41% of the adults age 25 years and older has less than a high school diploma, 25% are high school graduates, 16% have some college but no degree, and 17% have a professional degree.



U.S. Census Bureau, American Community Survey 5 year estimate 2008-2012

Beverly Hospital service area has the highest percentage of family households, more than 80% of all households are families compared to the Los Angeles County of 67%. Not only are rates of families with children (51%), but also families with no children (31%). Consistent with family proportion, the area has a much lower rate of non-family households (18%) than the county average of 33%. The workforce for Beverly Hospital service area is composed by approximately 300,000 people. From all the adults age 16 and over, 61% were employed. The average household income in the service area is estimated at \$48,739.

### **Objectives Addressed in the Community Benefits Plan**

Based on the 2010 Community Needs Assessment, Beverly Hospital continued to address the following objectives during Fiscal Year 2013:

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 for medical appointments, 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 2013 is estimated at **\$13,160,296**.

## 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: 2013 Community Health Needs Assessment Summary

The 2013 Community Needs Assessment combined quantitative and qualitative information based on review and analysis of the following:

- Demographic trends
- Health Facilities and Human Service Resources
- Health conditions
- Comparison to the Healthy People 2020 Objectives
- Health Needs of Uninsured, Low Income and Ethnic Groups
- Senior Citizen Issues
- Community Input

### Demographic trends

- Latinos are a large majority of the Beverly Hospital service area population at 78%, with Asians at 16% and Whites at 5%. These populations are concentrated in different parts of the hospital's service area. Latinos are the primary focus for Beverly Hospital community benefit services.
- While Asians are a significant population in the area, they are clustered in higher income communities served by organizations providing an array of health and social services focusing on specific Asian language needs.
- Latinos have a younger age distribution with median age per community in the thirties age group, Asians in the forties, and Whites in the fifties.
- 80% of residents speak a language other than English at home, with 46% of Spanish speakers and 70% of Asian language speakers reporting that they are not fully fluent in English. Nearly half of the population is foreign born, with naturalization rates ranging from 25% (Bell, Bell Gardens) to 64% (Monterey Park). Asian communities have the highest rates of naturalization.
- The area has low levels of adult education, with 40% of adults having less than high school education.
- The area includes a range of low to moderate-income communities, with a very high rate of poverty in some areas.

### Health Facilities and Human Service Resources

- The area is served by 7 other nonprofit and privately owned hospitals with several others in adjacent zip codes, and 16 nonprofit community clinics providing medical and dental services.
- A wide variety of specialized (mental health, drug rehabilitation, HIV services, etc.) services are available in the service area.
- Additional health-related resources include senior citizen centers, family services agencies and educational institutions.

### Health conditions

- Births 19% declined overall since 2000, with a 15% drop in births to teens. Continuing work with pregnant teens is needed to reinforce their ability to care for their families over the long term. A large majority of births are to Latinas, a consequence of the younger age structure of the Latino population and its higher birth rates. 86% of all births were Latino, followed by Asian at 11% and White at 2% and all others, 1%.
- Leading causes of death for SPA 7 are heart disease and cancer, with stroke and diabetes a distant 3rd and 4th. Death rates from heart, diabetes, Alzheimer's and accidents have declined significantly.

	2006	2007	2008	2009	2010	Change
Heart Disease	1106	1048	1046	956	979	-12%
Cancer	851	837	876	882	850	0%
Stroke	254	240	192	214	247	-3%
Diabetes	212	188	209	180	167	-21%
Emphysema/COPD*	170	162	195	185	160	-6%
Alzheimer's	162	91	114	113	143	-12%
Pneumonia/Influenza	72	125	137	165	140	94%
Accidents	154	136	128	122	126	-18%
Liver Disease	109	116	112	134	113	4%
Homicide	75	54	74	98	85	13%
Hypertension	63	69	70	57	59	-6%
Suicide	32	35	34	43	40	25%
Other Causes	637	600	582	568	613	4%
Total	3897	3701	3769	3717	3,722	

\*Chronic Lower Respiratory Disease  
Los Angeles County Department of Public Health, Mortality Report 2001-2010

- There has been a startling increase in rate of adults reporting that they have been diagnosed with diabetes, from 1997 to 2011, paralleling an increase in obesity. SPA 7 has by far the worst diabetes rates in the county.

### Comparison to the Healthy People 2020 Objectives

Compared to Healthy People 2020 objectives, SPA 7 meets about half of the national goals.

Obesity for children and adults remains as an important concern due to its relationship to leading causes of death.

Indicator	Healthy People 2020 Objective	SPA 7 Rate 2009 Report	SPA 7 Rate 2011	Goal Met
<b>Parenting Practices</b>				
Children 0-5 read to daily by family member	52.6%	42.7%	41.6%	No
Children 0-5 mothers initiated breastfeeding	81.9	91.1%	90.2	Yes
Children whose mothers breastfeed 6 mo.	60.6%	57.9%	43.5	No
<b>Women's Health</b>				
Births with prenatal care in 1 <sup>st</sup> trimester	77.9%	90.3%	82.4%	Yes
Women who had pap smear in past 3 years	93.0%	85.0%	83.3%	No
Women who had mammogram in past 2 years	81.1%	77.0%	81.1%	Yes
Breast cancer death rate	20.6	21.3%	23.0	No
Cervical cancer death rate	2.2	5.1	3.3	No
<b>Child and Adolescent Health</b>				
Low birthweight infants (2500 grams)	7.8%	6.9%	6.6%	Yes
Low birthweight African American infants (2500 grams)	7.8%	12.0%	12.0%	No
Infant mortality rate (per 1,000 live births)	6.0	4.7	3.7	Yes
Uninsured all or part of year	0%	8.9%	6.5%	No
No regular source of care	10.5%	7.3%	5.1%	Yes
Overweight or obese	NA	26.0%	25.7%	N/A
Teens who smoke cigarettes	16%	N/A	N/A	N/A
Teens who binge drink	8.5%	N/A	5.2% *	Yes
<b>Adult Health</b>				
Adults with recommended aerobic exercise weekly	47.9%	N/A	61.1%	Yes
Adults with recommended muscle-strengthening weekly	24.1%	N/A	36.2%	Yes
Adults with muscle-strengthening & aerobic exercise	20.1%	N/A	29.9%	Yes
Adults who are uninsured	0%	24.2%	32.4%	No
Adults with no regular source of care	10.6%	19.4%	20.0%	No
Source of ongoing care	10.6%	83.5%	20.0%	No
Adults vaccinated for influenza in past year	80.0%	51.9%	26.2%	No
Adults who are obese (BMI 30+)	30.5%	26.6	30.1%	Yes
Adults who binge drink	24.4%	18.5%	15.7%	Yes
Adults who smoke cigarettes	12.0%	13.8%	14.4%	No
Adults screened for colon cancer	70.5%	44.0%	57.2%	No
HIV/AIDS new cases (rate per 100,000)	13.0	5.2	15.5	No
Tuberculosis new cases (rate per 100,000)	1.0	6.5	7.6	No
Diagnosed with high blood pressure	26.9%	24.7%	24.4%	Yes

Indicator	Healthy People 2020 Objective	SPA 7 Rate 2009 Report	SPA 7 Rate 2011	Goal Met
<b>Senior Health</b>				
Seniors vaccinated for influenza in past year	90.05	50.4%	61.7%	No
Seniors ever vaccinated for pneumonia	90.0%	56.6%	62.4%	No
<b>Age-Adjusted Death Rates (per 100,000 population)</b>				
Coronary heart disease	100.8	164.0	122.3	No
Stroke	33.8	37.5	33.7	Yes
Lung Cancer	45.5	29.9	25.9	Yes
Colorectal cancer	14.5	14.4	12.8	Yes
Diabetes	NA	32.8	27.5	Yes
HIV infection	3.3	2.5	1.8	Yes
Suicide	10.2	4.4	7.1	Yes
Motor vehicle crashes	12.4	8.3	6.3	Yes

Data from various sources including 2011-12 California Health Interview Survey, Los Angeles County Health Department of Public Health, Key Indicators of Health, 2009 and 2013.

### Health Needs of Uninsured, Low Income and Ethnic Groups

- More than 190,000 residents depend on Medi-Cal for health care. More than 99,000 receive food stamps. Both MAO and food stamp caseloads are up substantially from 2010.

CalWORKS provides support for 27,000 families, General Relief aids 1,300 unemployable individuals, and more than 9,000 receive in-home care for homebound elderly or disabled.

Community	CalWORKS	General Relief	Medical Aid Only	Food Stamps	IHSS
Bell	2,166	175	10,613	5,804	656
Bell Gardens	2,724	133	12,704	7,441	665
Commerce	479	56	2,783	1,449	313
East L.A. (Belvedere)	10,991	NA*	102,579	53,546	NA*
Montebello	2,433	244	12,027	6,764	1,716
Monterey Park	880	114	9,742	3,390	2,242
Pico Rivera	2,021	211	10,835	5,720	1,096
Rosemead	1,509	127	13,700	5,688	2,115
South El Monte	1,403	69	5,825	3,291	374
Whittier	2,438	166	10,054	6,092	NA*
Total	27,044	1,295	190,862	99,185	9,177

\*Belvedere office does not handle GR or IHSS cases.

Los Angeles County Department of Social Services, Caseload Characteristics, June 2013

- Nearly 40% of residents in these communities lack health insurance, compared to an average of 22% for Los Angeles County.

City	Healthcare Coverage	No Healthcare Coverage
Bell	61.2%	38.8%
Bell Gardens	60.9%	39.1%
Commerce	70.4%	29.6%
East Los Angeles	63.3%	36.7%
El Monte	69.1%	30.9%
Montebello	77.7%	22.3%
Monterey Park	80.9%	19.1%
Pico Rivera	74.4%	25.9%
Rosemead	72.2%	27.8%
Whittier	85.1%	14.9%
Los Angeles County	77.8%	22.2%

U.S. Census Bureau, American Community Survey 5 year estimate 2008-2012

- Life expectancy is affected by economic hardship. Several of the low income communities in the service area have among the worst economic hardship ratings in the county. Cities like Bell, Bell Gardens, East Los Angeles have the highest needs on economic hardship measures.
- Most households in the service area have a vehicle available for transportation, but the lower income communities show a high percentage (up to 18%) that rely on public transportation.

Community	None	One	Two	Three +
Bell, Bell Gardens 90201	11.1	36.0	36.0	16.9
Commerce 90040	9.7	28.0	38.3	24.0
East Los Angeles 90022	14.7	34.5	32.1	18.7
East Los Angeles 90023	18.2	43.0	24.4	14.4
East Los Angeles 90063	15.0	35.1	26.3	20.5
El Monte 90732	7.9	30.2	34.4	27.5
Montebello 90640	11.7	31.1	34.7	22.5
Monterey Park 91754	8.9	28.8	40.6	21.7
Monterey Park 91755	11.7	30.3	33.9	24.1
Pico Rivera 90660	6.8	24.6	36.8	31.8
Rosemead 91770	6.7	27.3	33.6	32.4
South El Monte 91733	8.4	26.2	38.4	26.9
Whittier 90601	5.5	31.5	38.8	24.2
Whittier 90606	6.3	22.2	38.2	33.2
Los Angeles County	9.7	35.0	35.1	20.2

U.S. Census Bureau, American Community Survey 5 year estimate 2008-2012

### Senior Citizens Issues

- Older residents in the Beverly Hospital service area 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 need for social support.
- Seniors in the lower income communities have higher than usual rates of poverty. About 70% of seniors in all communities receive Social Security income and 10% to 20% receive Supplemental Security Income. 26% to 42% of those over 60 also receive retirement income (pension, savings, investment, etc.).

Community	Ethnic Groups 60+			Limited English	Education Less than High School	Living Alone	Living with Disability
	Latino	Asian	White				
East Los Angeles	94%	3%	3%	69%	71%	31%	38%
El Monte	46%	37%	16%	65%	54%	24%	34%
Montebello	57%	22%	19%	46%	41%	32%	42%
Monterey Park	21%	69%	7%	62%	38%	32%	33%
Pico Rivera	80%	6%	13%	44%	49%	27%	33%
Rosemead	25%	61%	12%	66%	55%	25%	29%
Whittier	39%	6%	54%	22%	24%	34%	34%

\* Sample size for seniors too small to report for Bell, Bell Gardens, Commerce, South El Monte  
U.S. Census Bureau, American Community Survey 5 year estimate 2008-2012

### Community Input

- A focus group session with a wide range of community service providers identified primary themes for community benefit work, with special focus on nutrition education and exercise promotion to prevent diabetes.
- Language and cultural barriers remain a major problem that must be addressed to make service delivery effective.
- Family focused health education approaches can benefit lifelong health, including nutrition, parenting, mental health and life cycle issues.
- Age-related services for teens, young adults and seniors are needed to promote individual and community health.
- Participation in the recently established SPA 7 Community Partnership can provide opportunities for the hospital to coordinate with other organizations in community benefit activities.

## Implications for Beverly Hospital Community Benefit Activities

### Population Based Implications

- Lower income communities are a major element in the Beverly Hospital service area and are particularly affected by current high levels of unemployment and need for basic services including health care. Low levels of adult education and limited English are a factor in keeping incomes low, and also must be considered in health-related communications.
- To have the desired effect, services to the area's largely Latino population must be culturally relevant for both immigrant and U.S. born residents, including elements of language, personnel, locations for service delivery and personnel. Cultural and language issues must be addressed in developing communication materials, health education strategies and other community benefit activities. Simple translation is not always the answer, and attention to research resources on cultural relevancy can return valuable results.

### Health Conditions

- Leading causes of death are heart disease and cancer, far outstripping other causes of death, and followed by stroke and diabetes. Most of the leading causes of death share common risk factors (obesity, nutrition and exercise) and can be addressed with strategies in common.
- Diabetes is a top of mind 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 education for diabetes prevention and management is needed for all age groups, including parents, in order to reduce risk factors for adults and children.
- Teen births have showed a significant decline but continuing effort to reduce teen births is needed for long term economic stability for these young families. In addition, rising STD rates for teen males indicate a need for sexual health treatment and education for both young men and women.
- The trend to worsening access to care for adults is a major issue, suggesting that the hospital should be active in promoting Affordable Care Act/MediCal enrollment, as well as emphasizing community benefit outreach to the most disadvantaged areas.

### Senior Services

- Distinctive characteristics of senior citizens, including lower incomes, 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. Health behavior indicators show that there is a significant need for improvement in many areas to encourage habits that can help seniors avoid illness, injury and need for extensive medical care.

### Community Input Implications

- Continuing focus on is needed on diabetes prevention for all age groups, including developing understanding of causes of diabetes and management of the condition, including nutrition education and exercise promotion. Other leading causes of death share risk factors that could be lessened by a focus on obesity reduction, nutrition education and exercise promotion.
- A family-centered approach to a broad range of health education issues is needed, including nutrition, parenting, mental health needs and life cycle issues such as caring for elderly parents.
- Language and culture barriers need to be addressed to provide effective services to the Latino community, including understanding of preferred approaches, service delivery in Spanish and effective translation of health education materials.
- Teens and young adults are an important target group for health education and access to healthcare that can affect lifelong health habits. Promoting careers in a wide range of healthcare occupations can benefit young people and the community.
- The special needs of senior citizens make them an important focus of community benefit activities to promote wellness as well as to cope with issues of aging. Attention to language, culture, social and education characteristics can contribute to effective services for seniors.
- The community benefit plan should continue activities that were most highly rated in the focus group survey: diabetes and cardiac education and screenings, KidsFit for overweight children and 50+ Connection. Also favored by the focus group were financial support to organizations, prenatal care and family planning and support group for Alzheimer's/dementia caregivers.
- Hospital representatives can participate in the SPA 7 Community Partnership for coordination of services with governmental and nonprofit organizations.

## Section 4: Community Benefits Plan Objectives

### Fiscal Year 2013

Based on the 2010 Community Needs Assessment, Beverly Hospital continued to address the following objectives in FY2013:

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 nurses, health educators, and a physician panel 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 2013 in support of these objectives.

### Fiscal Year 2014-16

In FY2014, Beverly Hospital will provide programs and services in response to the 2013 Community Health Needs Assessment conducted on December 2013. Priorities identified for the Community Benefits Plan FY2014-2016 are:

- A. Continue to provide affordable and accessible services to low income and uninsured persons.** In-hospital treatment and promotion of enrollment in ACA programs are the dual focus areas to improve access to care for low income residents.

- B. **Heart disease, cancer, stroke and diabetes prevention.** Health education efforts will focus on reducing common risk factors for leading causes of death by promoting life-long healthful practices in nutrition, weight management and exercise for all age groups.
- C. **Culturally responsive services focused on Latino community.** The plan will include strategies to attract and maintain involvement of Latino residents based on evidence-based approaches.
- D. **Senior citizen health promotion.** The special health needs of seniors will be addressed with a range of activities in health education, social interaction and support services.
- E. **Coordination of services with health care and community service agencies.** Participation in the SPA 7 Community Partnership will enable the hospital to extend its outreach and to develop opportunities for coordination of services with related organizations.

## 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 2013. 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 Medi-Cal applications and other low-income publicly sponsored health insurance programs. 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 increased the number of sessions for the KidsFit Program to help overweight children develop good eating and exercise habits. This free 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 2013, 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 7.1, Table 7.2, Table 7.3** and **Table 7.4**. Each table includes the following:

- Program/service name
- Description of the program/service
- Number served in Fiscal Year 2013
- The category where unreimbursed costs are reported according to the framework established by Senate Bill 697 (see Table 8)

**BEVERLY HOSPITAL COMMUNITY BENEFITS REPORT FOR FISCAL YEAR 2013**

**Table 7.1: 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 2013 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 for Women, Family Planning Services for Teens and Primary Care Access for Seniors through the hospital outpatient clinics	The Women's Care Center offered access to prenatal care, birth control education and STD prevention through the CPSP and Family PACT programs. The clinic also served as a referral site for teachers at the Montebello Unified School District. The Family Care Center offered primary care for evaluation and treatment of non-acute problems and preventive care services for seniors.	<ul style="list-style-type: none"> <li>▪ 2,238 outpatient prenatal care visits (CPSP)</li> <li>▪ 3,392 outpatient family planning visits (Family PACT)</li> <li>▪ 317 outpatient seniors visits (Medi-Cal, Medicare)</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>▪ 35,697 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>▪ 290 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 or taxi transportation is available.	<ul style="list-style-type: none"> <li>▪ Van Service: 6,942 persons served (4,628 rides)</li> <li>▪ Taxi Vouchers: 2,351 persons served</li> </ul>	Vulnerable Populations
Career Days and Fairs	Human Resources staff sponsored and attended career fairs in the community	<ul style="list-style-type: none"> <li>▪ 400 attendees</li> </ul>	Education & Training
Nursing Student Program	Programs with Los Angeles Community College, East Los Angeles College, Rio Hondo Community College, Mount San Antonio College and West Coast University to offer nursing, respiratory and emergency medical technician students a clinical site for rotations.	<ul style="list-style-type: none"> <li>▪ 96 RN students completed rotations</li> <li>▪ 76 EMT students completed rotations</li> <li>▪ 6 respiratory tech students completed rotations</li> </ul>	Education & Training

**BEVERLY HOSPITAL COMMUNITY BENEFITS REPORT FOR FISCAL YEAR 2013**

**Table 7.2: Family-centered Health and Wellness for the Broader Community**

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.

<b>Program/Service</b>	<b>Description of Program/Service</b>	<b>Fiscal Year 2013 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 with lectures addressing the importance of early prenatal care, infant care, and breastfeeding.	<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, employees, health aids from: Montebello Unified School District, Los Nieto School District Health Aids, Whittier School District Health Aids, WC Christian School, Primanti Montessori School, Chicano Studies Club, CSLA Health Fair, St. Benedicts Cub Scouts, Extreme Football Coaches, Segundo Park Coaches, Nativity Catholic School and Church, Montebello Christian School, Bell Gardens Calsafe, OLMM Boy Scouts, Cub Scout pack 375, Boy Scout Troop 375, Girls Scout Troop 3111, Sunny Cal Adult DayCare, Cross and Crown Church, Beverly Guild Volunteers, Women's Care Center.	<ul style="list-style-type: none"> <li>▪ 503 attendees served</li> </ul>	Community
Childhood Immunizations and TB Testing	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. Additionally, the hospital provided Tuberculosis tests to the Montebello Unified School District Head Start Program	<ul style="list-style-type: none"> <li>▪ 65 vaccines provided to 32 children</li> <li>▪ 42 parents were tested for TB</li> </ul>	Community
Blood Drives	In recognition of the critical blood shortage, the hospital sponsored blood drives	<ul style="list-style-type: none"> <li>▪ 150 viable units of blood donated at 3 employee and community blood drives</li> </ul>	Community

Program/Service	Description of Program/Service	Fiscal Year 2013 Number Served	SB 697 Category
Healthcare Access Information	The hospital partnered with the Center for Health Care Rights (CHCR) to provide information about healthcare access and updates to the community. Lectures included: Medicare & You, Understanding 2014 Medi-Cal Upcoming Changes, and Medicare Part D	<ul style="list-style-type: none"> <li>▪ 30 attendees served</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 and El Rancho Unified School Districts	<ul style="list-style-type: none"> <li>▪ 10 local organizations received financial contributions</li> </ul>	Community
Participation in Community Health Fairs	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, Community Disaster Fair, Montebello Senior Club Health Fair, Montebello Night Out, Pico Rivera Center Wellness Day, Pico Rivera Senior Health Fair, Alzheimer's Association Caregiver Wellness Fair, and Chambers of Commerce Business Expos.	<ul style="list-style-type: none"> <li>▪ Staff attended 8 community health fairs serving 2,078 people</li> </ul>	Community
Physicians Health Lectures	Throughout the year, the hospital partnered with specialty physicians to provide health lectures for the community including Stroke Prevention & Signs, Healthy Nutrition, Cardiac Care, Urinary Incontinence, Hypertension, Medications Management, Osteoporosis, Depression, Prostate, Breast Cancer, Dementia and Diabetes Care.	<ul style="list-style-type: none"> <li>▪ 404 people attended 22 lectures</li> </ul>	
Maternity Education and Tours	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.	<ul style="list-style-type: none"> <li>▪ 435 participants attended 63 LAMAZE classes</li> <li>▪ 50 participants attended 7 infant care classes</li> <li>▪ 63 participants attended 8 breastfeeding classes</li> <li>▪ 18 big brothers/sisters attended 3 siblings classes</li> <li>▪ 32 parents attended the 8 Infant Massage classes</li> <li>▪ 57 participants attended 11 Infant CPR classes</li> <li>▪ 405 mothers toured the hospital on 17 events</li> </ul>	Community

## BEVERLY HOSPITAL COMMUNITY BENEFITS REPORT FOR FISCAL YEAR 2013

Table 7.3: Expand the Diabetes Program focusing on Obesity Prevention, Nutrition and Exercise

Measurable Objective: To expand the Diabetes Program, focusing on obesity prevention, education in nutrition and exercise for children, adults and seniors.
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Program/Service	Description of Program/Service	Fiscal Year 2013 Number Served	SB 697 Category
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>▪ 648 children and family members attended 44 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>▪ 32 participants attended 9 diabetes community lectures</li> <li>▪ 174 patients received individual counseling under the Sweet Success program</li> <li>▪ 291 glucose screenings provided at events</li> <li>▪ 129 participants attended Diabetes Wellness Hour sessions</li> </ul>	Community
Exercise Classes for Seniors	Specialized exercise classes for seniors – 50+ Zumba, Balance and Agility, Chair Aerobics and Hula Dancing– were offered throughout the year.	<ul style="list-style-type: none"> <li>▪ 1,352 seniors attended 53 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>▪ 68 people attended 03 lectures</li> </ul>	

**BEVERLY HOSPITAL COMMUNITY BENEFITS REPORT FOR FISCAL YEAR 2013**

**Table 7.4: Health and Wellness for Seniors**

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

<b>Program/Service</b>	<b>Description of Program/Service</b>	<b>Fiscal Year 2013 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>▪ 116 seniors attended 4 bingo events</li> <li>▪ 606 seniors attended 12 movie screenings</li> </ul>	Community
Health Lectures	A variety of specialized lectures for seniors were offered: Healthy Lifestyle, Dementia & Driving, Savvy Caregiver Workshops, and Advanced 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>▪ 2,198 blood pressure screenings provided at 75 events</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>▪ 180 flu immunizations provided at walk-in flu clinics and hospital health fair</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>▪ 259 participants attended 49 Alzheimer's/Dementia mornings and evenings Care Giver support groups sessions</li> <li>▪ 213 participants attended 49 caregiver support group sessions</li> <li>▪ 113 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>▪ 9 AARP safety driving classes offered serving 55 seniors</li> </ul>	Community

## Section 6: Economic Value of Community Benefits

In Fiscal Year 2013, the economic value of community benefits provided by Beverly Hospital is estimated at \$13,160,296. **Table 8** 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 8: Estimated Economic Value of Community Benefits Provided by Beverly Hospital  
Fiscal Year 2013**

<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>	\$8,934,439
	Traditional Charity Care <sup>c</sup>	\$1,278,548
	Physician Backup Services in Emergency Care Center <sup>d</sup>	\$2,030,997
Other Benefits for Vulnerable Populations	Transportation Assistance, Assistance with Medi-Cal Eligibility	\$145,620
Other Benefits for the Broader Community	Community Health Classes, Screenings, Support Groups, Immunizations, Health Fairs, and Donations to Local Non-Profits	\$351,981
Health Research, Education, and Training Programs	Clinical Site for Nursing Students, Respiratory and Emergency Medical Technicians and Job Fairs	\$418,711
	<b>GRAND TOTAL</b>	<b>\$13,160,296</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.