

Community Benefit Report

Fiscal Year 2012-2013



Together
We Grow a Healthier Community

From a small seed,
a mighty trunk may grow.

– Aeschylus



We are excited to welcome PIH Health Hospital – Downey into our integrated healthcare network.

The physicians and staff of Downey Regional Medical Center (DRMC) are proud of their history of serving the community for more than 90 years. That service will continue as DRMC joins PIH Health. On October 1, 2013 DRMC became PIH Health Hospital – Downey. This partnership will create a new and more efficient organization that builds on the strengths of DRMC and will highlight and emphasize the quality care it has continually provided to the community.

For now, as always, you can count on us to care for you and your family.



Community Benefit Report

Fiscal Year 2012-2013

This annual report provides detailed information for the following:

Office of Statewide Health Planning & Development (OSHPD)

This report is submitted to OSHPD in fulfillment of the State of California's community benefit law, Senate Bill 697 (SB 697), which was signed into law in 1994 in response to increasing interest regarding contributions made by nonprofit hospitals to the communities they serve. SB 697 defines community benefit as "a hospital's activities that are intended to address community needs and priorities primarily through disease prevention and improvement of health status."

Internal Revenue Service (IRS)

Beginning 2009, nonprofit hospitals were also required to file Schedule H as part of their IRS Form 990 tax filing. The form reports a hospital's benefit to the community through free or discounted care, health research, community education, subsidized services, and other community health improvement activities. This annual report is attached with PIH Health's tax filing.

Our Community

This report also serves to inform our community, particularly those individuals and organizations with a shared interest in PIH Health's mission of service, of PIH Health's broad spectrum of free and low-cost initiatives aimed at improving the overall health of the communities we serve.

We invite you to contact us at any time to share comments and questions or request additional information regarding the community benefit programs described in this annual report. The full report is available at PIHHealth.org/CBAnnualReport-Downey.pdf.

Respectfully submitted,

A handwritten signature in black ink that reads "Vanessa Ivie".

Vanessa Ivie
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A handwritten signature in black ink that reads "Roberta Delgado".

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A Proud Partner In Our Communities' Health And Wellness



PIH Health began over 50 years ago by the community, for the community. As a result of hard work of volunteer founders who walked door-to-door collecting donations to fill the coffee cans they were carrying, PIH Health Hospital – Whittier was established in 1959 as a nonprofit safety net for Whittier and surrounding areas. Since then, our sincere commitment to serve our community has never faltered.

Today, PIH Health is a fully integrated, regional healthcare delivery network comprised of two hospitals, nearly 20 outpatient medical offices offering primary and specialist care, three urgent care centers, a comprehensive cancer program, outpatient surgery, an adult day healthcare center, home health and hospice care.

Community benefit continues to be an integral part of PIH Health's charitable mission and we are a proud partner in our communities' health and wellness. We dedicate assets to charitable purposes, including financial assistance programs, as well as community-based initiatives to improve and promote overall health and well-being, regardless of health or economic status. In addition, we are committed to our strong network of partnerships and collaborations, which have ensured effective and sustainable community health improvement efforts.

In 2006, PIH Health's Board of Directors established the Community Benefit Oversight Committee (CBOC), comprised of community stakeholders and hospital leadership. The CBOC is dedicated to providing strategic direction, oversight, and evaluation of our community benefit initiatives, ensuring careful stewardship of PIH Health's charitable resources.

The following pages of this report describe how PIH Health community benefit initiatives strive to meet the health needs of our communities by 1) providing a comprehensive accounting of our community benefit investment; and 2) outlining plans for continued community health improvement efforts based on identified needs. PIH Health's promise to serve the community was set in motion over five decades ago and, proudly, that promise remains every bit a part of the organization that we are today.

Sincerely,

A handwritten signature in black ink that reads "Kenton Woods".

Kenton Woods
PIH Health Board Chair

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Investing in the **Health** of our **Communities**,
because it is the right thing to do.



Our Community Benefit Investment

Financial Summary – FY 2012-2013



\$417,042

CHARITY CARE AT COST

\$15.4 million

UNREIMBURSED COSTS OF GOVERNMENT-
SPONSORED, MEANS-TESTED HEALTHCARE

\$2.7 million

OTHER COMMUNITY BENEFIT SERVICES

\$18.5 million

TOTAL COMMUNITY BENEFIT INVESTMENT



Our Community Benefit Investment

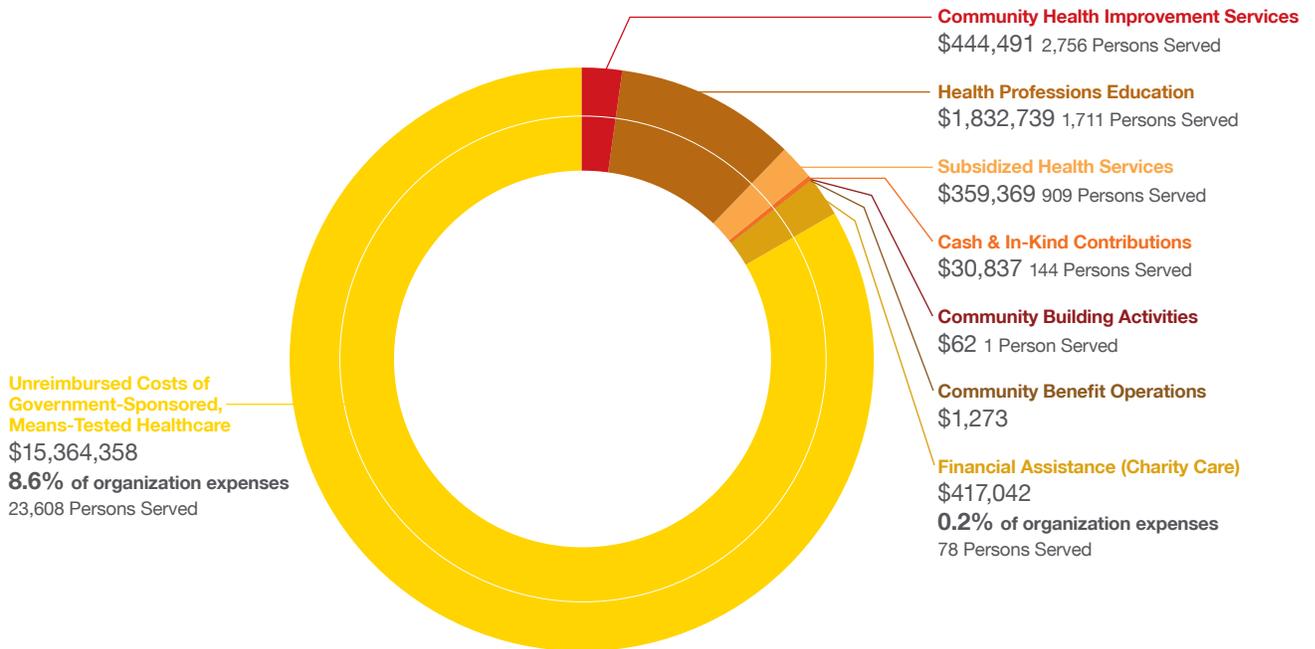
Financial Summary – FY 2012-2013



\$18,450,171

10.4% of organization expenses

All community benefit expenses are based upon actual costs, not charges.



Executive Summary

Fulfilling Our Mission

This annual report provides comprehensive documentation of community benefit programs and services provided by PIH Health Hospital – Downey, formerly Downey Regional Medical Center, for fiscal year 2012-2013 (July 1, 2012 – June 30, 2013).

Together, we can grow a Healthier,
vibrant Community.

Our 2012-2013 **Community Benefit** investment totaled more than **\$18 Million**.

What is Community Benefit?

Through the provision of community benefit, PIH Health Hospital – Downey fulfills its charitable mission to improve the health of the communities it serves.

Community benefit is defined as programs and services designed to improve health in communities and increase access to healthcare, according to the Catholic Health Association of the United States. These programs and services are integral to the mission of nonprofit healthcare organizations and are the basis of tax exemption.

California Community Benefit Legislation

The State of California's community benefit law, Senate Bill 697 (SB 697), came in response to increasing interest regarding contributions made by nonprofit hospitals to the communities they serve. The California Association of Catholic Hospitals and California Healthcare Association co-sponsored SB 697, which was signed into law in September of 1994. SB 697 defines community benefit as "a hospital's activities that are intended to address community needs and priorities primarily through disease prevention and improvement of health status" in exchange for tax-exempt status. Specific requirements include:

- Conduct a triennial community health needs assessment and prioritize identified needs;
- Develop a plan outlining how needs will be addressed directly or through collaborative efforts; and
- Submit annual documentation of community benefit to California's Office of Statewide Health Planning & Development.

Internal Revenue Service (IRS) Requirements

Beginning in 2009, nonprofit hospitals were required to file Schedule H as part of their IRS Form 990 tax filing. Completion of Schedule H which details community benefit activities, including financial assistance, was mandatory beginning with tax year 2009. Only certain portions were required for Tax Year 2008. The Affordable Care Act (ACA), enacted March 23, 2010, added new requirements for tax-exempt hospitals. Schedule H has been revised to include new questions concerning financial assistance, emergency medical care, billing and collection policies, and community health needs assessments.

In addition, the ACA requires hospitals to adopt an Implementation Strategy and submit with tax filings. Based upon assessment findings, the implementation strategy will outline how a hospital will address the identified health needs of its communities.

Accountability, Consistency & Transparency

Community Benefit Oversight Committee (CBOC)

PIH Health's CBOC oversees the qualification, evaluation, and enhancement of PIH Health's community benefit programs and initiatives and ensures community benefit initiatives are effective and aligned with the adopted core principles. CBOC members include community stakeholders, including a public health representative, as well as hospital leadership. A list of CBOC members can be found in Appendix A.

Assessment and Prioritization of Community Health Needs

PIH Health's approach to conducting its triennial community health needs assessment is continually refined to ensure the end result is both meaningful and useful to PIH Health as well as to area organizations that utilize assessment data for program planning and grant writing purposes.

Upon completion of PIH Health Hospital – Downey's Community Health Needs Assessment in 2014, the CBOC will engage in a thoughtful prioritization process based on data findings and community input gathered through focus groups and interviews. The selection of priority health needs and development of a Community Health Improvement Implementation Strategy are integral to ensuring that PIH Health's initiatives are responsive to community needs.

Evaluation of PIH Health's Community Benefit

We realize it is only through measurement and evaluation that we can distinguish successes and/or highlight areas for improvement or growth, which can result in more effective initiatives. PIH Health's CBOC conducts on-going review and evaluation of the effectiveness and impact of flagship programs and priority health area initiatives. CBOC evaluation results and recommendations are shared with PIH Health's senior management team and Board of Directors.

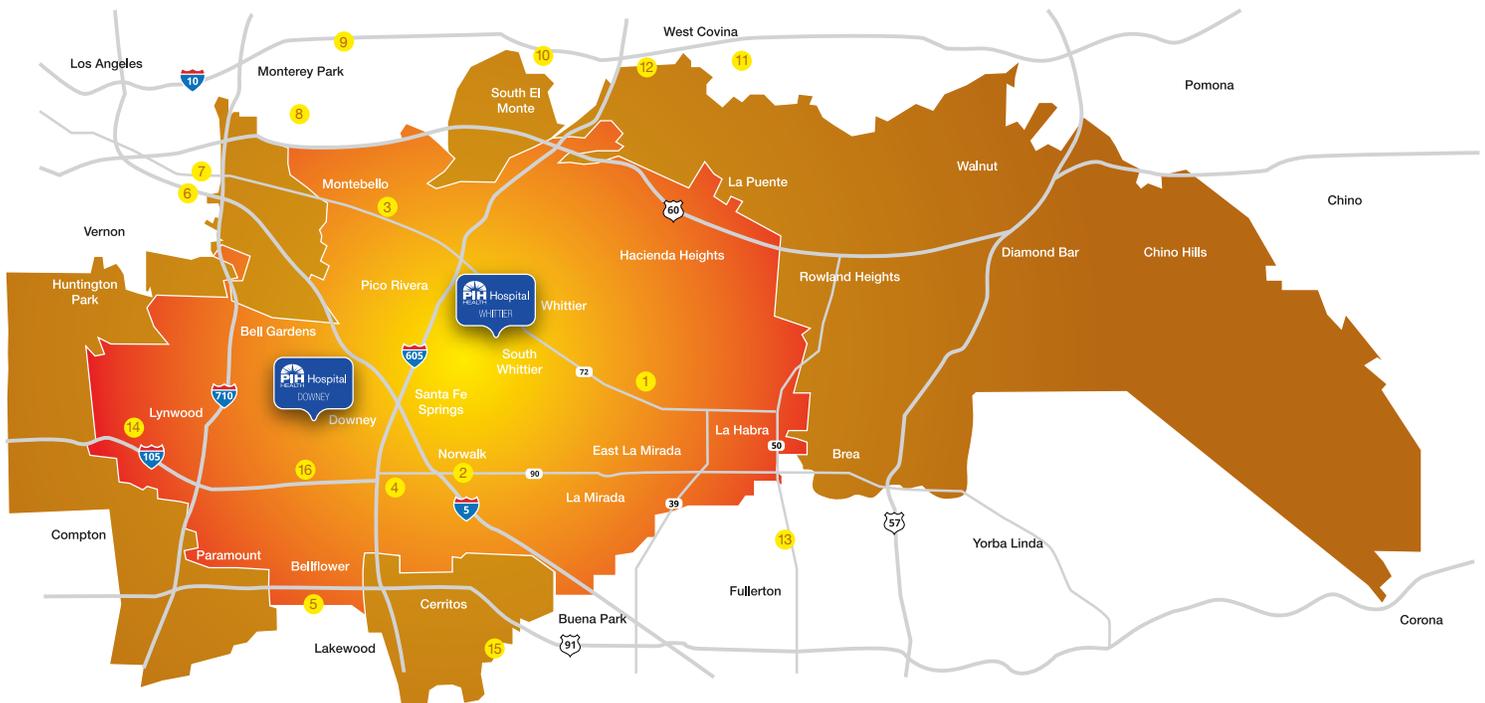


Upon completion of PIH Health Hospital – Downey’s Community Health Needs Assessment in 2014, data findings will be reviewed and community health needs prioritized. Then the development of a Community Health Improvement Implementation Strategy will ensure that PIH Health’s initiatives are responsive to community needs.

PIH Health Service Area

PIH Health Hospital – Downey Service Area

PIH Health Hospital – Downey is situated in the southeast portion of Los Angeles County within areas referred to as Service Planning Area (SPA) 6 and 7. The primary service area was determined by a review of 2011 patient discharge data. Approximately 82% of discharges come from 17 cities/communities, which comprise its primary service area.



- Primary Service Area
- Secondary Service Area

PIH Health Hospitals

- 1 Whittier Hospital Medical Center
- 2 Norwalk Community Hospital
- 3 Beverly Hospital
- 4 Coast Plaza Hospital
- 5 Bellflower Medical Center

- 6 Los Angeles Community Hospital
- 7 East Los Angeles Doctors Hospital
- 8 Monterey Park Hospital
- 9 Garfield Medical Center
- 10 Greater El Monte Community Hospital
- 11 Citrus Valley Medical Center – Queen of the Valley Campus

- 12 Kaiser Foundation Hospital – Baldwin Park Medical Center
- 13 St. Jude Medical Center
- 14 St. Francis Medical Center
- 15 La Palma Intercommunity Hospital
- 16 Kaiser Foundation Hospital – Downey

Chapter One

Profile of Our Communities

Every three years, PIH Health conducts a community health needs assessment of its primary service area communities. Assessment findings inform PIH Health's Community Health Improvement Implementation Strategy.

PIH Health Hospital – Downey's 2013-2014 Community Health Needs Assessment will be released in 2014 and a Community Health Improvement Implementation Strategy will be developed based upon assessment findings.

The following pages feature statistics related to demographics and social determinants of health for PIH Health Hospital – Downey's primary service area cities.

PIH Health Hospital – Downey Primary Service Area Cities

Artesia (90701)	Lynwood (90262)
Bell (90201)	Maywood (90270)
Bellflower (90706)	Norwalk (90650)
Bell Gardens (90201, 90202)	Paramount (90273)
Cerritos (90703)	Pico Rivera (90660)
Commerce (90040)	Santa Fe Springs (90670)
Compton (90221)	South Los Angeles (90001)
Downey (90240-90242)	South Gate (90280)
Huntington Park (90255)	

Our Primary Service Area

PIH Health Hospital – Downey’s 2013-2014 Community Health Needs Assessment of its primary service area cities revealed the following statistics related to demographics and social determinants of health.

Total Population

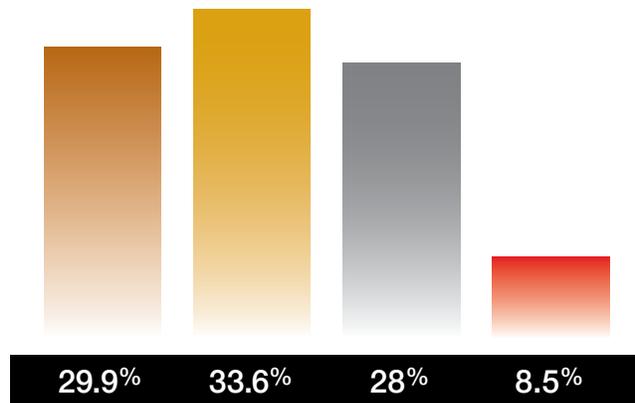
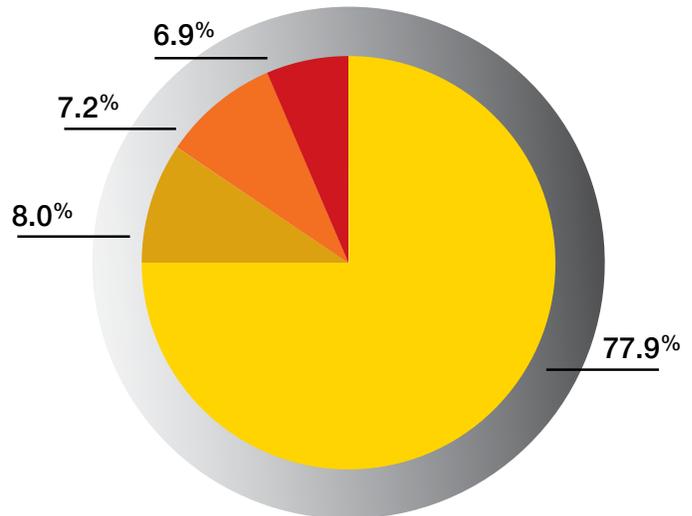
Census, 2010

983,011

Population by Race/Ethnicity

- Hispanic/Latino
- White/Caucasians
- Asian
- African Americans, Native Americans, Hawaiians, and Other Races

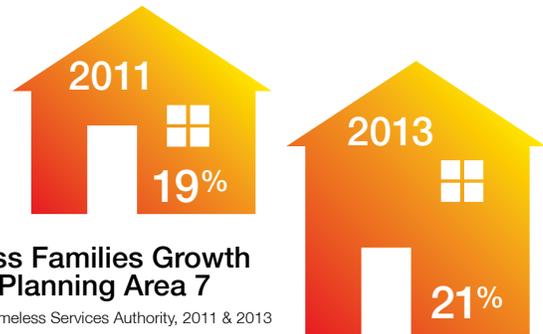
Census 2010



Population by Age Group

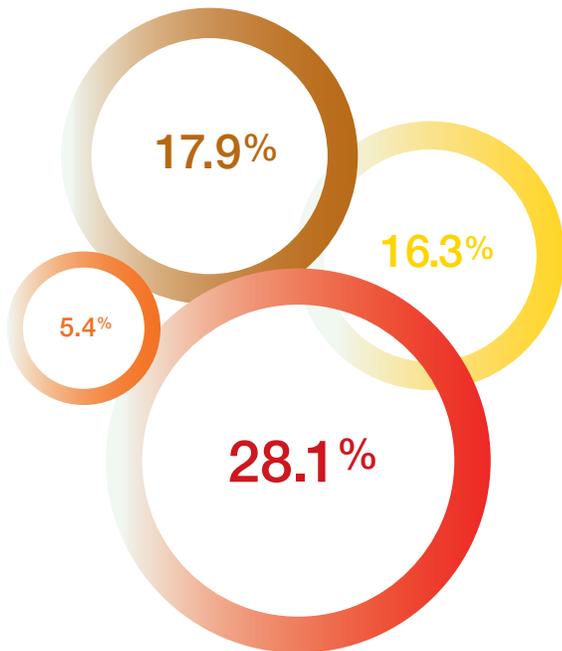
- Children and Youth (Ages 0-17)
- Adults (Ages 18-39)
- Adults (Ages 40-64)
- Older Adults (Ages 65+)

Census, 2010



**Homeless Families Growth
Service Planning Area 7**

Los Angeles Homeless Services Authority, 2011 & 2013



Poverty

Below 100% of Federal Poverty Level

- Total Primary Service Area
- Los Angeles County
- Cerritos has the lowest percentage living in poverty
- South Central LA has the highest percentage living in poverty

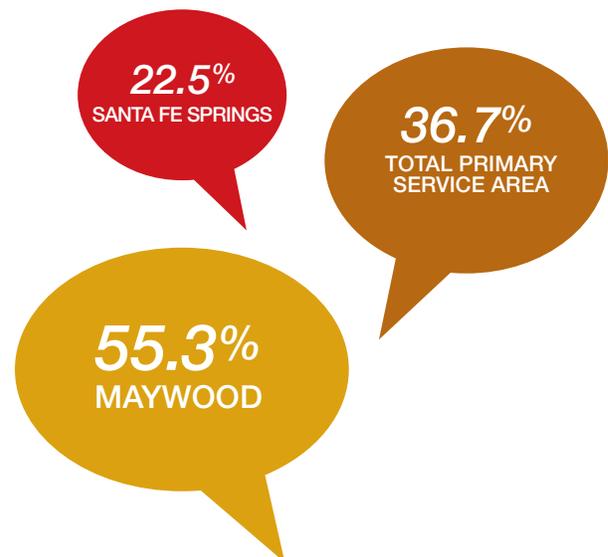
American Community Survey, 2007-2011 Average

Linguistic Isolation

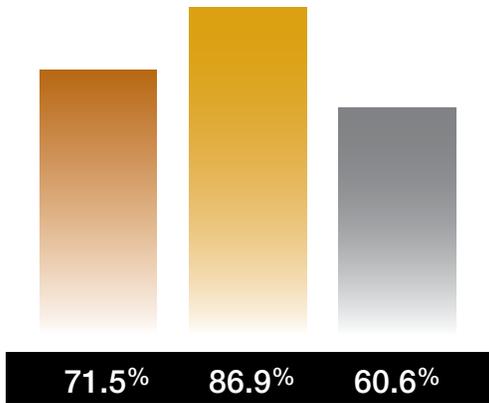
Linguistic isolation data represents the population over age 5 who speak English "less than very well."

- Total Primary Service Area
- Santa Fe Springs has the lowest percentage of linguistically isolated residents
- Maywood has the highest percentage of linguistically isolated residents

American Community Survey, 2007-2011 Average



Our Primary Service Area *(continued)*



Health Insurance Coverage

- Total Primary Service Area
- Children Under 18
- Adults 18-64

American Community Survey, 2008-2012 Average

Educational Attainment

Those surveyed were aged 25 or older

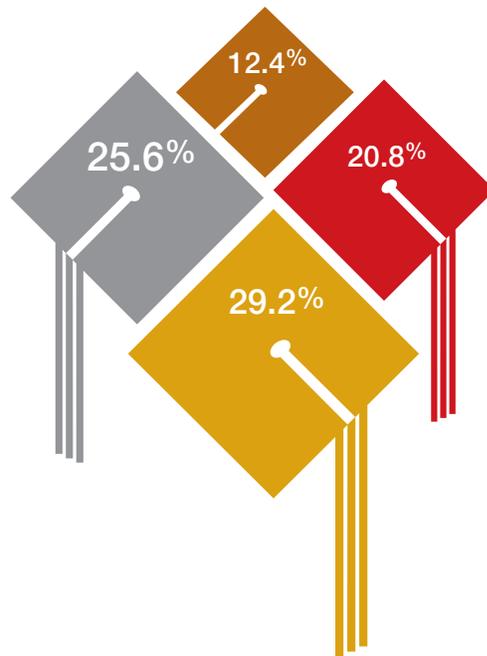
Primary Service Area

- High School Graduate
- Bachelors Degree or Higher

Los Angeles County

- High School Graduate
- Bachelors Degree or Higher

American Community Survey, 2008-2012 Average







Chapter Two

Community Benefit Plan

PIH Health's Community Benefit Department has a formalized strategic plan to ensure we positively impact the overall health and quality of life of the communities we serve – with emphasis on PIH Health Hospital – Downey's local communities.

A summary of this plan is provided on the following pages, organized by the identified Pillars of Success noted below:

Community Benefit Pillars of Success

- 1) Community Benefit Oversight Committee
- 2) Community Benefit Mandates
- 3) Community Benefit Priority Health Areas and Programs
- 4) Community Benefit Messaging

We recognize the vital importance of continually evolving and planning for enhanced or new initiatives to **Meet The Identified Healthcare Needs** of our **Communities.**

Pillar of Success One:

Community Benefit Oversight Committee (CBOC)

CBOC Success Building

During fiscal year 2010-2011, the CBOC engaged in success-building sessions with a strategic planning consultant, who facilitated brainstorming and group discussions regarding CBOC functions. Through this work, the CBOC identified three strategic categories of focus, which will also serve as the framework for the CBOC's oversight of PIH Health Hospital – Downey's community benefit programs and initiatives:

- *Enhancement of CBOC's Connection/Linkage to Enterprise* – ensure CBOC is informed of the current strategic plan for the enterprise, which is vital for CBOC's community benefit priority setting functions.
- *Strengthen External Linkages* – further integrate CBOC's work with the community via community benefit messaging and involving the community in development of the Community Health improvement Implementation Strategy.
- *CBOC Operations* – review CBOC governance and membership and continue to refine and evolve CBOC roles and functions to better meet the needs of the communities we serve.

Looking Ahead

The CBOC will continue to oversee fulfillment of community benefit mandates, including PIH Health Hospital – Downey's Implementation Strategy.

The CBOC will determine structure and strategies for expanding oversight to include PIH Health Hospital – Downey. This may include identification of new members to ensure representation of key sectors of the community, as well as key PIH Health departments, and evaluation of PIH Health Hospital – Downey's community benefit programs at the CBOC Annual Meeting.

The CBOC will support efforts to strengthen both internal and external linkages, through site visits to newly identified flagship community benefit programs and participation in PIH Health community presentations.

Collaboration is a key element in the new healthcare environment. With the addition of **PIH Health Hospital – Downey**, the collaboration between the two PIH Health hospital campuses, our outpatient medical offices, and our strong **Community Partnerships** will benefit all those living in the communities we serve.



Pillar of Success Two:

Community Benefit Mandates

The Community Benefit Department ensures successful fulfillment of community benefit mandates in accordance with state and federal requirements, working closely with the CBOC and hospital leadership. These community benefit mandates include:

Annual Community Benefit Report

Community Health Needs Assessment

IRS Form 990, Schedule H

Implementation Strategy

Looking Ahead

The Community Benefit Department will ensure successful completion of all community benefit mandates.

Plan enhancements for the annual Community Benefit Report to ensure accurate and complete reporting in regard to State and IRS standards, include measurable results of newly identified flagship community benefit programs, and enhance visual appeal.

Widely distribute and share findings of the 2013-2014 Community Health Needs Assessment with the community, PIH Health leadership, and staff.

Develop a Community Health Improvement Implementation Strategy with the CBOC, based upon prioritized assessment findings, for PIH Health Board approval.

Ensure internal PIH Health community benefit policies are developed and/or revised as appropriate, with emphasis on messaging of approved policies at PIH Health Hospital – Downey.

Pillar of Success Three:

Community Benefit Priority Health Areas and Programs

The development of a Community Health Improvement Implementation Strategy, including adoption of community benefit priority health areas, will be integral to ensuring initiatives are responsive to community needs.

Looking Ahead

Upon completion of the 2013-2014 Community Health Needs Assessment, the CBOC will engage in a thoughtful prioritization process based on data findings and community input gathered through focus groups and key stakeholder interviews. Once priority health areas and prioritized health needs are identified, a Community Health Improvement Implementation Strategy will be developed.

To advance this Implementation Strategy, we will:

- Identify community-based resources and engage partner organizations to collaboratively address priority areas and implement and champion initiatives.
- Encourage community-capacity building and collaboration in the design of meaningful initiatives that strive to improve the overall health of the communities we serve.
- Begin to identify measurable objectives for each of the selected priority health needs, ensuring linkages between community benefit programs and priority needs.

We recognize that demonstrating the true value of our community benefit efforts lies in measuring our programs and initiatives in terms of impact on the communities we serve. The Community Benefit Department will support program managers in 1) the development and measurement of identified flagship community benefit programs; 2) facilitating the CBOC's evaluation of these programs; and 3) ensuring effective communication of program impact.

Looking Ahead

Evaluate current community benefit programs, establish measurable objectives, and implement data collection processes, which, ultimately, provide vital information for the CBOC, hospital leadership and the Board of Directors regarding program impact and the return on investment of charitable resources.

Initiate internal Community Health Improvement Team meetings and enhance as needed to ensure they remain effective and meaningful for all involved.

Build effective linkages between hospital and community-based programs to ensure a seamless continuum of care.



Pillar of Success Four:

Community Benefit Messaging

Recognizing the importance of effectively communicating our community benefit programs and their impact on the community, PIH Health is committed to enhancing internal and external communication strategies.

Looking Ahead

Establish systems to look for ways to incorporate community benefit as a consistent message throughout the PIH Health Hospital – Downey and its communities.

Showcase PIH Health’s community benefit successes and strategies through presentations at conferences, submission of best practices for award consideration, and networking and sharing of resources with other nonprofit hospitals.



Chapter Three
Investing in the Health
of Our Communities

The following pages provide information about PIH Health Hospital – Downey’s comprehensive community benefit programs and services which strive to **Ensure** the **Overall Health of Everyone** who **Lives, Works, Learns,** and **Plays** in our **Communities**.

Information is provided in four categories:

<i>Category One</i>	Financial Assistance
<i>Category Two</i>	Government-Sponsored, Means-Tested Healthcare
<i>Category Three</i>	Community Benefit Services
<i>Leadership Journal</i>	Non-Reportable Activities That “Tell the Story” of Our Commitment to Community Health

Category One:

Financial Assistance (Charity Care)

\$ 417,042 78 served

Financial Assistance is free or discounted health services provided to persons who cannot afford to pay and who meet the eligibility criteria of the organization's financial assistance policy. Financial assistance is reported in terms of costs, not charges and does not include bad debt.

PIH Health Hospital – Downey offers a generous Financial Assistance Program, providing charity care to those with family income(s) at or below 400% of Federal Poverty Level guidelines.

Category Two:

Government-Sponsored, Means-Tested Healthcare

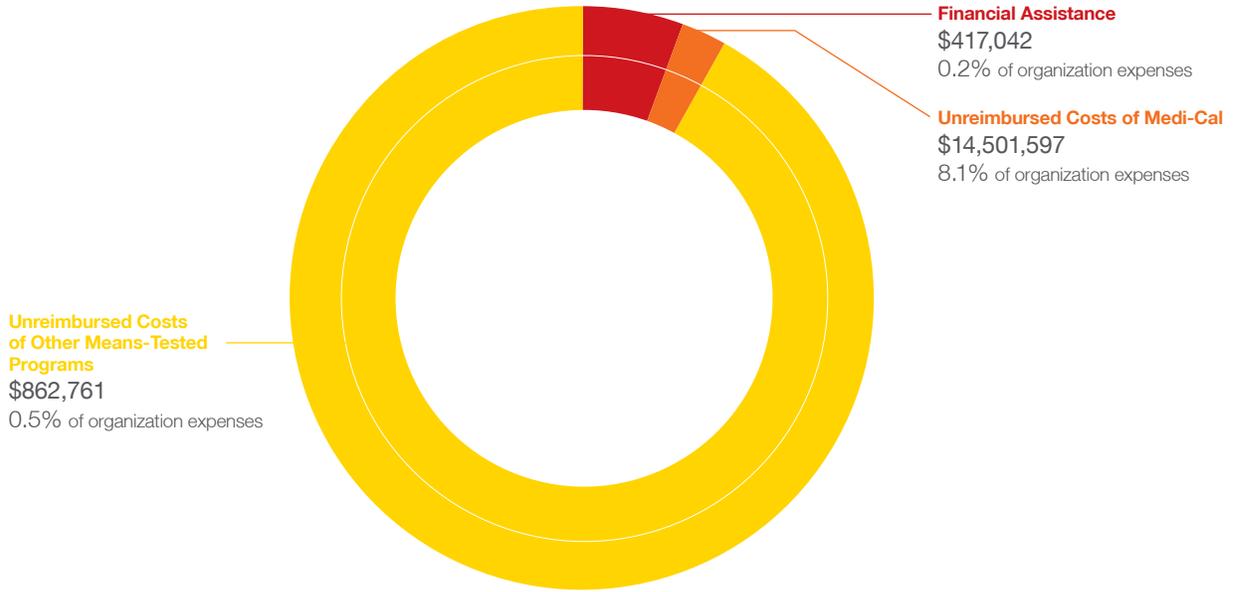
\$ 15,364,358 23,608 served

Government-sponsored, means-tested healthcare community benefit includes unpaid costs of public programs, such as Medi-Cal and Healthy Families, for low-income persons – the shortfall created when a facility receives payments that are less than the cost of caring for public program beneficiaries. This payment shortfall is not the same as a contractual allowance, which is the full difference between charges and government programs.

PIH Health Hospital – Downey realized a net loss in caring for beneficiaries of government-sponsored, means-tested health programs, such as Medi-Cal and Healthy Families.

Financial Assistance (Charity Care) and Unreimbursed Costs of Government-Sponsored, Means -Tested Healthcare

FY 2012-2013



Category Three: Community Benefit Services
Community Health Improvement Services

\$ 444,491 2,756 served

These activities are carried out to improve community health, extend beyond patient care activities, and are usually subsidized by the healthcare organization. Such services do not generate patient care bills, although they may involve a nominal fee.

Enrollment Assistance

PIH Health Hospital – Downey contracts with an agency specializing in health insurance enrollment, including Medi-Cal enrollment, in an effort to ensure that all those eligible to obtain health insurance do obtain coverage and have access to care.

Preventative Health Programs and Screenings

PIH Health Hospital – Downey’s Education and Wellness Center Departments offer a variety of free preventative health programs, such as Healthy Heart classes, diabetes education, as well as a variety of free and low-cost exercise programs. PIH Health Hospital – Downey also provides low-cost mammograms to uninsured or under-served women in the community. In addition, free sports physicals are offered to local youth in the community. During FY 2012-2013, the number of community members reached through these programs was 2,113.

Social Services Helpline

PIH Health Hospital – Downey offers a Social Services Helpline designed to link the community to healthcare and social service resources. During FY 2012-2013, over 450 community members were provided with information and referral to vital resources.

Support Groups

PIH Health Hospital – Downey hosts several support groups that are open to community and provide emotional support and education for individuals confronting a variety of health-related challenges.

PIH Health Hospital – Downey’s Wellness Center offers a variety of **Free or Low-Cost Exercise Programs** to promote health and well-being, with over **1,900 Participants** during FY 2012-2013.

Category Three: Community Benefit Services

Health Professions Education

\$ 1,832,739 1,711 served



This category includes educational programs for physicians, interns and residents, nurses and nursing students, pastoral care trainees and other health professionals when education is necessary for a degree, certificate or training required by state law, accrediting body or health profession society.

Leveraging its unique position as a community-oriented healthcare leader, PIH Health supports healthcare-related education and mentoring to ensure opportunities exist for the next generation of healthcare providers.

Family Medicine Residency Program

As an Accredited Continuing Medical Education Provider, PIH Health Hospital – Downey's Family Medicine Residency Program places special emphasis on training resident physicians to work with community members of all ages who reside in low-income, under-served areas. The Residency Program has been training residents since 1990 with a 100% passing rate for family medicine boards. During FY 2012-2013, resident physicians gained experience through rotations in primary care of family medicine, internal medicine and pediatrics. As well as rotations in specialty care of surgery, pulmonology and for fourth year students anesthesiology, gastroenterology, infectious disease, cardiology and plastic surgery. The PIH Osteopathic Center for Well-Being is located inside PIH Health Hospital – Downey and is run in conjunction with the Neuromusculoskeletal Medicine/Osteopathic Manipulative Medicine and Family Medicine Residency Programs.

Student Education: Internship, Externship, Preceptorship & Mentoring Programs

PIH Health Hospital – Downey supports the development of the next generation of healthcare providers through educating and mentoring students from several local schools and colleges in both clinical and administrative settings in areas such as Nursing, Social Work, Radiology and Food & Nutritional Services. During FY 2012-2013, over 400 students benefited from education and training through PIH Health Hospital – Downey.

Category Three: Community Benefit Services

Subsidized Health Services

\$ 359,369 909 served

Subsidized services are clinical programs provided despite a financial loss so significant that negative margins remain after removing the effects of financial assistance, bad debt, and Medi-Cal shortfalls. Nevertheless, the service is provided because it meets an identified community need and, if no longer offered, would either be unavailable in the area or fall to the responsibility of government or another nonprofit organization to provide.

Emergency Department and Specialty Services

PIH Health Hospital – Downey’s Emergency Department (ED), one of the busiest in Los Angeles County, experienced 69,641 visits during FY 2012-2013. The ED at the Downey campus is an Emergency Department Approved for Pediatrics (EDAP) receiving facility. The collaborative team is supported by board-certified emergency physicians, nurse practitioners and nurses specially trained in emergency care, and combines the latest technology with personalized care. PIH Health also sustains a contract with an on-call physician panel so that eligible patients, regardless of health insurance status, are assured access to specialty care appropriate to their needs, including mental health services.

Category Three: Community Benefit Services

Cash & In-Kind Contributions

\$ 30,837 144 served

This category includes funds and in-kind services donated to community organizations or the community-at-large for a community benefit purpose. In-kind services include hours contributed by staff to the community while on organization work time, the cost of meeting space provided to community groups and donations of food, equipment and supplies.

Support of Community Based Organizations

PIH Health makes financial contributions in support of community-based not-for-profit organizations, with emphasis on initiatives supporting the identified health needs of our communities. In addition, PIH Health Hospital – Downey frequently provides use of conference facilities at no charge to local service and community-based organizations, as well as donating supplies removed from service.

Section III
Leadership Journal

PIH Health's medical staff, employees and volunteers continue to demonstrate passion, integrity, commitment and caring in immeasurable ways.

This section describes the creative and innovative ways we strive to improve the overall health of the communities we serve. While these programs and activities are not reported as community benefit, they are still very telling of the community-minded culture of PIH Health Hospital – Downey.

PIH Health is a **Shining Example** of what can be achieved when a hospital's actions are guided by the **Pursuit of Excellence** and the needs of those it serves.

Leadership Journal

Disaster Preparedness

PIH Health Hospital – Downey participates in planning meetings and community-wide drills in order to fine-tune preparations and strengthen working relationships among key responders through role playing disaster scenarios or other public health emergencies. In June 2013, PIH Health Hospital – Downey participated in an emergency terrorism drill, utilizing the Downey Studios property before it was scheduled to be demolished. Key responders included police, fire, ambulance companies, city workers, schools, local media and internal hospital staff.

Emergency Clothing for At-Risk Patients

PIH Health Hospital – Downey's social workers and staff go to extraordinary lengths to connect patients with needed resources. Patients who are unable to return home in the same clothes in which they arrived to the hospital receive clothing from the Emergency Clothes Bank, which is stocked through the generosity of PIH Health Hospital – Downey employees, who regularly donate items to ensure a stocked supply.

Healthcare for the Under-Served

Natalie Nevins DO MSHPE, Director of Medical Education for PIH Health Hospital – Downey's Family Medicine Residency Program, donated time to Care Harbor LA 2013, which provided free medical, dental and vision care, prevention resources and follow-up care to thousands of uninsured, underinsured and at-risk individuals and families. This four day event transformed the Los Angeles Sports Arena into the largest free clinic in California.

Holiday Giving

The Rehabilitation and Wellness Center departments hosted a holiday meal for 180 community members, including the many older adults who attended Wellness Center exercise programs. The event featured a meal that was donated and prepared by staff, as well as holiday entertainment provided by Warren High School students and a visit from Santa Claus.

Volunteer Contributions

A total of 377 volunteers collectively contributed 39,393 hours of service, translating into \$872,161 in savings for the organization.



We remain steadfast in the belief that each small step, each community partnership, and each successful effort brings us one step closer to our **Vision** of a **Healthier Community**.



Appendix A

Community Benefit Oversight Committee

PIH Health's Community Benefit Oversight Committee (CBOC) provides overall oversight of the qualification, evaluation, and enhancement of PIH Health's community benefit programs and initiatives, and ensures community benefit initiatives are effective and aligned with the adopted core principles. CBOC membership is comprised of community stakeholders, including a public health representative, as well as hospital leadership.

Current CBOC membership includes:

Patricia E. Bray
Vice President, Continuing Care
PIH Health

Sue Carlson CPAM
Administrative Director
Revenue Cycle and Managed Care
PIH Health

Ron Carruth EdD
Superintendent
Whittier City School District

Charlene Dimas-Peinado LCSW, EML
Chief Executive Officer
The Whole Child

Gilbert Dorado LCSW, ACM
Director, Social Services
PIH Health

Richard Espinosa
Senior Health Deputy
LA County Supervisor Don Knabe, Fourth District

Sean Foster
Director, Urgent Care
PIH Health

Ted Knoll MA, CDS, CHHP
Executive Director
Whittier Area First Day Coalition

Judy McAlister
Representative
Community-at-Large

Maria Andrea Mendoza Mason MD
Santa Fe Springs Family Health Center
Family Practice Faculty
PIH Health

Kara Medrano
Congressional Aide
Congresswoman Linda Sanchez, CA 38th District

Jim Ortiz
Senior Pastor, My Friend's House
President, Whittier Area Evangelical Ministerial Alliance

Silvia Prieto MD, MPH
Area Health Officer, SPA 7 & 8
Los Angeles County, Department of Public Health

Judy Pugach RN, MPH, CPHQ, CPHRM
Vice President, Quality/Risk Management
PIH Health

Irene Redondo-Churchward
Representative
Community-at-Large

Monique Rodriguez
Manager Public and Community Relations,
Marketing Communications
PIH Health

Raymond L. Schmidt PhD
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Managing Trustee
BCM Foundation

Drew Sones
Chair, PIH Health Physicians Board Member,
PIH Health Board

James R. West
President and Chief Executive Officer
PIH Health

Brenda Wiewel
Executive Director
Los Angeles Centers for Alcohol and Drug Abuse (LA CADA)

Consultant:
Melissa Biel DPA, RN
Biel Consulting
Community Benefit Evaluation Specialist



Together, we can grow a
Healthier Vibrant Community.

Appendix B

Key Community Partners

PIH Health Hospital – Downey engages and partners with a wide variety of organizations as we work to improve the overall health of our neighborhoods and communities. We believe that by working together with all sectors of the community we will achieve healthier, vibrant communities.

Academic Institutions

American Institute of Health Sciences
American Career College
American College of Healthcare
Azusa Pacific University
California State University, Dominguez Hills
California State University, Long Beach
California State University, Los Angeles
Career Colleges of America
Cerritos Community College
Charles Drew University
Concorde Career Institute
Downey Unified School District
East Los Angeles College
Galveston College
Independence University
Loma Linda University
Long Beach Community College
Mount Saint Mary's College
North Orange County Community College District
Platt College
Premiere College
Rio Hondo Community College
Standbridge College
University of Southern California
Western University of Health Sciences

Community-Based Organizations

Healthy Downey Community Collaborative
Applecare Medical Group
CareMore
Coca Cola
County of Los Angeles Department of Public Health
Downey Art Vibe
Downey Bicycle Coalition
Downey Chamber of Commerce
Downey Family YMCA
Downey Unified School District
Family Health Care Centers of Greater Los Angeles, Inc.
Health Net
Kaiser Permanente Downey Medical Center
Rancho Los Amigos National Rehabilitation Center
True Lasting Connections (TLC)
United States Army
Helpline Youth Counseling
Human Services Association
SPIRITT Family Services
The Rotary Club of Downey
The Whole Child
Whittier Area First Day Coalition

Faith-Based Organizations

First Baptist Church of Downey
Companerismo Cristiano Foursquare Church
Our Lady of Perpetual Help

Government

City of Bell Gardens*
City of Downey*
City of Norwalk*
City of Pico Rivera*
City of Santa Fe Springs*
City of South Gate*
County of Los Angeles
Bell Gardens Library
Department of Public Health
Supervisor Don Knabe, Fourth District
Supervisor Gloria Molina, First District
Lucille Roybal-Allard, Member of Congress,
34th District of California

**includes collaboratives with city departments, including fire and police, where applicable.*

Healthcare and Social Service Providers

Alzheimer's Association
American Cancer Society
American Heart Association
Applecare Medical Group
Arthritis Foundation
CareMore
Kaiser Permanente Downey Medical Center
Los Angeles Caregiver Resource Center
Los Angeles County Immunization Program
Rancho Los Amigos National Rehabilitation Center
Service Planning Area (SPA) 6 Council
Service Planning Area (SPA) 7 Council
Vaccination for Children Collaborative

Appendix C



About PIH Health

The following PIH Health Fact Sheet provides an overview of our wide range of services as well as facts and statistics about our locations, employees, physicians, volunteers and those we served during fiscal year 2012-2013.



Fact Sheet

**12401 Washington Blvd.
Whittier, CA 90602**

562.698.0811

PIHHealth.org

James R. West
President & Chief Executive Officer

Kenton Woods
PIH Health Board of Directors Chair

Paresh Patel MD
Chief of Staff

About PIH Health

PIH Health is a nonprofit 501(c)(3) regional healthcare delivery network that was founded in 1959 by volunteers who went door-to-door with coffee cans to raise funds to build a local healthcare facility. Over 50 years later, PIH Health has maintained that same sense of community and family-like culture where patients are the top priority, and employees and volunteers are proud to be affiliated with such an organization. PIH Health offers a wide range of services including utilization of primary care teams to provide general medicine and preventative care; access to emergency and urgent care, home health services and hospice; and a network of 369 PIH Health Physicians and Advanced Practice Professionals in accessible and welcoming neighborhood locations. PIH Health is committed to remaining at the forefront of healthcare advances including technology, equipment and top-notch facilities and amenities to benefit patients and staff alike. Its highly trained and compassionate physicians, nurses, clinicians, staff and volunteers work tirelessly and collaboratively every day to be the communities' health and wellness partner.

MISSION: Why We Are Here

We provide high-quality healthcare without discrimination, and contribute to the health and well-being of our communities in an ethical, safe, and fiscally prudent manner in recognition of our charitable purpose.

VISION: Where We Want To Be

Patients First

VALUES: Our Promise

Patients First: Our patients' safety, well-being, and medical condition will be our primary concern at all times.

Respect and Compassion: We will consistently demonstrate respect and compassion for the beliefs, situation, and needs of our patients and co-workers.

Responsiveness: We will strive to anticipate needs and respond in a timely way to meet or exceed the expectations of others.

Integrity: Our attitude and actions will reflect the highest ethical and moral standards.

Collaboration and Innovation:

We will work together — within and outside the organization — to solve problems and pursue opportunities in creative ways.

Stewardship: We will serve the community wisely through the efficient and prudent use of our financial resources.



Quick Facts

PIH Health locations

1 hospital
16 medical office buildings
3 administrative offices

PIH Health Hospital, licensed beds

548

Employees

Approximately 3,800

Volunteers

637 active volunteers

PIH Health Hospital medical staff

580

PIH Health Physicians and Advanced Practice Professionals

369

Service population

Approximately 1.6 million residents in Los Angeles and Orange Counties and the greater San Gabriel Valley.

Quick Statistics

Number of ED visits FY 2011-2012

69,641

Number of deliveries FY 2011-2012

3,499

Surgical volume FY 2011-2012

Main Operating Room	7,706
Same Day Surgery	4,964
Total	12,670

Cardiac catheterizations FY 2011-2012

1,239 heart catheterizations
512 stents in 293 patients

Hospital outpatient visits (for outpatient, inpatient and emergency department) FY 2011-2012

180,036

PIH Health Physicians medical office visits FY 2011-2012

398,043

Centers of Excellence

- › The Heart & Lung Center
- › Critical Care Services
- › Maternal-Child Health Services
- › The R.C. Baker Foundation Emergency Center
- › The Ruby L. Golleher Comprehensive Cancer Program
- › The Patricia L. Scheify Breast Health Center
- › Rehabilitation Services
- › Hospice and Home Health Services

Advanced Primary Care and Advanced Practice Professionals

Advanced Primary Care puts the patient at the center of its healthcare team. The primary physician leads the way, but patients also have access to the knowledge and experience of Advanced Practice Professionals known as Physician Assistants-Certified (PA-C) and Nurse Practitioners-Certified (NP-C). The goal of this innovative care is that personalized attention, convenience, collaboration and commitment are all provided to the patients PIH Health serves. PIH Health is the only healthcare organization providing this type of approach to wellness in its service area.

Additional Services Include:

Acute Care Hospital Services

Acute Rehabilitation Care
 Cancer/Oncology Care
 Coronary Intensive Care
 Medical-Surgical Acute Care
 Medical –Surgical Intensive Care
 Neonatal Intensive Care
 Newborn Nursery Care
 Observation Unit
 Pediatric Acute Care
 Obstetrics Care/Labor and Delivery
 Telemetry Unit
 Transitional Care Unit

Home Care Services

Durable Medical/Oxygen Equipment
 Home Health Aide Service
 Home Infusion Therapy
 Hospice (Inpatient/Outpatient)
 Medical Social Services
 Physical/Occupational/Speech Therapies
 Skilled Nursing Care

Emergency Services

Emergency Care
 Occupational Medicine Services
 Paramedic Base Station
 Chest Pain/STEMI Receiving Center
 Heliport Access

Ancillary, Outpatient and Other Services

Adult Day Healthcare Center
 Anatomic Pathologic Services
 Angiography Services
 Blood Donor Services/
 Blood Mobile Unit Services
 Brachytherapy
 Breast Health Center/Cardiac
 Catheterization
 - Percutaneous Transluminal
 Coronary Angioplasty
 Cardiac Rehabilitation
 Cardiology
 Cardiothoracic/Cardiovascular
 Surgery
 Chiropractic
 Clinical Laboratory
 Computerized Axial Tomography
 Critical Care Center
 Cystoscopy Service
 Dermatology & Mohs Surgery
 Diabetes Education Center
 Diagnostic Digital and
 Interventional Radiology
 Services
 - Picture Archiving
 Communications System
 Disaster Resource Center
 Echocardiography
 Electrocardiography
 Electroencephalography
 Electromyography
 Emergency Services
 Endocrinology
 Family Medicine
 Gastrointestinal Services
 General Surgery
 Gynecology
 High-Risk Infant Follow-up Clinic
 Hyperbaric Oxygen
 Chamber Services
 Intensity-Modulated
 Radiation Therapy
 Internal Medicine
 Magnetic Resonance
 Imaging Services
 Mobile Health Services –
 Care Force One
 Noninvasive Vascular Services
 Nuclear Medicine Services
 Occupational Therapy
 Ophthalmology
 Orthopedics & Sports Medicine
 Otolaryngology
 Outpatient Nutrition
 Pain Management
 Pediatrics
 Perinatology Center
 Physical Therapy
 Plastic Surgery &
 Aesthetic Medicine
 Podiatry
 Radiation Oncology Services
 Radiology
 Rehabilitation
 Renal Dialysis Services
 Respiratory Services
 Same Day Surgery
 Short Stay Unit
 Speech Therapy
 Spine Center
 Stroke Care
 Ultrasonography Services
 Urgent Care
 Wound Healing Center

Neighborhood Locations:

Fullerton

Hacienda Heights

La Habra

La Mirada

Montebello

Norwalk

Santa Fe Springs

Whittier

Community Benefit

Through the provision of Community Benefit, PIH Health fulfills its charitable mission to “contribute to the health and well-being of our communities.”

Community Benefit is defined as programs and services designed to improve health in communities and increase access to healthcare. We dedicate assets to charitable purposes, including financial assistance programs, as well as community-based initiatives to improve and promote overall health and well-being, regardless of health or economic status. These programs and services are integral to our mission as a nonprofit healthcare organization and serve as the basis of our tax exemption.

Our Community Benefit programs are focused on the below priority health areas in response to identified community needs:

Healthy living - to deliver health promotion and prevention programs that enhance knowledge and support healthy eating and active living

Health management - to enhance health-related knowledge about prevention and management of chronic disease

Health access - to ensure basic and preventative care access for the uninsured and underinsured

Support Our Mission

PIH Health Foundation is a 501(c)(3) nonprofit organization with the sole mission to raise funds through philanthropy to benefit PIH Health and its affiliates. Every dollar raised is reinvested into the communities we serve through quality healthcare, and health based programs and services offered through PIH Health.

PIH Health was founded on a tradition of philanthropy and today that generous spirit is more important than ever. To make a donation to support PIH Health, visit PIHealth.org and click on Donate Now or call PIH Health Foundation at 562.698.0811, Ext. 14120. Every gift counts – make a difference today!

Accreditations, Certifications and Designations

- › Accreditation by The Joint Commission
- › Designated Acute Stroke Center in Los Angeles County
- › Designated as a Breast Imaging Center of Excellence by the American College of Radiology
- › Los Angeles County Designated Disaster Resource Center
- › Los Angeles County Designated Emergency Department Approved for Pediatrics (EDAP)
- › Los Angeles County STEMI Receiving Center (ST Elevation Myocardial Infarctions)
- › 2012 Advanced Certification and Accreditation by The Joint Commission as a Primary Stroke Center
- › 2011 Accreditation for Breast MRI to the Patricia L. Scheify Breast Health Center
- › 2010 Three-Year Accreditation with the Commendation to the Ruby L. Golleher Comprehensive Cancer Program by the Commission on Cancer (CoC) of the American College of Surgeons (ACoS)

Awards



2012 Gold recipient for the third annual Healthroads Fit Company Award



2012 Bronze Medal of Excellence in Organ Donation by the U.S. Department of Health and Human Services



2012 NRC Picker Path to Excellence Award (also awarded in 2010, 2011)



2012 California Association of Physician Groups (CAPG) Standards of Excellence – Elite Status



2012 Franklin Award of Distinction by The Joint Commission and the American Case Management Association (ACMA)



2012 American Heart Association/American Stroke Association's Get With The Guidelines®- Stroke Gold Plus Quality Achievement Award



2011 A+ Credit Rating along with a Stable Outlook by Standard & Poor's (S&P) Rating Services



2011 CIO 100 Award – CIO magazine Chief Information Officer Brian Smolskis



2011 Innovative Best Practice Award by NRC Picker



2011 American Heart Association/American Stroke Association's Get With The Guidelines®- Stroke Gold Plus Quality Achievement Award

PIH Health Leadership

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