



Annual Report and Plan for **COMMUNITY BENEFIT**

2013

Submitted to:
Office of Statewide Health Planning & Development
Healthcare Information Division
Accounting and Reporting Systems Section
Sacramento, California

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Letter from the CEO

Tri-City Regional Medical Center is a fully accredited non-profit hospital that has been serving the residents of Hawaiian Gardens and the surrounding communities in Los Angeles and Orange Counties for many years. Our goal is to provide excellent patient care in a friendly and intimate setting.

The Hospital is committed to addressing the health needs of our local community. A significant health need in our service area is a resident population who has high rates of overweight and obesity. To address this need, we continue to support Activate Hawaiian Gardens, an evidenced based childhood obesity education and wellness initiative. We are pleased to partner with a number of local organizations and agencies to undertake Activate Hawaiian Gardens.

This community benefit report includes an overview of our community benefit activities for 2013, including a summary of our most recent Community Health Needs Assessment, a financial valuation, and details of our community benefit plan that focuses on priority health needs.

At Tri-City Regional Medical Center, we are dedicated to achieving health care excellence in everything we do.

Sincerely,

James Sherman
President/Chief Executive Officer

Mission

The mission of Tri-City Regional Medical Center is to enhance the health and well-being of our patients, their families, and the community through the provision of safe, caring, effective health care services that are designed to promote or improve health and wellness.

Vision

Our vision is to be acknowledged as a premier provider of health care services, recognized by our patients, the community, and other external customers as the organization where:

- Patients want to receive care;
- Physicians want to practice;
- Employees want to work; and
- Community members and leaders want to build and maintain collaborative partnerships.

About Tri-City Regional Medical Center

Tri-City Regional Medical Center is a fully accredited, not-for profit acute care hospital facility that provides inpatient and outpatient services.

The Hospital is located in Los Angeles County and serves the immediate communities of Hawaiian Gardens, Artesia, Cerritos, Long Beach, Lakewood and Norwalk. Through our unique and diverse programs, Tri-City Regional Medical Center also provides medical care to patients from other states and counties including Orange, San Bernardino, Riverside and San Diego Counties.

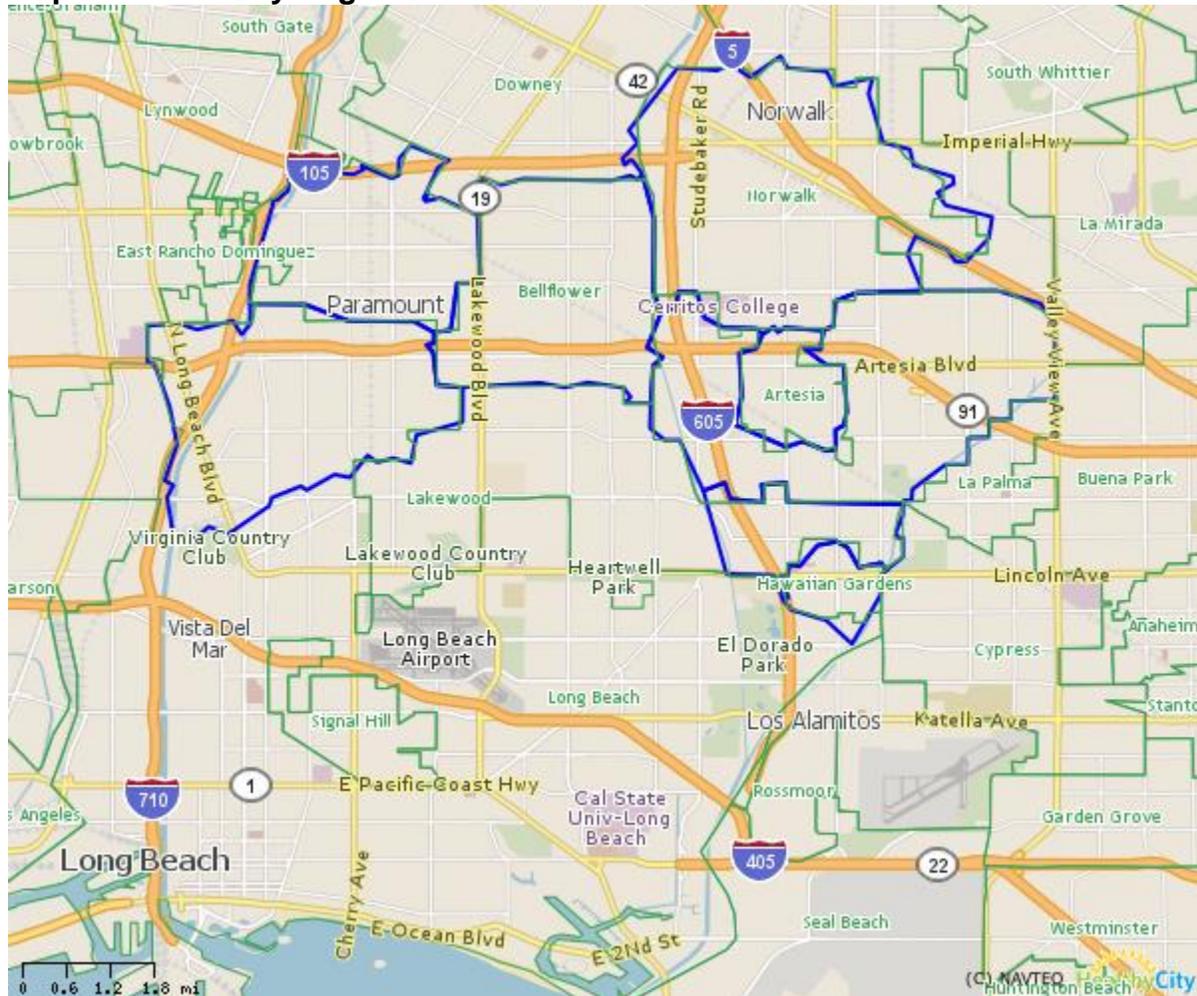
Among the various services offered by Tri-City Regional Medical Center are:

- 24-Hour Emergency Room
- Medical Acute Care
- Surgical Services
- Intensive and Cardiac Care Units
- Bariatric Center of Excellence
- Pain Management
- Spine Program/joint replacement/orthopedic/sports medicine services
- Wound Care
- Laboratory/Radiology/Cardiopulmonary Departments
- Physical Therapy
- Geriatrics
- Medical Detoxification

Service Area

Tri-City Regional Medical Center is located at 21530 S. Pioneer Blvd., Hawaiian Gardens, California. The Hospital's service area is Artesia, Bellflower, Cerritos, Hawaiian Gardens, Lakewood, Long Beach, Norwalk and Paramount. This area is located in East Los Angeles County within Service Planning Area 7 (SPA 7).

Map of the Tri-City Regional Medical Center Service Area



Community Partners

Tri-City Regional Medical Center is proud to work with dedicated community partners to address the needs of our service area. A partial listing of these partners includes:

- ABC Unified School District
- Aloha Health Medical Academy
- Artesia High School, Lakewood
- Career Colleges of America
- City of Hawaiian Gardens
- Downey Adult School
- El Camino College Compton Center
- Fedde Middle School, Hawaiian Gardens
- Furgeson Elementary School, Hawaiian Gardens
- Hawaiian Elementary School, Hawaiian Gardens
- Hawaiian Gardens Head Start

- Mary Rodriguez Senior Center, Hawaiian Gardens
- Melbourne Elementary School, Lakewood
- Sam's Club of Long Beach
- Sheriffs Department of Lakewood
- UCLA School of Medicine and Public Health
- WIC Program (PHFE Management Solutions)

Community partnerships are designed to integrate hospital services within the community and include those programs that promote community health and wellness. The Hospital is an active participant in the Southeast Regional Community Collaborative, which is comprised of community and hospital leaders from the primary and secondary service areas. The Collaborative:

- Evaluates attitudes and perceptions of the needs of the community;
- Evaluates current roles and efforts that relate to ongoing health assessment;
- Maintains a mechanism to support current relationships in the community;
- Defines and maximizes efforts by community stakeholders;
- Promotes partnerships that address the social, economic, employment, and health care needs of the community, including health education, prevention, and wellness;
- Promotes and supports programs that develop character, citizenship, and responsibility for the youth and families of the community;
- Works with city representatives and other local, state, and federal leaders to identify and address policies that can impact the social, economic, employment, and health care needs of the community.

Membership in the Collaborative is comprised of business professionals, service agencies, schools and educators, health care providers and City Council Members. A partial listing of representatives and community organizations includes:

- ABC Unified School District
- Aloha Elementary
- Artesia High School
- City of Hawaiian Gardens
- Emmanuel Church
- Fedde Middle School
- Furgeson Elementary
- Hawaiian Elementary
- Head Start
- Kaiser Permanente Downey Medical Center
- LA County Department of Public Health
- LA County Sheriff Department

- Los Cerritos Community News
- Moskowitz Company
- Sam's Club
- Tri-City Regional Medical Center
- Willow Elementary

Community Health Needs Assessment

Tri-City Regional Medical Center completed a Community Health Needs Assessment (CHNA) as required by state and federal law. California Senate Bill 697 and the Patient Protection and Affordable Care Act and IRS section 501(r)(3) direct tax exempt hospitals to conduct a community health needs assessment and develop an Implementation Strategy every three years. The Community Health Needs Assessment is a primary tool used by the hospital to determine its community benefit plan, which outlines how it will give back to the community in the form of health care and other community services to address unmet community health needs. This assessment incorporates components of primary data collection and secondary data analysis that focus on the health and social needs of the service area.

Service Area Description

The report examined up-to-date data sources for the service area to present a community profile, birth indicators, leading causes of death, access to health care, chronic disease, communicable disease, health behaviors, social issues, and school and student characteristics. When pertinent, these data sets were presented in the context of Los Angeles County and/or the state.

Input from Persons who Represent the Community

Targeted interviews were used to gather information and opinions from persons who represent the broad interests of the community served by the hospital. Fifteen interviews were completed. Interviewees included individuals who are leaders and representatives of medically underserved, low-income, minority and chronic disease populations, or regional, State or local health or other departments or agencies that have "current data or other information relevant to the health needs of the community served by the hospital facility."

The Community Health Needs Assessment included a summary that highlights the data findings, presents key needs and opportunities for action. The report also included benchmark comparison data (where available), comparing community data findings with Healthy People 2020 objectives. The entire Community Health Needs Assessment can be accessed at: www.tcrmc.org/community-benefit.

Summary of Findings

Community Profile

- The population in the Tri-City service area is 430,349.

- Children and youth, ages 0-17, make up 28.3% of the population; 9.4% of the population are seniors, 65 years of age and older.
- Among the service area population, 55.8% are Hispanic or Latino, 17.6% of the population is Asian/Pacific Islander and 13% are White. African Americans, American Indian and other races total 13.6% of the population.
- Within the service area, unemployment ranged from 15.9% in Paramount to 6% in Cerritos in 2012. Hawaiian Gardens had an unemployment rate of 12.3% in 2012.
- Within the service area, Hawaiian Gardens has the largest percentage of families living in poverty (21.9%).
- Paramount and Hawaiian Gardens have high percentages of Spanish speakers, and Cerritos has a large percentage of the population that speaks an Asian language in the home.

Access to Health Care

- Among the adult population in SPA 7, ages 18-64, 67.6% have health insurance and 93.5% of children, ages 0-17, are insured.
- Among the area residents, 80% indicate they have a usual source of care.
- Adults experience a number of barriers to accessing care, including: cost of care, lack of a medical home, and language barriers.

Birth Characteristics

- In 2011, there were 6,210 births in the area. The majority of births (65.7%) were to mothers who are Hispanic or Latino; 13% of births were to Asians/Pacific Islanders; and 10.7% of births were to Blacks/African Americans.
- Teen birth rates occurred at a rate of 95.8 per 1,000 births (or 9.6% of total births). Hawaiian Gardens (17.8%) has high rates of teen births.
- Among pregnant women, 83.8% obtain prenatal care as recommended in the first trimester.
- Low birth weight babies (less than 2500 g) are 7.5% of live births.
- The infant death rate is 2.9 per 1,000 live births.

Leading Causes of Death

- The three leading causes of death are heart disease, cancer and lung disease.
- The heart disease death rate in the Tri-City service area exceeded the Healthy People 2020 objective.
- A premature death is one in which someone dies before age 75. With 75 years set as a cut-off date, everyone who dies between the ages of 1-74 is considered to have died prematurely. Coronary heart disease, homicide and liver disease are the top three causes of premature death in SPA 7.

Chronic Disease

- Area residents have higher rates of diabetes, heart disease, and hypertension than found in SPA 7 and the county.
- Among children, ages 0-17, 16.2% have been diagnosed with asthma.

Health Behaviors

- In the area, 34% of adults are overweight and 30.1% are obese. These percentages equate to 64.1% of the adult population being overweight or obese.
- Hawaiian Gardens, Paramount, Norwalk and Artesia rank very high for childhood overweight/obesity prevalence. In these communities over 40% of the kids are overweight or obese.
- In SPA 7, over half of children (55.4%) of children consumed fast food twice or more in a week; 50.6% of adults consumed fast food two or more times a week.
- 41.2% of children and 38.2% of adults consume two or more sodas or sweetened drinks a day.
- 12.4% of adults consume five or more fruits and vegetables a day.
- Over half of adults (61.1%) and 56.6% of youth are physically active.
- In SPA 7, 14.4% of adults smoke cigarettes; this is higher than the county rate of 13.1%. Among adults, 17.8% are former smokers.
- In 2012, 128 cases of HIV/AIDS were diagnosed in SPA 7 for a rate of 9 per 100,000 persons.
- 11.4% of adults in SPA 7 have been diagnosed with anxiety and 11.7% have been diagnosed with depression. 8.1% of adults could not receive needed mental health care or counseling in the past year due to cost.

Preventive Practices

- 61.7% of seniors have obtained a flu shot. And 62.4% of seniors had a pneumonia vaccine.
- Pap smears screen for cervical cancer. Among adult women, 83.3% received a Pap smear in the last three years.
- Mammograms are used for detection of breast cancer and 81.1% of women, 50 years and over, received a mammogram in the last two years.

Community Stakeholder Interview Findings

Biggest Issues or Concerns

- Obesity, especially among children, and related health impacts
- Poverty
- Language barriers and concerns regarding immigration status or deportation
- Lack of access to health care coverage and to affordable health care clinics, and inappropriate use of emergency department to access care
- Lack of affordable housing and homelessness

Other concerns identified included:

- Domestic violence
- Homeless mentally ill
- Lack of parent involvement with children and with schools
- Difficulties with health insurance (e.g., waiting for authorizations) and lack of availability of local providers
- Cost of doing business in California due to fees, taxes and health care costs

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Challenges Faced in Obtaining Primary Care, Specialty Care, Mental/Behavioral Health Services and Social Services, and Suggested Strategies to Facilitate Access

Interview respondents were asked about the problems and challenges children and families face in obtaining several different types of services, and what might make it easier for them to access these services.

Primary Care and Specialty Care Services

The most frequently identified challenges in obtaining primary care were *lack of insurance and cost and care*. Additional challenges included:

- Fear of accessing services due to immigration status, and lack of knowledge about what services are safe for the undocumented.
- Time-related issues, such as working long hours and difficulties with both fitting appointments in and taking time off work due to fear of losing job.
- Paperwork and bureaucracy.
- General malaise/lack of motivation.
- Lack of understanding or knowledge about the existence of low-cost clinics that serve people regardless of their ability to pay.
- Difficulty for some who do not qualify for a health coverage program but still cannot afford the sliding fee scale.
- Convenience of seeking services at the emergency room (and knowledge that no one will be turned away).
- Language barriers.
- Transportation barriers.
- Identifying providers who will be sensitive to the concerns of domestic violence victims.
- Insufficient number of low-cost clinics and primary care providers.

The barriers specific to specialty care were identified as:

- Difficulty obtaining specialty care referrals and authorizations under managed care.
- Reimbursement rates by Medi-Cal and Medicare are so low that many specialists no longer serve these populations.
- Extremely difficult for uninsured patients. Long wait times for appointments and poor communication with clinics and patients for patients referred to Los Angeles County Department of Health Services LAC+USC Medical Center.
- Lack of knowledge regarding services and resources for older family members who need more care at home or long-term care.

Mental Health and Behavioral Health Services

The problems and challenges in obtaining mental health services included:

- Overall lack of quality, local outpatient mental health services. There are Los Angeles County (LAC) mental health programs in Rio Hondo and Long Beach that provide free services and medications to qualifying patients, but these are not easily accessible for people in the area. Concerns identified with these services included:
 - Not inviting for people with mental health needs.
 - Provide services for a limited time and then release patients to community clinics for ongoing medication prescriptions, which are expensive.
 - Obtaining appointments can be difficult.
- The LAC Mental Health clinics provide LA Access Mental Health teams that can respond to calls in the community to assess a patient's need for inpatient services. It was shared that there are times when an agency or patient is seeking hospitalization but the assessment team differs in its recommendation.
- Inpatient psychiatric services are practically nonexistent. One interview participant noted that there have been patients who came into the emergency room and had to stay there while staff located a bed for them with the psychiatric services they needed. It was noted that there is one hospital locally that takes psychiatric patients (College Hospital in Cerritos), but if they are full or the patient is uninsured, then the patient is sent to Harbor-UCLA Medical Center, an LAC Department of Health Services site.
- Difficulty for patients in adhering to appointments and medications.
- Cultural barriers and stigma associated with seeking mental health services.
- Some hospitals will only accept patients who have both Medicare and Medi-Cal ("Medi-Medi"), but many patients only have one or the other, making it difficult to find placements.

- Financial barriers, lack of education, lack of insurance, lack of transportation and difficulty making appointments.
- Lack of motivation to seek services or follow-up on appointments stemming from depression.

Community Benefit Services Summary

Community benefit services promote health and healing and are focused on addressing the identified unmet health needs of the community. For a program or service to be counted as a community benefit it must: improve access to health care; or enhance the health of the community; or advance medical or health care knowledge; or reduce the burden of government or other non-profit community efforts.

Accomplishments in 2013 (January 1 – December 31, 2013)

In 2013, Tri-City Regional Medical Center provided community benefit activities within its service area to serve a primarily low-income, ethnically diverse population. A summary of these activities follows:

Community Health Improvement Services

Definition: activities carried out to improve community health, available to the public, which address a community need.

- **Activate Hawaiian Gardens**
Tri-City Regional Medical Center, the City of Hawaiian Gardens, the ABC Unified School District, and other community partners have joined to address the serious health issue of childhood obesity in the community of Hawaiian Gardens. Activate Hawaiian Gardens is a community outreach program designed to provide education, training and encouragement to children and families affected by obesity. The program utilizes a research-based curriculum developed at UCLA. Activate Hawaiian Gardens launched its multi-year program with approximately 300 kindergarten students being studied as a benchmark measurement for the program. The program also teaches parents about obesity-reducing tactics.
- **Health screenings/education**
 - Tri-City Regional Medical Center hosted a Women's Health Fair. The following screenings and services were provided: BMI (body mass index), flu vaccines, blood pressure screening, blood cholesterol screening, podiatric exams, dental screening, vision exams, blood glucose screening, and screening for stroke risk. Area doctors provided health education on a number of topics including: urology and gynecology topics, and cancer information.
 - The hospital participated in the Run for Fun Wellness Fair at Cerritos Community Regional Park.
 - The hospital was represented at the Seal Beach Health Fair where health education information was distributed and colon cancer screening conducted.

- Community education and health screening at Mary Rodriguez Senior Center.
- The hospital offers a Bariatric Surgery support group that is open the public.
- TB Testing
 - TB tests were administered and results checked at the Lee Ware Community Center in Hawaiian Gardens
- Assistance to enroll low-income patients in public programs for low-cost or no-cost insurance.
- Transportation support to enhance low-income patient access to care – the hospital van transports patients who lack transportation to health care appointments.

Health Professions Education

Definition: education programs for physicians, medical students, nurses, nursing students, and other health professionals.

- Precepting of RN nursing students from El Camino College
- Precepting of Vocational nursing students from Trinity Vocational Center
- Precepting of Cardiopulmonary Technician students from Career Colleges of America and Concorde College

Subsidized Health Services

Definition: clinical programs that are provided despite a financial loss. Negative margins remain after removing charity care, bad debt and shortfalls from Medi-Cal. The services meet a community need and if not offered would be unavailable in the area or become the responsibility of the government or another non-profit organization.

- Emergency room services
- Wound care program

Cash and In-Kind Contributions

Definition: funds and in-kind services donated to community groups and non-profit organizations.

- Fundraising donations for non-profit community organizations

Community Building Activities

Definition: activities that support community assets by offering the expertise and resources of the Hospital organization. These activities may address the root causes of health problems, such as homelessness, poverty and environmental concerns.

- Southeast Regional Community Collaborative

- Career Day activities for local students

Community Benefit Operations

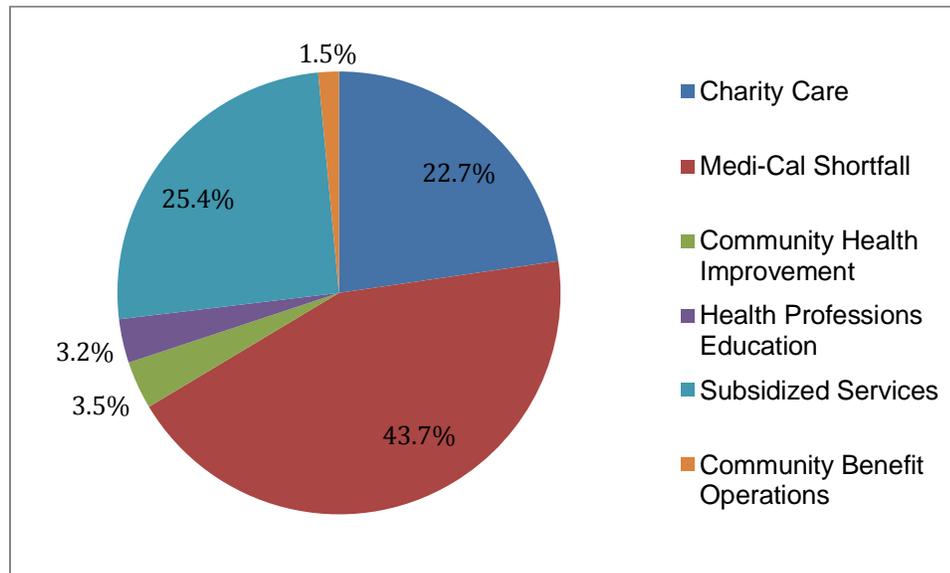
Definition: direct and indirect costs associated with assigned staff, community health needs assessments, community benefit planning, tracking, reporting, evaluating and operations.

- Community benefit staff salary, benefits and expenses
- Administrative support
- Consultants for community benefit oversight, report preparation and community outreach planning and implementation

Financial Summary of Community Benefit

Tri-City Regional Medical Center community benefit funding for 2013 (January – December 2013) is summarized in the table below.

Community Benefit Categories	Net Benefit
Charity Care ¹	\$2,176,931
Unpaid cost of Medi-Cal and other means tested government programs ²	\$4,181,239
Community Health Improvement Services	\$ 334,221
Health Professions Education ³	\$ 308,095
Subsidized Services	\$2,430,219
Cash and In-Kind Donations	\$ 1,081
Community Benefit Operations	\$ 143,433
TOTAL COMMUNITY BENEFIT PROVIDED Excluding Unpaid Costs of Medicare	\$9,575,219
Unpaid Costs of Medicare	\$3,036,960
TOTAL COMMUNITY BENEFIT PROVIDED Including Unpaid Costs of Medicare	\$12,612,179



¹Financial assistance programs. Costing methodology is a ratio of patient care costs to charges.

²Shortfalls, unpaid costs of care for patients enrolled in means-tested government-sponsored health programs. This includes gains realized in 2013 from the state Medi-Cal fee program.

³Health Professions Education includes costs for continuing health education and staff precepting students in accredited health education courses.

Community Benefit Plan for 2014

Tri-City Regional Medical Center will continue to develop institutional support for community benefit and establish programs to address the identified unmet health needs in our service area. With established leadership oversight for community benefit, we will initiate program planning, implementation, and evaluation; and enhance the sustainability of organizational and programmatic commitments.

As a result of the 2013 Community Health Needs Assessment, priority health needs were identified that the hospital chose to address through its Implementation Strategy.

These needs are:

- Access to care
- Overweight and obesity
- Preventive care

Tri-City Regional Medical Center (TCRMC) plans to meet the identified priority health needs through a commitment of resources with the following programs and services.

Access to Care

With a mission to enhance the health and well-being of our patients, their families, and the community, TCRMC is committed to improving health care access. TCRMC has a financial assistance policy that supports access to hospital care for uninsured and underinsured patients who do not have the resources to pay for their care. TCRMC offers assistance to enroll low-income patients in public programs for low-cost or no-cost insurance. Transportation support will be provided to enhance low-income patient access to care. A hospital van will transport patients who lack transportation to health care to hospital and doctors' appointments. With the launch of Covered California, the state health insurance exchange, TCRMC will conduct outreach and education in the community about the new insurance options. Assistance with enrollment in Covered California's insurance plans will be provided through bilingual assistors at a number of public events.

Overweight and Obesity

Tri-City Regional Medical Center, the City of Hawaiian Gardens, and the ABC Unified School District have joined together to address the serious health issue of childhood obesity in the community of Hawaiian Gardens through Activate Hawaiian Gardens. Activate Hawaiian Gardens is a community outreach and education program designed to provide education, training and encouragement to children and families affected by obesity. Utilizing a research-based curriculum developed at UCLA, Activate Hawaiian Gardens launched a multi-year program with kindergarten students at four Hawaiian Gardens' elementary schools. Hour-long sessions are

held once a week at each elementary school throughout the school year to teach parents how to manage the behavioral issues related to diet and better nutrition.

Preventive Care

TCRMC sponsors several annual events that offer health education, preventive services and free and low-cost screenings to the community. The hospital hosts an annual health fair that offers free flu vaccines, blood pressure screening, podiatry exams, vision exams, blood glucose screening, spine and orthopedic screening, and screening for stroke risk. For participants with abnormal screening values, we assist people with referrals to needed health care services. Throughout the year, TCRMC provides free flu vaccines and TB testing in the community.

Attachment 1. Contact Information

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www.tri-cityrmc.org

President/Chief Executive Officer
Jim Sherman