

PANORAMA CITY

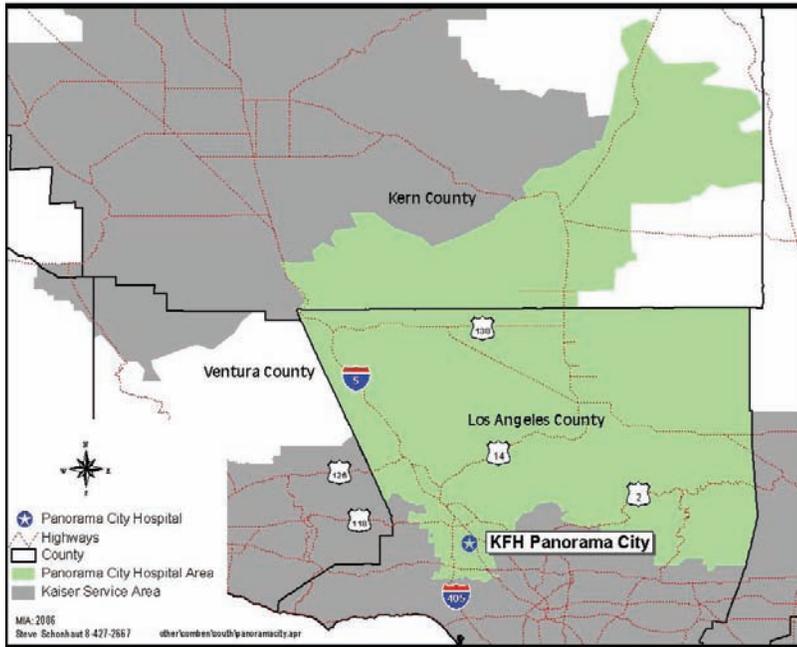
PANORAMA CITY

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# KAISER FOUNDATION HOSPITAL (KFH)-PANORAMA CITY

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The KFH-Panorama City service area includes the San Fernando, Santa Clarita, and Antelope valleys. The San Fernando Valley includes Arleta, Granada Hills, Lakeview Terrace, Mission Hills, North Hills, North Hollywood, Northridge, Pacoima, Panorama City, San Fernando, Sepulveda, Sherman Oaks, Sunland, Sun Valley, Sylmar, Toluca Lake, Tujunga, and Van Nuys. The Santa Clarita Valley includes Canyon Country, Castaic, Newhall, Santa Clarita, Saugus, Stevenson Ranch, Val Verde, and Valencia. The Antelope Valley includes Acton, Lake Hughes, Lancaster, Little Rock, Llano, Palmdale, and Pearblossom.

## COMMUNITY SNAPSHOT (2010 Community Health Needs Assessment for KFH-Panorama City)

Total population:	2,185,024	White:	47%
Median household income (county):	\$54,467	Latino:	39%
Percentage living in poverty:	29.83%	Asian and Pacific Islander:	10%
Percentage unemployed:	13%	Other:	4%
Percentage uninsured:	18.6%	African American:	3%

## KEY FACILITY STATISTICS

Year opened:	1962	Total licensed beds:	218
KFH full-time equivalent personnel:	1,174	Inpatient days:	51,966
KFHP members in KFH service area:	295,390	Emergency room visits:	46,676

## KEY LEADERSHIP AT KFH-PANORAMA CITY

Dennis Benton	Executive Director
Barbara Zelinski	Chief Operating Officer
Mechi Caballero	Area Finance Officer
Mary Wilson, MD	Area Medical Director
Greg Posner	Medical Group Administrator
Laura Gallardo	Public Affairs Director
Amy Wiese	Senior Community Benefit Health Specialist

# THE 2010 COMMUNITY HEALTH NEEDS ASSESSMENT SUMMARY AND FINDINGS

## 2010 COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA) SUMMARY

KFH-Panorama City conducted the 2010 CHNA in collaboration with members of Valley Care Community Consortium (VCCC), established in 1995 as a health and mental health planning group for Los Angeles County's Service Planning Area 2 (SPA 2), which consists of more than two million residents in the San Fernando and Santa Clarita valleys. KFH-Panorama City provided financial support and participated in surveys and planning meetings to support the 2010 CHNA, which was conducted using the Mobilizing for Action through Planning and Partnerships (MAPP) methodology developed by the National Association of City and County Health Officials and the Centers for Disease Control. MAPP employs a community-wide strategy planning tool for improving community health and allows for a more in-depth review and analysis of some of the critical health issues facing the area. In addition, two surveys were implemented to gather information from local community organizations and residents. *Assessing the Community's Needs: A Triennial Report on the San Fernando and Santa Clarita Valleys* was published in July 2010. A Community Health Summit was held at KFH-Woodland Hills to announce its findings.

## KEY FINDINGS FROM THE 2010 CHNA

Based on a careful review of the primary and secondary data collected for the 2010 CHNA, the key findings are as follows:

### *Affordable and Accessible Mental Health Services:*

- Access to affordable mental health services, specifically outpatient prevention programs and counseling services for low-income children and older adults, the homeless, veterans, and undocumented individuals, was identified as the highest concern: 13.5% of adults in SPA 2 were diagnosed with depression and 29.83% of households earn less than \$35,000 a year.
- School-based programs, family counseling services, and suicide prevention programs for youth and older adults are identified as a need in the community.
- According to surveys of agencies in SPA 2 that serve uninsured and underinsured residents, providers are still unable to refer due to limited capacity.
- In the San Fernando Valley, where Latinos represent 41.47% of the population, there is a need to ensure providers are trained to be culturally sensitive and language appropriate when providing services to mentally vulnerable clients.

### *Affordable and Portable Health Insurance:*

- Affordable and portable health insurance is a crucial priority that needs to be addressed in the San Fernando Valley, where 17.3% of adults have no regular source of medical care.
- Even in light of health care reform, concerns still exist that access to health care is a huge problem for undocumented individuals in an area where more than 405,000 residents are uninsured.

### *Affordable Housing:*

- In Los Angeles County, where the unemployment rate is 13%, affordable housing is a major concern.
- Housing financial assistance programs for low- to middle-income families and seniors to prevent foreclosures and financial literacy programs that are culturally sensitive were identified as needed resources in SPA 2, where 48% of homeowners paid 35% of their income toward their mortgage.
- There is a need for additional permanent supportive housing and Section 8 vouchers in SPA 2, where there were an estimated 3,312 homeless individuals in 2009.
- Improved coordinated care across all service sectors (health, mental health, substance abuse, vocational training, and financial assistance) is needed where 45% of the homeless population consists of substance abusers, 29% suffers from mental illness, and 22% is chronically homeless.

*Chronic Disease Management Specific to Diabetes and Asthma:*

- Management of diabetes and obesity continue to be a concern for SPA 2, where more than 130,000 residents are diabetic, overweight adults make up 39% of the population, and 17% are considered obese.
- According to surveys of community members participating in various walking groups, 80% felt diabetes was the most important health problem facing the community and 51% felt the most important risk behavior was obesity and being overweight.
- Parent and child education for the prevention of obesity is needed in SPA 2, where among 5th, 7th, and 9th graders, 20% have a body mass index (BMI) greater than the 95th percentile and are considered overweight.
- Noncompliance of patients to diabetes and hypertension management programs and the lack of community-based self-management education programs are an issue for residents in SPA 2, where approximately 569,721 people suffer from cardiac disease (angina pectoris, congestive heart disease, heart attack, and hypertension) and more than 130,000 are diabetic.
- Community-wide physical space that is accessible and safe for exercise was identified as a need.
- Prevention of asthma and respiratory risks through education on pollutants and their related health issues as well as policy advocacy to legislate better controls of toxins in low-income areas were identified as a need in SPA 2, where there were more than 160,000 estimated cases of asthma in 2009.

*Access to Affordable Dental Health Services:*

- Dental health services that are affordable and accessible for the uninsured and underinsured are identified as a priority need in the KFH-Panorama City service area, where 20% of adults reported they did not obtain dental care in the past year because they could not afford it.
- There is a concern about the lack of access to dental services for uninsured children and seniors 65 and older because Medi-Cal dental reimbursement is one of the lowest in the nation and only 24% of California's private dentists accept it.
- Prevention education for children is needed and cultural barriers exist due to the limited number of bilingual dentists in the San Fernando Valley, where Latinos represent 41.47% of the population.

**PRIORITIZED NEEDS IDENTIFIED FOR THE KFH-PANORAMA CITY SERVICE AREA**

1. Access to health coverage and health care services
2. Chronic disease prevention, education, and management
3. Obesity and the onset and complications of diabetes

## 2011 YEAR-END RESULTS

### PRIORITIZED NEED I: ACCESS TO HEALTH COVERAGE AND HEALTH CARE SERVICES

The most recent data for SPA 2 indicate that 18.6% of the population (more than 405,000) is uninsured. In the San Fernando Valley, where 29.83% of households earn less than \$35,000 a year and 17.3% of adults have no regular source of medical care, residents face cost barriers. In SPA 2, 13.5% of adults were diagnosed with depression. According to surveys of SPA 2 agencies that serve the uninsured and underinsured, the most important health concern was access to affordable health coverage, mental health services, and dental health services. Providers are still unable to make mental health referrals due to limited capacity. In the San Fernando Valley, Latinos are 41.47% of the population, creating a need for culturally sensitive, bilingual care. In SPA 2, 20% of adults reported they did not obtain dental care in the past year because they could not afford it. Only 24% of California's private dentists accept Medi-Cal, making access to affordable dental care an issue.

#### 2011 GOALS

1. Increase the number of low-income individuals who enroll in or maintain health care coverage.
2. Increase access to health care services, specifically primary care, specialty care, vision, dental, and mental health, for low-income and uninsured individuals.

#### 2011 STRATEGIES

1. Participate in KFHP/H Charitable Health Coverage Programs (STEPS and Kaiser Permanente Child Health Plan); participate in government programs (Medi-Cal and Healthy Families); and enroll individuals eligible for these products.
2. Provide charity care through the Medical Financial Assistance (MFA) program and maximize efficiencies.
3. Coordinate a Community Surgery Day at KFHP-Panorama City. Physicians and staff will donate their time and service to perform outpatient surgeries and procedures for low-income, uninsured individuals identified by a federally qualified health center (FQHC) partner.
4. Provide grant funding to organizations that provide and/or support effective enrollment in public programs.
5. Provide grant funding to community clinics and community-based organizations to increase capacity to provide primary care, specialty care, and mental health, dental and vision services for low-income children, older adults, the homeless, veterans, and undocumented individuals.

#### TARGET POPULATION

Low-income families and adults, children, the homeless, and undocumented individuals who are uninsured and underinsured.

#### COMMUNITY PARTNERS

Community partners include Antelope Valley Partners for Health (AVPH), Antelope Valley Community Clinic (AVCC), Catalyst Foundation for AIDS Awareness and Care (Catalyst Foundation), Center for Individual and Family Counseling, Child and Family Center (CFC), The Children's Center of Antelope Valley, El Proyecto del Barrio (EPDB), El Nido Family Centers, Foundation for Children's Dental Health, LAUSD/Lawrence School-Based Clinic and Family Resource Center, Meet Each Need with Dignity (MEND), Mental Health America of Los Angeles, Michael Hoefflin Foundation, Mission City Community Network (MCCN), Northeast Valley Health Corporation (NEVHC), Samuel Dixon Family Health Center (SDFHC), San Fernando Valley Community Mental Health Center, Tarzana Treatment Center, Inc., Valley Care Community Consortium (VCCC), Valley Community Clinic (VCC), and weSPARK Cancer Support Centers.

#### 2011 YEAR-END RESULTS

- As one of the few community clinics in the Antelope Valley, Catalyst Foundation offers primary medical care for low-income, uninsured, and homeless persons; HIV and hepatitis C virus (HCV) testing and counseling; and specialty care

for those living with HIV/AIDS and/or HCV in the Antelope Valley. KFH-Panorama City recognizes Catalyst Foundation as an essential provider, has a long-standing relationship with it, and awarded the organization a \$25,000 grant to support expanded access to Adverse Childhood Experiences (ACE), study-based, trauma-informed primary medical care and mental health services for 2,000 low-income, uninsured, and homeless individuals whose adult lives have been deeply affected by childhood abuse and trauma. Services are performed by a licensed psychotherapist who sees clients and supervises MFT (marriage and family therapy) interns. This provides an in-house resource for clinic and supportive services to which staff can refer patients who have been identified through the ACE study questionnaire as needing to address childhood abuse and trauma issues to improve their current health status.

- KFH-Panorama City has had a long history of supporting CFC, which provides mental health services for the Santa Clarita Valley. KFH-Santa Clarita medical offices Physician-in-Charge David Wong, MD sits on CFC's board of directors. CFC received \$20,000 to expand its nationally recognized, award-winning School-Based Mental Health Services with in-school educational and discussion groups for 50 low-income at-risk youth designed to identify mental health issues, prevent crises, and increase access to intensive mental health services. The grant helps fund discussion groups to address topics such as bullying, social skills, grief, self-esteem, anger management, suicide, divorce, and others. By intervening early in the development of children who have demonstrated antisocial behaviors, the program improved behavioral health outcomes for all student participants, identified children who require more intensive services, and improved the school environment for all students.
- Access to low-cost oral health services for low-income children of working families is a great need in the KFH-Panorama City service area. Kids Community Clinic of Burbank has been in operation for almost 30 years, providing not only public health fair event screenings and free school screenings and fluoride treatments in the San Fernando Valley and Los Angeles area, but also in-clinic treatment, six-month preventive appointments, and emergency dental care. KFH-Panorama City awarded Kids Community Clinic of Burbank \$10,251 to support outreach and dental treatments for 300 low-income, uninsured children in the San Fernando Valley.
- KFH-Panorama City enjoys a long-standing referral relationship with Antelope Valley Domestic Violence Council and recently strengthened it through collaboration on the Kaiser Permanente Domestic Violence committee headed by Gloria Hasler, MD, KFH-Lancaster medical offices. Valley Oasis (incorporated as Antelope Valley Domestic Violence Council) originated as a 24-hour emergency shelter for domestic violence victims in the Antelope Valley but has grown to provide not only emergency shelter but supportive services such as advocacy, case management, crisis intervention, transportation, food, clothing, assistance with securing financial aid and housing, domestic violence education, living skills, job development, court accompaniment, children's services, counseling, safety planning, hotline, child abuse treatment, legal services, individual and group therapy, and sexual assault advocacy. KFH-Panorama City provided Antelope Valley Domestic Violence Council with a grant for \$15,000 to support a health care advocate to provide 3,500 assessments to homeless clients who do not have a medical home and to provide referrals, advocacy, and health insurance enrollment assistance for those in need.
- KFH-Panorama City has provided grants, volunteers, and in-kind donations to MEND since a KFH-Panorama City nurse, Carolyn Rose, RN, began it as a food and clothing distribution organization out of her garage. Since then, it has grown into the largest poverty agency in the San Fernando Valley, providing emergency food, clothing, medical, vision, and dental care; job skills training and job placement assistance; English as a second language classes; and youth activities serving more than 31,000 individuals per month in 2009. KFH-Woodland Hills Public Affairs Director Susan Ng at on MEND's board of directors for many years but is transitioning that role to KFH-Panorama City Executive Director Dennis Benton in 2012. KFH-Panorama City Health Educator Doris Gomez volunteers her time to teach bilingual diabetes management classes. KFH-Panorama City awarded MEND a \$15,000 grant to support on-site health services such as medical, vision, and dental care and case management and health education programs for 7,500 uninsured people, including homeless individuals and their families. In addition, a \$10,000 Kaiser Permanente Southern California Region award supported MEND's annual Poverty Conference, which brings organizations together to address poverty in the San Fernando Valley.
- Since opening its doors in 1970, the mission of VCC, a FQHC, has been to enhance the well-being of the community by providing high-quality medical, counseling, and health education services in a culturally sensitive environment for those in need, regardless of their ability to pay. Services include primary and some specialty care, health education, dental, optometry, and counseling with an emphasis on education and prevention for a predominantly Latino (75%), low-

income, uninsured population. KFH-Panorama City awarded a \$20,000 grant to VCC to support a Comprehensive Adolescent Medicine Program (CAMP) for 3,500 low-income adolescents by providing a teen-focused medical program to nurture their physical, reproductive, and emotional health. Because low-income teens are at significant risk of drug/alcohol use, unsafe sexual activity, or physical/emotional abuse, an integrated, multidisciplinary health care approach is optimal. KFH-Panorama City Chief of Pediatrics Marilyn Amis, MD serves on the VCC board.

- As part of the Kaiser Permanente Southern California Region's effort to increase access to specialty care services for low-income, uninsured individuals who do not qualify for public health assistance programs, KFH-Panorama City partnered with VCC, which is located within a few miles of the medical center, to coordinate volunteer Kaiser Permanente physicians and staff to provide free hernia surgeries at KFH-Panorama City for six VCC patients who met medical and financial eligibility guidelines.
- To help improve quality of care and health outcomes for community clinics as well as community-based organizations and to provide continuing education opportunities to California State University Northridge (CSUN) public health alumni, KFH-Panorama City, in collaboration with CSUN and the Los Angeles Department of Public Health, conducted two free workshops on Motivational Interviewing. More than 160 public health and clinical care professionals focusing on patient outcomes learned how to apply motivational interviewing and cultural competency skills and strategies to influence positive health behavior change during individual or group interventions while earning CME, CEU, and CHES units.
- Kaiser Permanente Southern California Region funded quality improvement (QI) projects for safety net organizations to build stronger programs and infrastructure that improve service for patient populations at risk of racial and ethnic health disparities. The 2011 QI Initiative for public hospitals focused on the 1115 Medicaid waiver's Delivery System Reform Incentive Pool (DSRIP), which supports the efforts of California's public hospitals in meaningfully enhancing the quality of care and the health of patients and families they serve. Olive View-UCLA Medical Center received a \$300,000 grant over two years (\$150,000 in 2011) to support a program director who will oversee implementation of the waiver guidelines, provide process improvement support for sepsis teams, and propose new teams for urgent improvement in care elements. Funds will also be used to engage two data analysts/auditors and purchase CoagClinic software for anticoagulation management.
- Kaiser Permanente Southern California Region funded the Specialty Care Grant Initiative, which is a statewide effort to provide the means for a community to examine, coordinate, spread, and deepen community-based solutions to the challenges of specialty care access and demand. In the service area, VCCC, as lead community agency, received a \$900,000 grant over three years to increase access to and/or reduce demand for specialty care for the underserved in greater Los Angeles County. In 2011, VCCC continued to work with its partners to build and strengthen the collaborative and its relationships to work together and secure funding for sustainability. In addition, partners continued to improve access to primary care services as a way to free up specialty access.
- Kaiser Permanente Southern California Region awarded Catalyst Foundation for AIDS Awareness and Care a \$250,000 grant for Bartz-Altadonna Community Health Center to renovate its East Lancaster facility. With this support, the agency will be able to triple its clinic space to greatly increase the number of patients served.

## 2012 GOALS UPDATE

The goals will remain unchanged for 2012.

## 2012 STRATEGIES UPDATE

The strategies will remain unchanged for 2012.

## MONITORING PROGRESS OF 2012 STRATEGIES

Progress relative to the strategies will be assessed by tracking number of people enrolled in STEPS, Kaiser Permanente Child Health Plan, Medi-Cal, and Healthy Families through monthly membership reports; number of people receiving MFA; number of Community Surgery Day patients; amount of funding provided through grants; number of grants provided; and number of people reached through funded capacity-building efforts.

## **PRIORITIZED NEED II: CHRONIC DISEASE PREVENTION, EDUCATION, AND MANAGEMENT**

According to the most recent data for SPA 2, overweight adults make up 39% of the population, and 17% are considered obese. According to surveys of community members participating in various walking groups, 80% felt diabetes was the most important health problem facing the community. Approximately 569,721 residents suffer from cardiac disease (angina pectoris, congestive heart disease, heart attack, and hypertension), more than 130,000 are diabetic, and more than 160,000 estimated cases of asthma were reported in 2009. According to surveys of agencies in SPA 2 serving uninsured and underinsured residents, chronic disease management specific to diabetes and asthma was a top health concern.

### **2011 GOALS**

1. Improve the management of chronic disease, specifically heart disease, diabetes, asthma, cancer, and HIV/AIDS.
2. Improve prevention, early detection, and education about chronic disease specific to heart disease, diabetes, asthma, cancer, and HIV/AIDS.

### **2011 STRATEGIES**

1. Provide grant funding to organizations that provide case management to low-income, uninsured adults and children with diabetes.
2. Provide grant funding for culturally and linguistically appropriate health education, nutrition, and wellness programs.
3. Provide grant funding to organizations that provide comprehensive asthma education and management programs.
4. Provide grant funding to organizations that provide HIV/AIDS education, prevention, and screening services as well as case management and support services to individuals living with HIV/AIDS.
5. Using kpcare.org, identify KFH-Panorama City providers and staff who have the interest and expertise relative to this objective and engage them in work with community partners.
6. Promote availability of free Kaiser Permanente health education materials on heart disease, diabetes, asthma, cancer, and HIV/AIDS to community clinics and community-based organizations.
7. Promote availability of Kaiser Permanente's training classes on managing ongoing health conditions, which are open to community health educators, clinicians, and providers.
8. Participate in selected community health fairs and distribute health information on a variety of health topics.

### **TARGET POPULATION**

Uninsured and underinsured low-income individuals, families, and children diagnosed with or at-risk for chronic disease specific to heart disease, diabetes, asthma, cancer, and HIV/AIDS.

### **COMMUNITY PARTNERS**

Community partners include AIDS Service Center, AVPH, AVCC, Catalyst Foundation, EPDB, MEND, MCCN, NEVHC, Project Angel Food, Project New Hope, SDFHC, Tarzana Treatment Centers, Inc., VCCC, and VCC.

### **2011 YEAR-END RESULTS**

- NEVHC has been a long-standing Kaiser Permanente partner in addressing the health of medically underserved and low-income populations in the San Fernando and Santa Clarita valleys. Services are delivered in a manner that is sensitive to the economic, cultural, and social needs of the community. NEVHC provides leadership in the areas of health care delivery and health professional training, research, and health education; advocates for health services; and pursues dynamic health care programs to meet the needs of the community. While NEVHC administers health care services for homeless patients throughout Los Angeles County, it targets the San Fernando and Santa Clarita valleys. NEVHC operates 13 licensed clinics, including six primary health care clinics in Canoga Park, Santa Clarita, Pacoima, San Fernando, Valencia, and Sun Valley; three school-based health centers in San Fernando, Pacoima, and Mission

Hills that primarily serve youth and adolescents; a site in Van Nuys that provides HIV primary care services for adults; a clinic in North Hollywood that serves the homeless; and a 35-foot state-of-the-art Homeless Mobile Clinic. These clinics target low-income, underserved, and uninsured populations. KFHPanorama City awarded NEVHC \$20,000 to support LVN diabetes care coordinators to provide diabetes care management for 700 low-income diabetic patients visiting its Pacoima Health Center. KFHPanorama City Assistant Medical Director Marc Hoffman, MD serves on NEVHC's board of directors. In addition to grant support, KFHPanorama City provided an in-kind donation of waiting room furniture to help furnish NEVHC's various clinic lobbies.

- MCCN is a nonprofit FQHC look-alike whose mission is to advocate for, model, and provide quality health care and social services for uninsured and low-income families in Angeles. MCCN provides comprehensive care across six sites in the San Fernando Valley, including one school-based health clinic. Services include psychiatry, pediatrics, family medicine, dentistry, obstetrics/gynecology, and internal medicine. In 2009, MCCN provided 52,202 unduplicated patient encounters to more than 11,000 patients. The vast majority were racial or ethnic minorities and many were recent immigrants. Diabetic retinopathy is a serious complication of diabetes and a leading cause of blindness among American adults, according to the National Eye Institute. This complication can be mitigated with lifestyle changes, specialty care, and medications, but many of the individuals affected by the disease have limited access to health care resources. In 2009, 85% of individuals served at MCCN's North Hills clinic were Latino and 95% reported living below 200% of the federal poverty level (FPL). In 2010, approximately 850 individuals with diabetes were enrolled in MCCN's chronic disease management system, representing 90% of its diabetic patients. However, only 182 of these patients were successfully referred to ophthalmologists, an issue that would be corrected by providing on-site screenings. KFHPanorama City provided MCCN with \$20,000 to support digital retinal imaging screening services by an optometrist for 500 low-income, diabetic patients at MCCN's expansion clinic in North Hills in the San Fernando Valley. In addition to grant support, KFHPanorama City provided an in-kind donation of 26 exam tables to help furnish MCCN's North Hills and other clinics.
- EPDB received \$5,000 to fund targeted HIV/AIDS outreach, counseling, testing, and early diagnosis through its Mobile Testing Unit (MTU) for 1,000 high-risk, Latino individuals living in San Fernando Valley and entry into medical care for those diagnosed. This expansion of services helps address the barriers to care, such as transportation to a testing site. Initiating testing via MTU allows EPDB to drastically increase the number of tests in targeted locations, enabling better identification of at-risk HIV-positive clients who do not seek HIV testing on their own. Kaiser Permanente Southern California Region, Permanente Human Resources, Assistant Executive Medical Director Virginia Ambrosini, MD serves on EPDB's board of directors.
- Tarzana Treatment Center, Inc. received \$25,000 to provide case management and medical care for 91 new primary care high-risk diabetic patients in the Antelope Valley who have no access to primary care due to lack of resources such as insurance, living under the federal poverty level, and/or being homeless. In addition to medical care, patients are assessed and assisted with enrollment in public assistance programs for which they are eligible, including Medi-Cal, Healthy Families, Healthy Kids, and Healthy Way Los Angeles.
- In 2007, Kaiser Permanente Southern California Region helped establish AVCC, which is dedicated to addressing the health needs of the underserved low-income population by providing primary care, dental care, disease management, and prevention and educational services. Wadie Tadros, MD, former medical director, and Linda Lawson, medical group administrator at KFHPanorama City were an integral part of the planning and implementation phase for AVCC, and the collaboration continues. KFHPanorama City Assistant Area Medical Director Phillip Tusso, MD volunteers at AVCC during his off-time and shares Kaiser Permanente's clinical practice guidelines around asthma, hypertension, and osteoporosis to help improve AVCC's quality of care and chronic disease management for its low-income, uninsured patients and families.
- In addition to supporting organizations focusing on chronic disease prevention, education, and management through grant funding, KFHPanorama City promoted the availability of free health education print materials and online information on chronic disease as well as Kaiser Permanente's training classes on managing ongoing health conditions, which are open to community health educators, clinicians, and providers, by distributing this information through e-mail and during site visits to all current grantees. KFHPanorama City also attended 18 community walks/runs/biking events and 12 health fairs in the San Fernando, Santa Clarita, and Antelope valleys where information about chronic disease was distributed and discussed.

- Kaiser Permanente Southern California Region funded a number of policy- and advocacy-related grants. Neighborhood Legal Services of Los Angeles County received a \$200,000 grant over two years (\$100,000 in 2011) to expand the medical legal community partnership (MLCP) program. The project focuses on growing and expanding the MLCP model throughout the region by reducing legal barriers to good health outcomes and improved health statuses for individuals and families; expanding the number of MLCPs in Los Angeles County and providing a system of coordination for these facilities in Southern California; and engaging and offering leadership in policy advocacy of health and social issues that can transform health in Los Angeles' low-income communities.

## 2012 GOALS UPDATE

The goals will remain unchanged for 2012.

## 2012 STRATEGIES UPDATE

The strategies will remain unchanged for 2012.

## MONITORING PROGRESS OF 2012 STRATEGIES

Progress relative to the strategies will be assessed by tracking amount of funding provided through grants, number of grants provided, number of people reached through funded capacity building efforts, number of organizations referred for free health education materials and training classes, and number of health fairs and events in which KFH-Panorama City participated by distributing health education materials and resources.

## PRIORITIZED NEED III: OBESITY AND THE ONSET AND COMPLICATIONS OF DIABETES

The most recent data for SPA 2 indicate that overweight adults make up 39% of the population and 17% are considered obese. According to surveys of community members participating in various walking groups, 51% felt the most important risk behavior for the community was obesity and being overweight. Among 5th, 7th, and 9th graders in SPA 2, 20% have a body mass index (BMI) greater than the 95th percentile and are considered overweight. According to surveys of agencies in SPA 2 serving uninsured and underinsured residents, chronic disease management specific to diabetes and asthma was a top health concern that can be addressed through obesity and diabetes prevention efforts.

## 2011 GOALS

1. Increase consumption of fresh fruits and vegetables.
2. Increase activity in community settings (e.g., safe walking/biking routes, parks and hiking trails, joint use agreements).
3. Increase physical activity in institutional settings (e.g., schools, after-school programs, work sites).

## 2011 STRATEGIES

1. Provide grants to organizations that encourage physical activity and promote safe places to walk, bike, and play in low-income neighborhoods.
2. Provide grants to organizations that provide healthy eating, active living education and activities for low-income children and parents.
3. Explore and develop collaborative opportunities to work with school districts and implement innovative means to increase physical activity at schools for children and families (e.g., on the playground, walking groups for parents).
4. Participate in Safe Routes to Schools activities.
5. Identify KFH-Panorama City providers and staff who have the interest and expertise relative to this objective, and engage them in work with community partners.
6. Promote availability of free Kaiser Permanente health education materials on healthy eating, active living to community clinics, community-based organizations, and school districts.

7. Promote Educational Theatre's healthy eating programs in local schools.
8. Identify speaking opportunities to promote consistent messages about healthy eating, active living.
9. Promote the KFH-Panorama City farmers' market as a way for neighborhoods to access fresh fruits and vegetables.

#### TARGET POPULATION

Overweight and obese children, adults, and individuals with diabetes, and those at-risk for developing diabetes.

#### COMMUNITY PARTNERS

Community partners include Antelope Valley Family YMCA; NEVHC; AVCC; Santa Clarita Valley Boys and Girls Club; Los Angeles Unified School Districts 1 and 2; Los Angeles Neighborhood Land Trust; Mid Valley Family YMCA; New Directions for Youth; New Horizons; Newhall Elementary, Sulphur Springs, Palmdale, and Lancaster school districts; SOSMentor; Students Run LA (SRLA); Pacoima Beautiful; VCCC; and Youth Speak Collective (YSC).

#### 2011 YEAR-END RESULTS

- Antelope Valley Family YMCA's philosophy is that no one is turned away who has a financial need for assistance. Its current budget projected that 20% of membership is on financial assistance, but the trend is proving to be 31% and continuing to grow. KFH-Panorama City awarded the YMCA of Metropolitan Los Angeles' Antelope Valley Family YMCA with a \$19,000 grant to support In it Together, Healthy Fitness Fun for Families, a program designed to impact the health habits of not only low-income children in the Antelope Valley but their parents as well, totaling 2,000 individuals over the course of the year. One-on-one assessments from lifestyle counselors/coaches will take place, covering topics such as physical fitness, the ability to cope with stress, healthy eating, spiritual awareness, healthy self-perception, and the capacity to be a healthy role model in the community. In addition to the one-on-one sessions, the YMCA's Fitlinxx computerized data system will be used. Fitlinxx records and stores each exercise and converts the information into creative formats that show measurable fitness progress. KFH-Antelope Valley Medical Group Administrator Linda Lawson serves on its board of directors.
- AVPH is a nonprofit with a mission to serve as a catalyst for enhancing community health, wellness, and quality of life in the Antelope Valley through the collaboration of local residents, agencies, faith-based organizations, and government entities. AVPH's vision is "Healthy people in a healthy Antelope Valley." Kaiser Permanente has been part of this collaborative since the beginning and has supported many of its efforts, including the Save-A-Smile dental program, and various health education programs. AVPH was also the catalyst for forming AVCC, for which Kaiser Permanente Southern California Region provided start-up funding. KFH-Panorama City awarded AVPH \$20,000 to support Project Get Fit, a nutrition and physical activity program composed of group exercises, nutrition classes, and Wii Fit activity time targeting 280 low-income, schoolchildren in Lancaster School District. The program takes place at the Wellness Homes located in the five most stressed areas in Lancaster. KFH-Antelope Valley Service Area Assistant Area Medical Director Phillip Tusso, MD serves on the board of directors.
- The City of San Fernando's population is 90% Latino and has a childhood obesity rate of 32.9%, approximately 10% higher than the Los Angeles County average. Since 2001, the five leading causes of death in San Fernando were heart disease, cancer, stroke, pneumonia/influenza, and diabetes. To attempt to address these health statistics, the City of San Fernando partnered with Mission Community Hospital (MCH) and California State University Northridge's Institute for Community Health and Wellbeing (ICHWB) to build a new community-based sustainable model of equal parts healthy outreach, exercise instruction, and education on disease prevention and weight loss. The program focuses on the new Aquatics and Recreation Center (ARC) with plans for swim classes, water aerobics classes, group exercise, and par course training in the adjacent park. Interventions include the MCH-SF Diabetes Teaching Kitchen and its well-regarded Project ALTO-D (Alert Latinos to Overcome Diabetes). CSUN's Kinesiology Department provides assistance, guidance, and supervised kinesiology student interns trained in the science of exercise and movement to lead exercise sessions. The program will reach 500 low-income families living in the City of San Fernando with more targeted efforts toward 100 low-income seniors and young families with children. KFH-Panorama City awarded the City of San Fernando \$20,000 toward this collaborative effort. In addition, the KFH-Panorama City Health Education Department provided in-kind training on KP KIDS (Kaiser Permanente Kids in Dynamic Shape), an evidence-based pediatric weight

management program, to 80 attendees including LAUSD District 1 Nurses, VCCC staff, and a variety of community-based organizations and community clinics, and staff from the City of San Fernando.

- KFH-Panorama City has had a long history of supporting Mid Valley Family YMCA, located within one mile of the medical center. As a policy, the YMCA does not turn people away for their inability to pay. Recently, to leverage resources, Mid Valley Family YMCA, East Valley Family YMCA, and West Valley Family YMCA combined on a leadership level. KFH-Panorama City awarded the YMCA of Metropolitan Los Angeles' Mid Valley Family YMCA \$12,000 and East Valley Family YMCA \$15,000 to support Active Kids/Active Families at both sites to provide more than 600 community members of all ages with the tools they need to make healthy lifestyle choices while raising community awareness on a variety of health topics. The program includes healthy cooking classes and health educator-led nutrition education workshops about healthy shopping, label reading, and meal planning. The program also targets families who are overweight or obese and enrolls them in an eight-week fitness and healthy eating course. Karla Silver, KFH-Panorama City Area Pharmacy Director, serves on its board of directors.
- KFH-Panorama City awarded Santa Clarita Valley Boys and Girls Club a \$10,000 grant to support Triple Play, a three-pronged (mind-body-soul) comprehensive health, fitness, and wellness initiative affecting 1,600 at-risk youth at two Santa Clarita Valley club locations. Triple Play consists of health and wellness nutrition education classes and has expanded to include healthy cooking classes; a "half-hour hustle" in which all youth and program staff simultaneously engage in physical activity; and participation in various social and recreational activities aimed at strengthening character, improving self-confidence, promoting teamwork, and developing interpersonal skills. Andy Gallardo, Director of Fitness for Kaiser Permanente Southern California Region, serves on its board of directors.
- In 2008, YSC started work on a community revitalization project, focused on access to healthy foods and active living to help reduce the risk of obesity and diabetes, by constructing a four-acre community garden in Pacoima that provides access to fresh fruits and vegetables for low-income Latino families. The garden includes 60 plots where families grow fresh fruits and vegetables, access to nutritional information to make fresh produce a sustainable part of the families' diet, educational and nutritional development training for families and youth, and a shaded activity space that provides regularly scheduled free or low-cost fitness classes for the community. KFH-Panorama City awarded YSC \$12,000 to support this effort.
- KFH-Panorama City awarded Socrates Opportunity Scholarship Foundation (SOSMentor) \$7,500 to implement its ShapeUp program utilizing proven mentoring strategies to promote healthy eating and active living among students and aims to increase student advocacy for healthy lifestyles in low-income schools in the San Fernando Valley. Thirty students from James Monroe High School participated in a 10-week nutrition education-mentoring workshop structured around the MyPyramid food groups as well as in a weekly 60-minute after-school physical activity component. Forty-seven Gledhill Elementary School students were then recruited to participate in a 10-week healthy lifestyles program led by the recently trained high schools students. Anuradha Pakanati, MD, Oncologist for KFH-Panorama City, serves on its board of directors.
- SRLA is a sports-based education and intervention program that uses innovative self-improvement methods to help at-risk students. SRLA received a \$7,000 grant from KFH-Panorama City to support a training program for volunteer leaders to share a nutrition and healthy-living curriculum with at-risk youth training for the LA Marathon. The program benefits more than 160 SRLA trainers from 90 different school sites in the Los Angeles area. In addition, over the past four years, KFH-Panorama City has partnered with SRLA to provide physicals for those students who are uninsured so they may be cleared to run the marathon. A team of 22 physicians and staff volunteered to provide 100 sports physicals at KFH-Panorama City.
- VCCC's mission is to create healthier communities in SPA 2 through collaboration, partnership, and implementation of innovative programs, with an emphasis on vulnerable populations. KFH-Panorama City has been part of this collaboration since its inception and in 2010 partnered with VCCC to extend KP Kids in Dynamic Shape (KP KIDS), a nutrition and fitness program for obese children developed by the Panorama City Health Education Department, into the community. In 2011, grant funds totaling \$10,000 were provided to VCCC to expand the program to 13 additional Title 1 schools for a total of 400 low-income obese Latino children and their families in Northeast San Fernando Valley. In addition, KFH-Panorama City Health Education Department provided in-kind training on KP KIDS, an evidence-based pediatric weight management program, to 80 attendees comprising LAUSD District 1 nurses, VCCC staff, and a variety

of community-based organizations and community clinics. KFH-Panorama City also supported Ana Saravia, MD, a KFH-Mission Hills pediatrician, in her efforts to start a walking group at a local Title 1 school by conducting an exploratory meeting with VCCC for lessons learned.

- In addition to supporting organizations focusing on healthy eating active living programs, KFH-Panorama City promoted the availability of free health education print materials and online information as well as Educational Theatre performances by distributing this information through e-mail and during site visits to all current grantees. KFH-Panorama City also attended 18 community walks/runs/biking events and 12 health fairs in the San Fernando, Santa Clarita, and Antelope valleys where healthy eating active living information was distributed and discussed.
- In 2010, KFH-Panorama City opened a farmers' market on the campus to increase access to locally grown, fresh fruits and vegetables for its physicians, employees, and members. As part of the expansion efforts in 2011, KFH-Panorama City reached out to the local Panorama City and Arleta Neighborhood Councils to help communicate about the accessibility of the Kaiser Permanente Panorama City Farmers Market for residents in the community as well as hosted a one-year anniversary celebration with a celebrity chef from a local councilman's office.
- Under a \$60,000 two-year grant funded by Kaiser Permanente Southern California Region in 2009, Pacoima Beautiful's Youth United Toward Environmental Protection (YUTEP) Healthy Foods Campaign continued to influence public policy for healthy food choices and active lifestyles in 2010 and 2011. The project is a component of a larger multiyear citywide effort to transform the physical activity environments and improve the overall health of Pacoima families and children.
- Kaiser Permanente Southern California Region's HEAL Partnership Grants are targeted investments in communities of 10,000 to 20,000 residents with a high prevalence of obesity and other health disparities. The grants support projects led by community stakeholders that focus on improving community environments (e.g., parks, stores, and schools) to increase consumption of healthy food and beverages, decrease calorie consumption, and increase physical activity to combat obesity. In the KFH-Panorama service area, Antelope Valley Partners for Health received \$150,000 over two years (\$75,000 in 2011) to improve access to healthy food and physical activity opportunities.
- Kaiser Permanente Southern California Region funded a number of statewide healthy eating and active living grants. California Center for Public Health Advocacy was awarded \$125,000 in its second year of support for the Healthy Eating Active Living Cities (HEAC) campaign, which partners with California League of Cities to engage city leaders in adopting resolutions and policies that increase access to healthier nutrition and physical activity environments.

## 2012 GOALS UPDATE

The goals will remain unchanged for 2012.

## 2012 STRATEGIES UPDATE

The strategies will remain unchanged for 2012.

## MONITORING PROGRESS OF 2012 STRATEGIES

Progress relative to the strategies will be assessed by tracking amount of funding provided through grants, number of grants provided, number of people reached through funded healthy eating, active living efforts, number of community organizations served, number of staff engaged in the community, the number of organizations referred for free health education materials and training classes, and number of health fairs and events where KFH-Panorama City participated by distributing health education materials and resources.

**Table 1**

## **KAISER FOUNDATION HOSPITAL-PANORAMA CITY**

### **2011 Key Community Benefit Program Metrics**

*(For more information about these and other CB programs and services, please see pages 10–20 in the Introductory Chapters Section.)*

Charity Care: Medical Financial Assistance Program recipients	6,243
Charity Care: Charitable Health Coverage Program – Kaiser Permanente Steps Plan members	205
Charity Care: Charitable Health Coverage Program – Kaiser Permanente Child Health Plan members	2,596
Medi-Cal managed care members	12,597
Healthy Families Program members	12,113
Community Surgery Day patients	5
Health Research projects (new, continuing, and completed)	16
Nursing Research projects (new, continuing, and completed)	6
Educational Theatre – number of performances and workshops	75
Educational Theatre – number of attendees (students and adults)	11,175
Nurse practitioner and other nursing training and education beneficiaries	5
Deloras Jones nursing scholarship recipients	2
Other health professional training and education (non-MD) beneficiaries	23
Hippocrates Circle students	93
Summer Youth and INROADS programs participants	29
Number of 2011 grants and donations made at the local and regional levels <sup>1</sup>	105

<sup>1</sup>The vast majority of regional grants impact three or more hospitals. As such, a single regional grant may be included in the “Number of 2011 grants and donations” count for multiple hospitals.

Table 2

## KAISER FOUNDATION HOSPITAL-PANORAMA CITY

### COMMUNITY BENEFIT RESOURCES PROVIDED IN 2011

<b>Medical Care Services for Vulnerable Populations</b>	
Medi-Cal shortfall <sup>1</sup>	\$9,512,532
Healthy Families <sup>2</sup>	3,992,684
Charity care: Charitable Health Coverage Programs <sup>3</sup>	1,675,566
Charity care: Medical Financial Assistance Program <sup>4</sup>	7,565,298
Grants and donations for medical services <sup>5</sup>	1,029,820
<b>Subtotal</b>	<b>\$23,775,900</b>
<b>Other Benefits for Vulnerable Populations</b>	
Watts Counseling and Learning Center <sup>6</sup>	\$ 0
Educational Outreach Program	0
Summer Youth and INROADS programs <sup>7</sup>	98,438
Grants and donations for community-based programs <sup>8</sup>	549,363
Community Benefit administration and operations <sup>9</sup>	561,034
<b>Subtotal</b>	<b>\$1,208,835</b>
<b>Benefits for the Broader Community<sup>10</sup></b>	
Community health education and promotion programs	\$82,179
Educational Theatre Programs	281,404
Facility, supplies, and equipment (in-kind donations) <sup>11</sup>	75,766
Community Giving Campaign administrative expenses	8,018
Grants and donations for the broader community <sup>12</sup>	64,468
National board of directors fund	25,675
<b>Subtotal</b>	<b>\$537,510</b>
<b>Health Research, Education, and Training</b>	
Graduate Medical Education	\$0
Non-MD provider education and training programs <sup>13</sup>	552,005
Grants and donations for the education of health care professionals <sup>14</sup>	106,288
Health research	1,610,156
Continuing Medical Education	231
Grants and donations for evidence-based medicine <sup>15</sup>	0
<b>Subtotal</b>	<b>\$2,268,680</b>
<b>Total Community Benefits Provided</b>	<b>\$27,790,925</b>

## ENDNOTES

- <sup>1</sup> Amount includes cost-based unreimbursed inpatient expenditures for Medi-Cal Managed Care members and Medi-Cal Fee-for-Service beneficiaries.
- <sup>2</sup> Amount includes cost-based unreimbursed inpatient expenditures for Healthy Families members.
- <sup>3</sup> Amount includes cost-based unreimbursed inpatient expenditures for Steps Plan members and the Kaiser Permanente Child Health subsidy.
- <sup>4</sup> Amount includes cost-based unreimbursed care provided at this facility to patients who qualify for Charity Care: Medical Financial Assistance Program.
- <sup>5</sup> Figures reported in this section for grants and donations for medical care services consist of charitable contributions to community clinics and other safety net providers; community health partnerships and collaboratives; community health care coverage enrollment efforts; and specific health initiatives that address specialty care access, HIV/AIDS, childhood obesity, and so on. The amount reported reflects hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members.
- <sup>6</sup> Watts Counseling and Learning Center's service expenses are divided among three hospitals: KFH-Los Angeles, KFH-West Los Angeles, and KFH-Downey.
- <sup>7</sup> Figures reported in this section are hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members, or a related denominator such as the number of Summer Youth students hired.
- <sup>8</sup> Figures reported in this section for grants and donations for community-based programs consist of charitable contributions made to external nonprofit organizations for a variety of programs and services that address the nonmedical needs of vulnerable populations. The amount reflects hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members.
- <sup>9</sup> The amount reflects the costs related to providing a dedicated Community Benefit department and related operational expenses.
- <sup>10</sup> Figures reported in this section are hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members, or several related denominators such as the number of Educational Theatre performances or health education programs.
- <sup>11</sup> Amount represents the estimated value of, but is not limited to, donated surplus office and medical supplies, equipment and furniture, promotional giveaways, in-kind services, and conference meeting room usage, as recorded in the MicroEdge GIFTS database.
- <sup>12</sup> Figures reported in this section for grants and donations for the broader community consist of charitable contributions made to external nonprofit organizations to educate health care consumers in managing their own health and making informed decisions when obtaining services and to develop, produce, or communicate health care–related public policy information for a variety of programs and services aimed at the general well-being of the community. The amount reflects hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members.
- <sup>13</sup> Amount reflects the net expenditures after tuition reimbursement for health care professional education and training programs.
- <sup>14</sup> Figures reported in this section for grants and donations for the education of health care professionals consist of charitable contributions made to external nonprofit organizations, colleges, and universities to support the training and education of students seeking to become health care professionals such as physicians, nurses, physical therapists, social workers, pharmacists, and so on. The amount reflects hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members.
- <sup>15</sup> Figures reported in this section for grants and donations for evidence-based medicine consist of charitable contributions made to external nonprofit organizations and academic institutions to develop, produce, or communicate evidence-based medical practices and research findings. The amount reflects hospital-specific, unreimbursed expenditures. When hospital-specific expenditures were not available, dollars were allocated to each hospital based on the percentage of Health Plan members.

