

**Providence Health and Services  
Valley Service Area  
2011 Community Benefit Report**



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

**PROVIDENCE HEALTH AND SERVICES  
VALLEY SERVICE AREA  
PROVIDENCE HOLY CROSS MEDICAL CENTER  
PROVIDENCE SAINT JOSEPH MEDICAL CENTER  
PROVIDENCE TARZANA MEDICAL CENTER  
2011 COMMUNITY BENEFIT REPORT**

**Introduction:**

The Providence Faith Community Health Partnership Program works in collaboration with over 30 faith communities in the San Fernando and Santa Clarita Valleys to improve the health of the area residents. These faith communities organize health ministry committees that work on planning and organizing health related events for its members and the surrounding neighborhoods. The health ministry committees are usually led by a Faith Community Nurse, a registered nurse with specialized training in faith community nursing. Activities organized by the health ministry committees may include health fairs, screening events (e.g. blood pressure), blood drives, presentations/talks on various health topics, home visitation, and information and referral to area health and community resources.

At a recent health fair hosted by one of the churches a middle aged woman participated in the blood pressure screening. During the screening the woman was identified as having high blood pressure. The Faith Community Nurse who was present counseled the woman about her blood pressure and recommended that she be seen by a doctor as soon as possible. The woman explained that she did not have health insurance, and because of this she was unable to see a doctor. The Faith Community Nurse worked with the woman to get her an appointment within a few days at the Providence Mobile Clinic. Once seen at the Providence Mobile Clinic the woman was put on blood pressure medication and also counseled about lifestyle changes she could make to help her better control the high blood pressure. Today the woman is under a doctor's care and is taking the medication to control her blood pressure. On a recent Sunday she saw the Faith Community Nurse at her church and thanked her for the care she received and noted how much better she feels now that her blood pressure is under control.

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

Providence Health and Services, Valley Service Area is committed to reach out and serve those in need because it is part of the core of the organization's Mission, "As people of Providence we reveal God's love for all, especially the poor and vulnerable, through our compassionate service." In order to carry out this Mission, Providence collaborates with others in our community to help address the health and social needs

of the area. By working together with other stakeholders in the area, we are able to leverage each of our resources with the goal of making positive impacts on the health and general well-being of the community.

### **General Information:**

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

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

### **Organizational Structure:**

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

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

Providence Holy Cross, Saint Joseph and Tarzana Medical Centers are members of the Valley Care Community Consortium. This Consortium is comprised of community based organizations, hospitals, schools, public agencies and other community stakeholders that work together to do joint health planning in the two valleys to address some of the priority health needs. In 2010, the Consortium completed a collaborative community needs assessment of the San Fernando and Santa Clarita Valleys. The not-for-profit and public hospitals participated in this needs assessment project together with other providers, schools, and community based organizations. These organizations, under the leadership of the Valley Care Community Consortium, have a long history of collaborating together to complete the community needs assessment.

### **History and Mission Statement:**

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

## **MISSION**

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

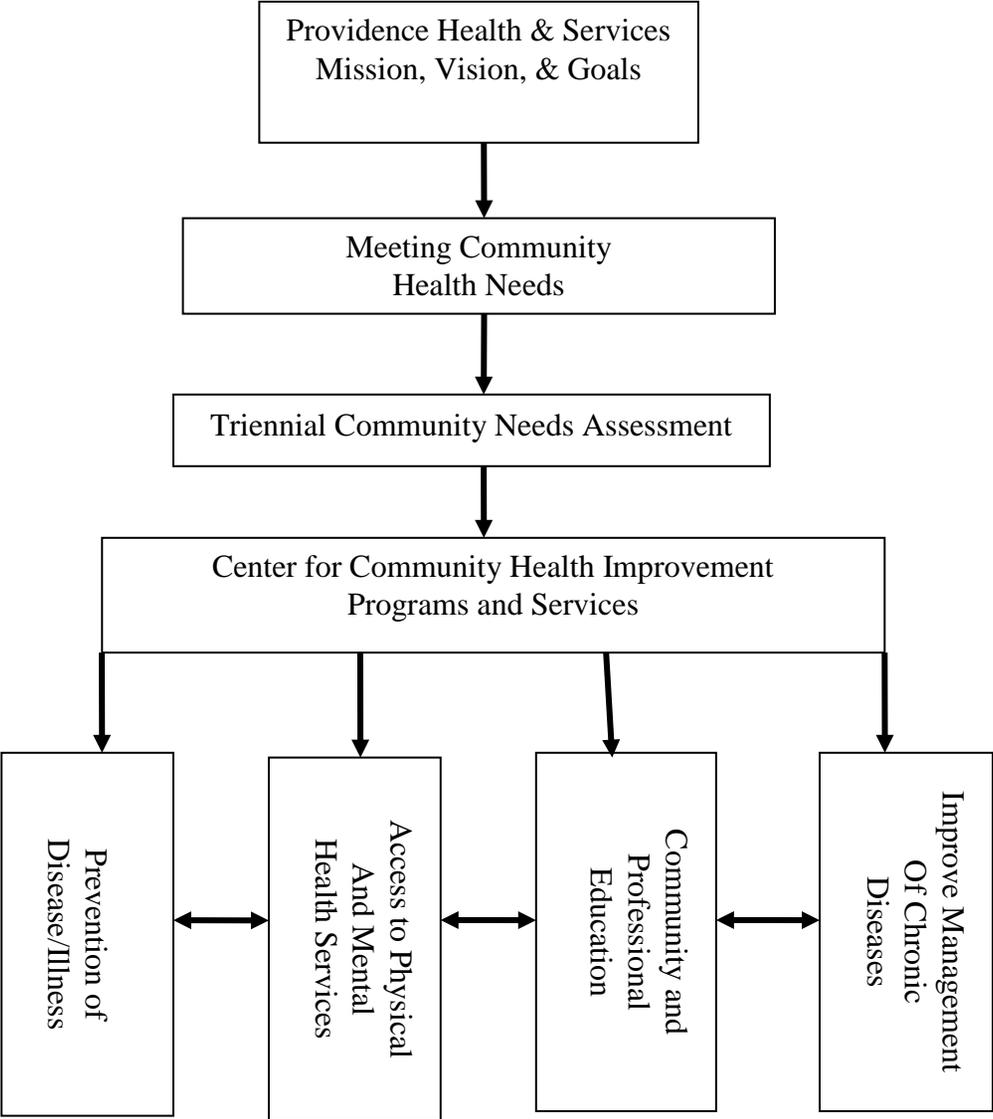
## **CORE VALUES**

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

## **STATEMENT OF SOCIAL ACCOUNTABILITY**

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

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



### **Community Needs Assessment:**

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

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

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

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

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

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

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

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

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

### **Demographic Profile:**

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

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

## **Key Findings:**

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

### **Children**

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

### **Adults (Ages 18 to 64)**

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

### **Seniors (Age 65 and above)**

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

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

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

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

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

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

**Status of the 2011 Community Benefit Objectives**

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

<b>Objective</b>	<b>Progress/Status</b>
Focus on reporting community benefit expense and impact with a new emphasis on qualitative stories.	<ul style="list-style-type: none"> <li>• Worked with the System Office to develop a process to better record the number of people served by the community benefit programs.</li> <li>• Presented to the Service Area Community Ministry Board on community benefit and also served on a panel at the System Office Board Retreat to provide education on community benefit.</li> <li>• Worked with Marketing and Communications on the 2011 Community Benefit Report to be made available to the community.</li> </ul>
Fully utilize the CareScope system to track clients, services provided, and ongoing follow-up for Providence Access to Care clients.	<ul style="list-style-type: none"> <li>• Conducted further training with staff on the use of the CareScope system.</li> <li>• Continued to enter and update community resources in the CareScope database.</li> </ul>
Develop a comprehensive and collaborative outreach approach to diabetes screening, education and management.	<ul style="list-style-type: none"> <li>• Conducted continuing education with the Health Promoters and Faith Community Nurses on diabetes.</li> <li>• New diabetes support group started at Our Lady of the Valley Church in Canoga Park.</li> <li>• Conducted numerous glucose screenings in the community.</li> <li>• Offered classes at area parent centers and churches on diabetes.</li> </ul>
Raise awareness in the PTMC service area regarding the Medical Center’s commitment and support of community benefit for the poor and vulnerable.	<ul style="list-style-type: none"> <li>• Hosted three community outreach events/activities at the PTMC campus.</li> <li>• Developed collaborative relationships with two churches, a retirement community, and a community clinic to expand outreach services in the PTMC service area.</li> <li>• Worked with the Communications Dept. to develop a community benefit report for the community highlighting some of the outreach work done by the three Providence Medical Centers in the Valley.</li> </ul>
Reorganize the Faith Community Health Partnership for expansion.	<ul style="list-style-type: none"> <li>• Recruited and trained two Faith Community Nurses for the program.</li> <li>• Reorganized the FCHP Program to provide better support to the member faith communities.</li> <li>• Welcomed new churches into the Partnership.</li> <li>• Offered four continuing education lectures for the Faith Community Nurses.</li> <li>• Began discussions with the So. California Health Ministry Association regarding establishing a FCN certificate training program in the area.</li> </ul>

**Providence Health and Services - Valley Service Area  
2012 Community Benefit Goal and Objectives**

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

**RESOURCES/TOOLS**

- Community Needs Assessment
- Partnerships: Churches, schools, clinics, CBOs, physicians, government, businesses
- Collaboration: Case Management, Home Care, Clinical Social Work, E.D.
- Information Systems: CareScope, Electronic Client Databases, CAMIS/EPIC

**ACCESS**

- Assist newly insured population in navigating the health care system
- Increase number of uninsured patients linked to medical homes/insurance
- Expand access to counseling services
- Transition mobile clinic to new model

**PREVENTION**

- Expand number served at health fairs and screenings
- Increase violence prevention outreach efforts
- Expand outreach to at risk seniors needing supportive services
- Develop partnerships to promote healthy eating in the community
- Improve physical activity and better nutrition among at risk youth

**POPULATION  
HEALTH**

**DISEASE  
MANAGEMENT**

- Increase community based support groups
- Focus on readmission reduction efforts with high risk patients
- Increase diabetes and hypertension outreach efforts

**EDUCATION**

- Increase health education topics & class locations
- Become a training resource for LHPs/CHWs
- Develop local FCN training program
- Improve/upgrade health education library
- Train more peer counselors
- Increase internship opportunities

***Strengths:*** Community partners, size, reputation, Mission driven, dedicated staff, committed and growing volunteer base

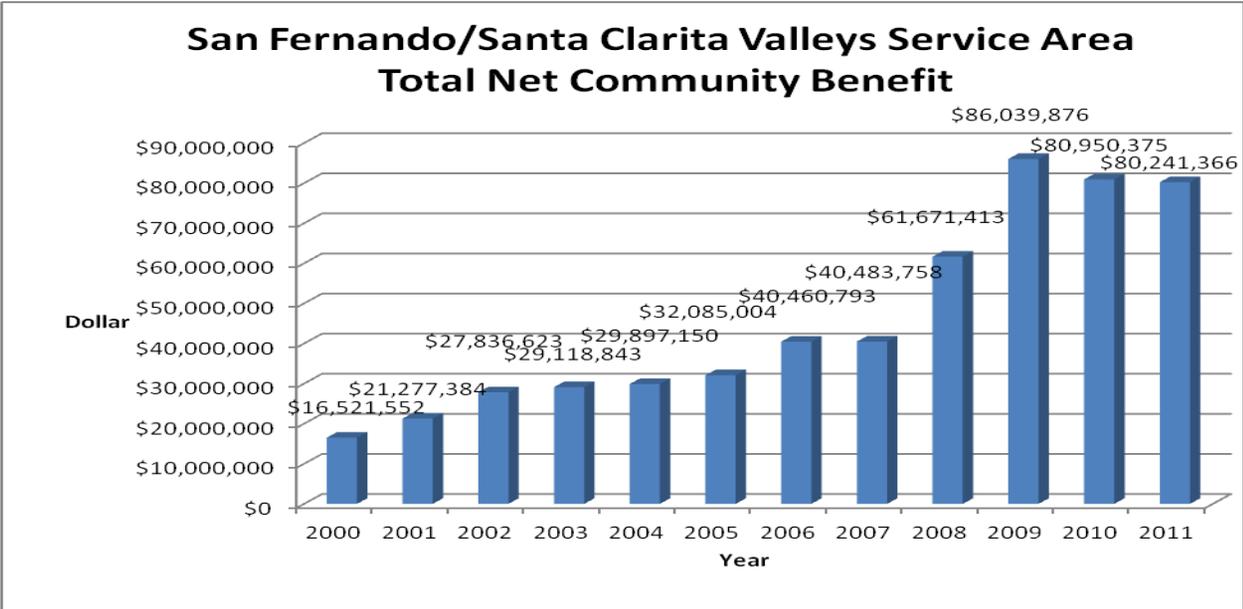
***Challenges:*** Health reform, financial resources, sustainability, growing demand/need

## **Inventory and Economic Value of Community Benefit Programs/Services for 2011**

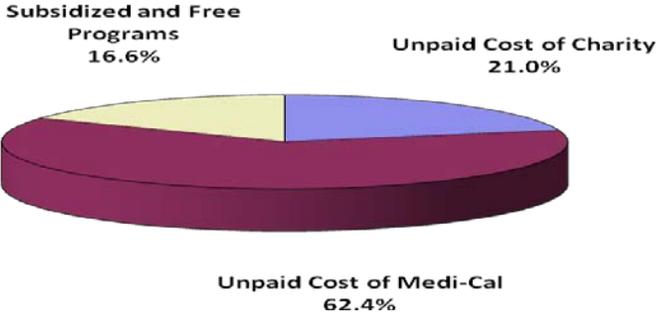
The tables on the following pages provide an accounting of all the community benefit programs, activities and services provided by Providence Holy Cross, Saint Joseph, and Tarzana Medical Centers in 2011. Combined these three facilities provided unsponsored community benefits totaling over \$80.2 million in 2011 which served almost 153,000 people. As the graph shows on the following page, the dollars expended on community benefit by the Medical Centers have represented a significant contribution over the last eleven years. The focus of these community benefit programs includes services provided for the entire community such as health screenings, educational lectures, support groups, information/referral, and health fairs. Services are also targeted to the poor and vulnerable populations including the Providence Mobile Medical Clinic, Providence Access to Care Program, Senior Outreach Program, Mary Potter Program for Human Dignity (charity care), and School Nurse Outreach Program. The programs serve all ages within the community from children to seniors.

Through these different programs, Providence Health and Services seeks feedback from those being served (i.e. client satisfaction surveys, customer questionnaires, interviews, etc.) to ensure that we are addressing the health care needs of importance to the community. This feedback from clients is used to help us improve the programs and services that we offer the community. In addition, the impact that these programs are making on the populations being served is also monitored to ensure that the organization's outreach efforts are having a positive impact on the health of our community. The complete listing of all of the programs and services provided to the community by each Medical Center in 2011 is included on the following pages.

A breakdown of the community benefit dollars provided by Providence Health and Services, Valley Service Area in 2011 shows that 62.4% was from the unpaid costs of Medi-Cal, 21% from the unpaid costs of charity care, and 16.6% from non-billed/free and subsidized health programs.



**Providence Health & Services  
San Fernando and Santa Clarita Valleys Service Area  
2011 Community Benefit Expenditures by Category**



**Providence Holy Cross Medical Center  
Community Benefit Program and Services  
For period from 1/1/2011 through 12/31/2011**

<b>Community Benefit Activity/Program</b>	<b>Type of Benefit</b>	<b># Served</b>	<b>Economic Value</b>	<b>Calculation of the Economic Value</b>
Charity Care	Medical Care Services	4,270	\$5,391,483	Unpaid costs of providing care based on a ratio of costs to charges calculation
Medi-Cal/Medicaid Charity Costs	Medical Care Services	41,915	3,471,415	Unpaid costs of providing care based on a ratio of costs to charges calculation
Mission Community Outreach	Other Quantifiable Benefits	2	3,948	Salary cost of staff
Tattoo Removal Program	Other Benefits for Vulnerable Populations	322	198,160	Salary and other operating expenses
Meeting Space for Community Groups	Other Quantifiable Benefits	159	15,900	Salary and supply expenses
Support Groups Social Services	Other Quantifiable Benefits	129	1,996	Salary cost of staff
Latino Health Promoters	Other Benefits for the Broader Community	4,394	91,192	Salary and other operating expenses
Information & Referral Social Services	Other Quantifiable Benefits	101	2,207	Salary cost of staff
Student Nursing Preceptors and Training	Other Quantifiable Benefits	15	442,013	Salary cost of staff
Parish Nurse Partnership	Other Benefits for the Broader Community	3,968	142,407	Salary and other operating expenses
Health Resource Center	Other Benefits for the Broader Community	653	45,946	Salary and other operating expenses
YMCA Medical Partnership	Other Benefits for the Broader Community	20	713	Salary cost of staff
Clinical Pastoral Education Program	Other Quantifiable Benefits	4	142,258	Salary and other operating expenses
Paramedic Base Station	Medical Care Services	7,465	359,289	Salary and other operating expenses

<b>Community Benefit Activity/Program</b>	<b>Type of Benefit</b>	<b># Served</b>	<b>Economic Value</b>	<b>Calculation of the Economic Value</b>
Medical Library Services for the Community	Other Benefits for the Broader Community	153	32,468	Salary cost of staff
School Nurse Outreach Program	Other Benefits for the Broader Community	1,117	61,290	Salary and other operating expenses
Unreimbursed Psychiatric Care	Medical Care Services	42	134,672	Unpaid costs of providing care
Training for Physical Therapy Students	Other Benefits for the Broader Community	4	146,150	Salary cost of staff
Physical Therapy Participation in Community Outreach Events	Other Quantifiable Benefits	490	1,115	Salary cost of staff
Surgery Dept. Participation in Training and Outreach Activities	Other Quantifiable Benefits	9	21,270	Salary cost of staff
Lectures and Participations in Health Fairs by Speech Therapy	Other Quantifiable Benefits	50	371	Salary cost of staff
Community Outreach and Education Occupational Therapy	Other Benefits for the Broader Community	50	280	Salary and supply expenses
Donations to Community Organizations, Fundraisers and Events	Other Benefits for the Broader Community	14	59,948	Monetary Donation
Occupational Therapy Support Groups	Other Benefits for the Broader Community	62	2,139	Salary cost of staff
Mission Fund for Community Benefit and Access to Care	Other Benefits for the Broader Community	3	100,577	Monetary Donation
Maternal Child Outreach and Education Maternal Child Education	Other Quantifiable Benefits	190	150,096	Salary cost of staff
Nutrition Outreach and Education	Other Benefits for the Broader Community	100	1,690	Salary cost of staff
Speech Therapy Participation & Facilitation of Support Groups	Other Quantifiable Benefits	50	1,226	Salary cost of staff
Women's Outpatient Diagnostic Center Imaging Services for Samuel Dixon Clinic	Other Benefits for the Broader Community	315	21,507	Salary cost of staff

<b>Community Benefit Activity/Program</b>	<b>Type of Benefit</b>	<b># Served</b>	<b>Economic Value</b>	<b>Calculation of the Economic Value</b>
Center for Community health Improvement	Other Benefits for the Broader Community	11	168,357	Salary and other operating expenses
Recuperative Bed Programs for homeless Patients Administration	Medical Care Services	3	14,256	Monetary Donation
Specialty Care for Uninsured E.D. Patients	Medical Care Services	35	270,000	Other operating expenses
Senior Outreach Program	Other Benefits for the Broader Community	193	137,903	Salary and other operating expenses
Preceptor for Occupational Therapy Students Occupational Therapy	Other Quantifiable Benefits	3	11,622	Salary cost of staff
Providence Access to Care	Other Quantifiable Benefits	2,998	237,515	Salary and operating expenses
Preceptoring Moorpark College Imaging Students Clinical Education	Other Quantifiable Benefits	16	133,884	Salary cost of staff
Case Management Transportation for Uninsured Patients Case Management	Other Quantifiable Benefits	308	15,265	Other operating expenses
Trauma Program Physician Fees Emergency Dept	Medical Care Services	566	3,231,105	Other operating expenses
Disaster Preparedness Outreach	Other Benefits for the Broader Community	20	608	Salary cost of staff
Traumatic Brain Injury Support Group	Other Quantifiable Benefits	10	1,346	Salary cost of staff
COBRA Payment for Low Income Patient	Other Quantifiable Benefits	1	1,042	Monetary Donation
Supervision and Training of Dietetic Students	Other Quantifiable Benefits	3	35,761	Salary cost of staff
<b>Total PHCMC Community Benefit</b>		<b>70,233</b>	<b>\$15,302,390</b>	

**Providence Saint Joseph Medical Center  
Community Benefit Program and Services  
For period from 1/1/2011 through 12/31/2011**

<b>Community Benefit Activity/Program</b>	<b>Type of Benefit</b>	<b># Served</b>	<b>Economic Value</b>	<b>Calculation of the Economic Value</b>
Charity Care Cost	Medical Care Services	3,441	\$7,213,670	Unpaid cost of providing care based on ratio of costs to charges calculation
Medi-Cal/Medicaid Charity Cost	Medical Care Services	21,826	21,724,997	Unpaid cost of providing care based on ratio of costs to charges calculation
Center for Community Health Improvement	Other Benefits for the Broader Community	11	174,337	Salary cost and other operating expenses
Speech Therapy Lecture to Community	Other Benefits for the Broader Community	25	252	Salary cost of staff
Clinical Pastoral Education Program	Other Quantifiable Benefits	4	88,496	Salary cost of staff
Mission Leadership Community Outreach, Collaboration and Advocacy	Other Quantifiable Benefits	2	2,584	Salary cost of staff
Support Groups	Other Quantifiable Benefits	70	998	Salary cost of staff
Faith Community Health Partnership	Other Benefits for the Broader Community	3,968	183,451	Other operating expenses
Health Resource Center	Other Quantifiable Benefits	1,015	48,936	Salary cost of staff
Latino Health Promoter Program Expenses	Other Benefits for the Broader Community	4,394	184,534	Salary cost of staff
Maternal Child Outreach and Education	Other Quantifiable Benefits	217	112,300	Salary cost of staff
Medical Library	Other Quantifiable Benefits	112	37,941	Salary cost of staff
Meeting Space for Community Groups	Other Quantifiable Benefits	233	23,300	Other operating expenses
Mission Fund for Community Benefit and Access to Care	Other Benefits for the Broader Community	4	327,087	Monetary donation
Cardiac Rehabilitation and Fitness Program	Medical Care Services	1,256	154,201	Salary and supply expenses

<b>Community Benefit Activity/Program</b>	<b>Type of Benefit</b>	<b># Served</b>	<b>Economic Value</b>	<b>Calculation of the Economic Value</b>
Paramedic Base Station	Medical Care Services	6,919	388,092	Salary and supply expenses
Beyond 50 Program	Other Benefits for the Broader Community	10,574	45,350	Salary and other operating expenses
Information and Referral to Community	Other Quantifiable Benefits	168	2,994	Salary cost of staff
Patient Transportation Program	Other Benefits for the Broader Community	2,630	95,172	Other operating expenses
Taxi and Ambulance Transportation for Uninsured and Low Income	Other Benefits for the Broader Community	2	2,477	Monetary donation
Valley Community Clinic Partnership	Medical Care Services	21	3,877	Other operating expenses
Supplies and Medication for Haitian Relief	Medical Care Services	22	1,191	Other operating expenses
Senior Outreach Program	Other Benefits for the Broader Community	193	173,523	Salary and supply expenses
Specialty Care Physician Coverage for Uninsured E.D. Patients	Medical Care Services	20	402,926	Other operating expenses
Student Nurse Preceptorship and Mentoring	Other Quantifiable Benefits	21	965,052	Salary cost of staff
Support of Community Events and Fundraisers	Other Quantifiable Benefits	14	59,945	Monetary donation
School Nurse Outreach Program	Other Benefits for the Broader Community	1,117	124,604	Salary and other operating expenses
Unreimbursed Psychiatric Care	Medical Care Services	76	335,120	Unpaid costs of providing care
Diabetes Screening	Medical Care Services	140	3,801	Salary and other operating expenses
Supervision of Social Work Students	Other Quantifiable Benefits	2	1,827	Salary cost of staff
Disney Family Cancer Center Integrative Medicine Services	Other Benefits for the Broader Community	80	8,697	Salary and operating expenses

Community Benefit Activity/Program	Type of Benefit	# Served	Economic Value	Calculation of the Economic Value
<b>Total PSJMC Community Benefit</b>		<b>58,577</b>	<b>\$32,891,732</b>	

**Providence Tarzana Medical Center  
Community Benefit Program and Services  
For period from 1/1/2011 through 12/31/2011**

<b>Community Benefit Activity/Program</b>	<b>Type of Benefit</b>	<b># Served</b>	<b>Economic Value</b>	<b>Calculation of the Economic Value</b>
Charity Care Cost	Medical Care Services	1,921	\$4,273,718	Unpaid costs of providing care based on a ratio of costs to charges calculation
Medi-Cal/Medicaid Charity Cost	Medical Care Services	11,417	24,869,937	Unpaid costs of providing care based on a ratio of costs to charges calculation
Center for Community Health Improvement	Other Benefits for the Broader Community	12	151,242	Salary and operating expenses
Hospital Departments Participation in Outreach and Community Events	Other Benefits for the Broader Community	149	5,158	Salary and other operating expenses
Faith Community Health Partnership	Other Benefits for the Broader Community	3,967	144,205	Salary and other operating expenses
Latino Health Promoter Program	Other Benefits for the Broader Community	4,394	98,992	Salary and operating expenses
Marketing Outreach and Participation in Community Events	Other Benefits for the Broader Community	114	11,513	Salary cost of staff
Support of Patient and Family in Financial Need	Other Quantifiable Benefits	3	600	Monetary Donation
Mission Collection for the Poor	Other Benefits for the Broader Community	100	2,354	Salary cost of staff
Mission Outreach Advocacy	Other Benefits for the Broader Community	3	4,956	Salary cost of staff
Mission Trip to Tijuana	Other Benefits for the Broader Community	2	2,250	Salary cost of staff
Participation in Community Events and Advocacy	Other Benefits for the Broader Community	75	223	Salary cost of staff

<b>Community Benefit Activity/Program</b>	<b>Type of Benefit</b>	<b># Served</b>	<b>Economic Value</b>	<b>Calculation of the Economic Value</b>
Clinical Education Preceptorships and Mentoring of Nursing and Allied Health Students	Other Quantifiable Benefits	357	1,742,175	Salary cost of staff
School Nurse Outreach Program	Other Benefits for the Broader Community	1,116	69,290	Salary and operating expenses
Senior Outreach Program	Other Benefits for the Broader Community	192	115,509	Salary and operating expenses
Specialty Medical Coverage for Uninsured E.D. Patients	Medical Care Services	119	337,760	Other operating expenses
Support of Community Organizations and Fundraisers	Other Quantifiable Benefits	13	59,948	Monetary donation
Safety and Emergency Preparedness Education	Other Benefits for the Broader Community	90	855	Salary cost of staff
Health Resource Center	Other Benefits for the Broader Community	73	18,640	Salary and operating expenses
Mother Joseph Fund to Support Community Benefit Activities	Other Benefits for the Broader Community	3	137,919	Monetary donation
<b>Total PTMC Community Benefit</b>		<b>24,120</b>	<b>\$32,047,244</b>	