



Annual Report and Plan for **COMMUNITY BENEFIT**

2011

Submitted to:
Office of Statewide Health Planning & Development
Healthcare Information Division
Accounting and Reporting Systems Section
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Letter from the CEO

Gardens Regional Hospital and Medical Center, Inc., dba Tri-City Regional Medical Center is a non-profit hospital that has been serving the residents of Hawaiian Gardens and the surrounding communities in Los Angeles and Orange Counties for over 15 years. We are committed to caring for the underserved and accomplishing our mission to enhance the health and well-being of our patients, their families, and the community. The provision of community benefit is one way we meet our commitment as a tax-exempt hospital.

The Hospital is proud of its long-term association with many community-based organizations as a health care partner. This year we increased our outreach in the community and provided community health screenings, immunizations and flu shots, and wellness and education sessions to the public, free of charge.

This community benefit report includes an overview of our community benefit activities for 2011, including a financial valuation, and details for community benefit planning in the coming year.

At Tri-City Regional Medical Center we are dedicated to achieving health care excellence in everything we do. We are committed to continuing our investment in the local communities we serve through our support of community benefit programs.

Sincerely,

Clifford B. Shiepe, MBA
President/Chief Executive Officer

Mission

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

Vision

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

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

About Tri-City Regional Medical Center

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

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

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

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

Service Area

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

Community Partners

Tri-City Regional Medical Center is proud to work with dedicated community partners to address the needs of our service area. These partners include:

- ABC Unified School District
- Aloha Health Medical Academy
- Artesia High School, Lakewood
- Assembly Member Tony Mendoza (56th Assembly District)
- Breastfeeding Task Force of Greater Los Angeles
- Career Colleges of America
- City of Hawaiian Gardens
- Downey Adult School
- El Camino College Compton Center
- Fedde Middle School, Hawaiian Gardens
- Furgeson Elementary School, Hawaiian Gardens
- Hawaiian Elementary School, Hawaiian Gardens
- Hawaiian Gardens Head Start
- Mary Rodriguez Senior Center, Hawaiian Gardens
- Melbourne Elementary School, Lakewood
- Sam's Club of Long Beach
- Sheriffs Department of Lakewood
- St. Peter Chanel Church
- UCLA School of Medicine and Public Health
- WIC Program (PHFE Management Solutions)

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

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

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

- The City of Hawaiian Gardens
- Head Start
- Lakewood Sheriff Department
- Director of Gang Task Force
- ABC Unified School District
- Fedde Middle School
- Los Cerritos Community News
- Hawaiian Elementary
- Artesia High School
- Senior Advisory Committee
- Cerritos Chamber of Commerce

Community Health Needs Assessment

Tri-City Regional Medical Center completed a community health needs assessment in 2010 as required by California law (SB 697). The community health needs assessment included collection and analyses of primary and secondary data and is summarized here.

Service Area Description

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

Stakeholder Interviews

Primary data were collected directly from people in the community. Fifteen people representing community organizations and agencies were interviewed for the community health needs assessment.

The Community Health Needs Assessment included a summary that highlights the data findings, presents key needs and opportunities for action. The report also included benchmark comparison data (where available), comparing community data findings with Healthy People 2020 objectives.

Summary of Findings

Community Profile

- The population in the Tri-City service area is 277,993.
- Children and youth, ages 0-19, make up 29.4% of the population; 11.1% of the population are seniors, 65 years of age and older.
- Among the service area population, 43% are Hispanic or Latino, 24.7% of the population is Asian/Pacific Islander and 23.7% are White. African Americans, American Indian and other races total 8.6% of the population.
- Within the service area, unemployment was 10.2% in 2010. Areas with the highest unemployment are: Hawaiian Gardens (14.2%) and Norwalk (13.3%).
- Within the service area, Hawaiian Gardens has the largest percentage of families living in poverty (14.5%).
- Hawaiian Gardens and Norwalk have high percentages of Spanish speakers, and Cerritos has a large percentage of the population that speaks an Asian language in the home.

Birth Characteristics

- In 2009, there were 3,441 births in the area. The majority of births (61.8%) were to mothers who are Hispanic or Latino; 17.6% of births were to Asians/Pacific Islanders; and 13.5% of births were to Whites/Caucasians.
- Teen birth rates occurred at a three-year average rate of 93.0 per 1,000 births (or 9.3% of total births). Hawaiian Gardens (15.8%) and Norwalk (11.4%) have high

rates of teen births.

- Among pregnant women, 86.6% obtain prenatal care as recommended in the first trimester.
- Low birth weight babies (less than 2500 g) are 6.7% of live births.
- The infant death rate is 4.6 per 1,000 live births.

Leading Causes of Death

- The three leading causes of death are heart disease, cancer and lung disease.
- The heart disease and stroke death rates in the Tri-City service area exceed the Healthy People 2020 objective.

Access to Health Care

- Among the adult population in Bellflower Health District, ages 18-64, 82.8% have health insurance and 92.5% of children, ages 0-17, are insured.
- Among the area residents, 83% indicate they have a usual source of care.
- Adults experience a number of barriers to accessing care, including: cost of care, lack of a medical home, and language barriers.

Chronic Disease

- Area residents have higher rates of diabetes, heart disease, high cholesterol and hypertension than found in SPA 7 and the county.
- Among children, ages 0-17, 8.8% have been diagnosed with asthma.

Communicable Disease

- In 2010, 29 cases of HIV/AIDS were diagnosed in the Bellflower Health District for a rate of 8 per 100,000 persons.
- The Bellflower Health District has higher rates of gonorrhea and syphilis compared to SPA 7. Females have the highest rates of Chlamydia. Young adults, ages 20-24, and Blacks/African Americans have the highest rates of sexually transmitted infections.

Health Behaviors

- 78% of seniors have obtained a flu shot. And 60.9% of seniors had a pneumonia vaccine.
- Pap smears screen for cervical cancer. Among adult women, 83.7% received a Pap smear in the last three years.
- Mammograms are used for detection of breast cancer and 81.7% of women, 40 years and over, received a mammogram in the last two years.

Preventive Practices

- In the area, 35.6% of adults are overweight and 24% are obese. These percentages equate to 59.6% of the adult population being overweight or obese.
- Hawaiian Gardens, Norwalk and Artesia rank very high for childhood obesity prevalence. In these communities over one-fourth of the kids are obese.

- In SPA 7, over half of children (53.7%) of children consumed fast food twice or more in a week; 46.4% of adults consumed fast food two or more times a week.
- 49.8% of children and 54% of adults consume two or more sodas or sweetened drinks a day.
- 13.8% of adults consume five or more fruits and vegetables a day.
- Over half of adults (51.9%) and 44.2% of youth are physically active.
- Norwalk has the highest percent of smokers (14.5%), and Cerritos has the smallest percent of smokers (9.8%) in the service area.

Social Issues

- Among adults, 5.5% experienced some type of psychological distress in the past year; 11.9% needed help for a mental health problem; 8.6% of adults saw a health care provider for mental health or drug/alcohol related issues, 7.8% have taken medicine for more than two weeks for mental health issues.
- Among adults who needed help for an emotional or mental health problem 45.7% did not receive treatment.
- In the Bellflower Health District, 45.3% of adults consumed alcohol and 15.5% engaged in binge drinking.
- Crime statistics indicate that crimes of theft are among the highest in the Tri-City service area. Among area communities, Hawaiian Gardens has the highest rate of violent crime (512.2 per 100,000). Cerritos has the highest rate of property crime (1889.8 per 100,000) and theft (2427.6 per 100,000). Norwalk has the highest rate of arson (20.8 per 100,000 persons).

Student and School Characteristics

- The number of students eligible for the free and reduced price meal program is one indicator of the socioeconomic status of a school district's student population. In the ABC Unified School District, 45.6% of students are eligible for the free or reduced price lunch program.
- 21.6% of students are English learners.
- Over half of students in all grades are proficient in language arts (62%) and mathematics (58%).
- The high school graduation rate is 89.3% and 36.5% of graduates are UC/CSU ready.

Community Stakeholder Interview Findings

Biggest Issues or Concerns

- The current economic crisis
- Unemployment
- Poverty in the community
- Lack of insurance / underinsurance
- Personal safety - including gang activity and issues around narcotics
- Medical illiteracy/lack of health education

Problems in Obtaining Care

- Transportation is a barrier to obtaining care. To combat the issue, some groups offer bus tokens or taxi vouchers, and the Hospital has a van during the week and offers taxi service on the weekend
- Access to mental health care is lacking in the community. Once patients realize they need help and get past the social stigma, the number of providers available is insufficient, and even with HMO approval doctors, they aren't sure where to send patients. Patients often can't get in to be seen, even if the referral has been marked as critical
- Behavioral health and drug-and-alcohol treatment were also said to be difficult to access, with funding having been 'slashed'
- Not knowing what help is available. This may be particularly pronounced among the recently-unemployed/uninsured. Some organizations have a social-worker or similar position who are kept 'very busy' giving referrals for medical, mental and 'basic' assistance, such as food and shelter
- People do not have insurance, cannot afford their medications, and delay seeking treatment until the situation becomes an emergency. Even low fees of \$10 or \$20 can put treatment for chronic illness or immunizations out of some patients' reach
- Long waits to get an appointment with a physician, to be seen in the ER, to get HMO approval for a referral or to get in to see a specialist, particularly for vision and podiatry. With need outstripping the resources, waiting times are on the rise
- Language barriers
- The undocumented have huge needs for health access
- DPSS case-workers are overwhelmed

Community Benefit Services Summary

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

Accomplishments in Fiscal Year 2011 (January 1 – December 31, 2011)

This past year, Tri-City Regional Medical Center established a Board level community benefit committee to provide oversight and policy guidance for all charitable services and activities supported by the Hospital. To communicate our commitment to community benefit to the public we updated our web-based and written materials to reflect our nonprofit mission, charity care policies, and community benefit efforts.

In 2011, Tri-City Regional Medical Center increased the number of community benefit activities within its service area to serve a primarily low-income, ethnically diverse population. A summary of these activities follows:

Community Health Improvement Services

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

- Health screenings – over 1,200 persons served
 - Rebuild Me Health Fair, Los Angeles, offered body fat and BMI analysis
 - Community Fair at Ferguson Elementary, Hawaiian Gardens, offered testing for blood glucose and blood pressure
 - Mini Health Fair, Hawaiian Gardens City Hall, offered testing for blood glucose and blood pressure
 - Fedde Community Center, Hawaiian Gardens, offered testing for blood glucose and blood pressure
 - Ferguson Elementary School, Hawaiian Gardens, offered blood glucose and blood pressure screenings
 - Precision Resources, Huntington Beach, offered blood glucose and blood pressure screenings
 - Carson Mall Health Screening, Carson, offered blood glucose, blood pressure and cholesterol screenings
 - Hawaiian Gardens Car Show at Ferguson Elementary School, Hawaiian Gardens, conducted blood glucose and blood pressure screenings
 - Senior Health Fair at Paramount Park, Paramount, offered blood glucose, blood pressure, BMI and cholesterol screenings
 - Los Cerritos Center Mall, Cerritos, performed health screenings for blood glucose, blood pressure and cholesterol
 - Artesia High School Carnival, Lakewood, and offered blood glucose, blood pressure and cholesterol screenings
 - Cerritos Center for the Performing Arts, Cerritos, offered blood glucose and blood pressure screening

- Boeing Company Retirees Health Fair, Lakewood, provided blood glucose screening
- Hawaiian Gardens Community Center, Hawaiian Gardens, sports orthopedic clinic with Dr. Yoshida to reduce injuries for youth athletes
- Hawaiian Gardens Senior Center, Hawaiian Gardens, diabetes and nutrition presentation with Hospital Dietitian
- Community flu vaccines – 256 persons served
 - Community Fair at Ferguson Elementary School, Hawaiian Gardens, provided the pneumonia vaccine
 - Mini Health Fair, Hawaiian Gardens City Hall, provided the pneumonia vaccine
 - Fedde Community Center, Hawaiian Gardens, administered the pneumonia vaccine
 - Boeing Company Retirees Health Fair, Lakewood, offered flu vaccines
 - Hawaiian Gardens Senior Center, Hawaiian Gardens, provided flu vaccines
 - Adult Health Care Center, Carson, offered flu vaccines
 - Tri-City Regional Medical Center welcomed local residents to its facility for flu vaccinations
 - Precision Resources, Huntington Beach, offered flu vaccines
 - Carson Mall Health Screening, Carson, administered flu vaccines
 - Two Chefs on a Roll, Carson, offered flu vaccines
- Health education sessions on a variety of topics, including: nutrition, stress relief, sugar and the body, and flu prevention – 11 sessions, 353 persons served
- Community fitness – Tri-City hosted a Zumba fitness exercise class at the Fedde Community Resource Center for community residents – 6 sessions, 156 persons served
- Assistance to enroll low-income patients in public programs for low-cost or no-cost insurance
- Transportation support to enhance low-income patient access to care – hospital van transports patients who lack transportation to health care appointments, and taxi vouchers were distributed

Health Professions Education

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

- Precepting of RN nursing students from El Camino College – 7,371 hours of Precepting provided
- Precepting of Surgery Technician students – 2,080 hours of Precepting provided
- Precepting of Respiratory Therapy Students – 5,616 hours of Precepting provided
- Precepting of LVN students from Downey Adult Education School – 10,500 hours of Precepting provided
- Continuing health education – CME – 15 sessions and 333 attendees, and other educational programs open to community practitioners

Subsidized Health Services

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

- Emergency room services
- Wound care program

Cash and In-Kind Contributions

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

- Fundraising donations for non-profit community organizations

Community Building Activities

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

- Southeast Regional Community Collaborative
- Complimentary meals – 3,921 meals served

Community Benefit Operations

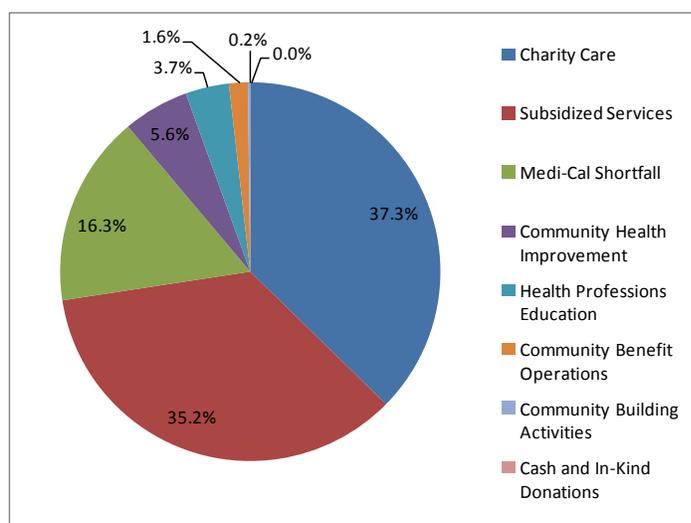
Definition: direct and indirect costs associated with assigned staff, community health needs assessments, community benefit planning, tracking, reporting, evaluating and operations.

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

Financial Summary of Community Benefit

Tri-City Regional Medical Center community benefit funding for 2011 (January – December 2011) is summarized in the table below.

Community Benefit Categories	Net Benefit
Charity Care ¹	\$3,029,300
Unpaid cost of Medi-Cal and other means tested government programs ²	\$1,322,598
Community Health Improvement Services	\$ 457,762
Health Professions Education ³	\$ 300,948
Subsidized Services	\$2,861,023
Cash and In-Kind Donations	\$ 1,400
Community Building Activities ⁴	\$ 16,916
Community Benefit Operations	\$ 131,883
TOTAL COMMUNITY BENEFIT PROVIDED Excluding Unpaid Costs of Medicare	\$8,121,830
Unpaid Costs of Medicare	\$4,297,846
TOTAL COMMUNITY BENEFIT PROVIDED Including Unpaid Costs of Medicare	\$12,419,676



¹ Uncompensated care and self-pay programs. Free and discounted care based on costs, not charges. Costing methodology is a ratio of patient care costs to charges.

² Shortfalls, unpaid costs of care for patients enrolled in means-tested government-sponsored health programs.

³ Health Professions Education includes costs for continuing health education and staff precepting students in accredited health education courses. For staff serving as student preceptors, 30% of their time was calculated as being spent mentoring students.

⁴ IRS Form 990, Section H does not include Community Building Activities as part of Part I Charity Care and Certain Other Community Benefit at Cost. Community Building Activities are reflected in Schedule H Part II.

Community Benefit Plan for 2012

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

- Use the results of the needs assessment to establish community benefit priorities and develop a plan for action that reflects the identified priorities in consultation with the community.
- Institute programs that focus on communities with disproportionate unmet health needs. In partnership with the City of Hawaiian Gardens and the ABC Unified School District, we will launch a program to target obesity among children in Hawaiian Gardens.
- Continue to communicate our commitment to community benefit to the public. Maintain our web-based and written materials to reflect our nonprofit mission, charity care policies, and community benefit efforts.
- Establish ongoing systems to document charity care and community benefit programs and associated costs.
- Establish outcome measures for community benefit programs.
- Routinely track and report community benefit programs.

Attachment 1. Contact Information

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