

Huntington Memorial Hospital Community Benefits Plan Fiscal Year 2013



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Preface

In accordance with Senate Bill 697, Community Benefits Legislation, Huntington Memorial Hospital, a private not-for-profit hospital, submits this Community Benefits Plan for Fiscal Year 2013^a. Senate Bill 697 requires a not-for profit hospital in California to complete the following activities:

- Review and reaffirm its mission statement to ensure that its policies integrate and reflect the public interest in meeting its responsibilities as a not-for-profit organization
- Complete and update a needs assessment every three years, evaluating the health needs of the community served by the hospital
- Adopt and file a community benefits plan annually, documenting activities that the hospital has undertaken to address community needs within its mission and financial capacity; and to the extent practicable, assign and report the economic value of community benefits provided in furtherance of its plan

^a Huntington Hospital fiscal year is from January 1 to December 31.

Introduction to Huntington Hospital

Huntington Memorial Hospital is a 625-bed, not-for-profit community hospital located in Pasadena, California. Founded in 1892, Huntington Hospital is committed to providing excellent patient care delivered with compassion and respect. The hospital offers a full complement of acute medical care and community services, ranging from general medicine to the foremost specialized programs in cardiovascular services, oncology, and the neurosciences. The hospital has the only trauma center in the region. In addition, Huntington offers women's and children's services, state-of-the-art orthopedic surgery, in- and outpatient psychiatric services, Huntington Hospital Senior Care Network, and Huntington Ambulatory Care Center. Through a new partnership between Huntington Hospital and Shriners Hospitals for Children – Southern California, inpatient surgical and medical services for pediatric patients will be available at Huntington Hospital.

As a teaching facility affiliated with the University of Southern California's Keck School of Medicine, Huntington supported 26 internal medicine and 14 general surgery residents in 2013. More than one-third of Huntington's residents remain in the area to practice, providing a seamless transition through generations of care.

Recently, Huntington Hospital received numerous awards, recognitions, and certifications:

- Full hospital-wide accreditation from The Joint Commission for achieving national standards for health care quality and safety
- Gold Seal of Approval™ from The Joint Commission for the stroke care and total knee and hip replacement
- Designation as a Primary Stroke Center from The Joint Commission, one of the first hospitals in Los Angeles County to earn this designation
- Magnet® designation by American Nurses Credentialing Center. Magnet® designation represents the highest level of national recognition to health care organizations that demonstrate sustained excellence in nursing care in a healthy, collaborative, and professional work environment. Only six percent of all acute care health care organizations have obtained this prestigious recognition.
- Ranked as a *U.S. News and World Report* Top Hospital (Metro) in ten specialties, including: orthopedics, neurology and neurosurgery, urology, gastroenterology, geriatrics,

diabetes and endocrinology, pulmonology, gynecology, nephrology, and ear, nose and throat

- Huntington Hospital Trauma Center has been verified as a Level II trauma center by the Verification Review Committee (VRC), an ad hoc committee of the Committee on Trauma (COT) of the American College of Surgeons (ACS)
- Named to Target: Stroke Honor Roll by the American Heart Association/American Stroke Association and also received the American Stroke Association's Get With the Guidelines – Stroke Gold Plus Performance Achievement Award in recognition of the hospital's high quality, best practice stroke care
- Huntington Hospital's Cancer Center received Accreditation with Commendation from the American College of Surgeons' Commission on Cancer
- Huntington-Hill Breast Center received Accreditation by the American College of Surgeons' National Accreditation Program for Breast Centers – one of only three hospitals in Los Angeles County to have achieved this honor
- The Breast Imaging Center is designated a Center of Excellence by the American College of Radiology
- The American College of Radiology Commission on Quality and Safety has accredited Huntington Hospital's Toshiba Aquilion One 320 for computer tomography and Toshiba 2005 Vantage for magnetic resonance imaging services
- Maximum Five-Year Accreditation from the Accreditation Council for Graduate Medical Education
- Bariatric Surgery Center of Excellence by the American Society for Metabolic and Bariatric Surgery
- Huntington Hospital was accredited by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
- The Cheers Award – bestowed by the Institute for Safe Medication Practices – honors organizations that have set a "superlative standard of excellence" in the prevention of medication errors
- Outstanding Leadership Award from the U.S. Department of Health and Human Services for eliminating ventilator-associated pneumonia – one of only 37 hospitals nationwide to be recognized

- Lab Accreditation Board of ABRET granted the hospital accreditation for our Neurophysiology Intraoperative Monitoring Laboratories
- Centers of Distinction for bariatric surgery, spine surgery, knee and hip joint replacement, and heart and vascular services by the Blue Cross Blue Shield Association
- Designation as a STEMI (ST Segment Elevation Myocardial Infarction) Receiving Center where emergency medical service personnel give patients having possible myocardial infarctions a 12-lead EKG in the field and a hospital team is ready when a patient arrives in the Emergency Department
- Gold Medal For Excellence in supporting organ donation from the U.S. Department of Health Services
- Accreditation by the Intersocietal Commission for the Accreditation of Vascular Laboratories (ICAVL)

Huntington Hospital also offers continuing education and learning for the public, employees, medical staff, and other health care professionals, through the availability of health science and community libraries. With social media transforming the way that people communicate, Huntington Hospital has extended its reach into the web community using familiar sites like Facebook, YouTube, and Twitter.

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Section 1: Executive Summary

Mission Statement

The mission of Huntington Memorial Hospital is to excel at the delivery of health care to our community. Our mission, core values, and standards of conduct guide our organization's commitment to community needs.

Definition of Community Used in the 2010 Community Needs Assessment

For purposes of the needs assessment, Huntington Hospital defined its service area to include the following communities: Pasadena, Altadena, San Marino, and South Pasadena.

Findings from 2010 Community Needs Assessment

Key findings from the community consultation identified the following top health issues (in order of frequency of mention): access to health care, nutrition and obesity, heart disease and hypertension, mental health, diabetes, education about healthy lifestyles, senior health, lack of health insurance, air pollution and asthma, dental care, cancer, safety, and maternal and infant birthing outcomes. Two roles or actions for Huntington Hospital to address health issues in the community were identified, including education and outreach and partnerships and collaboration.

When comparing health indicators for the San Gabriel Valley and/or Huntington Hospital service area to Healthy People 2010 National Objectives, opportunities for improvement are in the following: non-elderly persons with health insurance, delays or difficulties in obtaining medical care, pap test in the past three years, seniors hospitalized for asthma, female seniors hospitalized for hip fractures, deaths due to chronic pulmonary diseases, diabetes-related conditions, and cirrhosis; low and very low birth weight infants, overweight or obese teens, vigorous physical activity in teens, healthy weight, obesity and moderate/vigorous physical activity in adults and seniors; adults and seniors diagnosed with high blood pressure; adults who currently smoke cigarettes, seniors diagnosed with diabetes, and seniors who received a flu shot in the past year.

Objectives Addressed in the Community Benefits Plan

During Fiscal Year 2013, Huntington Hospital pursued the following objectives in its community benefits plan:

1. To continue to provide programs and services for the management of chronic diseases such as diabetes, high blood pressure, and asthma.
2. To continue to offer flu shots for the community.
3. To continue collaboration among organizations, service agencies, government and private providers.

Community Benefits Plan Activities

In Fiscal Year 2013, some of the activities Huntington Hospital conducted in support of the above objectives included the following: offering an Ambulatory Care Center (HACC) to serve under-insured and uninsured persons, expanding a Patient Partners Program to manage patients with congestive heart failure, diabetes, and chronic obstructive pulmonary disease; providing dedicated, multi-session community health education and support programs for numerous health conditions and age groups; administering flu shots in hospital and community locations during the flu season, leading and/or supporting community efforts to address enrollment in health insurance plans, medical and dental care in the community, urgent care, infant mortality among African Americans, elderly and disabled care and independence, health information for professionals, service agencies, and the general public; and graduate medical education programs for general surgery and internal medicine residents, pharmacy residents, and other health care professionals.

In addition, Huntington Hospital continued to provide charity care for patients without the ability to pay for necessary treatment, absorbed the unpaid costs of care for patients with Medi-Cal and Medicare, and operated other medical programs in support of the community, such as an emergency and trauma center, neonatal nursery, high-risk perinatal program, geriatric psychiatric services, and palliative care program.

Economic Value of Community Benefits Provided

The economic value of community benefits provided by Huntington Hospital in Fiscal Year 2013 is estimated at **\$92,936,084** (economic value includes Medicare Program Shortfall of \$31,034,100).

Section 2: Mission and Vision Statements, Core Values, and Standards of Conduct

Huntington Hospital Mission and Vision statements, Core Values, and Standards of Conduct statements follow. These guide our organization's commitment to serving to our community.

Mission Statement

At Huntington Hospital, our mission is to excel at the delivery of health care to our community.

Vision Statement

To become the finest community-based regional medical center in Southern California.

Core Values

In order to accomplish our mission, we have adopted a set of core values which act as a compass to guide us in the decisions we make. These core values are:

Respect

We affirm the rights, dignity, individuality and worth of each person we serve, and of each other.

Integrity

We honor the commitments that we make, believe in fairness and honesty, and are guided by our ethics.

Stewardship

We wisely care for the human, physical and financial resources entrusted to us.

Excellence

We strive for excellence, quality and safety, and we are committed to providing the best care, work environment and service possible.

Standards of Conduct

Our mission and core values are accomplished through a set of standards. These standards outline the manner in which we approach the business of our organization in harmony with our values and our commitment to being a health care leader in our community. The standards of conduct address the following areas:

Quality of Care and Services

We are committed to providing a caring and comfortable environment and each of us makes an integral contribution in creating this environment.

Compliance with Laws and Regulations

We are committed to complying with all laws, regulations, standards and other compliance requirements that apply to the business of Huntington Hospital.

Coding and Billing Integrity

We are committed to the proposition that all billings for patient services and other transactions must be properly documented and authorized by management. All records must be accurately and completely supported in the hospital's books and records.

Conflicts of Interest

We have a responsibility to Huntington Hospital, the community, and to our patients. Therefore, we are committed to avoiding any activity, practice or act that conflicts with the interests of, or what could bring into question, Huntington Hospital's integrity.

Human Resources

We are committed to attracting, retaining and developing the highest quality and most dedicated workforce possible in today's market. The employees of Huntington Hospital are our most valuable asset. We strive to hire and promote people on the basis of their qualifications, performance and abilities, and are determined to provide a work environment free of any form of illegal discrimination or harassment, including sexual harassment. Further, Huntington Hospital is committed to maintaining a workplace where each employee's privacy and personal dignity are respected and protected from offensive or threatening behavior.

Safeguarding Property, Assets and Information

We are committed to using our resources wisely and shall be accountable to ourselves and to others for their proper use.

Maintaining a Safe Work Environment

We are committed to operating in an environment where the health, safety, privacy, and comfort of patients and employees come first.

Responsible Conduct of Research

Huntington Hospital has a responsibility to its patients, staff, and its community to participate in research if the primary goal of that research is to improve the effectiveness of medical diagnosis, treatment, and prevention of disease. Huntington Hospital is committed to participating in research in an environment that complies with established law and ethics that pertain to the health, safety, privacy, rights and welfare of human subjects.

Section 3: 2010 Community Needs Assessment Summary

Huntington Memorial Hospital's 2010 Community Needs Assessment includes a summary of population, household, and family demographics; measures related to access to health care, mortality, maternal and infant health, child and adolescent health, adult health, and senior health; and findings from the community consultation. To assist with identifying priorities, comparisons are made to national benchmarks known as Healthy People 2010^a and other regional experiences. The hospital used the findings of the 2010 needs assessment in the preparation of community benefits plans for the next three fiscal years, in accordance with Senate Bill 697 (community benefits legislation for not-for-profit hospitals).

Service Area Definition and Description

Note: Demographics for the hospital service area are based on 2010 estimates provided by Nielsen/Claritas

Huntington Hospital, located in Pasadena, defined its service area for purposes of the 2010 Community Needs Assessment to include the following communities:

- Pasadena
- San Marino
- Altadena
- South Pasadena

The service area population (2010) is estimated at 235,772 persons. The population in the service area is forecast to increase 3.5 percent (by 8,227 persons) in the next five years. Growth projections for households and families are estimated to increase 3.5 percent (by 3,133 households) and 3.1 percent (by 1,676 families). The following table summarizes the service area population, total households, and families as well as the percent change projected for 2015 (over a five year period).

^a Prepared by the U.S. Department of Health and Human Services, Healthy People 2010 outlines a nationwide agenda focused on promoting health and preventing illness, disability, and premature death. Healthy People 2010 builds on initiatives pursued over the past two decades.

Summary of Population, Households and Families

Huntington Hospital Service Area

2010

Description	Number		Percent Change From 2010 to 2015
	2010	2015	
Demographics			
Population	235,772	243,999	3.5%
Households	89,255	92,388	3.5%
Families	54,876	56,552	3.1%

Source: Nielsen Claritas

To assist with providing context to the service area demographics, key statistics are compared to Los Angeles County for 2010 in the following table. Of note, in comparison to Los Angeles County, the service area has a *higher* proportion of:

- Five-year growth in households
- Persons of White, Black, Asian, Native Hawaiian or Pacific Islander race; and two or more races
- Persons speaking English only, Asian or Pacific Island language and European language at home
- Adults with Associate degree, Bachelor degree and Graduate or Professional degree
- Employed persons with white collar occupations
- Households with 1-person and 2-persons
- Households with incomes of \$100,000 and over
- Owner occupied households
- Households with children under age 18 years present
- Families at or above the poverty level

Demographic Highlights

Huntington Hospital Service Area Compared to Los Angeles County

2010

Indicator	Percent	
	Service Area	LA County
5-Year Change (2010 to 2015)		
Population	3.5%	4.0%
Households	3.5%	3.4%
Families	3.1%	3.4%

Indicator	Percent	
	Service Area	LA County
Race/Ethnicity		
White	38.1%	27.7%
Black	11.2%	8.4%
Asian, Native Hawaiian or Pacific Islander	15.4%	12.9%
Hispanic	31.0%	48.0%
American Indian/Alaskan Native	0.2%	0.2%
Some Other Race	0.2%	0.2%
Two or More Races	3.8%	2.6%
Language Spoken at Home by Persons 5 Years and Older		
English Only	56.7%	43.9%
Spanish	24.8%	39.5%
Asian or Pacific Island Language	10.5%	10.2%
European language	6.8%	5.4%
Other language	1.1%	1.1%
Educational Attainment of Adults 25 Years and Older		
Less than 9 th Grade	7.2%	14.2%
Some High School, no Diploma	5.7%	10.5%
High School Graduate (or GED)	13.9%	21.4%
Some College, no Degree	17.3%	18.8%
Associate Degree	7.1%	6.8%
Bachelor Degree	27.4%	18.4%
Graduate or Professional Degree	21.3%	9.8%
Occupation Type for Employed Labor Force		
Blue Collar	11.3%	22.1%
White Collar	72.7%	60.3%
Service and Farming	16.0%	17.7%
Household Size		
1-Person	30.8%	24.3%
2-Persons	29.8%	25.8%
3-Persons	14.8%	15.8%
4-Persons	12.3%	14.6%
5-Persons	6.3%	9.0%
6-Persons	3.0%	5.0%
7 or more Persons	2.9%	5.4%
Household Income		
Under \$15,000	10.1%	12.6%

Indicator	Percent	
	Service Area	LA County
\$15,000 to \$34,999	15.3%	19.7%
\$35,000 to \$74,999	28.6%	31.2%
\$75,000 to \$99,999	12.2%	12.3%
\$100,000 to \$149,999	14.9%	12.9%
\$150,000 to \$199,999	7.6%	5.3%
\$200,000 and over	11.2%	6.0%
Households		
Owner Occupied	53.7%	48.6%
Renter Occupied	46.3%	51.4%
Households by Presence of Children		
Children Under 18 Years Present	70.7%	61.9%
No Children	29.3%	38.1%
Families by Poverty Status		
Below the Poverty Level	7.9%	12.3%
At or Above the Poverty Level	92.1%	87.7%

Source: Nielsen Claritas

Access to Health Care

Note: Findings are based on the 2007 California Health Interview Survey for Los Angeles County Service Planning Area – San Gabriel Valley (SPA 3) and two-year averages of hospitalizations that occurred in the service area during 2007 and 2008

When comparing health access indicators in the SPA to Healthy People 2010 objectives, the SPA did not meet the objectives related to: health insurance (uninsured all or part of the year), delays or had difficulty obtaining medical care, and pap test in past three years. The SPA experience compared to Healthy People 2010 national objectives is summarized in the table below. A  sign in the column labeled status indicates that the SPA did not meet the Healthy People 2010 objective.

Health Access Indicators

Los Angeles County Service Planning Area 3 – San Gabriel Valley

2007

Indicator	Age Group	Healthy People 2010 Objective		SPA 3 San Gabriel Valley	
		Good	Target Rate	Rate	Status
Health Access					
Uninsured All or Part of Year	0 to 65	↓	0%	22%	
Delays or Had Difficulty in Obtaining Medical Care	All	↓	7%	14%	
Health Access: Cancer Screening					
Mammogram in Past 2 Years Females	40+	↑	70%	78%	
Pap Test in Past 3 Years Females	18+	↑	90%	80%	

Note:

↓ Indicates that the Healthy People 2010 objective is to reduce; ↑ indicates that the objective is to increase

Source: UCLA Center for Health Policy Research

Another measure of access to health care includes hospitalization rates for ambulatory care sensitive conditions. These conditions apply to three broad age groups – children, adults and seniors. These are conditions for which good outpatient care can potentially prevent the need for hospitalization or for which early intervention can prevent complications or more severe disease. These conditions can be used to identify unmet community health care needs, to monitor how well complications from a number of common conditions are being avoided in outpatient settings and to compare performance of local health care systems across communities.

When comparing hospitalization rates for the hospital service area to Healthy People 2010 objectives, the hospital service area did not meet the objective related to: asthma in age group 65 years and older. The service area experience compared to Healthy People 2010 national objectives is summarized in the table below. A  sign in the column labeled status indicates that the service area did not meet the Healthy People 2010 objective.

Hospitalization Rates for Ambulatory Care Sensitive Conditions

Huntington Hospital Service Area

Two-Year Average (2007 – 2008)

Health Condition	Age Group	Healthy People 2010 Objective		Service Area	
		Good	Target Rate	Rate	Status
Health Access					
Asthma	0 to 17	↓	17.3	8.1	
	Under 5	↓	25.0	15.0	
	5 to 64	↓	7.7	5.9	
	65+	↓	11.0	22.9	
Uncontrolled Diabetes	18 to 64	↓	5.4	4.2	
Immunization Preventable Pneumonia and Influenza	65+	↓	8.0	3.3	

Notes:

 Indicates that the Healthy People 2010 objective is to reduce

Rates are per 10,000 population

Source: Office of Statewide Health Planning and Development

Mortality

Note: Findings are based on three-year averages of deaths that occurred among residents of the service area during 2006 through 2008

Considerable national and regional attention surrounds health behaviors and preventable deaths. According to the Centers for Disease Control and Prevention, the top two leading causes of preventable death in the United States are tobacco and poor diet and physical inactivity.

Heart disease and cancer were the top two leading causes of death in the service area, accounting for 55.3 percent of all deaths. Other leading causes of death in the service area are summarized in the table below.

Profile of Deaths, Ranked

Huntington Hospital Service Area

Three-Year Average (2006 to 2008)

Cause of Death	Number	Percent
Heart Disease	504	31.6%
Coronary Heart Disease	415	26.1%
Heart Attack	98	6.2%
Cancer (All Sites)	377	23.7%
Lung Cancer	70	4.4%
Colorectal Cancer	47	2.9%
Breast Cancer	29	1.8%
Prostate Cancer	26	1.6%
Pancreatic Cancer	25	1.6%
Stroke	93	5.8%
Chronic Lower Respiratory Disease	78	4.9%
Pneumonia/influenza	74	4.6%
Alzheimer's disease	53	3.3%
Unintentional Injuries (All Types)	48	3.0%
Motor Vehicle Crashes	16	1.0%
Diabetes	36	2.2%
Suicide	20	1.3%
Cirrhosis	19	1.2%
Homicide	10	0.6%
All Causes	1,593	100.0%

Source: California Department of Public Health

When comparing age-adjusted death rates in the service area to Healthy People 2010 objectives, the service area did not meet the objectives related to the following causes of death: chronic pulmonary diseases in persons age 45 years and older, diabetes-related, and cirrhosis. The service area experience compared to Healthy People 2010 national objectives is summarized in the table below. A  sign in the column labeled status indicates that the service area did not meet the Healthy People 2010 objective.

Age-Adjusted Death Rates by Cause of Death

Huntington Hospital Service Area
Three-Year Average (2006 – 2008)

Cause of Death	Age Group	Healthy People 2010 Objective		Service Area	
		Good	Target Rate	Rate	Status
Health Status					
Coronary Heart Disease	All	↓	162.0	149.3	
Stroke	All	↓	50.0	33.1	
Cancer (All Sites)	All	↓	158.6	144.4	
Lung	All	↓	43.3	27.2	
Colorectal	All	↓	13.7	17.5	**
Prostate	All	↓	28.2	26.0	
Breast	All	↓	21.3	19.2	
Chronic Pulmonary Diseases	45+	↓	62.3	81.3	
Diabetes-Related	All	↓	46.0	60.3	
Unintentional Injuries (All Types)	All	↓	17.1	18.9	**
Motor Vehicle Accidents	All	↓	8.0	6.4	
Homicide	All	↓	2.8	4.5	**
Suicide	All	↓	4.8	8.1	**
Cirrhosis	All	↓	3.2	7.3	

Notes:

↓ Indicates that the Healthy People 2010 objective is to reduce

Rates are per 100,000 persons and are standardized to the 2000 U.S. Standard Million population

** Indicates that lower limit of 95% confidence interval meets the Healthy People 2010 objective

Source: California Department of Public Health

Maternal and Infant Health

Note: Findings are based on two-year averages of live births that occurred in the service area during 2007 through 2009.

To assist with providing context to the service area births, key birth demographics are compared to Los Angeles County. Of note, in comparison to Los Angeles County, the service area has a *higher* proportion of: births to mothers 30 to 34 years of age and 35 years and older and births to mothers of White, Black, Asian or Pacific Islander, and other/unknown race/ethnicity. The following table summarizes live births, births by mother's age group, and births by mother's race/ethnicity.

Birth Demographic Highlights

Huntington Hospital Service Area Compared to Los Angeles County

Three-Year Average (2007 – 2009)

Description	Service Area	Los Angeles County
Births (Number)		
2007	3,061	151,813
2008	2,970	147,684
2009	2,901	139,679
Three-Year Average	2,977	146,392
Births by Mother's Age Group (Percent)		
Under 20 Years	5.9%	9.7%
20 to 29 Years	36.4%	46.8%
30 to 34 Years	29.6%	24.5%
35 Years and Over	28.1%	19.1%
Births by Mother's Race/Ethnicity (Percent)		
White	30.0%	17.3%
Black	8.9%	7.4%
Asian or Pacific Islander	18.0%	11.4%
Hispanic	38.5%	62.6%
Native American	0.0%	0.1%
Other and Unknown	4.3%	1.2%

Note: Excludes births to mothers of unknown age

Source: California Department of Public Health

When comparing maternal and infant health indicators in the service area to Healthy People 2010 objectives, the service area did not meet the objectives related to: low birth weight infants and very low birth weight infants. The service area experience compared to Healthy People 2010 national objectives is summarized in the table below. A  sign in the column labeled status indicates that the service area did not meet the Healthy People 2010 objective.

Maternal and Infant Health Indicators

Huntington Hospital Service Area

Two-Year Average (2007 – 2008)

Indicator	Healthy People 2010 Objective		Service Area	
	Good	Target Rate	Rate	Status
Health Status				
Late/No Prenatal Care	↓	10.0%	10.0%	
Low Birth Weight Infants	↓	5.0%	7.9%	
Very Low Birth Weight Infants	↓	0.9%	1.5%	
Infant Mortality Rate (per 1,000 live births)	↓	4.5	4.3	

Notes:

 Indicates that the Healthy People 2010 objective is to reduce
 Infant mortality rate is three-year average (2006 – 2008)

Source: California Department of Public Health

Child and Adolescent Health

Note: Findings are based on Nielsen Claritas and 2007 California Health Interview Survey for Los Angeles County Service Planning Area – San Gabriel Valley (SPA 3)

To assist with providing context to the service area senior demographics, key statistics are compared to Los Angeles County for 2010 in the table below.

Child And Adolescent Demographic Highlights

Huntington Hospital Service Area Compared to Los Angeles County

2010

Description	Service Area	Los Angeles County
Age Group (Percent)		
0 to 4 Years	5.9%	7.2%
5 to 14 Years	12.3%	13.9%
15 to 20 Years	7.9%	9.1%
Households by Age of Head of Household (Percent)		
Headed by Young Adults Age 15 to 24 Years	3.2%	4.0%

Note: Percentages rounded

Source: Nielsen Claritas

When comparing child and adolescent health indicators in the SPA to Healthy People 2010 objectives, the SPA did not meet the objectives related to health access for: health insurance (uninsured all or part of the year) and source of ongoing care; and related to health behaviors for: overweight or obese and vigorous physical activity. The SPA experience compared to Healthy People 2010 national objectives is summarized in the following table. A  sign in the column labeled status indicates that the SPA did not meet the Healthy People 2010 objective.

Child and Adolescent Health Indicators

Los Angeles County Service Planning Area 3 – San Gabriel Valley

2007

Indicator	Age Group	Healthy People 2010 Objective		SPA 3 San Gabriel Valley	
		Good	Target Rate	Rate	Status
Health Access					
Uninsured All or Part of Year	0 to 17	↓	0%	11%	⚠
Source of Ongoing Care	0 to 17	↑	97%	90%	⚠
Health Behaviors					
Overweight or Obese	12 to 17	↓	5%	16%	⚠
Vigorous Physical Activity	14 to 17	↑	85%	67%	⚠
Currently Smoke Cigarettes	14 to 17	↓	16%	10%	

Note:

↓ Indicates that the Healthy People 2010 objective is to reduce; ↑ indicates that the objective is to increase

Source: UCLA Center for Health Policy Research

Adult Health

Note: Findings are based on Nielsen Claritas and 2007 California Health Interview Survey for Los Angeles County Service Planning Area – San Gabriel Valley (SPA 3)

To assist with providing context to the service area senior demographics, key statistics are compared to Los Angeles County for 2010 in the table below. Of note, in comparison to Los Angeles County, the service area has a *higher* proportion of:

- Persons age 45 to 64 years

Adult Demographic Highlights

Huntington Hospital Service Area Compared to Los Angeles County

2010

Description	Service Area	Los Angeles County
Age Group (Percent)		
21 to 24 Years	5.1%	5.8%
25 to 34 Years	13.0%	13.7%
35 to 44 Years	14.6%	14.9%
45 to 54 Years	15.6%	14.1%
55 to 64 Years	12.0%	10.2%
Households by Age of Head of Household (Percent)		
Headed by Adults Age 25 to 64 Years	75.7%	77.6%

Note: Percentages rounded

Source: Nielsen Claritas

When comparing adult health indicators in the SPA to Healthy People 2010 objectives, the SPA did not meet the objectives related to health access for: health insurance (uninsured all or part of the year); and related to health behaviors for: healthy weight, obese, moderate/vigorous physical activity, diagnosed with high blood pressure, and currently smoke cigarettes. The SPA experience compared to Healthy People 2010 national objectives is summarized in the following table. A  sign in the column labeled status indicates that the SPA did not meet the Healthy People 2010 objective.

Adult Health Indicators

Los Angeles County Service Planning Area 3 – San Gabriel Valley

2007

Indicator	Age Group	Healthy People 2010 Objective		SPA 3 San Gabriel Valley	
		Good	Target Rate	Rate	Status
Health Access					
Uninsured All or Part of Year	18 to 64	↓	0%	27%	⚠
Health Behaviors					
Healthy Weight	20 to 64	↑	60%	39%	⚠
Obese	20 to 64	↓	15%	22%	⚠
Moderate/Vigorous Physical Activity	18 to 64	↑	50%	30%	⚠
Diagnosed with Diabetes	18 to 64	↓	2.5%	6.1%	*
Diagnosed with High Blood Pressure	20 to 64	↓	16%	20%	⚠
Currently Smoke Cigarettes	18 to 64	↓	12%	15%	⚠

Notes:

↓ Indicates that the Healthy People 2010 objective is to reduce; ↑ indicates that the objective is to increase

* Indicates that result is statistically unreliable

Source: UCLA Center for Health Policy Research

Senior Health

Note: Findings are based on Nielsen Claritas, 2007 California Health Interview Survey for Los Angeles County Service Planning Area – San Gabriel Valley (SPA 3), and two-year averages of hospitalizations that occurred in the service area during 2007 and 2008

To assist with providing context to the service area senior demographics, key statistics are compared to Los Angeles County for 2010 in the table below. Of note, in comparison to Los Angeles County, the service area has a *higher* proportion of:

- Persons age 65 years and older
- Households headed by seniors 65 years and older
- Senior households with an income of \$75,000 and over

Senior Demographic Highlights

Huntington Hospital Service Area Compared to Los Angeles County

2010

Description	Service Area	Los Angeles County
Age Group (Percent)		
65 to 74 Years	6.9%	5.9%
75 to 84 Years	4.4%	3.5%
85 Years and Older	2.3%	1.6%
Total 65 Years and Older	13.6%	11.0%
Households by Age of Head of Household (Percent)		
Headed by Seniors 65 Years and Older	21.1%	18.4%
Seniors Households by Income Group (Percent)		
Under \$15,000	16.5%	19.4%
\$15,000 to \$24,999	12.5%	15.3%
\$25,000 to \$74,999	37.5%	39.8%
\$75,000 and Over	33.5%	25.4%

Note: Percentages rounded

Source: Nielsen Claritas

When comparing senior health indicators in the SPA to Healthy People 2010 objectives, the SPA did not meet the objectives related to health access for: flu shot received in past year; and related to health behaviors for: healthy weight, obese, moderate/vigorous physical activity, diagnosed with diabetes, and diagnosed with high blood pressure. The SPA experience compared to Healthy People 2010 national objectives is summarized in the table below. A  sign in the column labeled status indicates that the SPA did not meet the Healthy People 2010 objective.

Senior Health Indicators

Los Angeles County Service Planning Area 3 – San Gabriel Valley

2007

Indicator	Age Group	Healthy People 2010 Objective		SPA 3 San Gabriel Valley	
		Good	Target Rate	Rate	Status
Health Access					
Flu Shot Past Year	65+	↑	90%	68%	
Health Behaviors					
Healthy Weight	65+	↑	60%	43%	
Obese	65+	↓	15%	21%	
Moderate or Vigorous Physical Activity	65+	↑	50%	35%	
Diagnosed with Diabetes	65+	↓	2.5%	22.3%	
Diagnosed with High Blood Pressure	65+	↓	16%	62%	
Currently Smoke Cigarettes	65+	↓	12%	8%	

Note:  Indicates that the Healthy People 2010 objective is to reduce;  indicates that the objective is to increase

Source: UCLA Center for Health Policy Research

When comparing hospitalization rates for ambulatory care sensitive conditions among seniors in the hospital service area to Healthy People 2010 objectives, the service area did not meet the objective for: hip fractures in females. The hospital service area experience compared to Healthy People 2010 national objectives is summarized in the table below. A  sign in the column labeled status indicates that the service area did not meet the Healthy People 2010 objective.

Hospitalization Rates for Ambulatory Care Sensitive Conditions

Huntington Hospital Service Area

Two-Year Average (2007 – 2008)

Health Condition	Age Group	Healthy People 2010 Objective		Service Area	
		Good	Target Rate	Rate	Status
Health Access					
Congestive Heart Failure	65 to 74	↓	6.5	4.6	
	75 to 84	↓	13.5	10.7	
	85+	↓	26.5	19.8	
Hip Fractures in Females	65+	↓	416.0	760.0	
Hip Fractures in Males	65+	↓	474.0	385.5	

Notes:

 Indicates that the Healthy People 2010 objective is to reduce

Rates for congestive heart failure are per 1,000 population

Rates for hip fractures are per 100,000 males or females

Source: Office of Statewide Health Planning and Development

Community Consultation

Overview

During a four-week period beginning mid-September 2010, 28 community leaders participated in one-on-one telephone interviews to identify priority health issues. Community leaders participating in the community consultation included elected officials, physicians, members of Huntington Hospital's Board of Directors, and representatives from schools serving kindergarten to 12th grade students, community clinics, community centers, and private nonprofits. Many of those interviewed have lived and worked locally for many years, offering considerable perspective on area health issues.

Those participating in the community consultation were asked to respond to the following questions:

1. In your opinion, what are our community's top three health issues?
2. What neighborhood areas or populations do you believe to be most affected by these health issues?
3. Working collaboratively, what specific actions do you think the community should take to address these health issues?
4. What collaborative roles or actions could Huntington Hospital take to address community health issues, and with whom would the collaboration be most effective?
5. In the next few years, as we anticipate healthcare reform, Huntington Hospital is planning to expand its reach further beyond the acute care setting, for example, in management of chronic diseases. Are there other areas that would be of particular interest to you or your organization as it relates to our community?

Following completion of the interviews, responses were analyzed and summarized based on general concepts and common themes.

Community's Top Health Issues

The following were identified as the community's top health issues (presented in order of frequency of mention):

- Access to health care
- Nutrition and obesity
- Heart disease and hypertension
- Mental health
- Diabetes
- Education about healthy lifestyles
- Senior health
- Lack of health insurance
- Air pollution and asthma
- Dental care
- Cancer
- Safety
- Maternal and infant birthing outcomes

Collaborative Actions Community Should Take To Address Health Issues

The following four themes regarding collaborative actions the community should take to address important health issues were identified (presented in order of frequency of mention):

- Education and outreach
- Partnerships and collaboration
- Support of community programs
- Provision of direct services

Each collaborative action is discussed separately below.

Education and Outreach

Numerous suggestions were recorded regarding education and outreach as an effective means of addressing community health issues. Targeted audiences varied from general to specific groups, including: the community-at-large, non-professionals (as a cost effective means to reach community leaders), audiences in community centers and other easily accessible locations, or targeted audiences such as school-age youth attending area schools, seniors needing assistance

to maintain their health or those attending support groups for specific health conditions. Topics suggested for education included: good nutrition, healthy choices, diet and exercise, stress management, injury prevention, disease prevention, not drinking and driving (for high school students), medication management (for seniors), availability and appropriate use of services (e.g., physicians, screenings such as diabetes, blood pressure and colonoscopy; 911, and emergency rooms). Educational messages need to continue, with some of those interviewed suggesting use of the Internet; others suggested distribution of printed brochures.

Partnerships and Collaboration

Public-private partnerships and collaborations were identified as an important action to address health issues in the community. Young and Healthy was mentioned as an organization modeled on public private partnership. Some felt that integration around physical and mental health (to include substance abuse) was essential. Others felt that development of a systematic way to provide specialty care, mental health care, and dental care is worthwhile. Organizations identified as important in a community collaboration include: Pasadena Unified School District, Pasadena Public Health Department, faith based organizations, senior centers, health providers, mental health providers, dental schools, service organizations, and health related groups such as American Heart Association and Alzheimer's Association.

Support of Community Programs

Continued and increased support of some community programs was suggested as an effective method for the community to address identified health issues. Support and recognition of the importance of the Pasadena Public Health Department was identified as an important collaborative action to address health issues. The department has faced budget cuts and reductions in services, according to a community leader. Its geographic location, in an area of need in Pasadena, would provide an important access point for the community. In addition, the CHAP Clinic provides another important geographic access point for the community. Several of those interviewed also mentioned the importance of continuing to maintain public parks and support of recreational activities.

Provision of Direct Services

Many of those interviewed recognized the importance of providing direct services via the newly opened urgent care center in East Pasadena.

Suggested Roles or Actions for Huntington Hospital to Address Health Issues

Two key roles or actions for Huntington Hospital to address health issues in the community were identified, including:

- Education and outreach
- Partnerships and collaboration

In both instances, those participating in the community consultation indicated that these roles are currently actively fulfilled by Huntington Hospital and that the hospital continue to conduct these activities in the future.

Each suggested role or action is discussed separately below. In addition, a listing of possible collaborative partners as identified by those participating in the community consultation is provided.

Education and Outreach

Those participating in the community consultation suggested that Huntington Hospital conduct education and outreach to populations most in need, such as youth attending public schools, individuals who lack the resources and/or awareness of available community health services, low income neighborhoods in the community, and seniors. Many suggested the advantages of education at community centers including the opportunity for a regular presence at convenient dates and times. Suggested community-based activities included: providing blood pressure and other screenings at community centers, providing information on services available in the cities of Pasadena, South Pasadena, and San Marino; providing informational seminars on women's health including healthy eating, breast and uterine cancers; providing speakers for junior and high school students; and teaching community members about where they can find a medical home and the importance of seeing a doctor for routine health care visits.

Partnerships and Collaboration

Those participating in the community consultation identified numerous partnerships that Huntington Hospital is engaged in, including the new urgent care center, CHAP, Pasadena Unified School District, Young and Healthy, Health Access Task Force, Jackie Robinson Community Center, Pasadena Senior Center and El Centro De Accion Social, Inc. Some topics identified by those participating in the community consultation to address in collaborations with broad participation include: access to specialty care, early prenatal care, appropriate hospitalizations at Huntington Hospital, how to fill in the gaps of community organizations, integration of primary care and mental

health, planning for improving community health, and analyzing needs and planning for solutions (as part of a public private consortium).

Suggested Collaborative Partners:

- Pasadena Unified School District
- Public schools
- After-school providers
- Child care providers
- Churches and houses of worship
- Community centers
- Senior centers
- Community clubs
- Service organizations
- Huntington Hospital Medical Foundation
- Non-profit organizations
- Large employers
- Neighborhood Watch programs
- Smaller neighborhood groups
- Parks and Recreation
- Youth organizations (e.g., AYSO Team Sports, Little League, Pop Warner)
- Youth sports leagues
- Pasadena Public Health Department
- Health Access Task Force
- Pasadena Health Consortium
- Community Health Alliance of Pasadena (CHAP) Clinic
- Large Medi-Cal clinics
- Pacific Clinics
- Young and Healthy
- Public (community at large)

Areas of Interest In the Next Few Years

The following areas of interest (in conjunction with health care reform) were identified by those participating in the community consultation (presented in order of frequency of mention):

- Injury and disease prevention, screening and early detection, and education on healthy lifestyles as a means of avoiding chronic illness
- Mental health and substance abuse education and services (integration with physical health)
- Expanded scope, reach and community's knowledge of Senior Care Network services (suggestions regarding scope of services included dietary counseling, dementia and Alzheimer's disease, mobility issues such as arthritis, interns visiting recently discharged hospital patients in their homes, assessment and intervention)
- Use of information technology (including telemedicine) in health care
- Clinic where can manage day-to-day ailments (such as a child with an ear infection)
- Dental care (on a sliding fee scale)
- Center for AIDS population

Section 4: Community Benefits Planning Process and Objectives

In compliance with Senate Bill 697, Huntington Memorial Hospital prepared this community benefits plan based on its 2010 community needs assessment and in consideration of the core competencies of the hospital. A Community Benefits Committee (of the hospital Board of Directors), comprised of representatives from approximately twenty health-related organizations directed the needs assessment process, reviewed the findings of the 2010 community needs assessment, developed the community benefits goals and objectives, and approves the annual community benefits plan prior to submission to the Board of Directors. The committee meets three times a year and is an active forum for information and communication among the various community stakeholders and members. See **Section 7: Process for 2013 Community Health Needs Assessment** for a description of the process used to prepare the needs assessment.

Key findings from the community consultation (of the 2010 community needs assessment) identified the following top health issues (in order of frequency of mention): access to health care, nutrition and obesity, heart disease and hypertension, mental health, diabetes, education about healthy lifestyles, senior health, lack of health insurance, air pollution and asthma, dental care, cancer, safety, and maternal and infant birthing outcomes. Two roles or actions for Huntington Hospital to address health issues in the community were identified, including education and outreach and partnerships and collaboration. When comparing the most recent health indicators for the San Gabriel Valley Service Planning Area and/or Huntington Hospital service area to Healthy People 2010 National Objectives, opportunities for improvement are in the following: non-elderly persons with health insurance, delays or difficulties in obtaining medical care, pap test in the past three years, seniors hospitalized for asthma, female seniors hospitalized for hip fractures, deaths due to chronic pulmonary diseases, diabetes-related conditions, and cirrhosis; low and very low birth weight infants, overweight or obese teens, vigorous physical activity in teens, healthy weight, obesity and moderate/vigorous physical activity in adults and seniors; adults and seniors diagnosed with high blood pressure, adults who currently smoke cigarettes, seniors diagnosed with diabetes, and seniors who received a flu shot in the past year.

In Fiscal Year 2013, Huntington Hospital again supplemented its annual community benefits reporting process with the use of Lyon Software's CBISA Plus™ (Community Benefit

Inventory for Social Accountability) software. The software uses five key modules – programs, financial services, narratives, community outcomes, and reports and listings – to capture quantitative and qualitative information for the hospital’s fiscal year. In the past year, Huntington Hospital staff attended online interactive training regarding use of the software. Huntington Hospital staff participated in various seminars regarding health care reform and the Affordable Care Act, particularly related to community education and assistance in enrollment in health insurance plans. Community benefit activity/program information was entered for many hospital departments, including: Administration, Blood Donor Center, Breast Center, Business Development, Cancer Center, Cardiology, Clinical Laboratory, Clinical Research, Community Outreach, Della Martin Center (Psychiatry), Emergency Department/Trauma Services, Employer Relations, Health Sciences Library, Huntington Ambulatory Care Center (HACC), Huntington Collection, Information Services - Intraoperability, Labor and Delivery, Library, Medi-Cal Eligibility, NICU, Neurosciences, Orthopedics/Neurology, Outpatient Rehabilitation, Pediatrics, Pharmacy, Philanthropy, Physical Therapy, Public Relations, Radiology, Respiratory Therapy, Security, Senior Care Network, Social Work, Volunteers, and Workforce Learning. To accurately report the economic value of community benefits, Finance reported information on the unreimbursed costs of many programs and services, including charity care, shortfalls in government-sponsored programs, and other programs operated by the Department of Community Outreach, Senior Care Network, Huntington Ambulatory Care Center, Graduate Medical Education (GME), Health Sciences Library, Clinical Research, and Childbirth, Breastfeeding and Parenting classes.

During Fiscal Year 2013, Huntington Hospital pursued the following objectives:

1. To continue to provide programs and services for the management of chronic diseases such as congestive heart failure, diabetes, high blood pressure, and asthma.
2. To continue to offer flu shots for the community.
3. To continue collaboration among organizations, service agencies, government and private providers.

On an annual basis, Huntington Hospital will monitor and report measures of plan progress. See **Section 5: Community Benefits Plan Update** for a description of programs and services offered in support of each of these objectives.

Section 5: Community Benefits Plan Update

This section includes a description of programs and services provided by Huntington Memorial Hospital and key measurements of outcomes accomplished in Fiscal Year 2013. Programs and services are organized in response to the three priority objectives identified in **Section 4**.

Chronic Disease Management

Patient Partners Program

An important component of chronic disease management is the hospital's Patient Partners Program. The program currently focuses on patients with congestive heart failure (CHF), diabetes, and chronic obstructive pulmonary disease (COPD) helping to ensure prompt post-discharge followup and coordinate other post-discharge assistance. Targets related to the Patient Partners Program were as follows:

- Ensure that at least 80 percent of medically indigent chronic disease patients discharged from the hospital receive a physician visit within seven days
- Make significant progress toward 100 percent medication adherence among chronic disease patients served
- Reduce 30-day readmission rates at Huntington Hospital by at least 25 percent among chronic disease patients served
- Reduce Emergency Department utilization by at least 25 percent during the 30 days following discharge from inpatient care

In Fiscal Year 2013, the Patient Partners Program reported numerous accomplishments. Among the highlights (based on 150 patients enrolled in the program) in Fiscal Year 2013:

- 88 percent of diabetes patients enrolled in the program received a physician visit within seven days of discharge from inpatient care, 76 percent of CHF patients and 52 percent of COPD patients received a physician visit within seven days of discharge.
- Overall, 86 percent of patients reported medication adherence at seven-day followup
- At 30-days, there were no readmissions for diabetes; 13 percent of CHF patients and 14 percent of COPD patients were readmitted

- Overall, there was an 89 percent reduction of (navigated) patients presenting in the Emergency Department in the first 30 days following inpatient discharge
- During the year, 100 chronic disease management clinics were held at Huntington Ambulatory Care Center

Cancer Center

To enhance the care of oncology patients, Huntington Hospital's nurse navigators helped coordinate the many aspects of care for patients, provided information for patients and their families, and helped patients navigate the often complex system, from appointment scheduling to insurance coverage, to complementary therapies. In Fiscal Year 2013, nurse navigators served 1,492 patients with cancer diagnoses (including 729 patients with breast cancer, 319 patients with lung cancer, 228 patients with colorectal cancer, and 216 patients with prostate cancer).

Community Outreach Department – H.E.L.P.

In continuing to address chronic disease management, Huntington Hospital Community Outreach Department offered specialized Healthy Eating Lifestyle Programs (H.E.L.P.) for three audiences: families with children ages five years and older who are at the 85th percentile or higher for Body Mass Index (BMI), adults who are at risk of developing chronic diseases such as heart disease or diabetes, and adults who need to manage diabetes. These multi-session classes were designed by experts, including pediatricians and other physicians, registered dietitians, and exercise specialists and feature activities for children and their parents and/or interactive classes for adults. All programs feature support group meetings, in addition to educational courses. New programming included parenting curriculum to help parents better understand their children's behaviors and support their children's success in making healthy behavior changes; meditation and mindfulness practice was incorporated to raise awareness of the power of the mind-body connection to overall health; and motivational interviewing was incorporated to better engage participants in change behaviors. In Fiscal Year 2013, 89 children and their families participated in the H.E.L.P. - Pediatric Obesity Prevention, 353 adults participated in the H.E.L.P. - Adult Chronic Disease Prevention, and 84 adults participated in the H.E.L.P. - Type II Diabetes Education. Program monitoring also included measurements of children with decreases in Body Mass Index, adults with weight loss, and adults with improved health.

Community Outreach Department – Huntington Hospital Community Asthma Program

To help children, adolescents and adults better understand their asthma needs and decrease emergency room visits, hospitalizations and missing school or work, Huntington Hospital Community Outreach Department continued to offer asthma education and management classes (HHCAP). Designed from the National Institutes of Health guidelines, these multi-session classes were available for families with young children, adolescents, and adults. In Fiscal Year 2013, 210 persons participated in 125 asthma education and management sessions. In addition to these specialized classes, Huntington Hospital offered 34 asthma clinics, where pulmonologists or asthma/allergy specialists evaluated and treated 262 medically underserved children and adults. Program monitoring included measurement of patients with decreased Emergency Department visits, following completion of education sessions; 100% of patients participating in HHCAP experienced decreased Emergency Department visits.

Community Outreach Department – Health Screenings, Counseling, and Health Education Classes

To empower members of the community to enjoy the healthiest lifestyles possible, registered nurses from the Community Outreach Department conducted two-hour health screenings and counseling at 15 different screening clinics on alternating days each month. These screening clinic locations included Pasadena Senior Center and Pasadena Senior Center Food Bank, Altadena Senior Center, South Pasadena Senior Center, Villa Parke Community Center, Jackie Robinson Community Center, Foothill Unity Center, Pasadena Community Job Center, Friends in Deed, Pacific Clinics, Pasadena Central Library, Hastings Branch Library, Hill Avenue Library, Lamanda Park Library, and Pilgrim Towers. In Fiscal Year 2013, registered nurses visited 132 community sites for screenings, counseling and referrals, serving 1,478 persons. Throughout the year, registered nurses from the Community Outreach Department attended 15 community health fairs and events, providing a variety of services including blood glucose screenings, blood pressure screenings, Body Mass Index (BMI) measurements, and information on a variety of health-related topics as well as enrollment in health insurance options. In Fiscal Year 2013, an estimated 4,509 people attended these community events, with 578 persons receiving a screening test. Community Outreach nurses offered 33 classes attended by 585 seniors, covering a wide range of topics, such as diabetes, hypertension, chronic disease self-management, emotional fitness, benefits of exercise, and chair yoga.

Continuity of Care

To extend care services after diagnosis and hospitalization, Huntington Hospital offered numerous support and physical activity groups, including: support groups and quarterly meetings for parents with infants in the NICU, stroke, speech group for patients following a stroke or brain-related injury or condition, fitness and exercise classes for post-rehabilitation and Parkinson's disease patients, lung cancer, breast cancer, prostate cancer, lymphedema, bariatric surgery, wound/ostomy, chemical dependency alumni, and transitions (for grief and loss). In the recent fiscal year, these support and physical activity groups served 3,955 persons. Huntington Hospital provided meeting rooms free of charge for community groups to host numerous support groups, classes, lectures, and programs.

Senior Care Network – Geriatric Assessment Clinic, Care Coordination Services, and Support for Caregivers

Huntington Hospital Senior Care Network (SCN) is a nationally recognized not-for profit program that has helped older adults and adults with disabilities and their families remain healthy and independent since 1984. Three SCN programs are highlighted below; see page 37 for additional programs serving the community, including a Resource Center and 50+ Health Connection program.

To assist seniors and older adults with disabilities maintain their health and live as safely and independently as possible, Huntington Hospital SCN offered a Geriatric Assessment Clinic providing in-depth medical assessment and diagnostic services for older adults who are experiencing problems in everyday functioning and recommends a treatment plan (25 persons served in Fiscal Year 2013). Care coordination programs – provided by expertly trained Bachelor's and Master's degree social workers and nurses – offer assistance with solving care problems, connecting to resources such as personal care, meals, housekeeping, and transportation; changes in living arrangements, when needed; coordination of service delivery and monitoring progress, and serving as a representative for out-of-area families. In Fiscal Year 2013, the Multipurpose Senior Services Program (MSSP) served 4,244 very frail seniors with disabilities, Assisted Living Waiver (ALW) Program served 2,720 frail older adults and individuals with disabilities, and Community Options served 243 individuals, families and attorneys and trust officers who assist these two populations. Support for caregivers includes educational and skill-building classes and access to resources such as individual counseling, support groups, and an out-of-area referral

network. In Fiscal Year 2013, SCN offered 23 caregiver support groups serving 173 attendees and caregiver education sessions serving 88 persons.

Flu Shot Administration

Each year, during the flu season (early October through early December), registered nurses from the department of Community Outreach administer flu shots free of charge to the public. Huntington Hospital used multiple methods to notify the community about the dates/times and locations of upcoming clinics, including: flu shot information telephone hotline (and personalized call back service, if requested), hospital website, websites of local newspapers, announcements in hospital-sponsored online newsletters, and fliers in the Huntington Ambulatory Care Center (HACC).

In Fiscal Year 2013, registered nurses administered 2,440 free flu shots on 36 different occasions during the two-month period. Nurses attended a variety of locations, including: hospital cafeteria, HACC, public libraries, community centers, service agencies and centers in the community, area churches, community events, farmer's markets, senior residences, and senior centers.

Annually, staff at the hospital seek to improve the administration of flu shots. To strategically target the administration of flu shot vaccines, the department of Community Outreach coordinated and partnered with the Pasadena Public Health Department, worked closely with Pharmacy Department to coordinate the supply of available vaccines, monitors demand for vaccinations (i.e., locations and number of vaccines completed), notification of upcoming flu shot clinics to various community audiences (i.e., strategic placement in local newspapers), and other resources for availability of flu shot vaccines, such as retail pharmacies.

Community Collaboration

In Fiscal Year 2013, Huntington Memorial Hospital continued its collaborative efforts among organizations, service agencies, government and private providers to address a variety of concerns related to health and quality of life. Below is a listing of some of the key collaborations in the past year. See **Appendix A** for a listing of the hospital's collaborations among organizations, service agencies, government and private providers in the San Gabriel Valley.

- Pasadena Community Urgent Care (PCUC), a collaboration among Huntington Memorial Hospital, the City of Pasadena, Huntington Medical Foundation, and ChapCare provides timely, appropriate care for non-emergent conditions for community members drawn from the San Gabriel Valley
- ChapCare offers affordable medical, dental, behavioral health and education services to the community, with generous support from Huntington Hospital and others
- Covered Pasadena, an effort spearheaded by Huntington Hospital, involves key safety net providers working together to assist local residents in Pasadena and Altadena with enrollment in health insurance, following the rollout of the Affordable Care Act
- iDream for Racial Health Equality seeks to address the high and racially disproportionate rate of infant mortality among African Americans
- Through a collaborative effort with the Pasadena Public Health Department, uninsured women covered by Medi-Cal receive prenatal care services from the health department and delivery and high risk services from the hospital; mothers and infants also attend childbirth and parenting classes at the hospital. Other collaborations with the Pasadena Public Health Department include efforts such as annual flu shot coordination and administration, identification of community health needs, priorities and resources; Maternal, Child and Adolescent Health programming, and tobacco cessation.
- Huntington Health eConnect offers seamless sharing of health care information between providers to improve patient safety and care in the community and reduce duplication, redundancy, and the possibility of errors
- To assist local employers with keeping their workforce healthy, Huntington Hospital offers an employee wellness program featuring health screenings and assessments, development of

customized programs based on assessments, physician and other health care professionals education, and maintenance of onsite information kiosks

- To address preventable injuries and community safety, Trauma Services conducts continuous community education and outreach, including the distribution of helmets and lights for bicycles
- In partnership with area hospitals, clinics and other health care organizations, the City of Pasadena, fire and law enforcement agencies, county Emergency Medical Services, and utility companies, a Huntington Hospital team attends ongoing monthly meetings to improve disaster preparedness in the community and provides ongoing education on personal preparedness to hospital staff
- Through a partnership with Blair Health Careers Academy, 23 high school students interned at the hospital for various health-related careers. The Health Careers Academy prepares students for advanced careers in the physical and mental health fields through a four-year course of study ending in a 180-hour internship which provides hands-on training in patient skill areas, specialized topics such as medical terminology, knowledge of health care issues and the health care delivery system, and career planning.
- Huntington Hospital's Senior Care Network (SCN) Resource Center serves approximately 7,000 persons in the community through telephone encounters, walk-ins, and a liaison assisting patients with discharge or post-discharge arrangements in Fiscal Year 2013; in addition, SCN's 50+ free Membership Program offered 22 noon-hour informational sessions (1,200 persons attended), five health fairs, nine community presentations, and 185 visits to members admitted to Huntington Hospital. SCN also publishes two free online issues of *Perspective* (a newsletter for professionals and others interested in aging issues and services for older adults) and three issues of *50+ Health Connection* each year.
- Service organizations attend Huntington Hospital's quarterly community benefits committee to share important input and dialogue regarding health care resources and concerns
- Service providers and the public use the hospital-sponsored Healthy Pasadena website for data and information about community health status (includes health, economy, education, environment, government and politics, public safety, social environment, and transportation), local events and resources, promising practices, funding opportunities, and news pertinent to the community, California and the nation.

- Community members telephone a free physician referral service for information about community health providers accepting Medi-Cal and other forms of payment
- Community members access the hospital's website for pertinent health information, patient and visitor information, a physician directory, and calendar of events

In Fiscal Year 2013, Huntington Hospital continued to collaborate in the education and training of general surgery and internal medicine residents, pharmacy interns and residents, other health care professionals such as registered nurses, technicians expert in radiology, echocardiography and sonography; paramedics, physical and occupational therapists, respiratory care practitioners, social workers, and marriage and family therapists. See **Appendix B** for a listing of schools affiliated with Huntington Hospital. Among the highlights in Fiscal Year 2013:

- 26 internal medicine residents completed various aspects of a three-year training program
- 14 general surgery residents completed various aspects of a five-year training program
- 4 pharmacy residents completed various aspects of a one-year postgraduate program
- 6 pharmacy interns
- 600 registered nurses and nursing students
- 23 respiratory care interns
- 13 social work interns, including 4 inpatient and 9 geriatric social work interns
- 13 physical therapy interns
- 10 occupational therapy interns
- 10 radiology technology interns
- 2 echocardiography technology interns
- 1 sonography technology intern
- 1 marriage and family therapy intern

Huntington Hospital's Health Science Library provided reference, database and internet searching assistance, document delivery and inter-library loans, access to references and point of care from mobile devices, and the assistance of professional librarians.

Huntington Hospital's Community Health Library assisted approximately 2,000 persons by offering assistance by professional librarians and trained volunteers daily, approximately 690 consumer health related books, 70 electronic books and reports, 11 consumer health newsletters

and journals, and over 600 online videos for patients and their families and Huntington Hospital staff.

Section 6: Economic Value of Community Benefits

In Fiscal Year 2013, the economic value of community benefits provided by Huntington Hospital is estimated at **\$92,936,084**. **Table 6.1** summarizes the unreimbursed costs of these community benefits according to the framework specifically identified by Senate Bill 697:

- Medical care services
- Other benefits for vulnerable populations
- Other benefits for the broader community
- Health research, education, and training programs

**Table 6.1: Estimated Economic Value of Community Benefits Provided by Huntington Hospital
Fiscal Year 2013**

Senate Bill 697 Category	Programs and Services Included	Unreimbursed Cost¹
Medical Care Services	Medicare Program Shortfall ²	\$31,034,100
	Medi-Cal Program Shortfall ²	\$22,618,800
	Charity Care ³	\$5,341,000
	Other Direct Services: Geriatric Psychiatric Program and Palliative Care Program	\$1,795,845
Other Benefits for Vulnerable Populations	Huntington Ambulatory Care Center, Senior Care Network Services, Community Outreach Services, Clinical Services to Low-Income Pregnant Women, Assistance to Patients Needing Resources, Assistance with Medi-Cal Eligibility, Physician Referral Services for Medi-Cal and Uninsured Patients, and Donations to Non-Profit Organizations Serving the Needy	\$5,055,113
Other Benefits for the Broader Community	Health Information Exchange, Nurse Navigators, Health Information and Education, Health Screenings, Community Health Fairs and Events, Support Groups, Community Health Library, Meeting Space for Use by Community and Groups, and Donations to Non-Profit Organizations Serving the Broader Community	\$6,740,866
Health Research, Education, and Training Programs	Graduate Medical Education, Education and Training of Health Care Professionals and Students, Clinical Research Program, and Health Sciences Library	\$20,350,360
-	SUBTOTAL, EXCLUDING MEDICARE SHORTFALL	\$61,901,984
-	GRAND TOTAL	\$92,936,084

¹ Unreimbursed costs for the Senate Bill 697 categories - other benefits for vulnerable populations, other benefits for the broader community and health research, education and training programs - may include an hourly rate for labor (plus benefits), other expenses such as purchased services, food, supplies, other direct expenses and rooms.

² Medical care services provided to Medicare and Medi-Cal beneficiaries result in shortfalls for the hospital. The method for determining these shortfalls is based on actual costs as calculated by a cost accounting system. The costs are subtracted from the payments received from Medicare or Medi-Cal.

³ Costs are also calculated by a cost accounting system. Actual cost is subtracted from any payments received from either public or private insurance payors or patients.

Section 7: Process for 2013 Community Health Needs Assessment

The 2010 Patient Protection and Affordable Care Act, commonly known as the Affordable Care Act (ACA), requires non-profit, tax exempt hospitals to conduct a Community Health Needs Assessment (CHNA) every three years to analyze and identify the health needs of their communities and to develop an implementation strategy to meet priority identified health needs. In addition, Senate Bill 697, Community Benefits legislation, requires California non-profit hospitals to conduct a community needs assessment every three years and prepare and adopt an annual community benefits plan, in response to identified health needs. Huntington Hospital's Executive Team is responsible for overseeing the 2013 CHNA, including the following:

- Confirm Huntington Hospital's service area (defined as Greater Pasadena) for purposes of the CHNA
- Analyze secondary data, using 36 top community health indicators, for the Greater Pasadena area and/or Service Planning Area 3 – San Gabriel Valley
- Compare secondary data findings to Los Angeles County and health benchmarks known as Healthy People 2020
- Work collaboratively with the City of Pasadena Public Health Department during the Department's Community Health Improvement Plan (CHIP) process to obtain feedback from over fifty partners familiar with the needs of uninsured, low-income and other high needs groups in the community to identify top health needs for the City of Pasadena
- Prepare a directory of available resources in the community to address identified health needs, in collaboration with the City of Pasadena Public Health Department
- Identify significant community health needs – by topic area – by combining the results of the secondary data analysis with the results of the community input
- Establish an eight-person multi-disciplinary work group, comprised of staff with community and clinical experiences who are knowledgeable about the needs assessment process and the health needs of the community, to rank (numerically score) the significant health needs identified based on five criteria
- Review and present the results to the Executive Team to determine Huntington Hospital's significant priority health needs

- Identify the top two priority health needs for Huntington Hospital, based on review and discussion of the 2013 CHNA, as: cancer, with a focus on breast cancer and screening; and immunization, with a focus on vaccination
- Prepare a three-year Implementation Strategy (2014 – 2016), including goals, planned actions, anticipated impact, and plan to evaluate actions for these two priority health needs
- Board of Directors Community Benefits Committee approves the 2013 CHNA and Implementation Plan
- Post the 2013 CHNA (including directory of community resources) and Implementation Strategy on website for public review and comments

Huntington Hospital's 2013 Community Health Needs Assessment and Implementation Strategy are available on the Healthy Pasadena website at <http://www.healthypasadena.org>

Appendix A: Community Collaborations

Huntington Memorial Hospital collaborated with the following community organizations and agencies in Fiscal Year 2013. Organizations are listed alphabetically.

- Ability First
- Altadena Guild
- Altadena Senior Center
- American Heart Association
- American Red Cross
- American Stroke Association
- Arthritis Foundation
- Bill Moore Community Health Clinic
- Blair Health Academy
- California Institute for Nursing
- California Institute of Technology (CalTech)
- California Patient Relations Association
- Cancer Support Community
- ChapCare
- Chinese Christian Herald Crusades
- Circle of Huntington Hospital
- Community Center of La Cañada Flintridge
- Community Women Vital Voice
- Convalescent Aid Society
- El Centro De Accion Social
- First Presbyterian Church
- Flintridge LaCañada Guild
- Foothill Unity Center
- Friends In Deed
- Glendale College Foundation

- Global Aids Interfaith Alliance
- Hillsides Home
- Holliston Methodist Church (Dream Church)
- Healthy Pasadena
- Holy Family Church
- Housing Works
- Huntington Health eConnect
- Huntington Medical Foundation
- iDream for Racial Health Equality
- Jackie Robinson Center
- Jet Propulsion Laboratory (JPL)
- Lake Avenue Community Foundation – STARS Program
- Leadership Pasadena
- National Charity League Juniors of San Marino
- National Health Foundation
- Neighbors Acting Together Helping All (NATHA)
- Nursing Education College Advisory Board
- Physician Orders for Life-Sustaining Treatment (POLST) Coalition
- Pacific Clinics
- Partners in Care Foundation
- Pasadena Arts Council
- Pasadena Chamber of Commerce
- Pasadena Community Gardens
- Pasadena Community Job Center
- Pasadena Community Urgent Care
- Pasadena Educational Foundation
- Pasadena Farmers' Market
- Pasadena Fire Department
- Pasadena Jewish Temple and Center
- Pasadena Police Department

- Pasadena Presbyterian Church
- Pasadena Public Health Department
- Pasadena Public Libraries
- Pasadena Senior Center
- Pasadena Unified School District
- Passageways
- Phil Simon Clinic
- Pilgrim Towers
- Ronald McDonald House
- Rose Bowl Aquatic Center
- Sacred Heart Catholic Church
- Salvation Army
- San Gabriel Valley Economic Partnership
- San Gabriel Valley United Ostomy Association
- San Marino Guild
- South Pasadena Farmers' Market
- South Pasadena Senior Center
- South Pasadena YMCA
- St. Elizabeth Catholic Church
- Valley Hunt Club
- Villa Esperanza Services
- Villa Parke Community Center
- YMCA Pasadena Foothill Valley
- Young and Healthy

Appendix B: Educational Affiliations

Huntington Memorial Hospital partnered with the following educational entities for education and training of health care professionals in Fiscal Year 2013. Organizations are listed in alphabetical order.

- Azusa Pacific University
- California State University – Dominguez Hills
- California State University – Long Beach
- California State University – Los Angeles
- California State University – Sonoma
- Cerritos College
- Cypress College
- Dominican University of California
- East Los Angeles College
- Emory University
- Glendale Community College
- Loma Linda University
- Metropolitan University
- Mount St. Mary's College
- Mt. San Antonio College
- Pasadena City College
- San Joaquin Valley College
- University of Southern California (USC)
- University of California – San Diego
- West Coast College
- Western University of Health Sciences