

Community Benefit Report

Fiscal Year 2012-2013



Together
We Grow a Healthier Community

From a small seed,
a mighty trunk may grow.

– Aeschylus



To provide high-quality healthcare without discrimination, and contribute to the health and well-being of our communities in an ethical, safe, and fiscally prudent manner in recognition of our charitable purpose.

The PIH Health Mission



Community Benefit Report

Fiscal Year 2012-2013

This annual report provides detailed information for the following:

Office of Statewide Health Planning & Development (OSHPD)

This report is submitted to OSHPD in fulfillment of the State of California's community benefit law, Senate Bill 697 (SB 697), which was signed into law in 1994 in response to increasing interest regarding contributions made by nonprofit hospitals to the communities they serve. SB 697 defines community benefit as "a hospital's activities that are intended to address community needs and priorities primarily through disease prevention and improvement of health status."

Internal Revenue Service (IRS)

Beginning 2009, nonprofit hospitals were also required to file Schedule H as part of their IRS Form 990 tax filing. The form reports a hospital's benefit to the community through free or discounted care, health research, community education, subsidized services, and other community health improvement activities. This annual report is attached with PIH Health's tax filing.

Our Community

This report also serves to inform our community, particularly those individuals and organizations with a shared interest in PIH Health's mission of service, of PIH Health's broad spectrum of free and low-cost initiatives aimed at improving the overall health of the communities we serve.

We invite you to contact us at any time to share comments and questions or request additional information regarding the community benefit programs described in this annual report. The full report is available at PIHHealth.org/CBAnnualReport.pdf.

Respectfully submitted,

Handwritten signature of Vanessa Ivie in black ink.

Vanessa Ivie

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Roberta Delgado

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Our Promise to the Community.

PIH Health's promise to serve the community was set in motion over five decades ago and, proudly, that promise remains every bit a part of the organization we are today.





A Proud Partner In Our Communities' Health And Wellness



PIH Health began over 50 years ago by the community, for the community. As a result of hard work of volunteer founders who walked door-to-door collecting donations to fill the coffee cans they were carrying, PIH Health Hospital – Whittier was established in 1959 as a nonprofit safety net for Whittier and surrounding areas. Since then, our sincere commitment to serve our community has never faltered.

Today, PIH Health is a fully integrated, regional healthcare delivery network comprised of two hospitals, nearly 20 outpatient medical offices offering primary and specialist care, three urgent care centers, a comprehensive cancer program, outpatient surgery, an adult day healthcare center, home health and hospice care.

Community benefit continues to be an integral part of PIH Health's charitable mission and we are a proud partner in our communities' health and wellness. We dedicate assets to charitable purposes, including financial assistance programs, as well as community-based initiatives to improve and promote overall health and well-being, regardless of health or economic status. In addition, we are committed to our strong network of partnerships and collaborations, which have ensured effective and sustainable community health improvement efforts.

In 2006, PIH Health's Board of Directors established the Community Benefit Oversight Committee (CBOC), comprised of community stakeholders and hospital leadership. The CBOC is dedicated to providing strategic direction, oversight, and evaluation of our community benefit initiatives, ensuring careful stewardship of PIH Health's charitable resources.

The following pages of this report describe how PIH Health community benefit initiatives strive to meet the health needs of our communities by 1) providing a comprehensive accounting of our community benefit investment; 2) sharing measurable results of our flagship community benefit programs; and 3) outlining plans for continued community health improvement efforts based on identified needs. PIH Health's promise to serve the community was set in motion over five decades ago and, proudly, that promise remains every bit a part of the organization that we are today.

Sincerely,

A handwritten signature in black ink that reads "Kenton Woods".

Kenton Woods
PIH Health Board Chair

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Investing in the **Health** of our **Communities**,
because it is the right thing to do.

Our Community Benefit Investment

Financial Summary – FY 2012-2013



PIH HEALTH ENTERPRISE

\$10.9 million

CHARITY CARE AT COST

\$25.4 million

UNREIMBURSED COSTS OF GOVERNMENT-
SPONSORED, MEANS-TESTED HEALTHCARE

\$17.8 million

OTHER COMMUNITY BENEFIT SERVICES

\$54.1 million

TOTAL COMMUNITY BENEFIT INVESTMENT



Our Community Benefit Investment

Financial Summary – FY 2012-2013

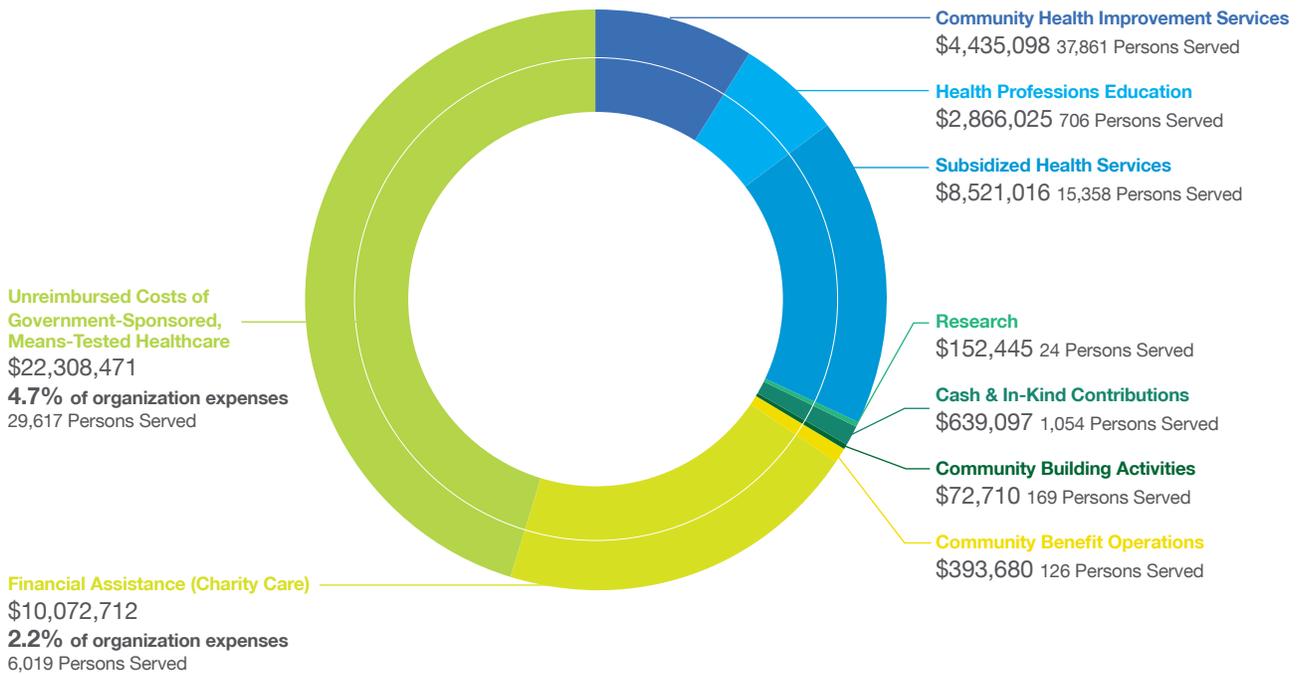


PIH HEALTH HOSPITAL – WHITTIER

\$49,461,254

10.6% of organization expenses

All community benefit expenses are based upon actual costs, not charges.





Our Community Benefit Investment

Financial Summary – FY 2012-2013



PIH HEALTH PHYSICIANS

\$4,258,132

3.1% of organization expenses

All community benefit expenses are based upon actual costs, not charges.



PIH HEALTH S. MARK TAPER FOUNDATION A DAY AWAY ADULT DAY HEALTHCARE CENTER

\$340,177

100% of organization expenses

All community benefit expenses are based upon actual costs, not charges.





Executive Summary

Fulfilling Our Mission

This annual report provides comprehensive documentation of PIH Health's community benefit programs and services. As a nonprofit integrated delivery system, PIH Health is committed to remaining at the forefront of healthcare advances and providing access to exceptional healthcare providers in a wide range of services and settings. We are prepared to address the challenges and opportunities of the evolving healthcare industry so we can continue to care for the diverse needs of our communities.

We take pride in both our creative patient-centered care that often takes us directly into the communities we serve and our meaningful community partnerships.

Together, we can grow a Healthier,
vibrant Community.

Our 2012-2013 community benefit investment totaled more than **\$54 million.**

What is Community Benefit?

Through the provision of community benefit, PIH Health fulfills its charitable mission to “*contribute to the health and well-being of our communities.*”

Community benefit is defined as programs and services designed to improve health in communities and increase access to healthcare, according to the Catholic Health Association of the United States. These programs and services are integral to the mission of nonprofit healthcare organizations and are the basis of tax exemption.

California Community Benefit Legislation

The State of California’s community benefit law, Senate Bill 697 (SB 697), came in response to increasing interest regarding contributions made by nonprofit hospitals to the communities they serve. The California Association of Catholic Hospitals and California Healthcare Association co-sponsored SB 697, which was signed into law in September of 1994. SB 697 defines community benefit as “a hospital’s activities that are intended to address community needs and priorities primarily through disease prevention and improvement of health status” in exchange for tax-exempt status. Specific requirements include:

- Conduct a triennial community health needs assessment and prioritize identified needs;
- Develop a plan outlining how needs will be addressed directly or through collaborative efforts; and
- Submit annual documentation of community benefit to California’s Office of Statewide Health Planning & Development.

Internal Revenue Service (IRS) Requirements

Beginning in 2009, nonprofit hospitals were required to file Schedule H as part of their IRS Form 990 tax filing. Completion of Schedule H which details community benefit activities, including financial assistance, was mandatory beginning with tax year 2009. Only certain portions were required for Tax Year 2008. The Affordable Care Act (ACA), enacted March 23, 2010, added new requirements for tax-exempt hospitals. Schedule H has been revised to include new questions concerning financial assistance, emergency medical care, billing and collection policies, and community health needs assessments.

In addition, the ACA requires hospitals to adopt an Implementation Strategy and submit with tax filings. Based upon assessment findings, the implementation strategy will outline how a hospital will address the identified health needs of its communities.

Accountability, Consistency & Transparency

In 2002, PIH Health joined a voluntary demonstration project, “*Advancing the State of the Art in Community Benefit*,” or ASACB, to establish standards that eliminate inconsistencies in community benefit reporting and bring best practice to the delivery of community benefit. ASACB brought together a diverse group of 70 hospitals from California, Texas, Arizona, and Nevada. PIH Health’s involvement resulted in a multi-year, multi-phase reorganization, which successfully aligned hospital governance, operations, and management with our charitable mission.

Community Benefit Oversight Committee (CBOC)

PIH Health’s CBOC oversees the qualification, evaluation, and enhancement of PIH Health’s community benefit programs and initiatives and ensures community benefit initiatives are effective and aligned with the adopted core principles. CBOC members include community stakeholders, including a public health representative, as well as hospital leadership. *A list of CBOC members can be found in Appendix A.*

Assessment and Prioritization of Community Health Needs

PIH Health’s approach to conducting its triennial community health needs assessment is continually refined to ensure the end result is both meaningful and useful to PIH Health as well as to area organizations that utilize assessment data for program planning and grant writing purposes. Assessment findings inform PIH Health’s Community Health Improvement Implementation Strategy.

The selection of priority health needs areas and development of a Community Health Improvement Implementation Strategy are integral to ensuring that PIH Health’s initiatives are responsive to community needs. Upon completion of PIH Health’s 2013 Community Health Needs Assessment, the CBOC engaged in a thoughtful prioritization process based on data findings and community input gathered through conversations, focus groups, interviews, and surveys.

To view PIH Health’s Community Health Needs Assessment, visit PIHHealth.org/CHNA.pdf

To view PIH Health’s Community Health Improvement Implementation Strategy, visit PIHHealth.org/ImplementationStrategy

Flagship Community Benefit Programs

PIH Health’s commitment to community benefit and ultimately, community health, is perhaps best demonstrated by its flagship community benefit initiatives, which include:

- Essential healthcare for those in greatest need, including those who are uninsured and underinsured;
- School-based programs and community-based education; and
- Free and low-cost health management and disease prevention services.

Each flagship program is guided by program “templates,” which serve as a guiding strategic plan for program managers to plan and document enhanced alignment of programs with core principles as well as program progress and achievements.

Evaluation of PIH Health's Community Benefit

We realize it is only through measurement and evaluation that we can distinguish successes and/or highlight areas for improvement or growth, which can result in more effective initiatives. PIH Health's CBOC conducts on-going review and evaluation of the effectiveness and impact of flagship programs and priority health area initiatives. CBOC evaluation results and recommendations are shared with PIH Health's senior management team and Board of Directors.

Flagship program reports illustrating impact and outcomes can be found in Appendix D.



“Our new name, **PIH Health**, reflects our commitment to our mission of providing **High-Quality Healthcare** and contributing to the **Health And Well-Being** of the neighborhoods we serve.”

James R. West
President and Chief Executive Officer
PIH Health



Together, we can grow
a **Healthier** vibrant **Community.**

Caring For Our Communities

For more than five decades, PIH Health has been here caring for the health of our communities. Our name has changed, but our mission remains the same. We are committed to the success of each community benefit program and initiative detailed in this annual report.

Recognizing that it takes time to realize the long-term overall health improvement benefits of programs aimed at disease prevention and health promotion, we remain steadfast in the belief that each small step, each community partnership, and each successful effort brings us one step closer to our vision of a healthier community.

We thank you for your support and look forward to continuing to partner with you in caring for our community, specifically those who need us most, well into the future.

Here are **Their** stories.

Fighting Type 2 Diabetes

Diabetes Self-Management Program through
PIH Health's Diabetes Education Center



Jacqui Conter RD CDE discusses options to help lower PIH Health patient Matthew Ulmer's blood sugar levels

When 46-year-old Matthew Ulmer was diagnosed with Type 2 diabetes last September, he was shocked, saddened and thought life-as-he-knew-it was over. But fortunately, his PIH Health inpatient educator provided a lifeline, the PIH Health Diabetes Education Center.

After attending the three-week Diabetes Self-Management Program, Matthew learned how to take control of his disease and started taking positive steps forward.

"I focused on portion control, stepped up my exercise routine and within three months, had dropped my blood sugar levels from an unhealthy average of 356 mg/dl to a much healthier average of 126 mg/dl," said the Whittier resident.

Jacqui Conter RD CDE discussed options to help lower Matthew Ulmer's blood sugar levels and how changes in diet can make a great impact.

In 2012, the PIH Health Diabetes Education Center served approximately 3,000 people through educational programs. These programs include the Diabetes Self- Management Program, an individual consultation followed by a three-session class series and two follow-up appointments; Sweet Success, a program designed specifically for pregnant women with diabetes; Healthy Changes, a 16-week program that focuses on lifestyle and behavior changes recommended by the Centers for Disease Control (CDC) by utilizing an interactive format with weekly projects; Glucose Monitoring Devices and Education, Blood glucose screenings are available weekly; and Hemoglobin A1C (Blood Sugar) Measurements.

“I focused on portion control, stepped up my exercise routine and within three months, had dropped my blood sugar levels from an unhealthy average of 356 mg/dl to a much healthier average of 126 mg/dl.”

– Matthew Ulmer
PIH Health Diabetes Education Center Participant

Help for Alzheimer's Caregivers

Six-Week Program Offers Alzheimer's and Dementia Support



Vivian Rossi, Alzheimer's Caregiver support group attendee

Caring for a loved one with Alzheimer's disease or dementia can be a thankless job, and finding patience in difficult situations isn't always easy. Everyone with Alzheimer's or dementia travels their own journey and caregivers often struggle with a wide range of symptoms, behaviors and emotions.

Fortunately, PIH Health offers free resources and has understanding staff who can help.

Our free, six-week Savvy Caregiver Program provides caregivers valuable knowledge and skills, resulting in greater confidence, greater understanding of Alzheimer's disease and practical skills to improve and support care. Created by the Alzheimer's Association, the Savvy Caregiver program can be a support lifeline.

One grateful caregiver is Vivian Rossi, who cares for her 76-year-old mother, with early dementia. Vivian attended the Alzheimer's Caregiver support group at PIH Health in May 2013 to connect with fellow caregivers.

"It's very difficult when you don't understand what's happening to your loved one, especially when they seem perfectly fine one moment and are confused the next," Rossi said. "Through the Savvy Caregiver program, I got a greater understanding of what my mother is going through and how I can better prepare for the disease progression. I understand more about her behaviors and I gained more confidence that I can do this. I also learned how to take care of myself to avoid burnout, and connected with other caregivers who can relate because they are in the same situation. The information really did save my life. It's an awesome program."

“Through the Savvy Caregiver program, I got a greater understanding of what my mother is going through and how I can better prepare for the disease progression. I understand more about her behaviors and I gained more confidence that I can do this.”

– Vivian Rossi
PIH Health Alzheimer’s Caregiver support group participant

Activate Whittier Community Collaborative

Breathing Easier – Whittier Adopts a Smoke-Free Parks Ordinance

Smoke-free parks are a great way to eliminate people's exposure to secondhand smoke. They also give children more places where they don't see people smoking or risk contact with toxic cigarette waste.

Thanks to the recent work of a community collaborative, Whittier now joins more than 140 California cities, along with Los Angeles County, which prohibit smoking in public parks to protect residents' health. Since the city passed the no-smoking ordinance in February 2013, no-smoking signs have been posted in all of Whittier's 22 parks. This effort began as a grassroots movement spearheaded by Activate Whittier, a collaborative comprised of PIH Health, Boys and Girls Club of Whittier, City of Whittier, Kaiser Permanente, LEARN, Los Angeles County Department of Public Health, Whittier College and the YMCA of Greater Whittier.

PIH Health was part of a team that helped to plan and coordinate Activate Whittier's resident advocacy training "Change Starts with Me," designed to teach residents how to create healthy changes in their community.

One attendee was Matthew Kanter, a recent Whittier High School graduate who bravely volunteered to speak before the Whittier City Council on behalf of passing the ordinance.

"I feel strongly about smoking cessation," he said. "I have family members who smoke and I've been exposed to secondhand smoke from a young age. Based on my own experience and desire to help improve the community, I wanted to get involved. Once the ordinance passed, I felt like I helped accomplish something important."

Because nearly 14 percent of L.A. County residents are smokers and due to the many associated health risks, smoking cessation and smoke-free environments continue to be a priority for PIH Health, as identified by the hospital's recent Community Health Improvement Implementation Strategy.



BUILDING A HEALTHY ACTIVE WHITTIER

“I have family members who smoke and I’ve been exposed to secondhand smoke from a young age. Based upon my own experience and desire to help improve the community, I wanted to get involved. Once the ordinance passed, I felt like I helped accomplish something important.”

– Matt Kanter
Whittier High School Graduate

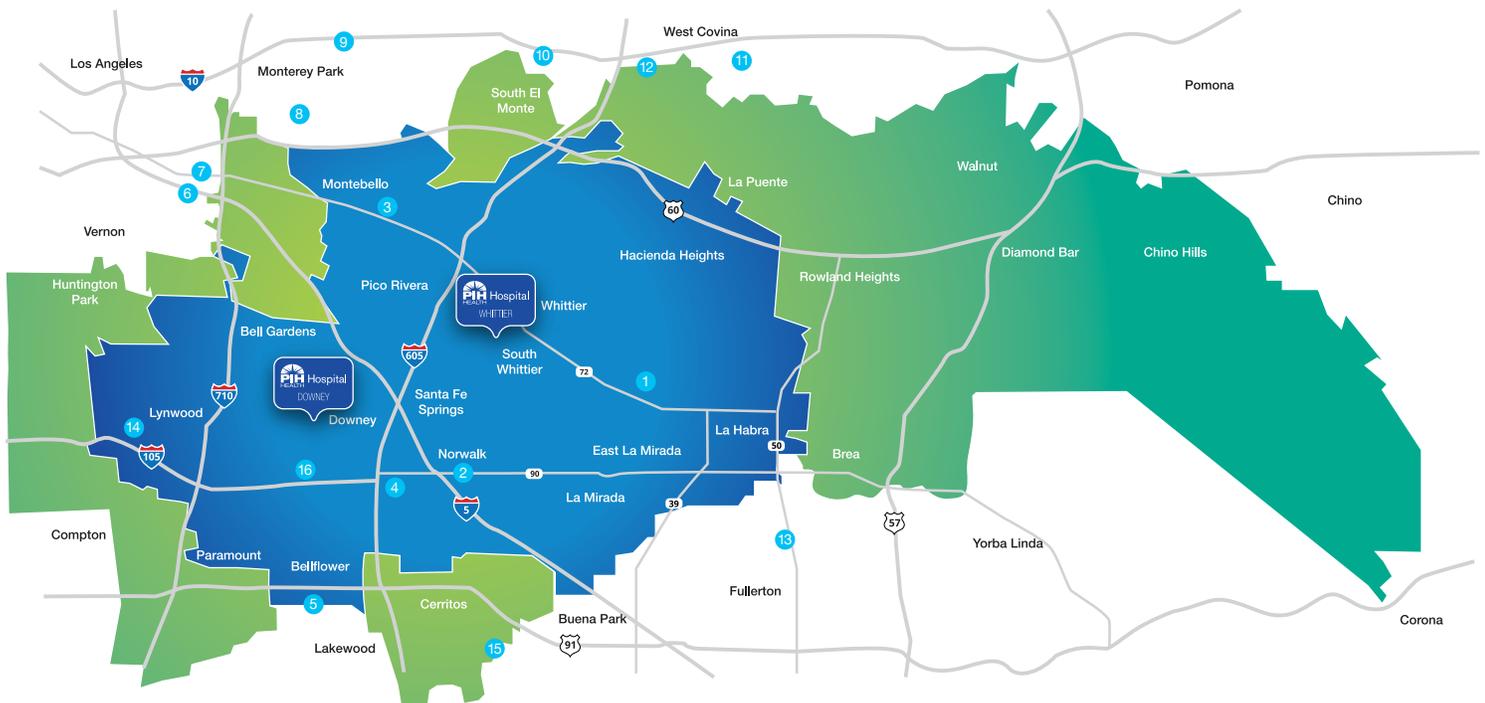


Unveiling of No Smoking signs in Whittier Parks as a result of the Smoke-Free Parks Ordinance.

From left to right:
Darren Schmidt, City of Whittier and Activate Whittier Secretary;
Penny Lopez, Activate Whittier Project Manager; Vanessa Ivie,
PIH Health and Activate Whittier Vice Chair; Sheri Bathurst,
Kaiser Permanente Downey Medical Center; and Lori Tiffany,
YMCA of Greater Whittier and Activate Whittier Chair.

PIH Health Service Area

PIH Health is situated in the southeast portion of Los Angeles County within an area referred to as Service Planning Area 7 (SPA 7). The primary service area was determined by a review of past year patient discharge data. Approximately 73% of discharges come from nine cities/communities, which comprise its primary service area. PIH Health's secondary service area includes additional cities in the San Gabriel Valley and North Orange County.



■ Primary Service Area
■ Secondary Service Area

PIH Health Hospitals

- 1 Whittier Hospital Medical Center
- 2 Norwalk Community Hospital
- 3 Beverly Hospital
- 4 Coast Plaza Hospital
- 5 Bellflower Medical Center

- 6 Los Angeles Community Hospital
- 7 East Los Angeles Doctors Hospital
- 8 Monterey Park Hospital
- 9 Garfield Medical Center
- 10 Greater El Monte Community Hospital
- 11 Citrus Valley Medical Center – Queen of the Valley Campus

- 12 Kaiser Foundation Hospital – Baldwin Park Medical Center
- 13 St. Jude Medical Center
- 14 St. Francis Medical Center
- 15 La Palma Intercommunity Hospital
- 16 Kaiser Foundation Hospital – Downey

Chapter Two

Profile of Our Communities

Every three years, PIH Health conducts a community health needs assessment of its primary service area communities. Assessment findings inform PIH Health's Community Health Improvement Implementation Strategy. The 2013-2015 identified health needs for our primary service area cities include:

Health Access

Mental Health
General Healthcare Access
Dental Care
Vision Care

Healthy Living

Overweight and Obesity
Nutrition and Activity
Preventative Practices
Alcohol Consumption
Smoking

Health Management

Diabetes
Cardiovascular Disease
Youth Asthma
Cancer

PIH Health Hospital-Whittier Service Area

Primary Service Area

Hacienda Heights (91745)
La Habra (90631)
La Habra Heights (90631)
La Mirada (90638-90639)
Montebello (90640)
Norwalk (90660)
Pico Rivera (90660)
Santa Fe Springs (90670)
Whittier (90601-90606)

Secondary Service Area-East

Chino Hills (91709)
Diamond Bar (91765)
La Puente (91744, 91746)
Rowland Heights (91748)
Walnut (91789)
West Covina (91792)

Secondary Service Area-West

Bell (90201)
Bellflower (90706)
Downey (90240-90242)
Los Angeles (90022, 90040)
South Gate (90280)

To view PIH Health's Community Health Needs Assessment, visit PIHHealth.org/CHNA.pdf

Our Primary Service Area

The 2013 PIH Health Community Health Needs Assessment of our primary service area communities revealed the following statistics related to demographics and social determinants of health.

Total Population

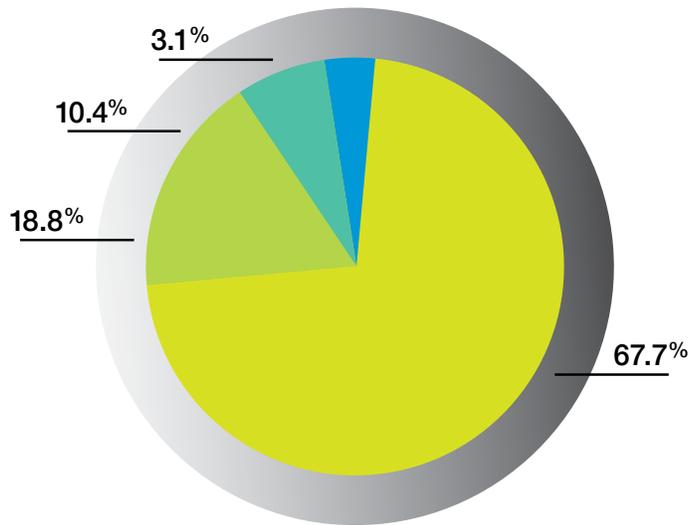
Census, 2010

606,484

Population by Race/Ethnicity

- Hispanic/Latino
- White/Caucasians
- Asian
- African Americans, Native Americans, Hawaiians, and Other Races

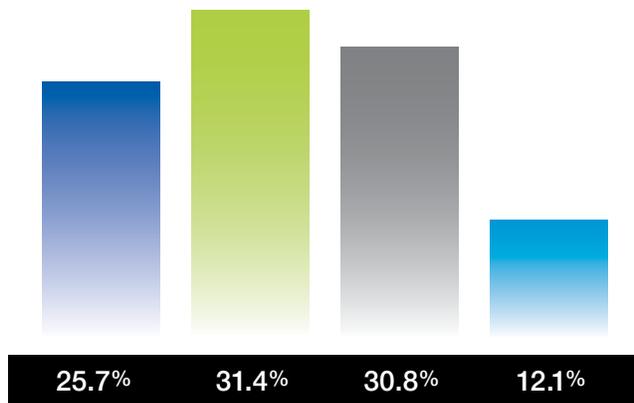
Census, 2010

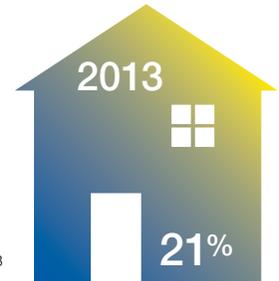


Population by Age Group

- Children and Youth (Ages 0-17)
- Adults (Ages 18-39)
- Adults (Ages 40-64)
- Older Adults (Ages 65+)

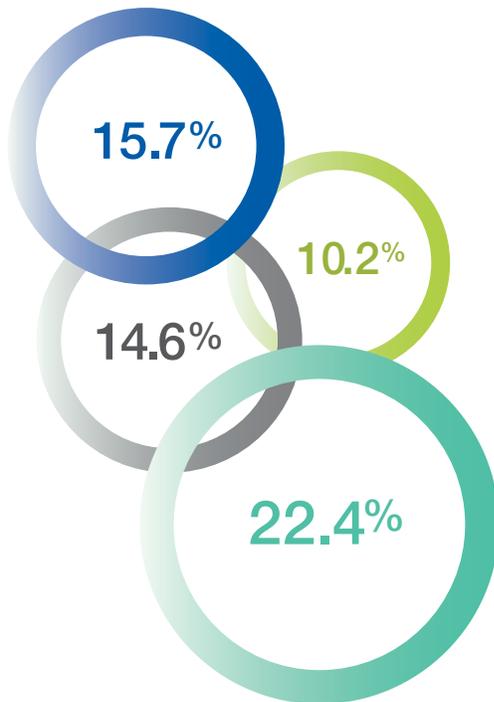
Census, 2010





**Homeless Families Growth
Service Planning Area 7**

Los Angeles Homeless Services Authority, 2011 & 2013



Poverty

- Total Poverty
- Children in Poverty
- Los Angeles County Total Poverty
- Los Angeles County Children in Poverty

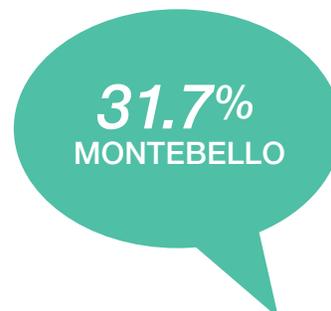
American Community Survey, 2006-2010 Average

Linguistic Isolation

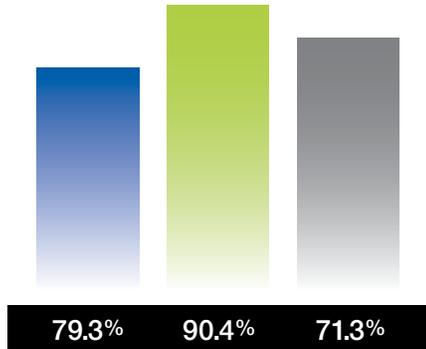
Linguistic isolation data represents the population over age 5 who speak English "less than very well."

- Primary Service Area
- La Habra Heights has the lowest percentage of linguistically isolated residents
- Montebello has the lowest percentage of linguistically isolated residents

American Community Survey, 2006-2010 Average



Our Primary Service Area *(continued)*



Health Insurance Coverage

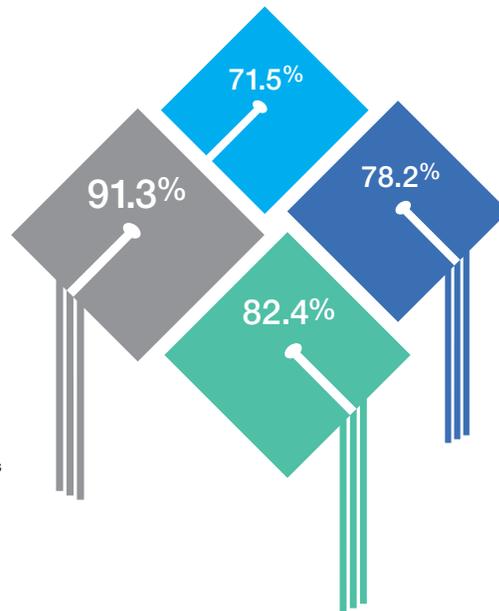
- Total Primary Service Area
- Children Under 18
- Adults 18-64

American Community Survey, 2009-2011 Average

High School Graduation Rate

- Primary Service Area schools
(*Hacienda Heights data not available)
- Los Angeles County Rate
- California Rate
- Healthy People (HP) 2020 Benchmark
(Healthy People provides science-based, 10-year national objectives for improving the nation's health, led by the Federal Department of Health and Human Services).

California Department of Education, 2011



Community Benefit Plan

Community Health Improvement Implementation Strategy

PIH Health's Implementation Strategy describes how we will work to improve the health of our communities over the next three years, ensuring good stewardship of PIH Health's charitable resources and building on existing community health improvement efforts.

This plan was developed in collaboration with PIH Health's Community Benefit Oversight Committee (CBOC), who participated in a thoughtful prioritization process based upon PIH Health's 2013 Community Health Needs Assessment data findings and community input gathered through focus groups, interviews, and surveys.

The resulting Implementation Strategy, which describes PIH Health's programs and resources to address and respond to prioritized needs, was adopted by PIH Health's Board of Directors in July 2013, in accordance with IRS requirements.

We believe it is vital for communities to work
Together, across all sectors to create
Healthier, Vibrant Communities in which
to live, learn, work, and play.

We recognize the vital importance of continually **Evolving** and **Planning** for enhanced or new initiatives to meet the identified **Healthcare Needs** of our **Communities**.

Community Health Improvement Implementation Strategy

Prioritization of Health Needs

During fiscal year 2012-2013, PIH Health convened a CBOC subcommittee, comprised of key community stakeholders and hospital staff, to prioritize identified health needs. As a result of the prioritization process, health needs were ranked in priority order by health area, as shown below. Health Access to ensure basic and preventative care access for the uninsured and underinsured via 1) effective use of health insurance enrollment resources; 2) promotion of free and low-cost resources and services; and 3) collaborative efforts to meet community needs.

Health Access Prioritized Health Needs

- Mental Health
- General Healthcare Access
- Dental Care
- Vision Care

Healthy Living to deliver health promotion and prevention programs that 1) enhance health-related knowledge and behavior; and 2) support and promote healthy eating and active living with emphasis on making the healthy choice the easy choice.

Healthy Living Prioritized Health Needs

- Overweight and Obesity
- Nutrition and Activity
- Preventative Practices
- Alcohol Consumption
- Smoking

Health Management to improve community health through efforts that 1) enhance health-related knowledge about prevention and management of chronic diseases; 2) increase awareness about the importance of prevention strategies; and 3) promote available community resources.

Health Management Prioritized Health Needs

- Diabetes
- Cardiovascular Disease
- Youth Asthma
- Cancer



Implementation Strategy Development

The CBOC's collaborative planning process resulted in a three-year Implementation Strategy, which describes PIH Health's programs and resources to address and respond to prioritized needs. The plan also details health needs that PIH Health does not intend to address directly, along with the rationale. The Implementation Strategy ensures good stewardship of PIH Health's charitable resources, builds on existing community health improvement efforts, and promotes broad awareness of the health needs of our communities and opportunities for action.

Monitoring and Evaluation

We realize it is only through measurement and evaluation that we can distinguish successes and/ or highlight areas for improvement or growth, which can result in more effective initiatives. As such, PIH Health has identified methods to monitor and evaluate the impact of the initiatives identified in this Implementation Strategy.

The PIH Health Community Benefit Department leads the monitoring of community benefit programs through various evaluation processes. The CBOC conducts an annual review and evaluation of the effectiveness and impact of flagship community benefit programs and initiatives. These evaluation results, including recommendations for program enhancements, are shared with PIH Health leadership, including the Board of Directors, as well as program staff. This evaluation by the CBOC ensures transparency and community input in the evaluation process, careful consideration of resource allocation recommendations and, as results are communicated, ensures programs remain a vital component of the PIH Health strategic plan.

To view PIH Health's Community Health Improvement Implementation Strategy, visit PIHHealth.org/ImplementationStrategy

Community Benefit Department Strategic Plan

In addition to PIH Health's Community Health Improvement Implementation Strategy, the Community Benefit Department has a strategic plan to ensure continued evolution of prior years' community benefit successes and a forward-thinking approach as we strive to positively impact the overall health and quality of life of the vulnerable populations and the communities we serve.

This multi-year strategic plan outlines our identified community benefit "Pillars of Success" as well as action steps to advance PIH Health's community benefit impact within the PIH Health enterprise and the community. A summary of this plan is provided on the following pages.

Pillar of Success One:

Community Benefit Oversight Committee (CBOC)

CBOC Success Building

During fiscal year 2010-2011, the CBOC engaged in success-building sessions with a strategic planning consultant, who facilitated brainstorming and group discussions regarding CBOC functions. Through this work, the CBOC identified three strategic categories of focus:

Enhancement of CBOC's Connection/Linkage to Enterprise - ensure CBOC is informed of the current strategic plan for the enterprise, which is vital for CBOC's community benefit priority setting functions.

Strengthen External Linkages - further integrate CBOC's work with the community via community benefit messaging and involve the community to develop priority health area work plans.

CBOC Operations - review CBOC governance and membership and continue to refine and evolve CBOC roles and functions to better meet the needs of the communities we serve.

Looking Ahead

- The CBOC will identify new members to ensure representation of key sectors of the community, as well as key PIH Health departments.
- The CBOC will continue efforts to strengthen both internal and external linkages, through program site visits and participation in PIH Health community presentations.
- The CBOC will continue to oversee fulfillment of community benefit mandates, including the newly required Implementation Strategy.

Pillar of Success Two:

Community Benefit Mandates

The Community Benefit Department ensures successful fulfillment of community benefit mandates in accordance with state and federal requirements, working closely with the CBOC and hospital leadership. These community benefit mandates include:

- Annual Community Benefit Report
- Community Health Needs Assessment
- IRS Form 990, Schedule H
- Implementation Strategy

Looking Ahead

- The Community Benefit Department will continue to ensure successful completion of all community benefit mandates.
- Plan enhancements for the annual Community Benefit Report to ensure accurate and complete reporting in regard to State and IRS standards and enhance visual appeal.
- Manage PIH Health’s Community Health Improvement Implementation Strategy, including oversight of evaluation components.
- Develop and/or revise internal PIH Health community benefit policies as needed.

Pillar of Success Three:

Community Benefit Priority Health Areas and Programs

The development of a Community Health Improvement Implementation Strategy, including adoption of community benefit priority health areas, are integral to ensuring initiatives are responsive to community needs. As noted earlier in this chapter, the CBOC determined the following three priority health areas based upon the 2013 Community Health Needs Assessment:

- Health Access
- Healthy Living
- Health Management

Looking Ahead

To advance our Community Health Improvement Implementation Strategy, we will:

- Continue to identify areas of community-capacity building and collaboration in the design of meaningful initiatives that strive to improve the overall health of the communities we serve.
- Continue to refine measurable objectives for each of the selected priority health areas, ensuring linkages between flagship community benefit programs and priority needs.

Community Benefit Priority Health Areas and Programs *(continued)*

We recognize that demonstrating the true value of our community benefit efforts lies in measuring our programs and initiatives in terms of impact on the communities we serve. The Community Benefit Department supports program managers in 1) the planning of enhancement and measurement of flagship community benefit programs; 2) facilitating the CBOC's evaluation of these programs; and 3) ensuring effective communication of program impact.

Looking Ahead

- Continue measuring impact, refining and improving measurement techniques which, ultimately, provide vital information for the CBOC, hospital leadership and the Board of Directors regarding program impact and the return on investment of charitable resources.
- Continue to assess the success of internal quarterly Community Health Improvement Team meetings and enhance as needed to ensure they remain effective and meaningful for all involved.
- Propose further enhancements to the CBOC annual meeting evaluation process, including expansion of CBOC flagship program site visits, thereby elevating CBOC's ability to provide meaningful evaluation and oversight.
- Continue to advance effective linkages between hospital and community-based programs to ensure a seamless continuum of care.

Pillar of Success Four:

Community Benefit Messaging

Recognizing the importance of effectively communicating our community benefit programs and their impact on the community, PIH Health is committed to enhancing internal and external communication strategies.

Looking Ahead

- Continue to look for ways to further incorporate “community benefit” as a consistent message throughout the PIH Health organization and its communities.
- Continue to showcase PIH Health's community benefit successes and strategies through presentations at conferences, submission of best practices for award consideration, and net working and sharing of resources with other nonprofit hospitals.

Chapter Four

Investing in the Health of Our Communities

The following pages provide information about PIH Health’s comprehensive community benefit programs and services which strive to **ensure** the **overall health** of **everyone** who lives, works, learns, and **plays** in our **communities**.

Section I:

PIH Health Hospital – Whittier Community Benefit Activities

Section II:

PIH Health Physicians Community Benefit Activities

Section III:

Leadership Journal

Non-Reportable Activities That “Tell the Story” of Our Commitment to Community Health



Section I
PIH Health Hospital – Whittier



Guided by a charitable mission, PIH Health Hospital – Whittier’s commitment to community benefit, and ultimately community health, is demonstrated by:

- Providing essential healthcare services for those in greatest need, including the uninsured and underinsured;
- Offering free and low-cost services aimed at health management and disease prevention;
- Providing school-based programs and community-based education;
- Supporting local community wellness initiatives; and by
- Partnering with community organizations to ensure the health and social services needs of our neighborhoods and communities are met through a broad spectrum of services.

Category One

Financial Assistance (Charity Care)

\$ 10,072,712 6,019 served

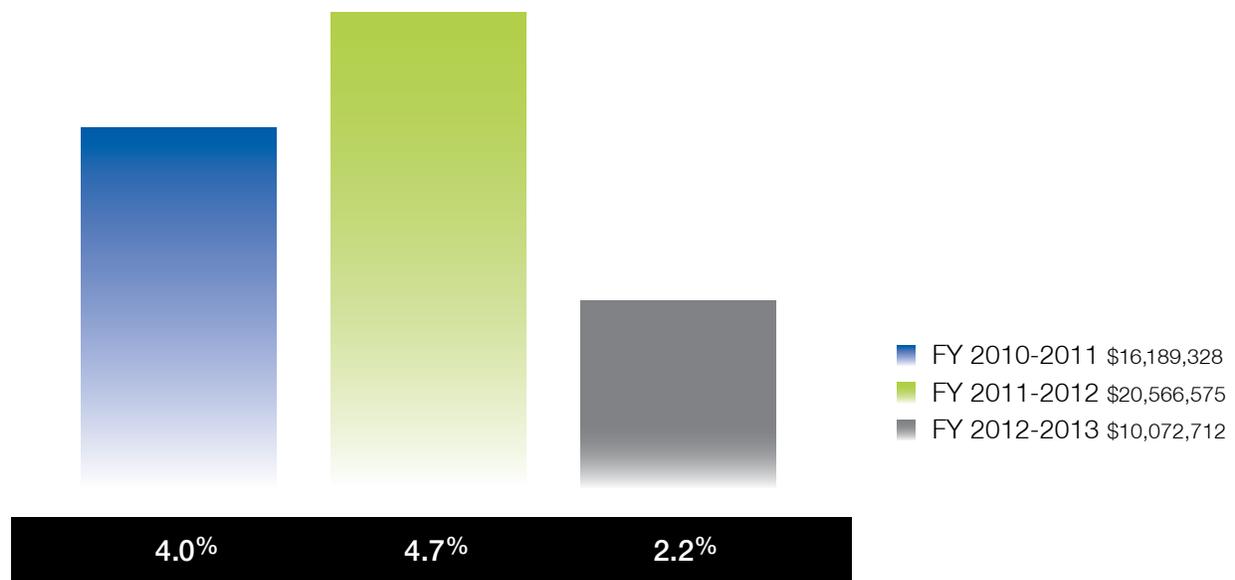
Financial Assistance is defined as free or discounted health services provided to persons who cannot afford to pay and who meet the eligibility criteria of the organization's financial assistance policy. Financial assistance is reported in terms of costs, not charges, and does not include bad debt.

PIH Health Hospital – Whittier offers a generous Financial Assistance Program, providing charity care to those with family income(s) at or below 400% of Federal Poverty Level guidelines. During Fiscal Year 2012-2013, a total of \$10,072,712 in financial assistance was provided to 6,019 individuals, ensuring access to needed healthcare services, regardless of ability to pay.

Financial Assistance (Charity Care) Expenses

Three-Year Comparison by Fiscal Year

*FY 2012-2013 no longer includes self-pay patients due to IRS guidelines



Percent of Organization Expenses

Category Two

Government-Sponsored, Means-Tested Healthcare

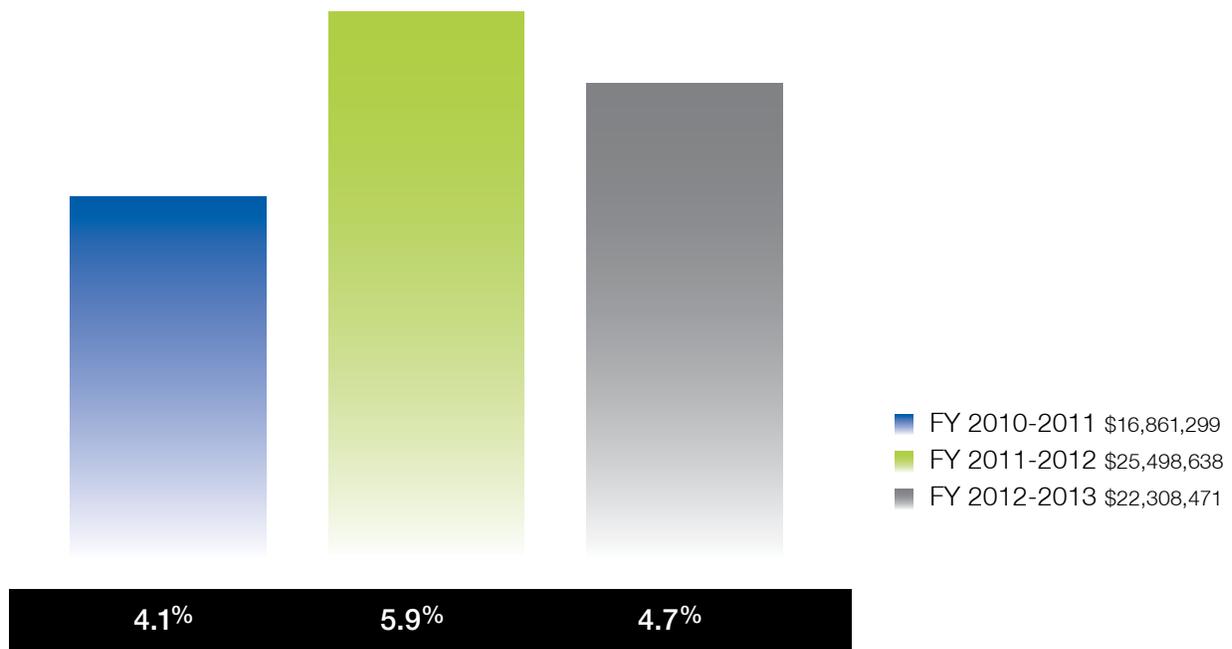
\$ 22,308,471 29,617 served

Government-sponsored, means-tested healthcare community benefit includes unpaid costs of public programs for low-income persons – the shortfall created when a facility receives payments that are less than the cost of caring for public program beneficiaries. This payment shortfall is not the same as a contractual allowance, which is the full difference between charges and government programs.

PIH Health Hospital – Whittier realized a net loss in caring for beneficiaries of government-sponsored, means-tested health programs, including Medi-Cal, Medi-Cal HMO, and Healthy Families.

Unreimbursed Costs of Government-Sponsored, Means-Tested Healthcare

Three-Year Comparison by Fiscal Year



Percent of Organization Expenses

Category Three: Community Benefit Services

Community Health Improvement Services

\$ 4,435,098 37,861 served

These activities are carried out to improve community health, extend beyond patient care activities, and are usually subsidized by the healthcare organization. Such services do not generate patient care bills, although they may involve a nominal fee.

See supplemental data reports in Appendix D for an overview of impact and outcomes for the following flagship community benefit programs and initiatives:

- Activate Whittier Community Collaborative
- Care Force One Mobile Health Services
- Community Health Education and Support
- Enrollment Coordinators
- Fall Prevention Program
- Healthy Los Nietos (School-Based Wellness Program)
- Senior Services Program



Through PIH Health's Patricia L. Scheifly Breast Health Center, 41 women received **Free Mammograms** and 150 women received **Reduced-Cost Mammograms**.

Community Hotlines

PIH Health offers three toll-free hotlines designed to link the community to hospital and community-based health resources. Examples include the Cancer Helpline, staffed by a Registered Nurse who addresses cancer-related questions, a Social Services Helpline, and a 24-7 Community Advice Nurse.

Enrollment Assistance: Enrollment Coordinators & Medi-Cal Eligibility Workers

In addition to employing two enrollment coordinators, PIH Health contracts with agencies specializing in Medi-Cal and Healthy Families health coverage in an effort to ensure that all those eligible obtain health insurance coverage and, ultimately, have access to care.

Preventative Health Programs – Immunizations and Screenings

PIH Health's Care Force One Mobile Health unit, Community Health Education, and Family Practice Departments provide flu and pneumonia immunizations to low-income, uninsured and underinsured individuals. Immunizations clinics and screening events are hosted at local churches, schools, community and senior centers, and community-based health fairs.

The PIH Health Patricia L. Scheifly Breast Health Center, designated as a Breast Imaging Center of Excellence, provides free and low-cost mammograms to uninsured or under-served women in the community. A PIH Health Foundation fund is specifically designated to provide the free mammograms.

Support Groups

Several hospital departments – including Cancer Program, Cardiac Rehab, Community Health Education, and Care Management – host support groups that are open to the community and provide emotional support and education for individuals confronting a variety of health-related challenges.

Transportation Resources

Free shuttle transportation is provided to indigent discharged patients who do not have an alternative form of transportation, those who need to return to the hospital for follow-up visits, medical treatment or to pick up medications as well as parents of Neo-Natal Intensive Care Unit babies who have no other means of transportation. Taxi vouchers are also provided for patients who do not have access to transportation to and from the hospital.

Category Three: Community Benefit Services

Health Professions Education

\$ 2,866,025 706 served

This category includes educational programs for physicians, interns and residents, nurses and nursing students, pastoral care trainees and other health professionals when education is necessary for a degree, certificate or training required by state law, accrediting body or health profession society.

Leveraging its unique position as a community-oriented healthcare leader, PIH Health supports healthcare-related education and mentoring to ensure opportunities exist for the next generation of healthcare providers.

Family Medicine Residency Program

As an Accredited Continuing Medical Education Provider, PIH Health's Family Medicine Residency Program places special emphasis on training residents to work with community members of all ages who reside in low-income, under-served areas. Resident physicians provide community health services via PIH Health's home-based palliative care program, at clinics, at Whittier College and a local homeless shelter as well as through a partnership with the Los Nietos School District aimed at reducing childhood obesity. Physician residents in partnership with Homeboy Industries also assist with tattoo removal for former gang members.

In addition, the PIH Health Residency program offers a Tropical Medicine track, in which residents gain valuable experience by providing much needed care in countries as far away as Cameroon and Zambia.

Paramedic Base Station Training

PIH Health hosts lectures and trainings for emergency responders so they can maintain continuing education requirements. Those attending include fire department captains and personnel, paramedics, emergency medical technicians, and mobile intensive care nurses.

Student Education: Internship, Externship, Student Rotations, Preceptorship & Mentoring Programs

PIH Health supports the development of the next generation of healthcare providers through educating and mentoring students from several local schools and colleges in areas such as Nursing, Social Work, and Healthcare Administration.

PIH Health resident physicians provided
Prevention-Focused Education For 1,665
Los Nietos School District parents, staff and students.

Category Three: Community Benefit Services

Subsidized Health Services

\$ 8,521,016 15,358 served

Subsidized services are clinical programs, which are provided despite a financial loss so significant that negative margins remain after removing the effects of financial assistance, bad debt, and Medi-Cal shortfalls. Nevertheless, the service is provided because it meets an identified community need and, if no longer offered, would either be unavailable in the area or fall to the responsibility of government or another nonprofit organization to provide.

See supplemental data reports in Appendix D for an overview of impact and outcomes for the following flagship community benefit programs and initiatives:

- High-Risk Infant Follow-Up Clinic
- PIH Health Hospice Homes

Hospitalist and Intensivist Program

PIH Health's Hospitalists and Intensivists ensure availability of the highest quality care to all patients. Pediatric and Adult Hospitalists are on-site 24 hours every day, managing care, coordinating hospital services, consulting with specialists, and communicating with the patient's primary care physician when applicable. PIH Health Intensivists are board-certified in multiple disciplines and can attend to the immediate and emergent needs of patients who present, generally, through the Emergency Department.

PIH Health - Home Health

Recognized as one of the top-performing home health agencies based on outcomes, quality improvement, and financial performance, PIH Health Home Health services are available to the community and provided by highly-skilled staff who successfully manage the unique challenges of providing care in a wide variety of non-clinical settings, which will include the patient's home, board and care or assisted living homes. A significant amount of total charity care dollars and reduced rates to uninsured or underinsured patients are associated with PIH Health's Home Health services.

R.C. Baker Foundation Regional Emergency Department

PIH Health's Emergency Department (ED), one of the largest in Los Angeles County, experienced 71,547 visits during FY 2012-2013. The ED features the area's Paramedic Base Station, providing both the equipment and resources for qualified staff so that when an ambulance is dispatched to a local home, paramedics have critical access to local hospital-based emergency services. PIH Health is a designated STEMI (Heart Attack) Receiving Center, a designated Stroke Receiving Center and an Emergency Department Approved for Pediatrics (EDAP) through Los Angeles County. PIH Health also sustains a contract with an on-call physician panel so that eligible patients, regardless of health insurance status, are assured access to specialty care appropriate to their needs.

Category Three: Community Benefit Services

Research

\$ 152,445 24 served

Research that may be reported as community benefit includes clinical and community health research as well as studies on healthcare delivery that are generalizable, shared with the public, and funded by the government or a tax-exempt entity (including the organization itself).

PIH Health Ruby L. Golleher Comprehensive Community Cancer Program

Oncology services at PIH Health are multifaceted, from clinical trials, screening and prevention programs to treatment, recovery and support. Through a commitment to acquiring the latest treatments and technology to the development of a dedicated oncology unit, the Ruby L. Golleher Comprehensive Community Cancer Program continues to be a leader – as it has been for more than 30 years – in helping patients and their caregivers meet the challenges of cancer.

Category Three: Community Benefit Services

Cash & In-Kind Contributions

\$ 639,097 1,054 served

This category includes funds and in-kind services donated to community organizations or to the community-at-large for a community benefit purpose. In-kind services include hours contributed by staff to the community while on healthcare organization work time, the cost of meeting space provided to community groups and the donations of food, equipment and supplies.

Donations of Equipment, Medication, and Supplies

During FY 2012-2013, PIH Health donated supplies removed from service to local service and community-based organizations, and to under-served in other countries. In addition, PIH Health continues to support its Family Practice Residency Program's Tropical Medicine track by donating needed medications, such as Fluconazole, a medication used to treat HIV-positive patients with meningitis. Additionally, charity medications are provided, based on need, to patients in the hospital and to those receiving home health or hospice services.

Upon hospital discharge, PIH Health spent **\$384,887** in providing **209 At-Risk Individuals** with durable medical equipment or services such as physical, occupational, or speech therapies, skilled nursing or mental healthcare.



Standing in front of a Ford F350 super duty truck that PIH Health donated to Bridge of Faith after hearing about the loss of the nonprofit's vehicle due to a fire are, from left to right: Joey Gonzales, PIH Health Central Distribution Supervisor with Carol Reza, Executive Director of Bridge of Faith, Moises Hernandez, PIH Health Junior Buyer, Roberta Delgado, PIH Health Community Benefit Specialist, and Bridge of Faith Advisory Boardmember Gayrold Hutton

Donations – Financial Support of Community Based Organizations

PIH Health makes significant financial contributions in support of community-based not-for-profit organizations, with emphasis on initiatives supporting the identified health needs of our communities. In addition, PIH Health Hospital – Whittier houses a dedicated space for the *American Cancer Society*, enhancing community access to patient/family support for numerous cancer-related topics. PIH Health donates private clinical space as well as clinical supplies and medications for the service area's *Sexual Assault Response Team (SART)* site, providing sexual assault victims with a private room where they can be examined, counseled and comforted by a forensic nurse. PIH Health also frequently provides use of conference facilities at no charge to local community-based organizations.

Purchased Services for At-Risk Patients

PIH Health's Care Management Department goes to extraordinary lengths to connect patients with needed resources, sometimes as basic as a mattress to sleep on once they are home. In addition, as many patients lack vital support needed in order for them to return home, PIH Health provides in-kind items for insured and underinsured patients, such as durable medical equipment. Upon hospital discharge, physical, occupational, or speech therapies are also provided as needed, along with skilled nursing or mental healthcare services.

Staff Service on Community Health-Related Boards

Designated PIH Health staff dedicate time to serving on boards of community-based organizations, such as Interfaith Food Center, a local food distribution organization serving the most vulnerable, and The Whole Child, an agency providing mental health services to children and families.

Category Three: Community Benefit Services

Community-Building Activities

\$ 72,710 169 served

Community-building activities improve the community's health and safety by addressing the root causes of health problems, such as poverty, Homelessness and environmental hazards. These activities strengthen the community's capacity to promote the health and well-being of its residents by offering the expertise and resources of the healthcare organization. Costs for these activities include cash and in-kind donations and expenses for the development of a variety of community building programs and partnerships.

Coalition Building

PIH Health works with a variety of community stakeholders to enhance the collective capacity for improving community health. PIH Health mobilizes assets and invests resources through a variety of community building activities and collaboratives designed to address identified needs.

Employee Shuttle Service

PIH Health offers a free shuttle service from the Norwalk train station during morning and afternoon hours to provide employees living a significant distance from the hospital with an incentive to commute via train rather than by car.

Category Three: Community Benefit Services

Community Benefit Operations

\$ 393,680 126 served

Community benefit operations include costs associated with assigned staff and community health needs and/or assets assessment as well as other costs associated with community benefit strategy and operations.

Community Benefit Department

The Community Benefit Department serves as the liaison for PIH Health's Community Benefit Oversight Committee and is charged with overseeing the advancement of community benefit priority health areas, measurement of program outcomes, reporting of hospital community benefit activities, development of the hospital's community benefit plan, and establishment of valuable linkages with community partners.

Section II

PIH Health Physicians



PIH Health Physicians (PHP) is a nonprofit medical group that was established in 2008 and includes more than 703 physicians and advanced practice professionals, known as Physician Assistants-Certified (PA-C) and Nurse Practitioners-Certified (NP-C). As a team, they provide the community with excellent, high quality care. PHP providers also participate in community health outreach which includes education for both community and professionals, screening programs and research.

In addition, PHP operates the award-winning Whittier First Day Health and Wellness Center for the homeless. It provides basic and preventative healthcare services to the community's homeless and at-risk populations to improve general health status and decrease emergency department utilization.

Category One

Financial Assistance (Charity Care)

\$ 838,912 919 served

Financial Assistance is free or discounted health services provided to persons who cannot afford to pay and who meet the eligibility criteria of the organization's financial assistance policy. Financial assistance is reported in terms of costs, not charges, and does not include bad debt.

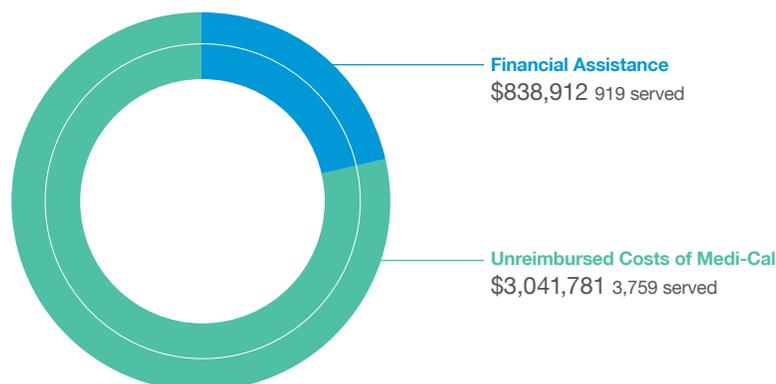
Category Two

Government-Sponsored, Means-Tested Healthcare

\$ 3,041,781 3,759 served

Government-sponsored, means-tested healthcare community benefit includes unpaid costs of public programs for low-income persons—the shortfall created when a facility receives payments that are less than the cost of caring for public program beneficiaries. This payment shortfall is not the same as a contractual allowance, which is the full difference between charges and government programs.

Financial Assistance (Charity Care) and Unreimbursed Costs of Government-Sponsored, Means-Tested Healthcare



Category Three: Community Benefit Services

Community Health Improvement Services

\$ 113,307 794 served

These activities are carried out to improve community health, extend beyond patient care activities, and are usually subsidized by the healthcare organization. Such services do not generate patient care bills, although they may involve a nominal fee.

See supplemental data reports in Appendix D for an overview of impact and outcomes for the following flagship community benefit program:

– Whittier First Day Health & Wellness Center

Community Health Education

PIH Health Physicians (PHP) offers free physician-led community education on various topics pertaining weight management and diabetes. PHP also provides a registered dietitian to serve as an advisor for the Healthy Los Nietos community collaborative and provides community education on nutrition for parents and students of the Los Nietos School District. In addition, the Family Practice Center provides a wide variety of community education in local school districts on topics such as sex education and nutrition.

Preventative Health Programs – Immunizations & Screenings

PIH Health Physician's Eye Care Center provided vision screenings to low-income, uninsured and underinsured individuals at The Gary Center to some 100 individuals ages seven years old and above. The Dermatology Department physicians provided free community skin cancer screenings in conjunction with the Community Health Education Department. In addition, the Family Practice Center provides sports physicals, flu shot clinics, diabetes and blood pressure screenings.

We remain steadfast in the belief that each small step, each community partnership, and each successful effort brings us one step closer to our **Vision of a Healthier Community.**

Category Three: Community Benefit Services

Health Professions Education

\$ 250,123 21 served

This category includes educational programs for physicians, interns and residents, nurses and nursing students, pastoral care trainees and other health professionals when education is necessary for a degree, certificate or training required by state law, accrediting body or health profession society. Leveraging its unique position as a community-oriented healthcare leader, PIH Health supports healthcare-related education and mentoring to ensure opportunities exist for the next generation of healthcare providers

Student Education: Student Rotations, Preceptorship & Mentoring Programs

PIH Health Physicians supports the development of the next generation of healthcare providers through educating and mentoring physician residents and medical assistant students from several local schools and colleges in clinical settings.

Category Three: Community Benefit Services

Research

\$ 13,081

Research that may be reported as community benefit includes clinical and community health research as well as studies on healthcare delivery that are generalizable, shared with the public and funded by the government or a tax-exempt entity (including the organization itself).

Breast Scar Study

PIH Health Physician's plastic surgery department led a national breast scar study to evaluate an investigational medication for new incisions and breast scar revision surgery.

Section III Leadership Journal

Our medical staff, employees, and volunteers continue to demonstrate passion, integrity, commitment and caring in immeasurable ways.

The following pages describe the creative and innovative ways we strive to improve the overall health of the communities we serve. While these programs and activities are not reported as community benefit, they are still very telling of the community-minded culture of PIH Health.

PIH Health is a **Shining Example** of what can be achieved when a hospital's actions are guided by the **Pursuit of Excellence** and the needs of those it serves.

Enterprise Leadership

PIH Health staff greet disaster volunteers during an emergency preparedness exercise at PIH Health Hospital – Whittier.

(SGVN/Staff photo by Watchara Phomicinda)



Disaster Preparedness/Disaster Resource Center

PIH Health is one of 13 Los Angeles County designated Disaster Resource Centers (DRC's) established by the County to ensure that the community has access to resources, such as ventilators, pharmaceuticals, medical/surgical supplies, large tent shelters, and, most importantly, the highly-skilled staff needed to respond to a large-scale disaster or other public health emergency. PIH Health participates in planning meetings and community-wide drills in order to fine-tune preparations and strengthen working relationships among key responders through role playing disaster scenarios.

Environmental & Recycling Projects

PIH Health is progressively “thinking green,” reflecting our commitment to minimizing impact on the environment and protecting our communities health. A PIH Health Green Team is leading an environmental revolution, implementing a growing number of recycling opportunities on campus, which are projected to reduce trash going to the landfill by 40%. In addition, PIH Health recycled as much as 97% of waste materials from its Plaza Tower construction project. PIH Health has also successfully been participating in a methane gas project with the City of Whittier, whereby methane gas that was previously flared off at the local dump is converted into electricity and gas and used by the hospital, helping to minimize harmful environmental waste.

Healthy Living - Healthy Giving Philanthropic Effort

PIH Health Foundation's Healthy Living – Healthy Giving philanthropic effort raises funds in support of PIH Health to ensure the health and well-being of our communities for years to come through supporting programs that directly impact the community, including PIH health's community benefit programs. Healthy Living – Healthy Giving is an opportunity for everyone to play a role in the overall health of their friends, family, neighbors and everyone who lives, works, learns, and plays in our community. Gifts – big, small and all – will support PIH Health's work to provide access to quality healthcare, screenings and preventative care, and prevention-focused education and other important initiatives.

Whittier Area First Day Coalition prevention case manager Maria Alcala, right, talks with a First Day resident during an exit interview after her six-month homeless transition stay.

Whittier has been named one of only 15 communities nationally on track to end chronic and vulnerable homelessness.



Reach Out and Read Program

With the goal of advocating for early literacy for every child in the community, PIH Health Physicians' Department of Pediatrics has partnered with Reach Out and Read, an evidence-based initiative, that promotes early literacy and school readiness. Upon each regular check-up from the age of six months to five years-old, physicians give pediatric patients a free brand new children's book and bookmark and discuss with parents the importance of reading aloud. "This partnership with Reach Out and Read equips the children to enter kindergarten with improved chances for success in verbal and reading comprehension skills," explained Department of Pediatrics Chair, Dr. Anita Sinha.

Homeless Count and Registry Events

PIH Health partnered with Whittier First Day, which in January 2013 helped organize a three-night homeless count and registry event together with Los Angeles Homeless Services Authority (LAHSA) and People Assisting The Homeless (PATH). The PIH Health Community Benefit Department joined over 100 volunteers that surveyed the homeless populations of Pico Rivera, Santa Fe Springs and Whittier using an evidence-based vulnerability assessment.

Light Rail Transit Coalition

PIH Health participates in a community coalition to bring light rail transit to the service area, seeing this as an opportunity to increase access to healthcare and provide much-needed public transportation.

Meals on Wheels Food Preparation

PIH Health partners with Meals on Wheels (MOW), which is a nonprofit, volunteer-driven organization dedicated to providing home-delivered meals to those unable to prepare or obtain meals on their own. During FY 2012-2013, PIH Health prepared daily meals for approximately 105 Whittier MOW clients and 44 Downey MOW clients. While the operating expenses are subsidized by MOW, PIH Health assumed the start-up capital expenses related to equipment purchases.

Department Leadership

Cancer survivors and caretakers express themselves through the creative process during a monthly Art workshop at the PIH Health. The free class meets once a month and is sponsored by the American Cancer Society and PIH Health.

Staff Photo by Keith Durlinger / Whittier Daily News.



Bra-Vo Art Walk for Breast Health

Through a series of Art Workshops, breast cancer survivors and caregivers have an opportunity to express themselves creatively by turning bras into art to tell their story. Some 38 Art Bras were displayed in Uptown Whittier businesses who participate as sponsors. These businesses welcome community members to view the inspiring works of art. Bra-Vo is a wonderful way to not only encourage those who have fought breast cancer, but also increases awareness and raises funds to benefit the PIH Health Patricia L. Scheifly Breast Health Center.

Emergency Clothing for At-Risk Patients

Patients who are unable to return home in the same clothes in which they arrived to the hospital receive clothing from PIH Health's Emergency Clothes Bank. In addition, the Care Management and Community Benefit Departments, together with the PIH Health Foundation, partnered with Whittier First Day, a local homeless shelter, to initiate a program where these patients may also receive additional clothing from Whittier First Day, including clothes suitable for job interviews and work.

Eyeglass Recycling for Lions Club

The PIH Health Eye Care Center staff helps support the Whittier Lions Club by collecting used eyeglasses. The Eye Care Center collects approximately 20 pairs of eyeglasses each month to donate to the Lions Club, which in turn sponsors optical missions to distribute the donated eyeglasses.

Holiday Giving

This holiday season, PIH Health employees generously donated food and toys to the following community agencies who service many of the areas most needy families: True Lasting Connections Family Resource Center, Los Angeles Centers for Alcohol and Drug Abuse, Interfaith Food Center and the Downey Parent Teacher Association Health, Education, Local, Pantry, Service (H.E.L.P.S.). They also fundraised to replace camping equipment for Whittier Cub Scout Pack 438, after they had all of their camping equipment stolen. PIH Health's Care Management Department brought joy to three Whittier First Day families and donated a generous gift card to the Whittier First Day emergency, transitional shelter residents. Additionally, the Nursing Administration and Wound Healing Center Departments donated holiday gifts to the nearly 80 mothers and children living at the Whittier Salvation Army Transitional Women's Center.



Gary Atkins and Laurie Chandler of Los Angeles Centers for Alcohol and Drug Abuse accept some of the toys collected from the PIH Health holiday drive.

Staff and Volunteer Leadership

American Cancer Society's Fundraising Events

PIH Health Relay for Life and Making Strides Against Breast Cancer teams raised over \$20,000 for the American Cancer Society to support cancer research.

PIH Health Volunteer Contributions

Some 1,019 PIH Health volunteers collectively contributed 120,033 hours of service, translating into \$2,657,531 in savings for the organization. Examples of this dedicated, volunteer service include.

- **Pet therapy:** 17 teams of pets and their owners spent 875 hours visiting 5,379 patients and their families;
- **Craft and sewing groups:** These groups formed when the hospital opened in 1959 and collectively include over 34 volunteers and represent over 8,200 volunteer hours; their efforts provide over 50 specialty pillows and throws each week, bringing comfort and joy through their handmade gifts to PIH Health patients and families;
- **Telecare Program:** Volunteers provided free, daily phone calls to check on the well-being of older adults who are living alone or homebound; three volunteers called 16 individuals daily, representing 79 hours;
- **SeniorNet Learning Center:** Through a collaboration between PIH Health, the City of La Mirada and SeniorNet, a low-cost computer training program taught by senior volunteers, over 3,250 students have graduated from a variety of courses; during FY 2012-2013, 49 volunteers dedicated 9,189 hours of service; and

Above and Beyond...

Disaster Relief Efforts and Medical Missions

Jana Burton RN MSN, traveled to the Philippines in November 2012, which had suffered incredible destruction following a typhoon. She provided relief support and educated the Filipinos on proper diet while she was there.

Letty Romero RN BSN, and Martha Mullen RN BSN, traveled to Guatemala City in 2012 to help provide medical relief through an organization called Helps International.

Deep Dudeja MD, Chair of the PIH Health Ophthalmology Department went on medical missions to various small camps in India and China providing vision screenings to nearly 1,000 impoverished patients and conducting over 100 surgeries for patients with cataracts (clouding of the eye that affects vision).

Dr. Dudeja also trained local eye doctors in China on cataract surgery techniques.



Appendix A

Community Benefit Oversight Committee

PIH Health's Community Benefit Oversight Committee (CBOC) provides overall oversight of the qualification, evaluation, and enhancement of PIH Health's community benefit programs and initiatives, and ensures community benefit initiatives are effective and aligned with the adopted core principles. CBOC membership is comprised of community stakeholders, including a public health representative, as well as hospital leadership.

Current CBOC membership includes:

Patricia E. Bray
Vice President, Continuing Care
PIH Health

Sue Carlson CPAM
Administrative Director
Revenue Cycle and Managed Care
PIH Health

Ron Carruth EdD
Superintendent
Whittier City School District

Charlene Dimas-Peinado LCSW, EML
Chief Executive Officer
The Whole Child

Gilbert Dorado LCSW, ACM
Director, Social Services
PIH Health

Richard Espinosa
Senior Health Deputy
LA County Supervisor Don Knabe, Fourth District

Sean Foster
Director, Urgent Care
PIH Health

Ted Knoll MA, CDS, CHHP
Executive Director
Whittier Area First Day Coalition

Judy McAlister
Representative
Community-at-Large

Maria Andrea Mendoza Mason MD
Santa Fe Springs Family Health Center
Family Practice Faculty
PIH Health

Kara Medrano
Congressional Aide
Congresswoman Linda Sanchez, CA 38th District

Jim Ortiz
Senior Pastor, My Friend's House
President, Whittier Area Evangelical Ministerial Alliance

Silvia Prieto MD, MPH
Area Health Officer, SPA 7 & 8
Los Angeles County, Department of Public Health

Judy Pugach RN, MPH, CPHQ, CPHRM
Vice President, Quality/Risk Management
PIH Health

Irene Redondo-Churchward
Representative
Community-at-Large

Monique Rodriguez
Manager Public and Community Relations,
Marketing Communications
PIH Health

Raymond L. Schmidt PhD
Representative
Community-at-Large

Karen Shepard
Managing Trustee
BCM Foundation

Drew Sones
Chair, PIH Health Physicians Board Member,
PIH Health Board

James R. West
President and Chief Executive Officer
PIH Health

Brenda Wiewel
Executive Director
Los Angeles Centers for Alcohol and Drug Abuse (LA CADA)

Consultant:
Melissa Biel DPA, RN
Biel Consulting
Community Benefit Evaluation Specialist

Appendix B

Key Community Partners

PIH Health engages and partners with a wide variety of organizations as we work to improve the overall health of our neighborhoods and communities. PIH Health believes that by working together with all sectors of the community we will achieve healthier, vibrant communities.

Academic Institutions

Azusa Pacific University
Biola University
California State University, Dominguez Hills
California State University, Fullerton
California State University, Long Beach
California State University, Los Angeles
Cerritos College
Downey Adult School
East Los Angeles College
East Whittier City School District
El Rancho Unified School District
Long Beach Community College District
Los Nietos School District
Mount Saint Mary's College
Mt. San Antonio College
North Orange County Community College District
Orange Coast College
Premier College
Regents of the University of California
Rio Hondo College
San Joaquin Valley College
South Whittier School District
Tri-Cities Regional Occupational Program
University of California, Irvine
University of California, Los Angeles
University of California, San Diego
University of Phoenix
University of Redlands
University of Southern California
University of the Pacific
Western University of Health Sciences
Whittier City School District
Whittier College
Whittier College Center for Engagement with Communities
Whittier Union High School District

Community-Based Organizations

Activate Whittier Community Collaborative
Boys & Girls Club of Whittier
Community Advocates for People's Choice (CAPC, Inc.)
Healthy Downey
Healthy Los Nietos
Help for Brain-Injured Children
Intercommunity Counseling Center
Interfaith Food Center
Learning Enrichment & Academic Resources Network (LEARN)
Los Angeles Centers for Alcohol & Drug Abuse (LA CADA)
Meals on Wheels of Whittier
Project Sister Family Services
Soroptimist International of Whittier
SPIRITT Family Services
St. Matthias Episcopal Church

Community-Based Organizations *(continued)*

The Salvation Army of Whittier
The Whole Child
Veterans of Foreign Wars
Whittier Area Clergy Association
Whittier Area Community Church - Health Partnership
Whittier Area Evangelical Ministerial Association
Whittier Area First Day Coalition
Whittier Area Recovery Network
Whittier Chamber of Commerce
YMCA of Greater Whittier

Government

City of Downey*
City of Hacienda Heights*
City of La Habra*
City of La Habra Heights*
City of La Mirada*
City of Montebello*
City of Norwalk*
City of Pico Rivera*
City of Santa Fe Springs*
City of Whittier*
County of Los Angeles
Community Resource Center (Santa Fe Springs)
Department of Parks & Recreation
Department of Public Health
Supervisor Don Knabe, Fourth District
Supervisor Gloria Molina, First District
Linda T. Sánchez, Member of Congress,
38th District of California

**includes collaboratives with city departments, including fire and police, where applicable.*

Healthcare and Social Service Providers

AARP
Alzheimer's Association
American Cancer Society
American Heart Association
Arthritis Foundation
CareMore
East Los Angeles Regional Center
Forensic Nurse Specialists (SART)
Gateway Connections (Council of Governments)
Health Insurance Counseling & Advocacy Program (HICAP)
Kaiser Permanente Downey Medical Center
Los Angeles Caregiver Resource Center
Los Angeles County Immunization Program
PATH Partners
SeniorNet
Service Planning Area (SPA) 7 Council
Vaccination for Children Collaborative

Appendix C



About PIH Health

The following PIH Health Fact Sheet provides an overview of our wide range of services as well as facts and statistics about our locations, employees, physicians, volunteers and those we served during fiscal year 2012-2013.



Fact Sheet



**12401 Washington Blvd.
Whittier, CA 90602**

562.698.0811

PIHHealth.org

James R. West
President & Chief Executive Officer

Kenton Woods
PIH Health Board of Directors Chair

Paresh Patel MD
Chief of Staff

About PIH Health

PIH Health is a nonprofit 501(c)(3) regional healthcare delivery network that was founded in 1959 by volunteers who went door-to-door with coffee cans to raise funds to build a local healthcare facility. Over 50 years later, PIH Health has maintained that same sense of community and family-like culture where patients are the top priority, and employees and volunteers are proud to be affiliated with such an organization. PIH Health offers a wide range of services including utilization of primary care teams to provide general medicine and preventative care; access to emergency and urgent care, home health services and hospice; and a network of 369 PIH Health Physicians and Advanced Practice Professionals in accessible and welcoming neighborhood locations. PIH Health is committed to remaining at the forefront of healthcare advances including technology, equipment and top-notch facilities and amenities to benefit patients and staff alike. Its highly trained and compassionate physicians, nurses, clinicians, staff and volunteers work tirelessly and collaboratively every day to be the communities' health and wellness partner.

MISSION: Why We Are Here

We provide high-quality healthcare without discrimination, and contribute to the health and well-being of our communities in an ethical, safe, and fiscally prudent manner in recognition of our charitable purpose.

VISION: Where We Want To Be

Patients First

VALUES: Our Promise

Patients First: Our patients' safety, well-being, and medical condition will be our primary concern at all times.

Respect and Compassion: We will consistently demonstrate respect and compassion for the beliefs, situation, and needs of our patients and co-workers.

Responsiveness: We will strive to anticipate needs and respond in a timely way to meet or exceed the expectations of others.

Integrity: Our attitude and actions will reflect the highest ethical and moral standards.

Collaboration and Innovation: We will work together — within and outside the organization — to solve problems and pursue opportunities in creative ways.

Stewardship: We will serve the community wisely through the efficient and prudent use of our financial resources.



Quick Facts

PIH Health locations

1 hospital
16 medical office buildings
3 administrative offices

PIH Health Hospital, licensed beds

548

Employees

Approximately 3,800

Volunteers

637 active volunteers

PIH Health Hospital medical staff

580

PIH Health Physicians and Advanced Practice Professionals

369

Service population

Approximately 1.6 million residents in Los Angeles and Orange Counties and the greater San Gabriel Valley.

Quick Statistics

Number of ED visits FY 2011-2012

69,641

Number of deliveries FY 2011-2012

3,499

Surgical volume FY 2011-2012

Main Operating Room	7,706
Same Day Surgery	4,964
Total	12,670

Cardiac catheterizations FY 2011-2012

1,239 heart catheterizations
512 stents in 293 patients

Hospital outpatient visits (for outpatient, inpatient and emergency department) FY 2011-2012

180,036

PIH Health Physicians medical office visits FY 2011-2012

398,043

Centers of Excellence

- › The Heart & Lung Center
- › Critical Care Services
- › Maternal-Child Health Services
- › The R.C. Baker Foundation Emergency Center
- › The Ruby L. Golleher Comprehensive Cancer Program
- › The Patricia L. Scheify Breast Health Center
- › Rehabilitation Services
- › Hospice and Home Health Services

Advanced Primary Care and Advanced Practice Professionals

Advanced Primary Care puts the patient at the center of its healthcare team. The primary physician leads the way, but patients also have access to the knowledge and experience of Advanced Practice Professionals known as Physician Assistants-Certified (PA-C) and Nurse Practitioners-Certified (NP-C). The goal of this innovative care is that personalized attention, convenience, collaboration and commitment are all provided to the patients PIH Health serves. PIH Health is the only healthcare organization providing this type of approach to wellness in its service area.

Additional Services Include:

Acute Care Hospital Services

Acute Rehabilitation Care
Cancer/Oncology Care
Coronary Intensive Care
Medical-Surgical Acute Care
Medical –Surgical Intensive Care
Neonatal Intensive Care
Newborn Nursery Care
Observation Unit
Pediatric Acute Care
Obstetrics Care/Labor and Delivery
Telemetry Unit
Transitional Care Unit

Home Care Services

Durable Medical/Oxygen Equipment
Home Health Aide Service
Home Infusion Therapy
Hospice (Inpatient/Outpatient)
Medical Social Services
Physical/Occupational/Speech Therapies
Skilled Nursing Care

Emergency Services

Emergency Care
Occupational Medicine Services
Paramedic Base Station
Chest Pain/STEMI Receiving Center
Heliport Access

Ancillary, Outpatient and Other Services

Adult Day Healthcare Center
Anatomic Pathologic Services
Angiography Services
Blood Donor Services/
Blood Mobile Unit Services
Brachytherapy
Breast Health Center/Cardiac
Catheterization
- Percutaneous Transluminal
Coronary Angioplasty
Cardiac Rehabilitation
Cardiology
Cardiothoracic/Cardiovascular
Surgery
Chiropractic
Clinical Laboratory
Computerized Axial Tomography
Critical Care Center
Cystoscopy Service
Dermatology & Mohs Surgery
Diabetes Education Center
Diagnostic Digital and
Interventional Radiology
Services
- Picture Archiving
Communications System
Disaster Resource Center
Echocardiography
Electrocardiography
Electroencephalography
Electromyography
Emergency Services
Endocrinology
Family Medicine
Gastrointestinal Services
General Surgery
Gynecology
High-Risk Infant Follow-up Clinic
Hyperbaric Oxygen
Chamber Services
Intensity-Modulated
Radiation Therapy
Internal Medicine
Magnetic Resonance
Imaging Services
Mobile Health Services –
Care Force One
Noninvasive Vascular Services
Nuclear Medicine Services
Occupational Therapy
Ophthalmology
Orthopedics & Sports Medicine
Otolaryngology
Outpatient Nutrition
Pain Management
Pediatrics
Perinatology Center
Physical Therapy
Plastic Surgery &
Aesthetic Medicine
Podiatry
Radiation Oncology Services
Radiology
Rehabilitation
Renal Dialysis Services
Respiratory Services
Same Day Surgery
Short Stay Unit
Speech Therapy
Spine Center
Stroke Care
Ultrasonography Services
Urgent Care
Wound Healing Center

Neighborhood Locations:

Fullerton

Hacienda Heights

La Habra

La Mirada

Montebello

Norwalk

Santa Fe Springs

Whittier

Community Benefit

Through the provision of Community Benefit, PIH Health fulfills its charitable mission to “contribute to the health and well-being of our communities.”

Community Benefit is defined as programs and services designed to improve health in communities and increase access to healthcare. We dedicate assets to charitable purposes, including financial assistance programs, as well as community-based initiatives to improve and promote overall health and well-being, regardless of health or economic status. These programs and services are integral to our mission as a nonprofit healthcare organization and serve as the basis of our tax exemption.

Our Community Benefit programs are focused on the below priority health areas in response to identified community needs:

Healthy living - to deliver health promotion and prevention programs that enhance knowledge and support healthy eating and active living

Health management - to enhance health-related knowledge about prevention and management of chronic disease

Health access - to ensure basic and preventative care access for the uninsured and underinsured

Support Our Mission

PIH Health Foundation is a 501(c)(3) nonprofit organization with the sole mission to raise funds through philanthropy to benefit PIH Health and its affiliates. Every dollar raised is reinvested into the communities we serve through quality healthcare, and health based programs and services offered through PIH Health.

PIH Health was founded on a tradition of philanthropy and today that generous spirit is more important than ever. To make a donation to support PIH Health, visit PIHealth.org and click on Donate Now or call PIH Health Foundation at 562.698.0811, Ext. 14120. Every gift counts – make a difference today!

Accreditations, Certifications and Designations

- › Accreditation by The Joint Commission
- › Designated Acute Stroke Center in Los Angeles County
- › Designated as a Breast Imaging Center of Excellence by the American College of Radiology
- › Los Angeles County Designated Disaster Resource Center
- › Los Angeles County Designated Emergency Department Approved for Pediatrics (EDAP)
- › Los Angeles County STEMI Receiving Center (ST Elevation Myocardial Infarctions)
- › 2012 Advanced Certification and Accreditation by The Joint Commission as a Primary Stroke Center
- › 2011 Accreditation for Breast MRI to the Patricia L. Scheify Breast Health Center
- › 2010 Three-Year Accreditation with the Commendation to the Ruby L. Golleher Comprehensive Cancer Program by the Commission on Cancer (CoC) of the American College of Surgeons (ACoS)

Awards



2012 Gold recipient for the third annual Healthroads Fit Company Award



2012 Bronze Medal of Excellence in Organ Donation by the U.S. Department of Health and Human Services



2012 NRC Picker Path to Excellence Award (also awarded in 2010, 2011)



2012 California Association of Physician Groups (CAPG) Standards of Excellence – Elite Status



2012 Franklin Award of Distinction by The Joint Commission and the American Case Management Association (ACMA)



2012 American Heart Association/American Stroke Association's Get With The Guidelines®- Stroke Gold Plus Quality Achievement Award



2011 A+ Credit Rating along with a Stable Outlook by Standard & Poor's (S&P) Rating Services



2011 CIO 100 Award – CIO magazine Chief Information Officer Brian Smolskis



2011 Innovative Best Practice Award by NRC Picker



2011 American Heart Association/American Stroke Association's Get With The Guidelines®- Stroke Gold Plus Quality Achievement Award

Appendix D

Data Reports Illustrating Impact & Outcomes

This Appendix features data reports for PIH Health community benefit programs and priority health areas. These reports provide information specific to each program, including the facts and findings, partners, services provided, and measurable outcomes and impact. The reports serve as an evaluation tool for the Community Benefit Oversight Committee during their annual review of community benefit.

Included are the following community benefit flagship program reports:

- PIH Health S. Mark Taper Foundation A Day Away Adult Day Healthcare Center
- Care Force One Mobile Health Services
- Community Health Education and Support
- Fall Prevention Program
- High-Risk Infant Follow-Up Clinic
- Hospice Homes
- Senior Services Program
- Whittier First Day Health & Wellness Center

Also included are the following priority health area and collaborative reports:

- Health Access Priority Health Area Report
 - Financial Assistance
 - Enrollment Coordinators
 - Community Advice Nurse Hotline
- Activate Whittier Community Collaborative
- Healthy Los Nietos Community Collaborative



PIH Health S. Mark Taper Foundation A Day Away Adult Day Healthcare Center

Providing Quality Care That Keeps Families Together



Facts & Findings

Over 12% of PIH Health's primary service area is made up of individuals aged 65 and older. This number is expected to increase significantly with the aging of the Baby Boomer generation.

- 2013 Community Health Needs Assessment, PIH Health

To meet the caregiving needs of this growing older adult population, higher demands will be placed on family members. In the nation, nearly 44 million adult family caregivers care for someone aged 50 or older and nearly 15 million individuals care for someone who has Alzheimer's disease or other dementia.

- Family Caregiver Alliance, 2013

About A Day Away

The Vision: To establish an adult day healthcare center that provides safe, appropriate care for adults requiring continuous day-time supervision.

Established in 1999, A Day Away is an adult day healthcare center that is fully licensed by the California Department of Health Services and is certified by the California Department of Aging.

A Day Away was created to provide families with an alternative to nursing home or assisted living placement, with peace of mind that their loved ones are being cared for in a safe, supportive environment.

In keeping with this vision, A Day Away ensures an opportunity for caregivers to maintain their jobs, care for other family members— oftentimes children or other elders— and attend to the basic demands of life.

A Day Away is a community benefit program that simply would not exist if the decision to offer this much needed service was made on a purely financial basis. PIH Health invests resources in A Day Away because it is the right thing to do to meet community needs.

A Day Away Services

- Open Mon-Fri 7:30 am - 5:30 pm;
- Serves adults ages 18+ who need continuous supervision for a variety of reasons (frailty, developmental disability, memory impairment, Alzheimer's or Parkinson's disease, brain injury or stroke);
- Highly skilled inter-disciplinary team;
- Medical program includes: physical, occupational & speech therapy, medication administration, and simple wound dressing;
- Continuous supervision program includes: supervision of safety and self-care activities, arts and crafts, pet therapy, and therapeutic exercise; and
- On-going family education and referrals for other supportive services.

The Partners

- Local physicians, area nonprofits, and discharge case managers.

The Results

AIM STATEMENTS

- Provide quality social and medical programs for vulnerable adults;
- Delay institutional placement of participants by maintaining or improving their functional ability; and
- Assist participants' families and caregivers through respite, education and support.

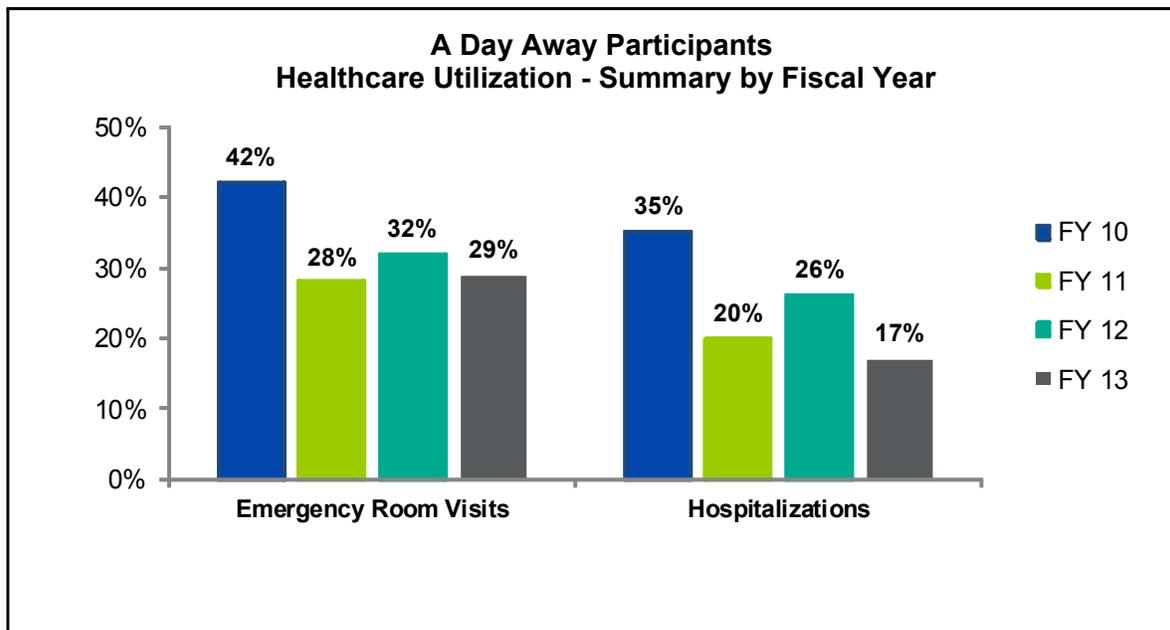


OBJECTIVE #1

A Day Away participants will experience a reduced need for emergency care and hospitalization over a 12-month period.

FY 2013 RESULT

Fiscal year 2013 participant healthcare utilization data indicates a reduced need for emergency care and hospitalization when compared to prior years.



The Voices of our Families...

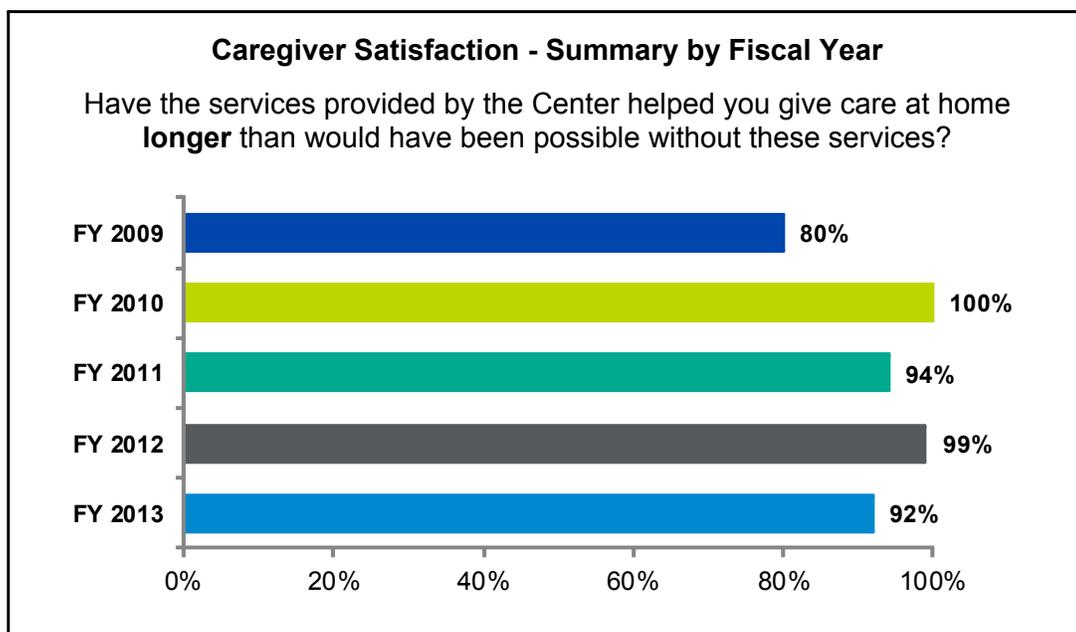
"My sister has been at your program for 6 months and loves the activities. It gives her an opportunity to interact with other people instead of sitting at home all day while allowing us to run daily errands without worrying about her safety. I am so grateful and thankful that she got into your program. It's been a blessing for all of us."

OBJECTIVE #2

Over a 12-month period, at least 75% of caregivers will report that they have been able to care for their loved one at home - therefore delaying institutional placement - as a result of A Day Away services.

FY 2013 RESULT

Fiscal year 2013 survey responses indicate 92% of caregivers are able to delay nursing home or other placement of their loved ones as a result of A Day Away services.



The Link to the Needs of Our Communities:

General Healthcare Access

PIH Health's 2013 Community Health Needs Assessment resulted in the creation of a three-year community health improvement plan known as our Implementation Strategy. This plan ensures good stewardship of our charitable resources, builds on existing community health improvement efforts, and promotes broad awareness of the health needs of our communities and opportunities for action.

PIH Health S. Mark Taper Foundation A Day Away ensures that families have access to quality care that keeps family together.



For more information, visit PIHHealth.org/ImplementationStrategy

A Snapshot of Our Impact for Fiscal Year 2012-13

83

Total number of
A Day Away
participants
(average daily
attendance of 35)

74%

Participants living with
working caregivers who
are able to maintain
employment;
represents an increase
from the prior year

219

Number of caregivers
participating in A Day Away
educational forums and
support groups
(support groups offered
twice a month)

68%

Participants who
MAINTAINED or
IMPROVED mobility as a
result of A Day Away
services

84%

Caregivers reporting that their
loved one has either
MAINTAINED or IMPROVED
health since participating in
A Day Away services

75%

Participants who
MAINTAINED or IMPROVED
quality of life as a result of
A Day Away services

\$11-14

Average hourly rate
for A Day Away
attendance

Thank You to Our Donors

BCM Foundation
California Community Fndtn.
SCAN Foundation
S. Mark Taper Foundation

100%

A Day Away
participants who
participate in
leisure time
physical activities

S. Mark Taper Foundation A Day Away

562.902.5305
ADayAway@PIHHealth.org
15060 Imperial Hwy, La Mirada, CA 90638
PIHHealth.org

PIH Health's Community Benefit Oversight
Committee has endorsed this initiative as a
valuable community benefit investment.



Care Force One

Mobile Health Services

Working Together to Bring Healthcare to Underserved Children, Families, and Individuals



Facts & Findings

In PIH Health's primary service area, 9.6% of children (ages 0-17) and 28.7% of adults have no form of health insurance.

- US Census Bureau, American Community Survey, 2009-2011 average

"Mobile health units play a vital role in the healthcare system. They serve minorities, the poor, migrant workers, the homeless, adolescents, and uninsured/underinsured adults and children. Thus, creating a convenient and unintimidating access point into healthcare, while reducing disparities and healthcare costs."

- Harvard Medical School, Mobile Health Mapping Project, 2012

About Care Force One

The Vision: Establish a mobile health unit to bring free and low-cost basic and preventative healthcare services directly to those who need it most.

In 1997, recognizing the need for accessible healthcare for the uninsured and underinsured, PIH Health-together with the community-launched Care Force One.

Today, Care Force One is a mobile health unit providing basic healthcare services to individuals and families in over 40 community, park, and school sites within PIH Health's primary service area.

PIH Health's Care Force One team, which includes a Licensed Nurse Practitioner, Registered Nurse, Medical Assistant, and Emergency Medical Technician, operates the unit five days a week.

Care Force One is a community benefit program that simply would not exist if the decision to offer this much needed service was made on a purely financial basis. PIH Health invests resources for this health access program because it is the right thing to do to care for our community.

Care Force One Services

- Basic healthcare services;
- Preventative health screenings and immunizations;
- Sexually transmitted disease and pregnancy testing;
- Basic wound care;
- Medication review;
- Health education;
- Response to emergent public health crises; and
- Referrals as appropriate for follow-up care.

The Partners

- Local school districts and parks
- Local community-based organizations

PIH Health

- Community Health Education
- Diabetes Education Center
- Emergency Department
- Enrollment Coordinators
- Family Medicine Residency Program
- Foundation

The Results

AIM STATEMENTS

- Provide basic healthcare and preventative services to those with poor health access;
- Respond to emergent public health crises; and
- Collaborate with community partners and internal PIH Health departments to improve overall community health.



OBJECTIVE #1

Care Force One will continue to vaccinate community members, concentrating on vulnerable populations, against seasonal viruses and preventative immunizations against childhood diseases.

Care Force One proactively provides health screenings including pap smears, blood pressure checks, tuberculosis tests, and diabetes screenings. Care Force One provides all of these services in a variety of community settings, to improve overall community health, with emphasis on public health concerns.

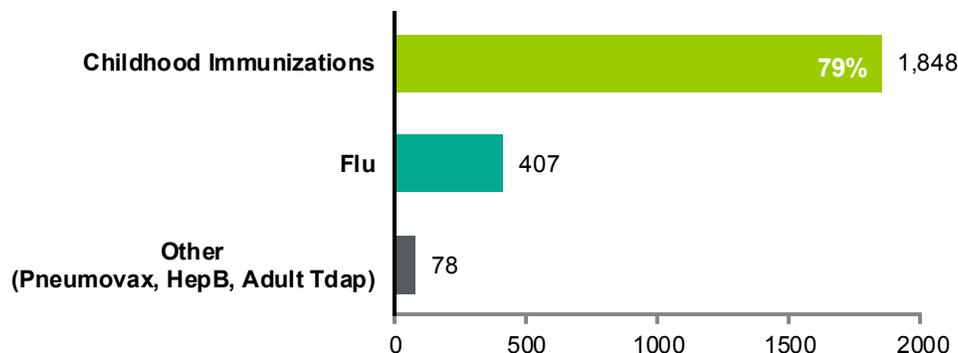
FY 2013 RESULT

Care Force One provided 2,333 immunizations. Childhood immunizations represented the majority (79% or 1,848) and were primarily distributed at local schools.

Childhood Immunizations include: Polio, chicken pox, meningitis, diphtheria, pertussis, tetanus, hepatitis A and B, human papilloma virus (hvp), pneumonia, measles, mumps and rubella, rotavirus and influenza.

Without Care Force One many students would not have access to vaccinations and low-cost, basic healthcare services.

Care Force One Immunizations - Fiscal Year 2013



The Voices of our Community...

"I would like to thank the staff, not only for great care but for their patience and professionalism."

"Everyone was nice to me and my daughter, we both had a welcome and comfortable experience. Thank you for your time and service." Please keep serving; Thank you very much;

OBJECTIVE #2

Care Force One proactively seeks to increase access to low-cost, basic and preventative healthcare services.

FY 2013 RESULT

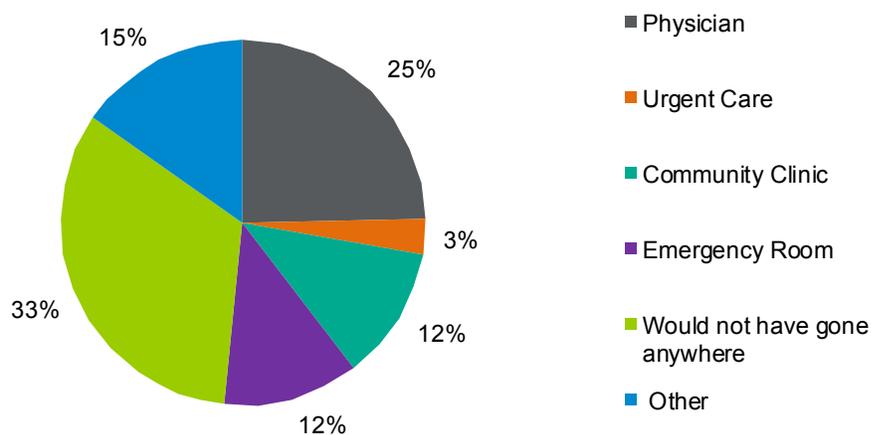
Beginning June 2012, Care Force One patients were asked to complete a survey asking where they would have gone for care if NOT for Care Force One; 630 surveys were completed and 575 individuals answered this question.

Of the 575 patients that answered this question, 70 would have gone to an Emergency Room (12%), 18 would have gone to an urgent care clinic (3%), while 190 would not have sought care anywhere (33%).

Others indicated they would have received healthcare services through another free or low-cost clinic (12%) or from their physician (25%), but some also noted that they often cannot afford the co-pays/share of cost, therefore they forego care. Care Force One helps bridge the affordability gap for families facing this issue.

If Care Force One were NOT available for you today, where would you have gone for care?

Represents 575 survey responses



The Link to the Needs of Our Communities:

General Healthcare Access

PIH Health's 2013 Community Health Needs Assessment resulted in the creation of a three-year community health improvement plan known as our Implementation Strategy. This plan ensures good stewardship of our charitable resources, builds on existing community health improvement efforts, and promotes broad awareness of the health needs of our communities and opportunities for action.

Care Force One ensure that the community has access to basic and preventative healthcare services, regardless of ability to pay.



For more information, visit PIHHealth.org/ImplementationStrategy

A Snapshot of Our Impact for Fiscal Year 2012-13

3,175

Patient encounters
(62% being new patients)

\$135

Average cost to PIH Health per Care Force One patient encounter, versus the average cost to PIH Health per Emergency Department visit of \$585

247

Number of Care Force One site visits held throughout the PIH Health primary service area

115

Number of Care Force One patients receiving follow-up wound care, reducing burden on local emergency departments

\$1:\$18

Estimated value for a mobile health unit's prevention services; for every dollar invested in mobile healthcare services there is a \$18 return in savings

Mobile Health Mapping Project, 2013

9

Number of years the Los Angeles County Immunization Program has rated Care Force One as "Outstanding" in its immunization distribution and safety practices

63%

Percent of Care Force One patients without health insurance

Thank You to Our Donors

Amigos de los Niños
BCM Foundation
Hope for a Cure Guild
R.C. Baker Foundation

44

Number of school, park, and community sites visited by Care Force One

Care Force One

Mobile Health Services

Appointment Line: 562.698.0811, Ext. 14816

PIHHealth.org

PIH Health's Community Benefit Oversight Committee has endorsed this initiative as a valuable community benefit investment.



Community Health Education & Support

A Partner in Our Communities' Health and Wellness



health

Facts & Findings

Research has validated the need for accessible, consistent, and free sources of health education and health promotion services as a cornerstone in prevention of injuries and disease conditions.

As healthcare issues become more complex, an understanding that lasting and impactful change cannot be achieved alone becomes clearer. It is vital that communities work together to create partnerships and to mobilize local organizations, businesses, community partners, and leaders across all sectors to create a healthier community.

“Success requires action from all of us in the places where we live, work, learn, and play. Progress in one area will reinforce progress in others.”
- *Institute of Medicine, 2012*

About Community Health Education

The Vision: A healthier community

PIH Health's community health education programs provide health promotion, support, and resources in areas that meet the identified needs of children, adults, and families.

The findings of PIH Health's 2013 Community Health Needs Assessment underscored the importance of community health improvement efforts to address the high incidence of youth and adult obesity and chronic disease, as well as to emphasize the importance of preventative practices.

As a result, our Community Health Education's core areas of focus are:

Healthy Living to deliver health promotion and prevention programs that 1) enhance health-related knowledge and behavior, and 2) support and promote healthy eating and active living with emphasis on making the healthy choice the easy choice.

Health Management to improve community health through efforts that 1) enhance health-related knowledge related to prevention and management of chronic diseases; 2) increase awareness about the importance of various prevention strategies (i.e., immunizations and screenings); and 3) promote available community resources.

The Partners

- Los Angeles County Department of Public Health
- Whittier City School District
- Los Nietos School District
- Local community centers, churches and community-based organizations, including Interfaith Food Center and the Orange County Youth Center

PIH Health

- Childbirth Education
- Community Health Education
- Comprehensive Cancer Program
- Diabetes Education Center
- Family Medicine Residency Program
- Patricia L. Scheiffly Breast Health Center
- PIH Health Physicians
- S. Mark Taper Foundation A Day Away Adult Day Healthcare Center

The Results

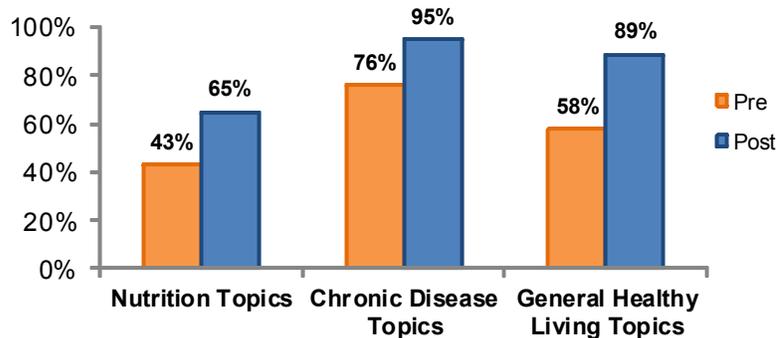
HEALTHY LIVING Community health education delivers health promotion and prevention programs that enhance health-related knowledge and behavior, and promote healthy eating and active living with emphasis on making the healthy choice the easy choice.

OBJECTIVE #1 Community Health Education Department

As a result of health education classes, 75% of participants will indicate an intent to modify behaviors in order to live a healthier life.

FY 2013 RESULT Participants were asked to indicate their intent to modify behaviors on surveys given both before and after educational sessions; the indicated likelihood to modify behaviors increased at the conclusion of education, with increases ranging from 19% to 31%.

Participants Indicating Likelihood to Modify Behaviors In Order to Live a Healthier Life
(represents 277 responses)



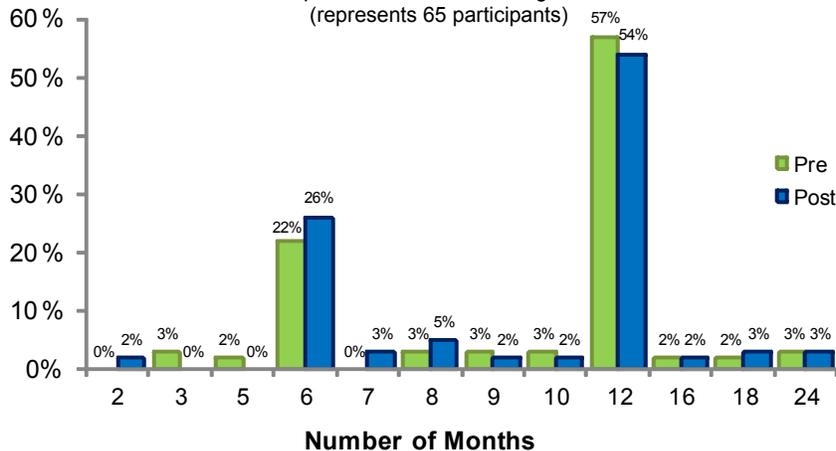
OBJECTIVE #2 Childbirth Education - Labor and Delivery, Maternal/Newborn Departments

As a result of "Preparation for Breastfeeding" education classes, at least 34% of participants will indicate their intent to breastfeed their newborn for 12 months.

Supports Healthy People 2020 target: 61% of infants will be breastfed until six months; 34% will be breastfed until one year.

FY 2013 RESULT Participants were asked to indicate on post-tests their intent to breastfeed; 62% indicated intent to breastfeed until one year or longer and 98% indicated intent to breastfeed to six months or longer, exceeding the Healthy People 2020 target, as well as the State rate (92%) for intent to breastfeed to six months.

How many months are you intending to breastfeed?
"Preparation for Breastfeeding" Class
(represents 65 participants)



HEALTH MANAGEMENT Community health education enhances health-related knowledge to prevention and management of chronic diseases; increases awareness of the importance of various prevention strategies; and promotes available community resources.

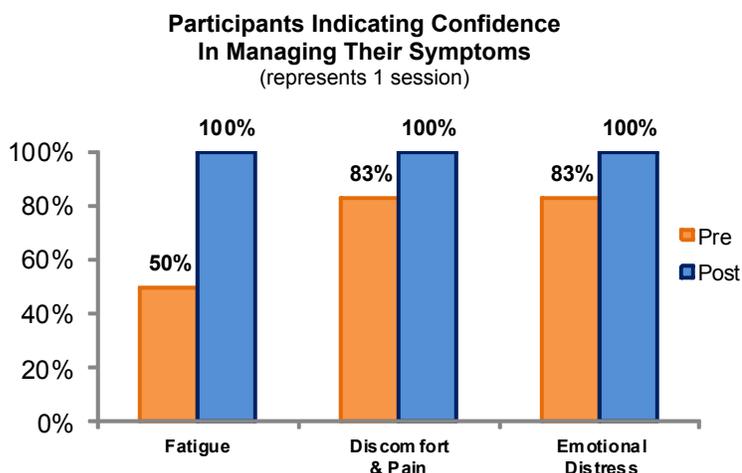
OBJECTIVE #3 Community Health Education Department

As a result of participation in the six-week “Better Choices, Better Health” chronic disease self-management workshop, 75% of participants will indicate confidence in their ability to manage symptoms of chronic disease, thereby improving their quality of life.

Supports Healthy People 2020: Increase the proportion of older adults with one or more chronic health conditions who report confidence in managing their conditions (developmental objective; no target identified).

FY 2013 RESULT

Participants were asked to indicate their confidence in ability to manage various chronic disease-related symptoms; the indicated confidence increased at the conclusion of the workshop, with increases ranging from 17% to 50%.



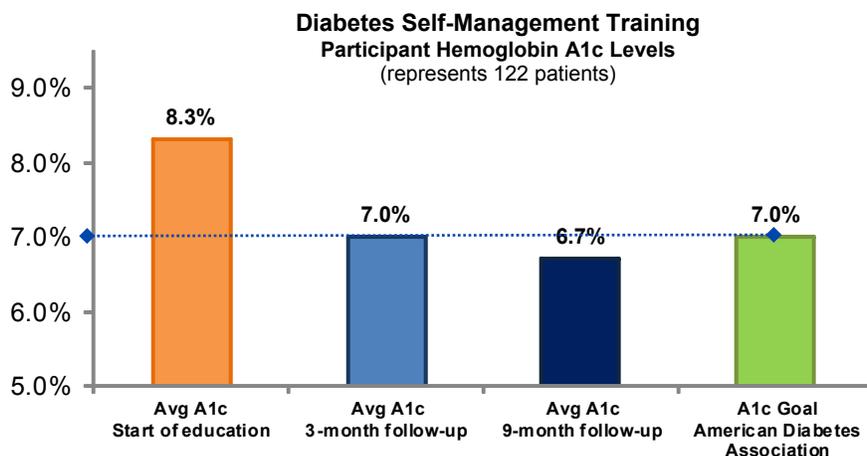
OBJECTIVE #4 Diabetes Education Center

As a result of diabetes education classes, participants will have knowledge needed to attain desired A1c level (blood glucose concentration) of 7% or less.

Improved glycemic control benefits those with either type 1 or 2 diabetes. Every percentage point drop in A1c blood test results (e.g., from 8.0% to 7.0%) can reduce the risk of complications (eye, kidney, and nerve diseases) by 40%. - Centers for Disease Control, 2011

Supports Healthy People 2020 target: Reduce proportion of the diabetic population with an A1c value greater than 9%.

FY 2013 RESULT After participating in diabetes self-management training, participants on average had an A1c level of 6.7%, a 1.6% drop (as indicated at 9-month follow up).



The Link to the Needs of Our Communities: Healthy Living and Health Management Initiatives

PIH Health's 2013 Community Health Needs Assessment resulted in the creation of a three-year community health improvement plan known as our Implementation Strategy. This plan ensures good stewardship of our charitable resources, builds on existing community health improvement efforts, and promotes broad awareness of the health needs of our communities and opportunities for action.

PIH Health's Community Health Education programs ensure the community has access to health promotion, support, and resources in areas that meet the identified needs of children, adults, and families - regardless of ability to pay.



For more information, visit PIHHealth.org/ImplementationStrategy

A Snapshot of Our Impact for Fiscal Year 2012-13



COMMUNITY HEALTH EDUCATION

562.698.0811 Ext. 18305
PIHHealth.org

PIH Health's Community Benefit Oversight Committee has endorsed this initiative as a valuable community benefit investment.



Fall Prevention Program

Promoting Healthy Aging Through Community-Based Initiatives



Facts & Findings

PIH Health's Community Health Needs Assessment indicates that individuals age 65+ represent 12% of residents in the primary service area- higher than county and state averages - underscoring the need for programs that promote healthy aging.

By 2030, the number of Americans ages 65+ will have grown to represent more than 20% of the nation's population, compared with only 13% today. Each year, one in every three adults age 65+ experience falls, which can lead to injuries, such as hip fractures and head traumas, and can even increase the risk of early death.

Studies show that fall-risk can be decreased exponentially or even eliminated as a result of prevention programs that include exercise, vision screening, medication consultation, home safety assessment, and nutrition education components.

-Centers for Disease Control and Prevention, National Center for Injury Prevention and Control

About the Fall Prevention Program

The Vision: Reduction of falls and promotion of increased balance among older adults.

PIH Health is focusing on Fall Prevention, recognizing the positive effect on fall-risk and correlated decreases in injuries and related healthcare expenses. PIH Health's eight-week customizable Fall Prevention program educates participants on how to implement positive changes in their daily lives, ultimately reducing their risk for falls. Participants learn how to manage their medications, as well as modify their home living environments and exercise regimes from a multi-disciplinary team of pharmacists, nutritionists, physicians and fall prevention experts in the Fall Prevention program.

Our Fall Prevention Program's core areas of focus are:

Reduction of falls by increasing a senior's ability to prevent falls through a comprehensive educational series; and

Promotion of increased balance to reduce the fear of falling and increase the activity levels of older adults who have concerns about falling.

Fall Prevention Programs

- Balance and Mobility
- Matter of Balance
- Seniors in Motion
- Twinges in the Hinges (Pool Exercise)

The Partners

- City of Downey
- City of La Mirada
- City of Norwalk
- City of Whittier
- Uptown Whittier YMCA
- Whittier Area Community Church

In addition to facility space, these collaborative partners offer significant contributions, including on-going promotion and decision-making and have committed to establish program sustainability.

The Results

AIM STATEMENTS

- Reduction of falls through a comprehensive education series, including medication management, exercise, muscle strengthening and home safety assessments; and
- Promotion of increased balance, endurance, strength and flexibility.



OBJECTIVE #1 Balance and Mobility Program

Over 70% of Fall Prevention participants who had reported one or more pre-intervention falls will NOT have experienced a fall-related accident during the 12 month period after completion of the program.

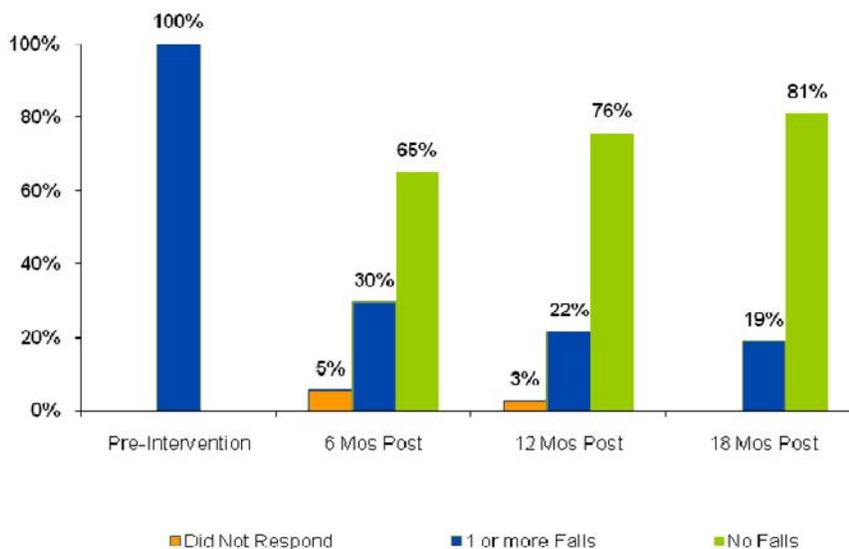
The Balance and Mobility program increases an older adult's ability to prevent falls through a comprehensive educational series, including medication review, exercise and muscle strengthening, and home safety assessments.

FY 2013 RESULT

In analyzing data specific to ONLY those who reported a fall previous to taking the Fall Prevention program, there was a dramatic reduction in subsequent falls reported at 6, 12 and 18 months after completing the class.

6 months post: 65% had NOT fallen (24 out of 35) *2 out of the original 37 participants did not respond*
 12 months post: 76% had NOT fallen (28 out of 36) *1 out of the original 37 participants did not respond*
 18 months post: 81% had NOT fallen (30 out of 37)

**Balance and Mobility Program:
Participant Falls - Baseline Through 18-Month Follow-Up**
 Representing 37 older adults with pre-intervention falls tracked over time



The Voices of our Families...

"I was afraid to visit my husband's grave because of the grass - feels like I'm going to lose my balance. After class, I decided to visit and, by George, I wasn't afraid to walk on the grass!"

"This class has gotten me stronger and more confident in my safety. By becoming stronger physically, we have an improved attitude about ourselves. We are far better equipped for senior living than we were before this great training."

OBJECTIVE #2 Matter of Balance Program

At the conclusion of the Matter of Balance program, over 75% of participants will indicate that they have exercised or walked for at least one month.

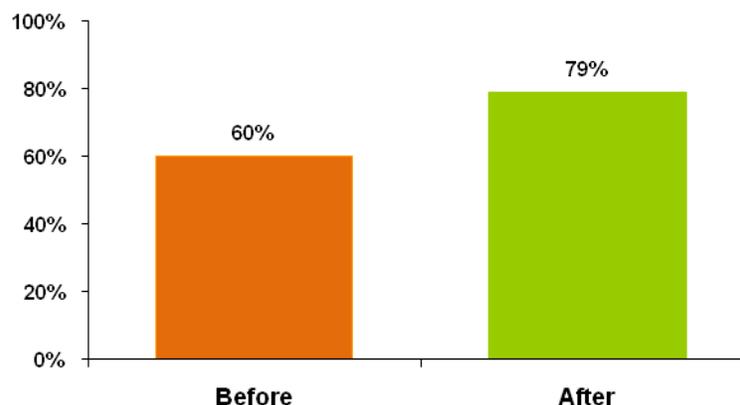
Supports Healthy People 2020 target: 37% of older adults with reduced physical or cognitive function will engage in light, moderate, or vigorous leisure-time physical activities.

The evidenced-based Matter of Balance program emphasizes four learning objectives: 1) to view falls and fear of falling as controllable; 2) to set realistic goals for increasing activity; 3) to change their environment to reduce fall risk; and 4) to promote exercise to increase strength and balance.

FY 2013 RESULT

At the conclusion of the Matter of Balance program, post tests show that 79% of participants have exercised or walked for at least one month - a 19% increase from pre test results. Before taking the class, 40% of participants did not walk or exercise regularly.

**Matter of Balance Program:
Participants Indicating Walking/Exercising For At Least One Month**
Represents 6 sessions of Matter of Balance (48 participants)



The Link to the Needs of Our Communities: Healthy Living Initiatives

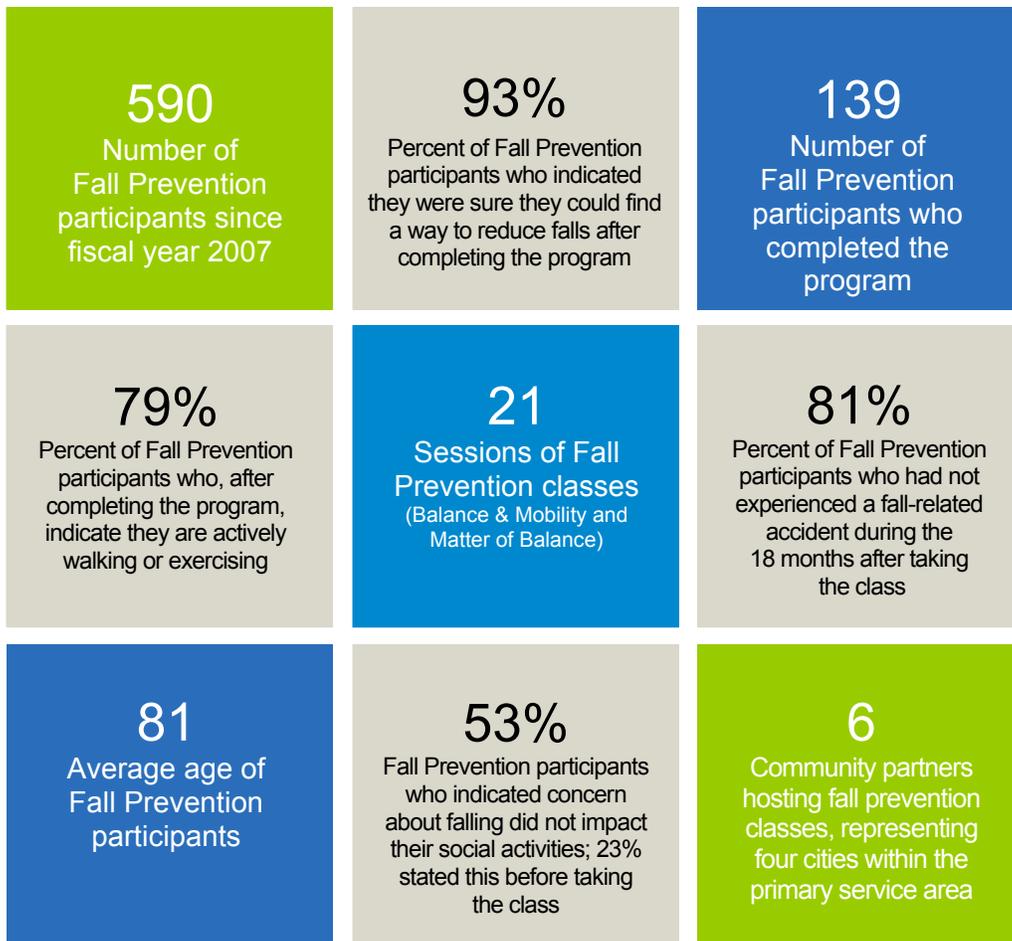
PIH Health's 2013 Community Health Needs Assessment resulted in the creation of a three-year community health improvement plan known as our Implementation Strategy. This plan ensures good stewardship of our charitable resources, builds on existing community health improvement efforts, and promotes broad awareness of the health needs of our communities and opportunities for action.

The Fall Prevention Program aims to increase older adults' ability to prevent falls through education, exercise, and increased balance.

For more information, visit PIHHealth.org/ImplementationStrategy



A Snapshot of Our Impact for Fiscal Year 2012-13



FALL PREVENTION PROGRAM

562.698.0811 Ext. 14691

PIHHealth.org

PIH Health's Community Benefit Oversight Committee has endorsed this initiative as a valuable community benefit investment.



High-Risk Infant Follow-Up Clinic

Supporting Optimum Childhood Health and Development for At-risk Infants



Facts & Findings

High-risk infants are those born prematurely or with complications that, unless carefully monitored, could result in developmental challenges as the child matures. “In 2009, there were 53,956 pre-term births in California, representing 10.3% of live births.”

- *March of Dimes, 2012*

Caring for a high-risk infant often places emotional and financial strain on families. Without accessible options to address a child’s potential developmental challenges, the child may achieve certain developmental milestones at a slower rate and the family may be left not knowing where to turn for help.

About The High-Risk Infant Follow-Up Clinic

The Vision: To establish an accessible program for high-risk infants and their families to focus on maximizing optimum childhood development.

The High-Risk Infant Follow-Up Clinic is a California Children’s Services (CCS) approved Special Care Center that provides developmental follow-up for high-risk infants. Patients typically qualify for the High-Risk Infant Follow-Up Clinic due to extreme prematurity, low birth weight and other medically eligible conditions at birth. A specifically designated multidisciplinary team is responsible for all care coordination and case management of each patient in this program. The team includes a neonatologist, registered nurse, nutritionist, pediatric occupational therapist, and licensed clinical social worker. Clinic visits take place at approximately 6 months, 12 months, and 24 months of age. The focus of this specialized care is to help each child achieve their optimal developmental status, by providing their parents with valuable education and community resources.

PIH Health shares in this vision by investing resources in its High-Risk Infant Follow-Up Clinic.

High-Risk Infant Follow-Up Clinic Services

- Medical history review
- Comprehensive physical and neurological exam
- Developmental assessment
- Nutritional evaluation and intervention
- Referrals to specialty medical services as well as social services
- Physician recommended treatment plans
- Comprehensive reporting to the child’s primary care and specialty care physicians, and other agencies involved in the child’s care

The Partners

- California Children’s Services
- City of Whittier Parks, Recreation and Community Services Department
- Local hospitals
- Local Regional Centers
- Public Health Nurses
- The Whole Child

PIH Health

- Neonatal Intensive Care Unit (NICU)
- Perinatal Center
- Admitting Department
- Financial Counselors
- Care Force One Mobile Health Services
- PIH Health Physicians

The Results

AIM STATEMENT

To identify high-risk infants and provide them with a multidisciplinary assessment (up to age three), as well as referrals to agencies and medical specialties to receive services that optimize their health and development.



Gloria Morales MD
Medical Director, High-Risk Infant Follow-Up Clinic

OBJECTIVE #1

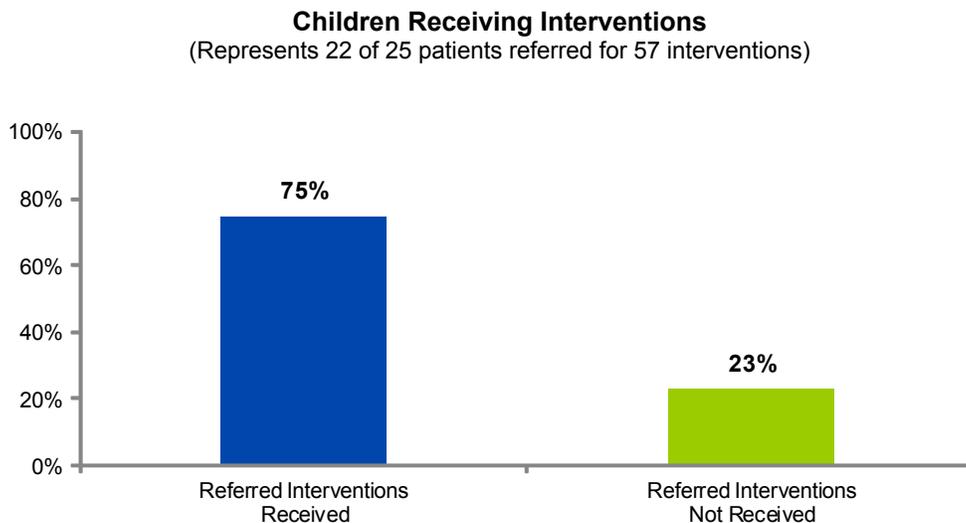
Over 60% of High-Risk Infant Follow-Up Clinic patients who are identified as needing outside referrals on their third visit, will receive the recommended services.

The High-Risk Infant Follow-Up Clinic referrals include: specialists (i.e. ophthalmologist, geneticist, cardiologist, gastroenterologist), toddler program, speech therapy, occupational therapy, and physical therapy.

Supports Healthy People 2020: Increase the proportion of children with special healthcare needs who receive their care in family-centered, comprehensive, coordinated systems.

2013 RESULT

88% of High-Risk Infant Follow-Up Clinic patients were referred to one or more recommended services. Upon follow-up with patient families, it was determined that 75% of children who were identified as needing outside referrals, received the recommended services.



The Voices of our Families...

"I am very grateful for the visit, as it taught me how to better care for my child."

"Each of the clinicians were useful and helped me understand my child's development."



OBJECTIVE #2

Over 60% of High-Risk Infant Follow-Up Clinic patients will demonstrate improvement in at least one developmental assessment score by their third and last Clinic visit as a result of Clinic services, referrals, and recommended treatment plans.

The High-Risk Infant Follow-Up Clinic assesses the child's developmental functioning at each visit using the Bayley Scale of Infant and Toddler Development. This instrument scores language, motor, cognitive, and social/emotional skills to identify developmental delay and assist with plans for interventions.

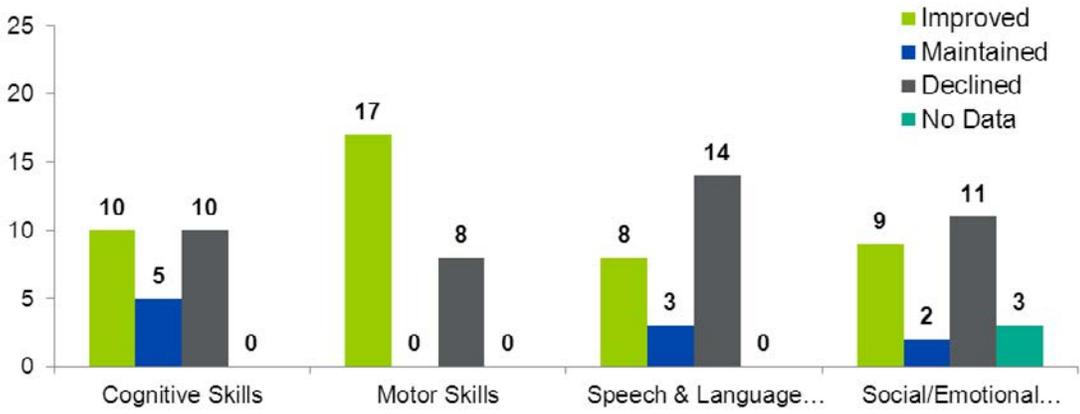
2013 RESULT

When comparing Clinic patients' first and third visit developmental assessment scores, 100% of the children demonstrated improvement in at least one developmental area as a result of Clinic services, referrals, and recommended treatment plans.

The percentage of children that showed improvements (by developmental area) are:

- **Cognitive Skills** **40%**
- **Motor Skills** **68%**
- **Speech and Language Skills** **32%**
- **Social/Emotional Skills** **36%**

Improvement in Developmental Assessment Scores
 Comparison of 1st and 3rd (final) Clinic Visit
 (represents 25 patients)



The Link to the Needs of Our Communities: General Healthcare Access

PIH Health's 2013 Community Health Needs Assessment resulted in the creation of a three-year community health improvement plan known as our Implementation Strategy. This plan ensures good stewardship of our charitable resources, builds on existing community health improvement efforts, and promotes broad awareness of the health needs of our communities and opportunities for action.

The High-Risk Infant Follow-Up Clinic ensures that families have access to specialized care to meet their child's developmental needs, regardless of ability to pay.

For more information, visit PIHHealth.org/ImplementationStrategy



A Snapshot of Our Impact for Fiscal Year 2012-13

23

Number of High-Risk Infant Follow-up Clinic days scheduled

1

Number of high-risk infant follow-up clinics in the PIH Health primary service area

95

Children served by the High-Risk Infant Follow-Up Clinic

\$1:\$5

For every dollar invested in early childhood programs, there is an average \$5 return on investment in future medical and educational cost savings

710

Children served by the Clinic since its inception in 2003

73%

Percent of children referred to the Regional Center for treatments such as physical therapy, occupational therapy, and speech therapy



4

Number of hospitals and agencies that refer eligible babies to PIH Health's High-Risk Infant Follow-Up Clinic



High-Risk Infant Follow-Up Clinic

562.698.0811 Ext. 16485
PIHHealth.org

PIH Health's Community Benefit Oversight Committee has endorsed this initiative as a valuable community benefit investment.



PIH Health Hospice

Providing Compassionate End-of-Life Care and Family Support



PIH Health's two hospice homes - Rose House (top) and Dove House - provide a tranquil setting for end-of-life care.

Facts & Findings

Increasingly, Americans have expressed a preference for receiving end-of-life care through hospice. As a result, hospice care has grown substantially over the past decade.

"The trends for increased usage of hospice are expected to continue as we see an aging generation of baby-boomers face end-of-life situations for themselves and their parents."

- J. Donald Schumacher, PsyD, President and Chief Executive Officer, National Hospice and Palliative Care Organization

About PIH Health Hospice

The Vision: To provide relief of suffering and support for patients and their families as they face the end-of-life transition.

PIH Health Hospice is fully-licensed, Medicare-certified and Joint Commission accredited, providing end-of-life care to hundreds of patients each year.

Recognizing the need for options in hospice care, PIH Health opened two general inpatient hospice homes, which are staffed 24 hours a day with a registered nurse. The Rose House was opened in 1995, and the Dove House was opened in 2004.

As a result, PIH Health's hospice care may be provided either in the patient's own home, in our inpatient hospice homes, or at a skilled nursing facility, based upon the patient's and family's needs and wishes.

The hospice homes are a community benefit program that simply would not exist if the decision to offer this much needed service was made on a purely financial basis. PIH Health invests resources in these hospice homes because it is the right thing to do to care for our community.

PIH Health Hospice Services

- Relief of pain and suffering;
- Relief of other distressing symptoms;
- Care provided in either the patient's home, skilled nursing facility, residential care facility, or in one of our inpatient hospice homes;
- Highly skilled inter-disciplinary team;
- Care plan coordinated with personal physician;
- Services such as durable medical equipment, transportation and medications;
- Bereavement services; and
- Referrals for other supportive services.

The Partners

- Local physicians, area hospitals, and discharge case managers.

The Results

AIM STATEMENTS

- Provide relief of pain and suffering;
- Provide care that is individualized to meet each patient's and family's needs and wishes; and
- Meet the needs of our community in a courageous and intentional way at the end of life.



OBJECTIVE #1

Over a one-year period, an average of 90% of patients' families will report a positive experience with overall coordination of care provided by PIH Health Hospice.

Coordination of care can represent three elements:

- Information on treatments
- Clear identification of one nurse in charge
- Knowledge of patient's medical history

The National Hospice and Palliative Care Organization (NHPCO) collects and analyzes comprehensive data on hospices across the nation, providing summaries of quarterly data. NHPCO's data specific to PIH Health Hospice was analyzed for this objective. The state and national comparison results represent two-year averages.

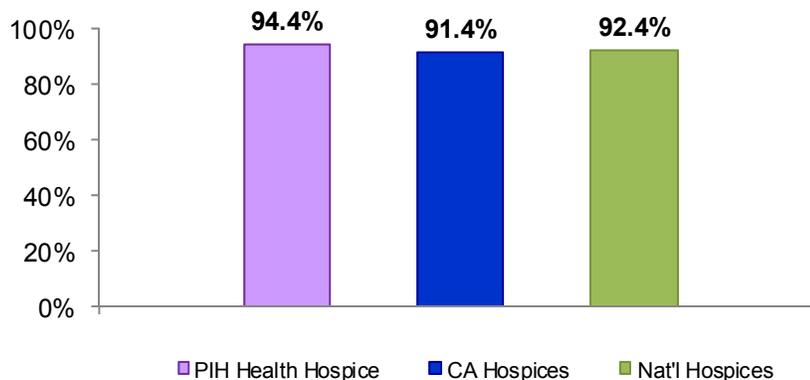
2013 RESULT

According to NHPCO's data, 94.4% of PIH Health Hospice families reported a positive experience with the overall coordination of care provided by PIH Health Hospice (data was averaged over a two year period).

PIH Health Hospice: Percentage of Families Reporting a Positive Experience With Overall Coordination of Care

Source: The National Hospice and Palliative Care Organization (NHPCO)

Comparison to State and National Data Two-Year Averages



The Voices of our Families...

“The Dove House is truly a remarkable place and we will forever be grateful that my husband was able to live out his final days with love and dignity. Everyone there went well beyond the extra mile to make sure everything possible was done for my husband and our family and that we all felt at home there.”

“Your communication with our family was excellent. I spread the word about your services at every opportunity.”

OBJECTIVE #2

Over a one-year period, an average of 90% of patients’ families will report a positive experience with provision of information about symptoms.

Provision of information about symptoms can represent two elements:

- Information on pain medications
- Information on treatments for breathing

The National Hospice and Palliative Care Organization (NHPCO) collects and analyzes comprehensive data on hospices across the nation, providing summaries of quarterly data. NHPCO’s data specific to PIH Health Hospice was analyzed for this objective. The state and national comparison results represent two-year averages.

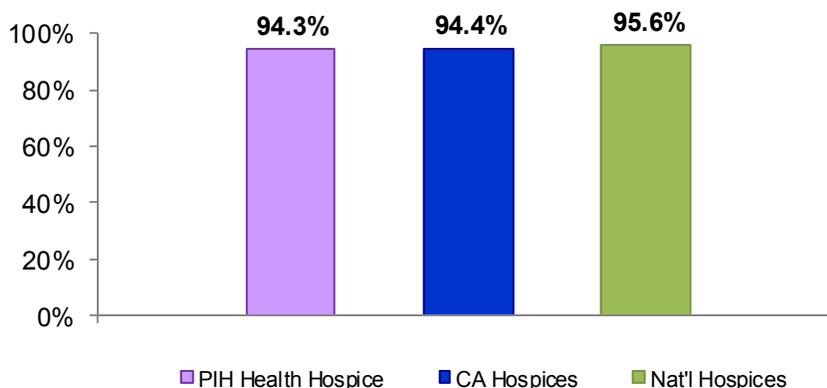
2013 RESULT

According to NHPCO’s data, 94.3% of PIH Health Hospice families reported a positive experience with the overall provision of information about symptoms (data was averaged over a two year period).

PIH Health Hospice: Percentage of Families Reporting a Positive Experience With Overall Provision of Information About Symptoms

Source: The National Hospice and Palliative Care Organization (NHPCO)

Comparison to State and National Data Two-Year Averages



**The Link to the Needs of Our Communities:
General Healthcare Access**

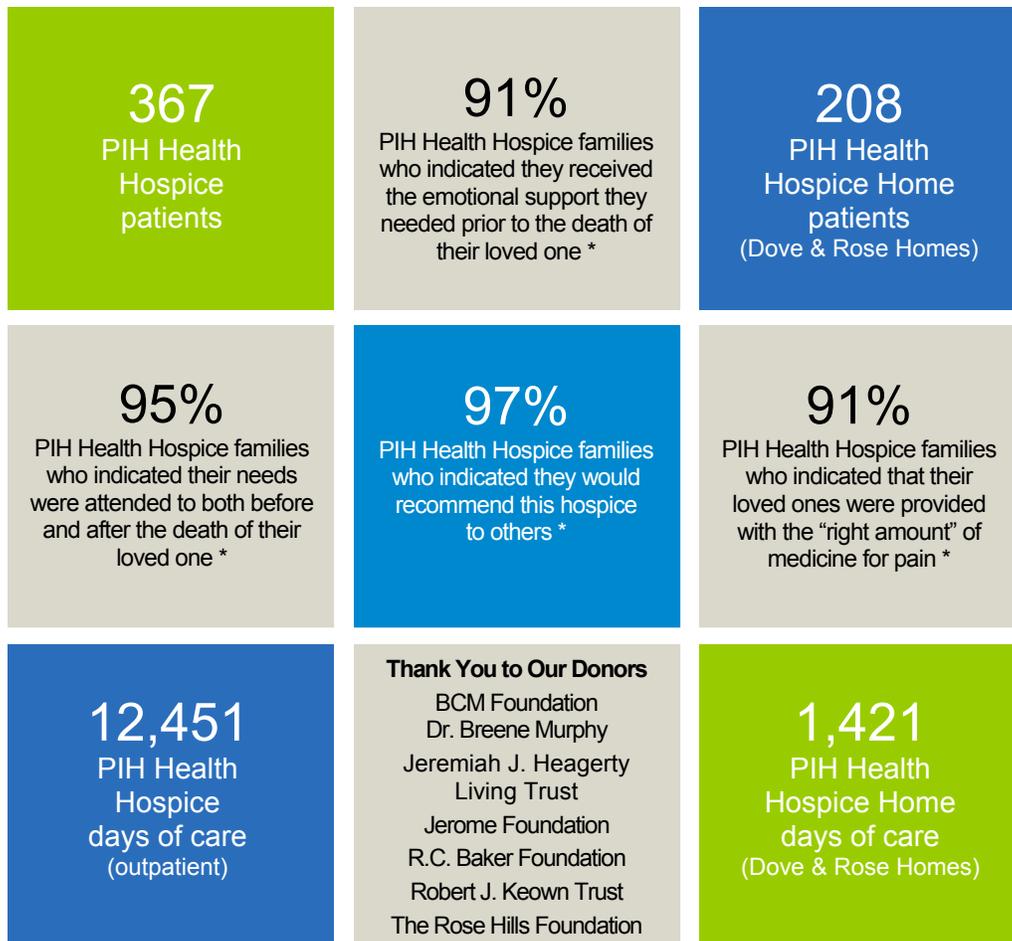
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The PIH Health Hospice Homes ensure that families have access to quality, compassionate care at the end of life, regardless of ability to pay.

For more information, visit PIHHealth.org/ImplementationStrategy



A Snapshot of Our Impact for Fiscal Year 2012-13



** PIH Health Hospice data was averaged over the most recent four quarters available.*

PIH HEALTH HOSPICE

24-Hour Referral Line: 562.947.3668
Administration: 562.902.7763
PIHHealth.org

PIH Health's Community Benefit Oversight Committee has endorsed this initiative as a valuable community benefit investment.



Senior Services Program

Promoting healthy aging through three core focus areas: Lifelong Learning, Memory Loss Awareness and Caregiver Support



Facts & Findings

PIH Health's Community Health Needs Assessment indicates that individuals age 65 and older represent 12% of residents in the primary service area - higher than county and state averages - underscoring the need for programs that promote healthy aging.

By 2030, the number of Americans ages 65+ will have grown to represent more than 20% of the nation's population, compared to only 13% today. With the number of older adults on the rise due to longer life spans and the aging Baby Boomer population, there will be an unprecedented demand on resources and services for older adults. They will need support and education on how to stay healthy, and manage chronic diseases ranging from heart disease and cancer, to memory loss. This generation of older adults will also need to learn how to be caregivers.

-The State of Aging and Health in America, 2013

About Senior Services Program

The Vision: Healthy aging through lifelong learning, memory loss awareness, and caregiver support.

The Senior Services Program promotes services throughout the PIH Health service area which go beyond meeting the physical needs of seniors. We are committed to connecting our older adults with life-enriching opportunities, including benefits and services that encompass a variety of interests to ensure older adults remain independent, socially connected, and mentally stimulated.

The Senior Services Program's core areas of focus include lifelong learning to promote healthy aging by ensuring older adults are mentally and socially engaged. Senior Services provides opportunities for older adults to increase knowledge of risk factors associate with memory loss in order to help them maintain cognitive functioning. As this generation of older adults become caregivers, Senior Services increases access to caregiving-related resources, education and support.

The Partners

- Alzheimer's Association
- CareMore
- Health Insurance Counseling and Advocacy Program (HICAP)
- Los Angeles Caregiver Resource Center
- Los Angeles County Community Resource Center
- Local cities, senior centers, churches and parks

PIH Health

- Community Health Education Department
- S. Mark Taper Foundation A Day Away
- Food Services Department
- Diabetes Education Center
- Care Management Department

The Results

AIM STATEMENTS

- Promote healthy aging by ensuring older adults are mentally and socially engaged and stimulated;
- Provide opportunities for older adults to increase knowledge of risk factors associated with memory loss in order to help them maintain healthy cognitive functioning; and
- Increase access to caregiving-related resources, education and support.



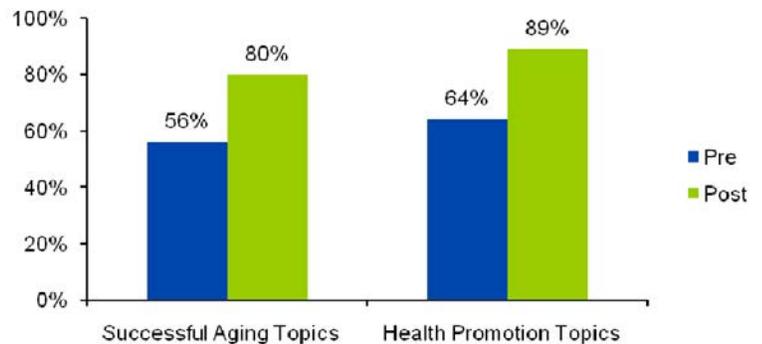
OBJECTIVE #1 Lifelong Learning

As a result of lifelong learning educational classes, over 75% of participants will indicate an intent to modify behaviors in order to live a healthier life.

FY 2013 RESULT

Pre and post tests from lifelong learning educational topics on successful aging and health promotion show that an average of 85% of participants stated that they were likely to modify their behaviors in order to live a healthier lifestyle, as opposed to an average of 60% at the start of the class.

**Participants Who Indicated Intent to Modify Behaviors
Lifelong Learning Education Topics**
Represents 155 participants



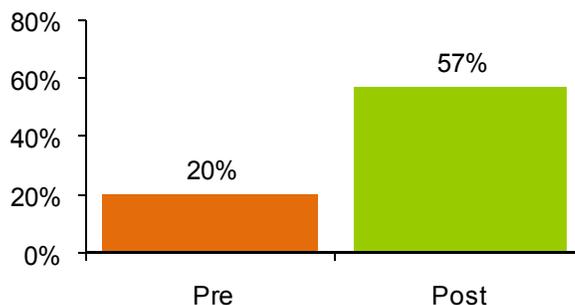
OBJECTIVE #2 Memory Loss Awareness

As a result of memory workshops, participants will indicated an increase in knowledge of risk factors associated with memory loss.

FY 2013 RESULT

At the conclusion of the workshops, 57% of participants indicated that they were knowledgeable of risk factors associated with memory loss as opposed to 20% at the start of the workshop.

**Participants Who Indicated Knowledge of Risk Factors
Associated with Memory Loss**
Represents 55 participants



The Voices of our Families...

“Through the Savvy Caregiver program, I got a greater understanding of what my mother is going through and how I can better prepare for the disease progression. I understand more about her behaviors and I gained more confidence that I can do this now. I also learned how to take care of myself to avoid burnout, and connected with other caregivers who can relate because they are in the same situation. The information really did save my life. It’s an awesome program.”

OBJECTIVE #3 Caregiver Support

As a result of caregiver support education, over 85% of participants will indicate they have the confidence to care for themselves and their loved ones.

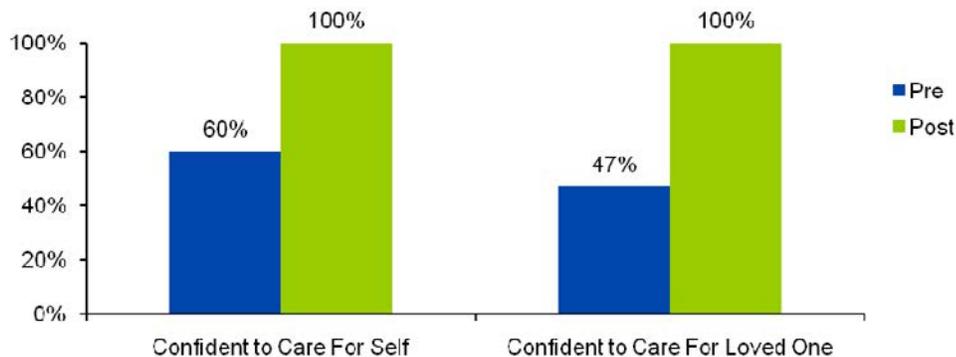
Supports Healthy People 2020 target: Reduce the proportion of unpaid caregivers of older adults who report an unmet need for caregiver support services.

Senior Services offers a Savvy Caregiver workshop and a workshop offered in Spanish, Cuidando con Respeto - both utilize evidenced-based curricula for caregivers taking care of a loved one with memory loss/Alzheimer’s. The Senior Services Program will ensure caregivers have knowledge needed to remain healthy and to advocate for themselves and their loved ones. Caregivers’ quality of life will be assessed, including caregiver burnout, confidence to make changes in areas that cause highest stress, and belief in ability to provide care.

FY 2013 RESULT

At the conclusion of the caregiver support education classes, 100% of participants stated that they were either “very confident” or “confident” to care for themselves and their loved ones as a result of the workshop, as compared to an average of 54% of participants who were confident in their abilities before the workshop.

Participants Who Indicated Confidence in Taking Care of Their Loved Ones and Themselves After Completing Caregiver Support Workshops
Represents 22 participants



The Link to the Needs of Our Communities: Healthy Living Initiatives

PIH Health's 2013 Community Health Needs Assessment resulted in the creation of a three-year community health improvement plan known as our Implementation Strategy. This plan ensures good stewardship of our charitable resources, builds on existing community health improvement efforts, and promotes broad awareness of the health needs of our communities and opportunities for action.

The Senior Services Program aims to promote healthy aging through access to resources and education concerning lifelong learning, memory loss awareness and caregiver support.

For more information, visit PIHHealth.org/ImplementationStrategy



A Snapshot of Our Impact for Fiscal Year 2012-13

8,771

Active Senior Life
Center members

89%

Percent of participants who
indicated intent to modify
behaviors both in caring for
loved ones and for
themselves after completing
caregiver support classes

455

New Senior Life
Center enrollees



100%

Percent of participants who
indicated that they have the
confidence to care for
themselves and their loved
ones after completing
caregiver support classes



199

Number of screenings
which include blood
pressure, depression
and cholesterol

Thank You to Our Donors

Las Damas of Sun Gold Hills
Women's Club of Whittier

30

Partnerships with
community
agencies

Senior Services Program

562.698.0811 Ext. 18305

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PIH Health's Community Benefit Oversight Committee has endorsed this initiative as a valuable community benefit investment.



Whittier First Day Health & Wellness Center

Bringing Vital Health Resources and Social Services To Care For Our Communities' Homeless



At PIH Health's Health & Wellness Center at Whittier First Day, PIH Health nurse practitioner, Veronica Kang, provides basic healthcare services, preventative screenings, health education, chronic disease management, and referrals to health and social services.

Facts & Findings

According to the National Coalition for the Homeless, healthcare and homelessness are intimately interwoven, with poor health being both a cause and a result of homelessness. Accessing basic healthcare can be difficult - if not impossible - for this population and, as a result, the homeless are one of the most medically underserved populations.

Every two years the Los Angeles Homeless Services Authority (LAHSA) conducts the Greater Los Angeles Homeless Count; 2013 data show that Service Planning Area 7, which includes Whittier, has an estimated 2,400 homeless individuals. In 2011, in an effort to obtain even more localized data, Whittier First Day led a collaborative to count Whittier's homeless and survey their health conditions and needs. Of the 128 individuals counted, 40% were considered vulnerable, or as having health conditions associated with high mortality risk, while 66% indicated they were uninsured.

Partners in Our Communities' Health & Wellness

Whittier First Day's Mission: To help homeless and at-risk individuals transition toward self-sufficiency.

Whittier First Day - which provides a six-month emergency transitional shelter and on-site support services for up to 45 adults - established the on-site Health & Wellness Center in 2005 in direct response to shelter residents. Over 70% reported health-related obstacles, which prevented them from finding or maintaining employment. In addition, the majority - being uninsured - identified the Emergency Department as their primary health provider.

Staying true to its charitable mission, PIH Health also responded to these needs to ensure First Day residents had direct access to vital healthcare resources. PIH Health operates the Health & Wellness Center, providing medications, medical supplies, health insurance enrollment assistance and, most significantly, a nurse practitioner and medical assistant to deliver primary and preventative healthcare and chronic disease management.

In 2011, First Day expanded the Health & Wellness Center, doubling its size and allowing for expanded services to those who are chronically homeless, at-risk for homelessness, or otherwise vulnerable. PIH Health invests resources in this program because it is the right thing to do to care for our community.

Health & Wellness Center Services

- Open three days (20 hours) a week
- Staffed by a PIH Health Nurse Practitioner and Medical Assistant
- Provides health assessments for all new Whittier First Day residents
- Provides basic and preventative healthcare services and screenings
- Provides health-related education, support, and referrals to vital services

The Partners

- Intercommunity Counseling Center
- Los Angeles Centers for Alcohol & Drug Abuse

PIH Health:

- Care Management
- Community Health Education
- Emergency Department
- Family Medicine Residency Program

The Results

HEALTH & WELLNESS CENTER AIM STATEMENTS

- Provide access to quality preventative medical care and screenings for those who are homeless, chronically homeless, at-risk for homelessness, very low-income, or uninsured
- Reduce preventable use of the Emergency Department by homeless individuals



From left to right:
Judith Stockman, nurse practitioner, First Day Board Member and Health & Wellness Center founder;
Ted Knoll, Executive Director of Whittier First Day;
Veronica Kang, PIH Health nurse practitioner, Health & Wellness Center.

OBJECTIVE #1

Over a 12-month period, 85% of Whittier First Day patients will demonstrate improved health status as a result of primary prevention services, health education and chronic disease management provided through the on-site Health & Wellness Center.

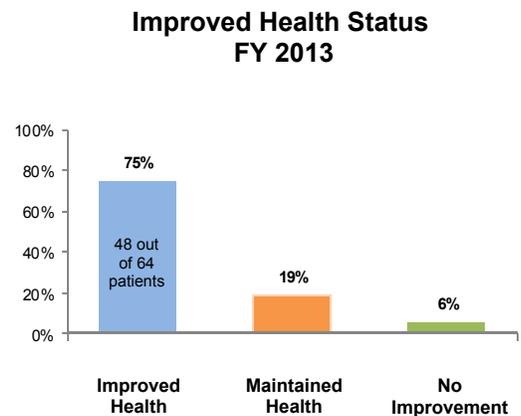
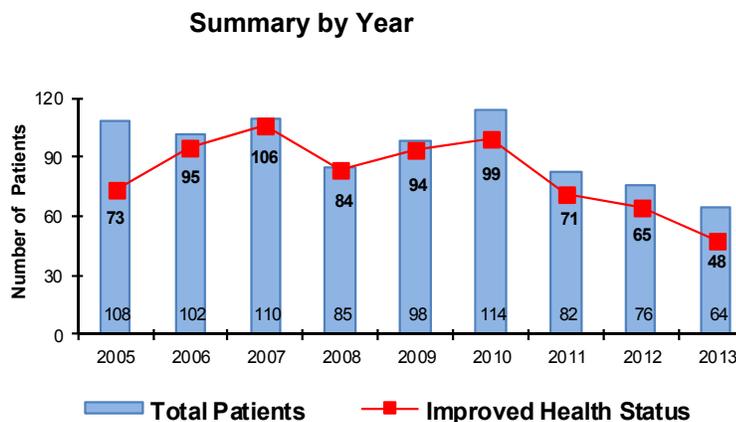
Improvement in health status is determined by the Center's Nurse Practitioner through both clinical results and patients' self-report of improvement in their symptoms.

Supports Healthy People 2020: Create social and physical environments that promote good health for all.

FY 2013 RESULT

Data indicates "improved health status" occurred for 75% of patients (44 out of 64 patients with health improvement data); an additional 19% maintained their health. These results indicate the Center is successful in providing routine, preventative healthcare, and effective chronic disease management, thereby improving overall health status among residents.

Health & Wellness Center
Improved Health Status of Patients
(Represents 64 Patients Receiving Healthcare Management Services)



The Voices of our Patients...

“Veronica [PIH Health nurse practitioner] took her time explaining how I could bring my blood sugar levels down and improve my health. If it wasn’t for her, I wouldn’t be here today.”

“Whittier First Day and their collaboration with PIH Health has helped me change my life. Before I came to Whittier First Day I had been living on the streets over 12 years. I am very grateful to Whittier First Day for providing me with shelter, supportive services, primary health care, and a family. Most importantly, the Health & Wellness Center has been a resource that has helped me to manage my seizure disorder.”

OBJECTIVE #2

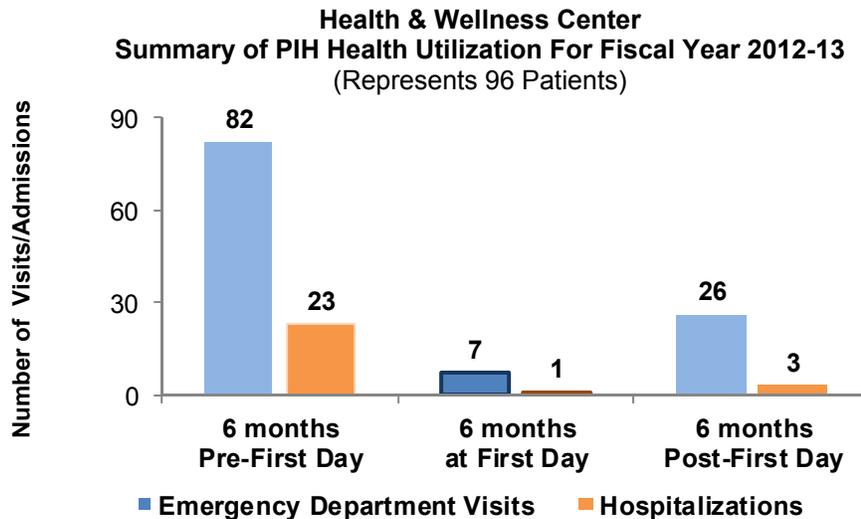
Whittier First Day residents’ healthcare utilization (preventable Emergency Department visits and hospitalizations) will decrease by 50% as a result of effective provision of preventative care and chronic disease management at the on-site Health & Wellness Center.

* Baseline Data (Pre-Intervention): Prior to the Health Center opening, a survey of 36 First Day residents revealed a history of 44 Emergency Department visits in 2004.

Supports Healthy People 2020: Create social and physical environments that promote good health for all.

FY 2013 RESULT

Whittier First Day residents’ utilization of PIH Health services was tracked six months before, during, and after residing at the shelter; this data was available for 96 individuals during fiscal year 2012-13. When comparing pre- and post-First Day healthcare utilization, data shows a 68% reduction in Emergency Department visits, and a 87% reduction in hospitalizations.

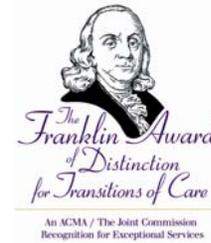


The Link to the Needs of Our Communities: General Healthcare Access

PIH Health's 2013 Community Health Needs Assessment resulted in the creation of a three-year community health improvement plan known as our Implementation Strategy. This plan ensures good stewardship of our charitable resources, builds on existing community health improvement efforts, and promotes broad awareness of the health needs of our communities and opportunities for action.

PIH Health's Health & Wellness Center at Whittier First Day ensures that our communities' homeless and most vulnerable have access to vital healthcare, regardless of ability to pay.

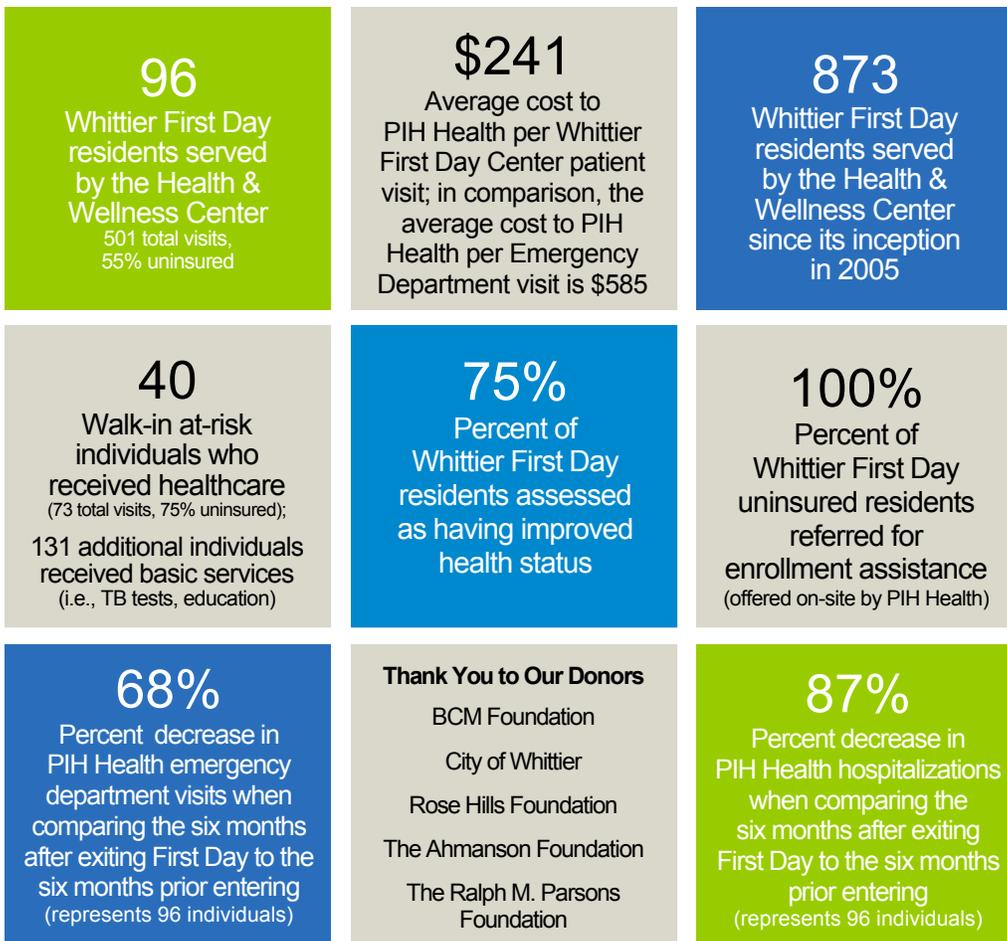
For more information, visit PIHHealth.org/ImplementationStrategy



The Joint Commission and the American Case Management Association awarded PIH Health with the 2012 Franklin Award of Distinction, recognition given to the partnership with Whittier First Day.

This partnership was also recognized by the 2010 National VHA Award for Community Benefit Excellence.

A Snapshot of Our Impact for Fiscal Year 2012-13



WHITTIER FIRST DAY

Administration: 562.945.4304
Health & Wellness Center: 562.320.0140
Whittierfirstday.org

PIH HEALTH

Community Benefit Department
562.698.0811 Ext. 14121
PIHHealth.org

PIH Health's Community Benefit Oversight Committee has endorsed this initiative as a valuable community benefit investment.



Health Access Priority Health Area

Together We Can Grow A Healthier Community

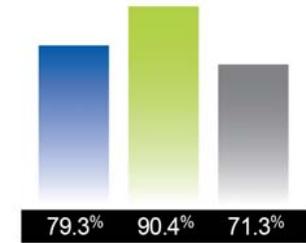


Facts & Findings

Healthcare access is key to early detection of illnesses, management of chronic diseases, and reduction of emergency room usage.

The Healthy People 2020 national benchmark for health insurance is 100% coverage for children and adults. For PIH Health's primary service area, children under age 18 are insured at higher rates (90.4%) than adults (71.3%).

PIH Health Primary Service Area



Health Insurance Coverage



American Community Survey, 2009 - 2011 Average

The Vision: A Healthier Community

Health Access Goal

To ensure basic and preventative care access for the uninsured and underinsured via:

- 1) Effective use of health insurance enrollment resources;
- 2) Promotion of free and low-cost health-related resources and services; and
- 3) Collaborative efforts to meet community needs.

Priority Health Needs

The following are prioritized health access needs based on the results of PIH Health's 2013 Community Health Needs Assessment:

- **General Healthcare Access**
- **Dental Care**

PIH Health Assets

- S. Mark Taper Foundation A Day Away
- Care Force One Mobile Health Services
- Community Advice Nurse Free Hotline
- Family Medicine Residency Program
- Financial Assistance Program (Charity Care)
- Enrollment Coordinators
- Whittier First Day Health & Wellness Center

The Partners

- LA County Department of Public Health
- Local physicians, area hospitals, and discharge case managers
- Local school districts, LA County libraries, community centers, and churches
- Community-based organizations such as the Orange County Youth Center and Interfaith Food Center

The Results

Enrollment Coordinators

Bilingual (English/Spanish) enrollment coordinators are dedicated to increasing enrollment of the un-insured in low-cost or no-cost insurance programs based upon eligibility and provide health and social service resources based upon need to all community members.



OBJECTIVE #1

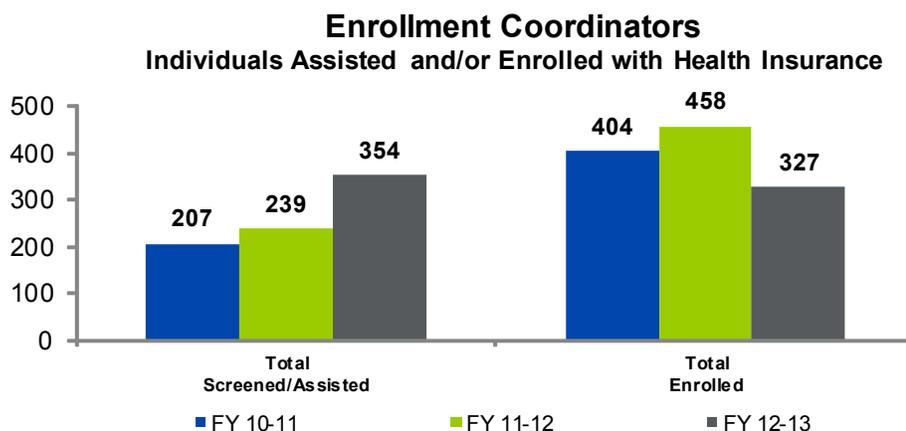
Over a one-year period, increase health insurance enrollment by 10%.

FY 2013 RESULT

Fiscal year 2013 data indicate those screened or assisted with public health insurance applications increased by 48%, although those enrolled with health insurance coverage decreased by 28% when compared to the prior year.

Decrease in enrollments is due to the conversion of the Healthy Families insurance program to Medi-Cal during FY 2013. Enrollments are expected to increase in Fiscal Year 2014 with Covered California health insurance exchanges in place.

It is important to note that despite enrollment decreases, Enrollment Coordinators effectively referred some 272 individuals to community resources and social services in Fiscal Year 2013.



Financial Assistance (Charity Care) - \$ 20.6 million, 8434 individuals served

As a nonprofit healthcare delivery system, PIH Health takes pride in fulfilling its charitable mission "to contribute to the health and well-being of our communities" - regardless of an individual's ability to pay. As a result, PIH Health offers a generous charity care program so that free or discounted care is accessible to those lacking insurance or financial resources to pay for needed healthcare services.

During fiscal year 2012, PIH Health invested over \$20.6 million in charity care to ensure the underserved had access to needed healthcare.

Community Advice Nurse 1.888.780.1875 (a toll-free community hotline)

Caring registered nurses are available 24 hours a day, seven days a week to talk confidentially about health concerns and to provide information about minor illnesses and injuries, a variety of symptoms, and how and when to access urgent care or emergency care.



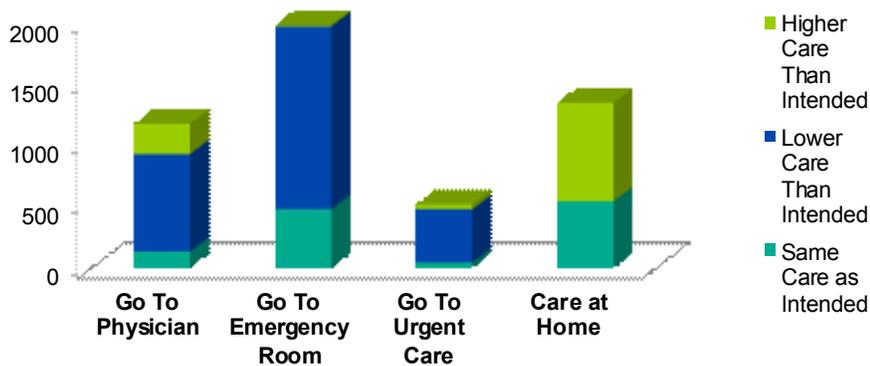
OBJECTIVE #2

As a result of the Community Advice Nurse, callers will receive advice regarding the most appropriate level of healthcare, based upon information provided.

FY 2013 RESULT

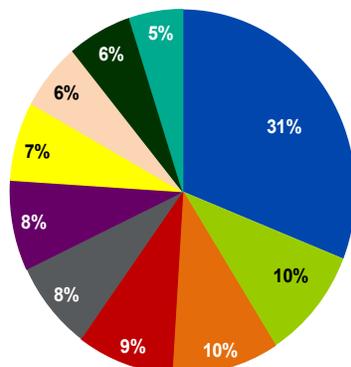
Data indicates that 75% of callers who would have gone to an emergency room were diverted to a more appropriate (lower) level of care for their condition as a result of seeking advice via the Community Advice Nurse hotline.

Community Advice Nurse Calls
Summary of Nurse Recommendations
to Seek Higher or Lower Level of Care than Caller Initially Intended



Community Advice Nurse - Top 10 Symptoms Presented

Highest utilization during fiscal year 2013:
Patients between 25-34 years of age



Listed from highest to lowest:

- Health Information Only
- Cough (pediatric)
- Colds (pediatric)
- Vomiting without Diarrhea (pediatric)
- Abdominal Pain
- Chest Pain
- Hypertension, Diagnosed or Suspected
- Fever- 3 months or older (pediatric)
- Headache
- Trauma- Head (pediatric)

The Link to the Needs of Our Communities:

Health Access

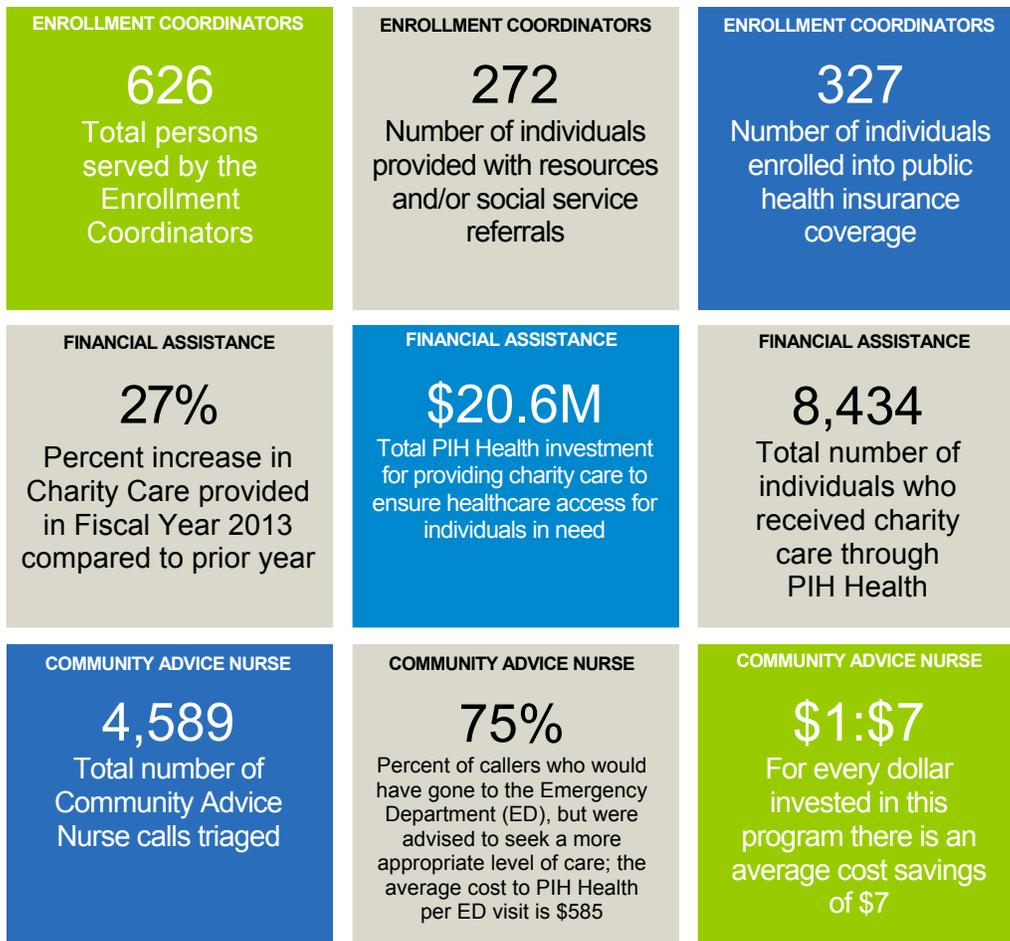
PIH Health's 2013 Community Health Needs Assessment resulted in the creation of a three-year community health improvement plan known as our Implementation Strategy. This plan ensures good stewardship of our charitable resources, builds on existing community health improvement efforts, and promotes broad awareness of the health needs of our communities and opportunities for action.

Our Health Access initiatives provide uninsured and underinsured individuals with basic and preventative care access.

For more information, visit PIHHealth.org/ImplementationStrategy



A Snapshot of Our Impact for Fiscal Year 2012-13



Health Access Resources

Enrollment Coordinators (English/Spanish)
562.698.0811 Ext. 14811 or 14812

Community Advice Nurse Line
1.888.780.1875
PIHHealth.org

PIH Health's Community Benefit Oversight Committee has endorsed this initiative as a valuable community benefit investment.





BUILDING A HEALTHY ACTIVE WHITTIER

WWW.ACTIVATEWHITTIER.ORG

Our History: In 2008, the City of Whittier Parks, Recreation and Community Services Department and the YMCA of Greater Whittier, concerned with the childhood obesity rate in Whittier - one of the highest in Los Angeles County - came together to maximize resources and cooperatively address this alarming health trend. PIH Health and the Los Angeles County Public Health Department were invited to collaborate and “Activate Whittier” was born.

Today, Activate Whittier has been awarded \$500,000 in total grant funding and has the support of many community residents and partner organizations. Together, we are working in partnership to achieve our vision of building a healthy, active Whittier.

OUR MISSION

To build a healthy, active Whittier through neighborhood & community engagement, collaborative partnerships and policy/environmental change, with a focus on sustainable efforts to improve the health and wellness of those living, working, learning, and playing in our community.

ORGANIZATIONS REPRESENTED ON OUR BOARD OF DIRECTORS

- Boys & Girls Club of Whittier
- City of Whittier
- Kaiser Permanente Downey Medical Center
- LA County Department of Public Health
- Learning Enrichment & Academic Resources Network
- PIH Health
- Uptown Wellness Center
- Whittier City School District
- Whittier College
- YMCA of Greater Whittier

OUR COMMUNITY ACTION PLAN

Activate Whittier’s Community Action Plan is focused on environmental improvements supported by policy, education and promotional strategies.

Community-at-Large

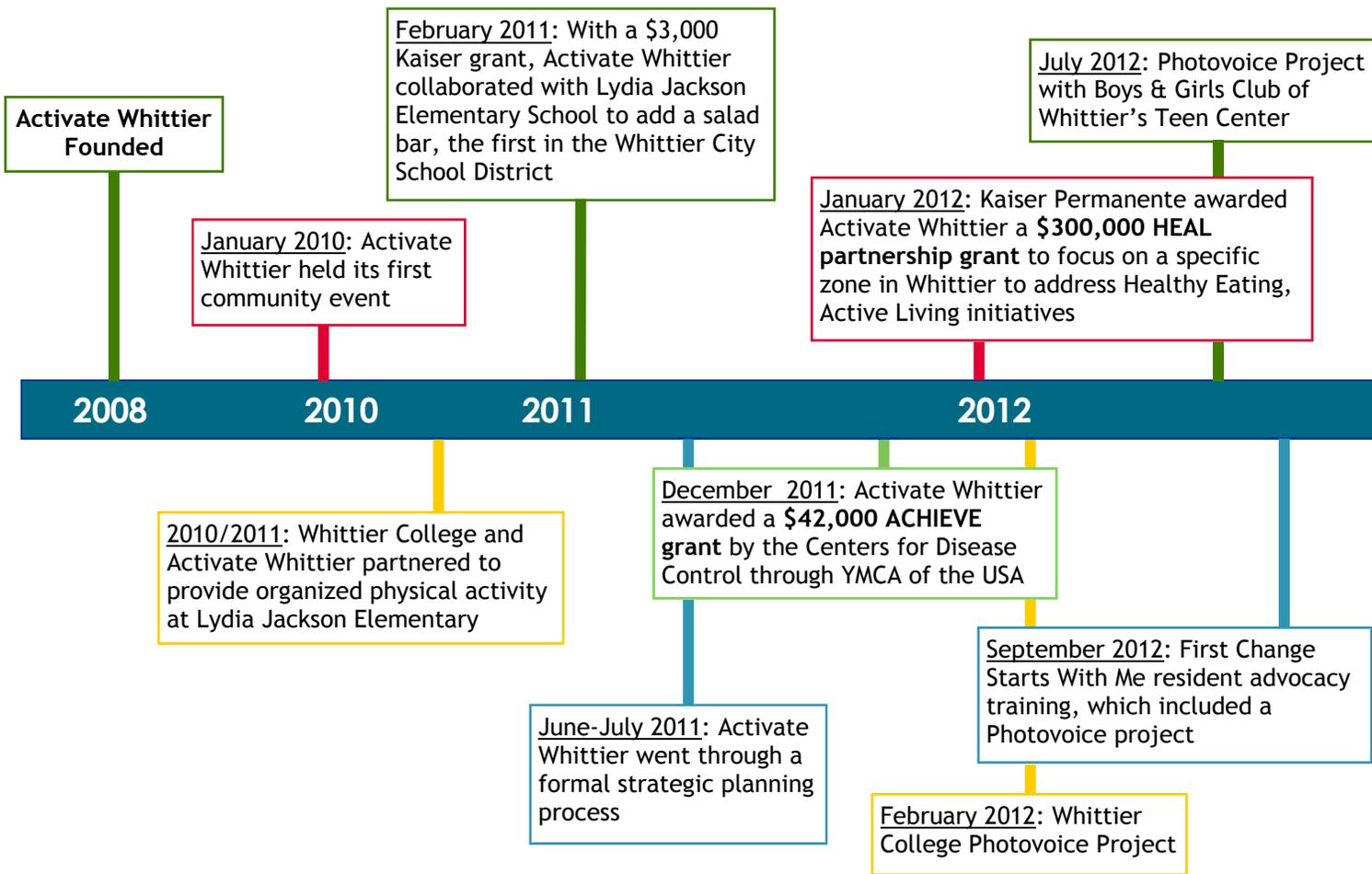
- “Healthy Picks” program - labeling of healthy options at corner stores
- Promotion of healthy lifestyle education
- Promotion of smoke-free environments

Community-Based Organizations

- Promotion of healthy food and drink options
- Healthy lifestyle education
- Healthy vending and food/drink policies

Schools

- Increasing healthy food options
- Increasing physical activity during physical education and after school
- Promotion of healthy fund-raisers
- Implementation and promotion of local school wellness policies



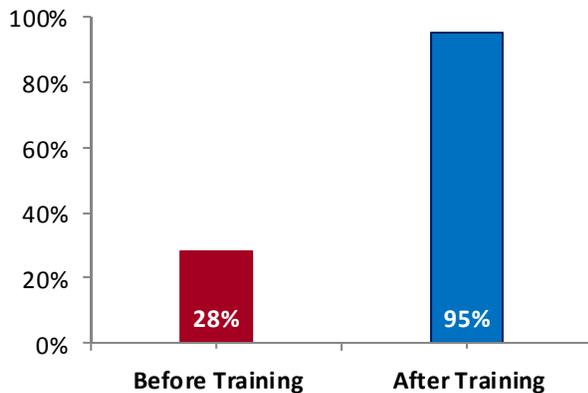
Activate Whittier “Residents in Action”

Parents, students and residents advocating for a healthier community

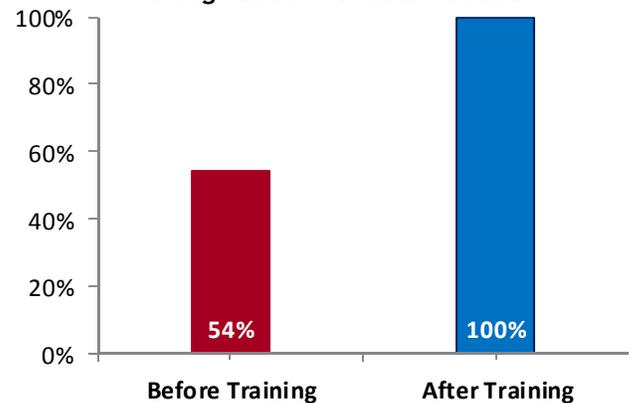
CHANGE STARTS WITH ME Resident Advocacy Training (represents two multi-week series)

Upon completion of the Change Starts With Me training, participants were surveyed on their knowledge related to advocating for healthier communities.

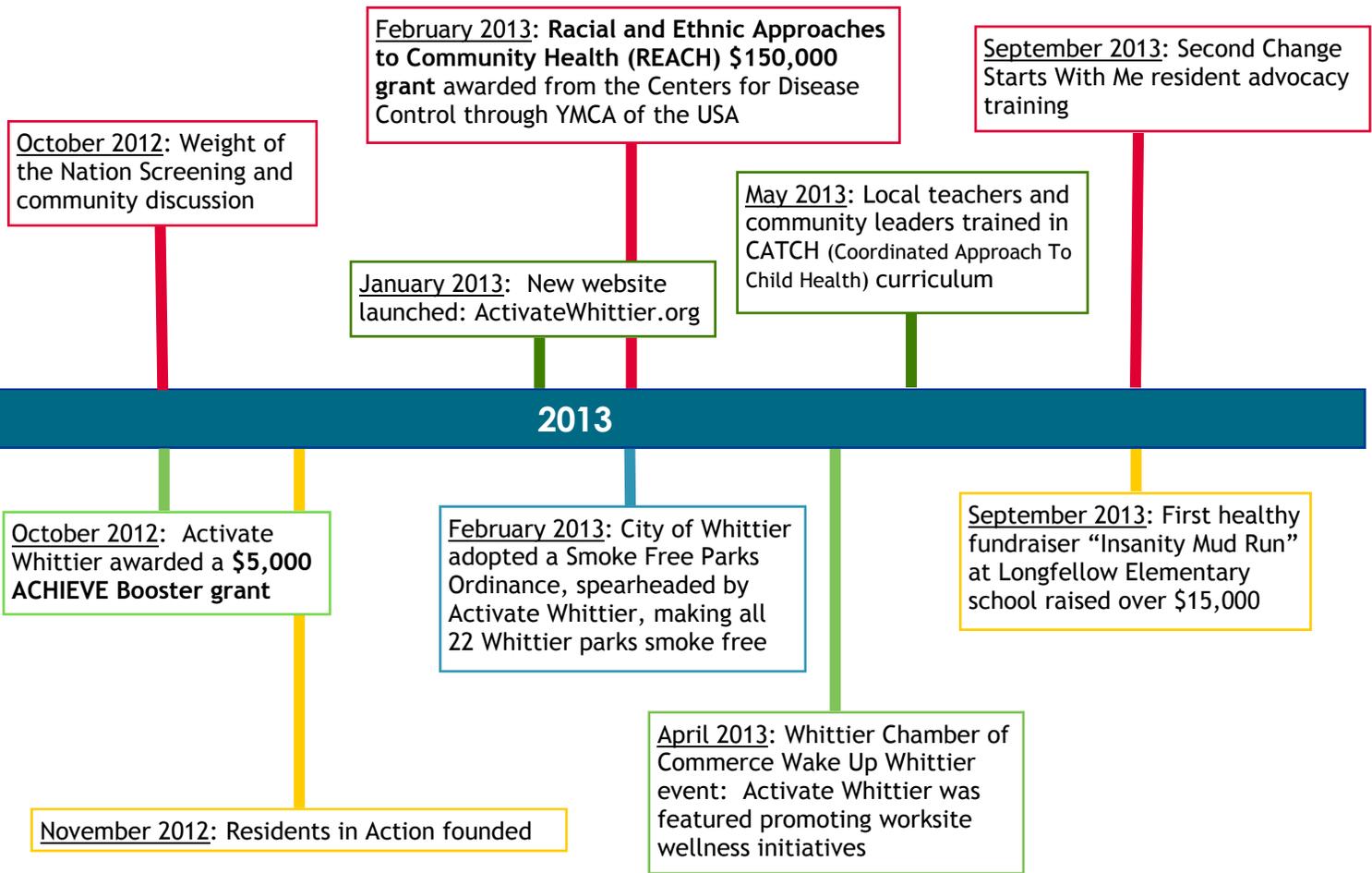
Percent of Participants Able to State the Purpose of School Wellness Policies



Percent of Participants Able to Describe Why Parents Should Advocate for Strong School Wellness Policies



FINDINGS At the conclusion of the training, Change Starts With Me participants indicated increased knowledge of how to advocate for healthier communities, such as advocating for strong local school wellness policies.

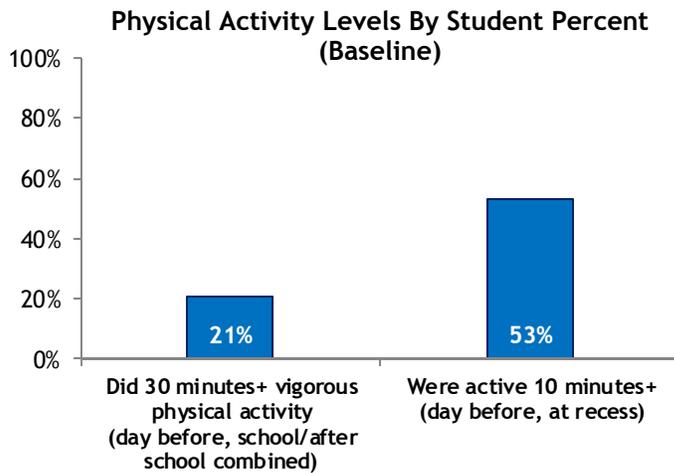
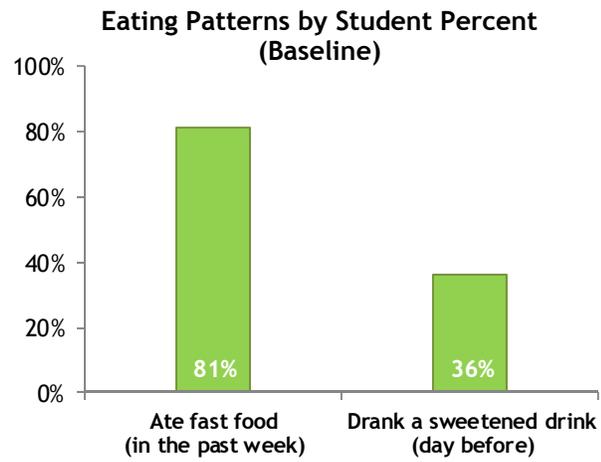


School-Based Wellness

Promotion of healthy eating and increased physical activity in our local schools

SCHOOL-BASED WELLNESS Longfellow Elementary School, Whittier City School District

During Spring 2013, Longfellow Elementary School 5th grade students completed an Activate Whittier “Youth Food and Physical Activity Survey” of student food choices and physical activity levels.



FINDINGS The results of the youth survey reinforces Activate Whittier’s work to promote healthy eating and physical activity in local schools. Since the time this survey was taken, the Longfellow Elementary School Parent Teacher Association (PTA) has converted the student store to feature exclusively healthy options and healthy fundraisers have replaced cookie and candy fundraisers.

Voices of our “Residents in Action”

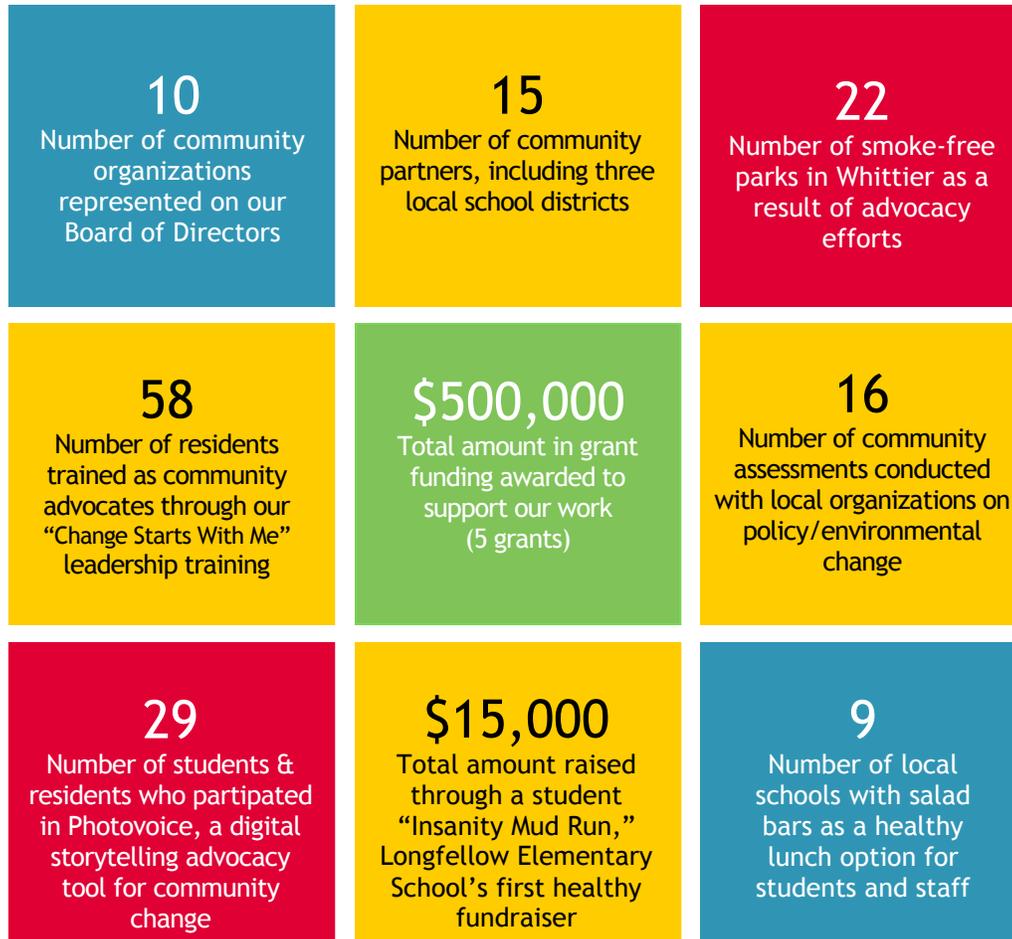
“We have great organizations that are working hard to achieve a healthier and active community. To succeed in our goal we must unite with these organizations.”

“Honestly, I didn’t know that I could make my neighborhood healthier. I said, if we want to make this change, and we initiate the change, of course it will work. At the end of the day, the benefit will be for us.”



Activate Whittier’s “Residents in Action” are working with local corner stores to assess and identify healthy food and drink options.

Our Positive Impact By the Numbers...



To Find Out More, Contact:

Penny Lopez
 Activate Whittier Project Manager
 plopez@ymcawhittier.org
 562.907.6530

ActivateWhittier.org



[Facebook.com/ActivateWhittier](https://www.facebook.com/ActivateWhittier)





School-Based Wellness Targeted to Reduce Childhood Obesity in the Los Nietos Community

Facts & Findings

Being overweight or obese has been identified as major risk factors for diabetes, heart disease, cancer and other chronic diseases.

Of PIH Health's nine primary service area cities, none meet the national Healthy People 2020 childhood obesity benchmark (14.6%). The highest rate of childhood obesity can be found in West Whittier / Los Nietos (31.1%).

- Los Angeles County Department of Public Health, 2011

About Healthy Los Nietos

The Vision: A Healthy Los Nietos

The PIH Health Family Medicine Residency Program, an accredited community-based program, has been offering preventative healthcare services to the Los Nietos School District students for over 10 years. In 2011, recognizing the rising rates of childhood obesity as well as reduced school district resources to provide physical and nutrition education, the Los Nietos School District came together with the Family Medicine Residency program to form the Healthy Los Nietos Collaborative.

Today, an evidence-based comprehensive program for classroom health education, strategic physical education, afterschool activities and other program components have been implemented in the four Los Nietos School District schools. School nutrition changes are also taking place on Los Nietos School District's campuses with the addition of salad bars and healthy food options in school cafeterias.

Additionally, beginning in the 2013-2014 school year, longitudinal tracking of student body mass index (BMI), blood pressure, television screen time, and nutrition/physical activity indicators will take place with all first, third, fifth, and seventh grade students.

Community engagement will be another priority for the collaborative in the coming year, with plans to launch a "Parents in Action" group, as well as a CATCH (Coordinated Approach to Child Health curriculum) Champion Committee and a Community Advisory Board.

Healthy Los Nietos Collaborative Highlights

- Transformation of "Food Services" to "School Nutrition" with healthy food choices that actually "taste good"
- Evidence-based Coordinated Approach to Child Health (CATCH) curriculum fully implemented district-wide
- Longitudinal tracking of student health statistics, knowledge, and behavior
- Integration of physicians into classroom and district functions
- Pilot Program: Breakfast in the Classroom
- Parents in Action Advocacy training

The Partners

- Los Nietos School District:
 - Ada Nelson Elementary School
 - Aeolian Elementary School
 - Los Nietos Middle School
 - Rancho Santa Gertrudes Elementary School
- Think Together after school program

PIH Health

- Family Medicine Residency Program
- Community Health Education Department

The Results

MISSION

A healthy Los Nietos community through health promotion, education, clinical services and on-going community partnerships.



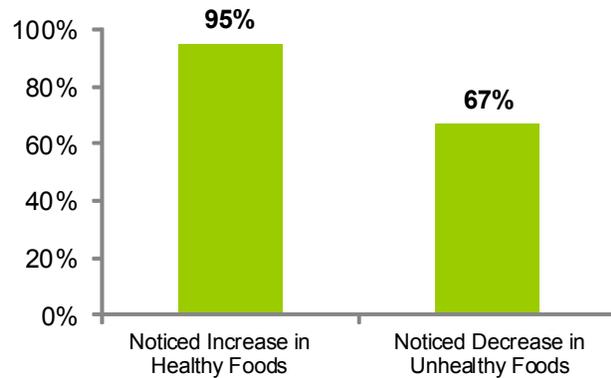
ENVIRONMENT OBJECTIVE

Over 50% of Los Nietos School District personnel will identify a change in healthy food options in school cafeterias.

FY 2013 RESULT: In a survey of Los Nietos School District teachers, staff and administrators, 95% indicate that as a result of the efforts of their School Nutrition Department, there are more healthy food options in the school cafeterias (2012-2013 school year); Some 67% of School District personnel identified a decrease in unhealthy foods in school cafeterias.

Los Nietos School District Personnel's Observation of School Cafeteria Food Option Changes

(Represents 57 survey responses)



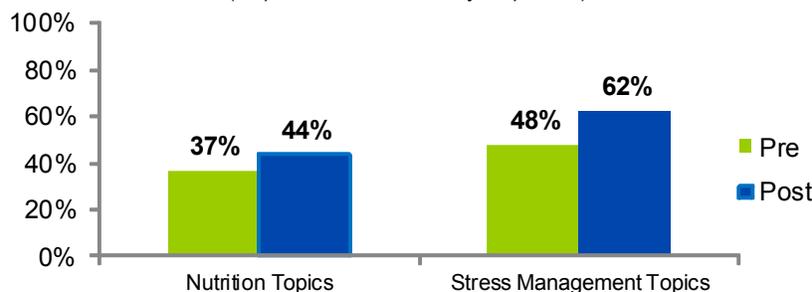
BEHAVIOR OBJECTIVE

Increase by 10 percentage points, the percentage of 4th-8th grade Los Nietos School District students who indicate intent to modify behaviors relating to nutrition and stress management.

FY 2013 RESULT: Students were asked to indicate their intent to modify behaviors on surveys given both before and after educational sessions; the indicated likelihood to modify behaviors increased post-education by 19% for nutrition topics and by 29% for stress management topics.

Students Indicating Likelihood to Modify Behaviors in Order to Live a Healthier Life

(Represents 1,532 survey responses)



The Voices of our Stakeholders...

Healthy Los Nietos is an amazing opportunity for our students to connect with PIH Health physicians, and learn how to achieve a healthier lifestyle.

The choices for students are fresher, healthier, and appetizing looking. The kids have had a very positive and excited reaction.

FRESH fruit and veggies!! The students are noticing a big difference in the food, AND they are enjoying the changes.



HEALTH OUTCOMES OBJECTIVE

Increase the percentage of Los Nietos School District students who are within the recommended guidelines for weight and blood pressure.

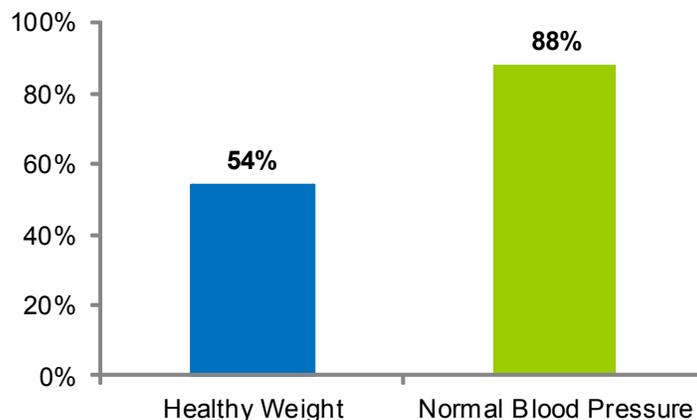
Recommended guidelines for weight are based on the child's height and blood pressure guidelines are based on the child's age and gender.

BASELINE - YEAR ONE

Of the 1st, 3rd, 5th, and 7th grade students screened during the 2013-2014 school year, 54% were considered to be a healthy weight and 88% had normal blood pressure rates.

The baseline data was gathered during year one of a new longitudinal tracking study of Los Nietos School District students' Body Mass Index, blood pressure and healthy behaviors. With a structured implementation of physical activity, health education, and environmental changes at each school, we expect to see improvement over time within this cohort of students.

**Los Nietos School District Students -
Body Mass Index (BMI) and Blood Pressure**
Represents four schools; 718 students in 1st, 3rd, 5th, and 7th Grades



The Link to the Needs of Our Communities:

Overweight and Obesity / Physical Activity and Nutrition

PIH Health's 2013 Community Health Needs Assessment resulted in the creation of a three-year community health improvement plan known as our Implementation Strategy. This plan ensures good stewardship of our charitable resources, builds on existing community health improvement efforts, and promotes broad awareness of the health needs of our communities and opportunities for action.

The Healthy Los Nietos Collaborative ensures that students, parents, and teachers in the Los Nietos School District have the tools they need to make the healthy choice the easy choice.

For more information, visit PIHHealth.org/ImplementationStrategy



A Snapshot of Our Impact for Fiscal Year 2012-13

\$78,000

Grant funds
awarded

718

Los Nietos School District
Students screened for Body
Mass Index (BMI), blood
pressure and healthy
behaviors as part of
longitudinal tracking study

1,665

Students, teachers,
and staff reached
by Healthy Los
Nietos

94%

Teachers surveyed who plan
to integrate the Coordinated
Approach to Child Health
(CATH) physical activity and
nutrition curriculum in their
classrooms

83%

Parents and teachers who
indicated intent to modify
behavior after taking
nutrition classes versus
65% before taking the class

76%

Los Nietos School District
personnel that agree
Healthy Los Nietos has
influenced them to make
healthier choices

12

Physician
residents who
participated
during 2013-2014
school year

Thank You to Our Donors

Safeway Foundation
Whittier Sunrise Rotary Club

34

Number of health
education sessions
held for students,
teachers, and
parents

Healthy Los Nietos

Los Nietos School District

562.692.0271

www.losnietos.k12.ca.us

PIH Health Community Health Education

562.698.0811 Ext. 14855

PIHHealth.org

PIH Health's Community Benefit Oversight Committee
has endorsed this initiative as a valuable community
benefit investment.





