PIH HEALTH

COMMUNITY Benefit Report

Fiscal Year **2013-2014**

Together, We Grow a Healthier Community.

Community Benefit Report

FISCAL YEAR 2013–2014

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 in 2009, nonprofit hospitals were also required to file Schedule H as part of their IRS Form 990 tax filing, which reports a hospital's benefit to the community through free or discounted care, health research, subsidized services and community health improvement activities. This annual report informs PIH Health's Schedule H document.

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 PIH Health's 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.

Respectfully submitted,

Vanessa Ivie
Director, Community Benefit Development
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To view the full Community Benefit Annual Report, please visit PIHHealth.org/CBAnnualReport

We are proud to be the communities' health and wellness partner.

PIH HEALTH

Committed to Improving the Health of Our Communities.

PIH Health began over 50 years ago by the community, for the community when volunteer founders walked door-to-door collecting donations to establish a local hospital for Whittier and the surrounding communities.

Today, PIH Health is a regional nonprofit healthcare delivery network that serves more than 2.1 million residents in Los Angeles and Orange Counties, as well as the San Gabriel Valley region. Our fully integrated network is comprised of PIH Health Hospital - Whittier and PIH Health Hospital - Downey, multiple outpatient medical offices, a multi-specialty medical group, home health and hospice care, and heart, cancer, stroke, women's health and emergency services.

Investment in community benefit programs is an integral part of PIH Health's charitable mission, and we are a proud partner in our communities' health and wellness. The following pages of this report describe how we dedicate assets to charitable purposes, including financial assistance programs and community-based initiatives to improve 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.

As PIH Health continues to advance as an integrated delivery system, we will continue to deliver on our promise to meet the health needs of the communities we serve.

Sincerely,

Kenton Woods
Chair, PIH Health Board of Directors

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CHAPTER ONE

Executive Summary

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.

PIH HEALTH MISSION

Our Community Benefit Investment

FINANCIAL SUMMARY – FISCAL YEAR 2013-2014

PIH Health's nonprofit healthcare delivery network is comprised of two hospitals, a medical group and other entities that contribute to the organization's total community benefit investment.

PIH HEALTH ENTERPRISE
Fiscal Year 2013-2014

Total Community Benefit Investment

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

$7.2 million
Charity Care (Financial Assistance)

$46.1 million
Unreimbursed Costs of Public Health Insurance Programs (i.e., Medi-Cal)

$16 million
Other Community Benefit Services

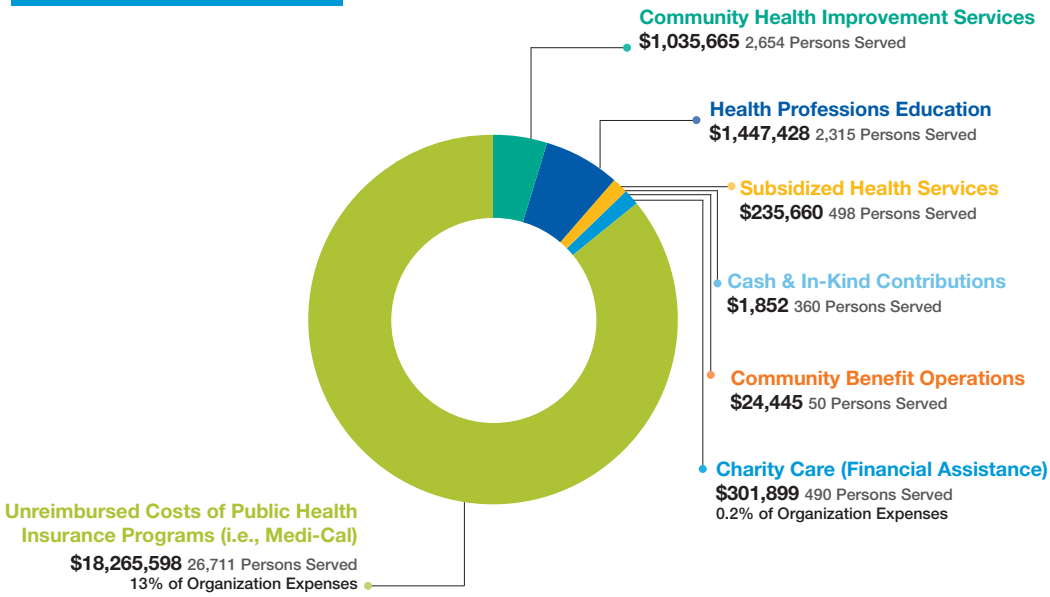
$69.4 million
Total Community Benefit Investment

8.8% of Enterprise Expenses

The following pages detail the community benefit investment by entity, according to Internal Revenue Service-recognized community benefit categories.

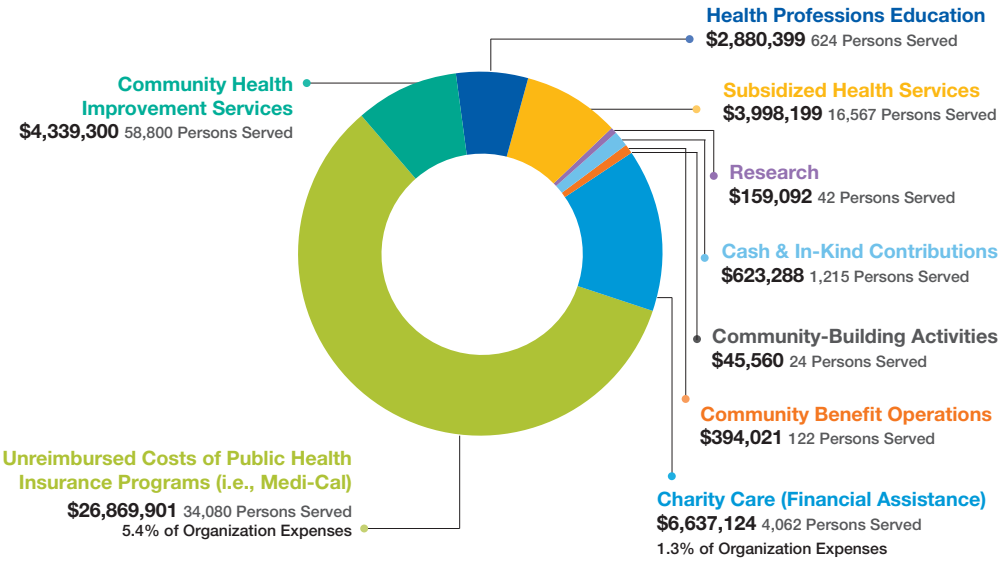
PIH Health Hospital - Downey | Fiscal Year 2013-2014

$21,312,547
15.1% of Organization Expenses



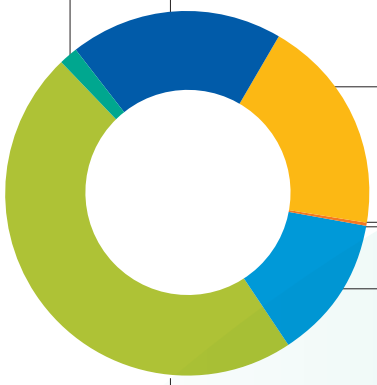
PIH Health Hospital - Whittier | Fiscal Year 2013-2014

$45,946,884
9.3% of Organization Expenses



PIH Health Physicians (PHP) | Fiscal Year 2013-2014

$2,096,037
1.4% of Organization Expenses



OTHER PIH HEALTH ENTITIES

- InterHealth Corporation - **$7,028**
- PIH Health Foundation - **$16,207**
- S. Mark Taper Foundation A Day Away Adult Day Healthcare Center - **$374,390**

The combined community benefit of these entities totals **$397,625**

To view the full Community Benefit Annual Report, please visit PIHHealth.org/CBAnnualReport

Some of the results of our community benefit investment during **Fiscal Year 2013-2014** are noted below, organized by IRS-recognized community benefit categories. Further examples are detailed in Chapter Four of this report.

Cash & In-Kind Contributions

- Upon hospital discharge, PIH Health provided 116 at-risk individuals with in-kind durable medical equipment or services such as skilled nursing or mental healthcare.
- Nearly $115,000 in cash donations were given to 37 organizations to address identified health needs.

Charity Care

- Over $7.2 million in charity was provided to 5,548 individuals. 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.

Community Health Improvement Services

- Over 21,000 community members were reached through a variety of health education programs offered on a variety of topics (childbirth preparation, nutrition, prevention and management of cancer, heart disease and diabetes).
- Over 2,100 students, teachers and staff were reached by the Healthy Los Nietos school-based wellness program.
- Care Force One Mobile Health Services visited 312 schools, parks and community sites accommodating over 3,360 patient visits and meeting the needs of low-income and underserved individuals with free or low-cost healthcare services.
- 388 individuals received basic and preventative healthcare through PIH Health's Health & Wellness Center at Whittier First Day, a local homeless shelter.
- The Diabetes Education Center provided education, support and follow-up services to accommodate over 2,190 visits, with diabetes self-management participants reducing blood sugar concentrations by an average of 20%.
- Over 600 were insured via PIH Health contracted agencies specializing in Medi-Cal and other publicly funded low-cost health insurance programs.

Health Professions Education

- Mentorship, preceptorship and training opportunities were provided to over 2,900 student nurses, physician residents and others studying to become healthcare professionals.

Research

- Five different types of cancer clinical trials were offered by PIH Health with 32 individuals participating.

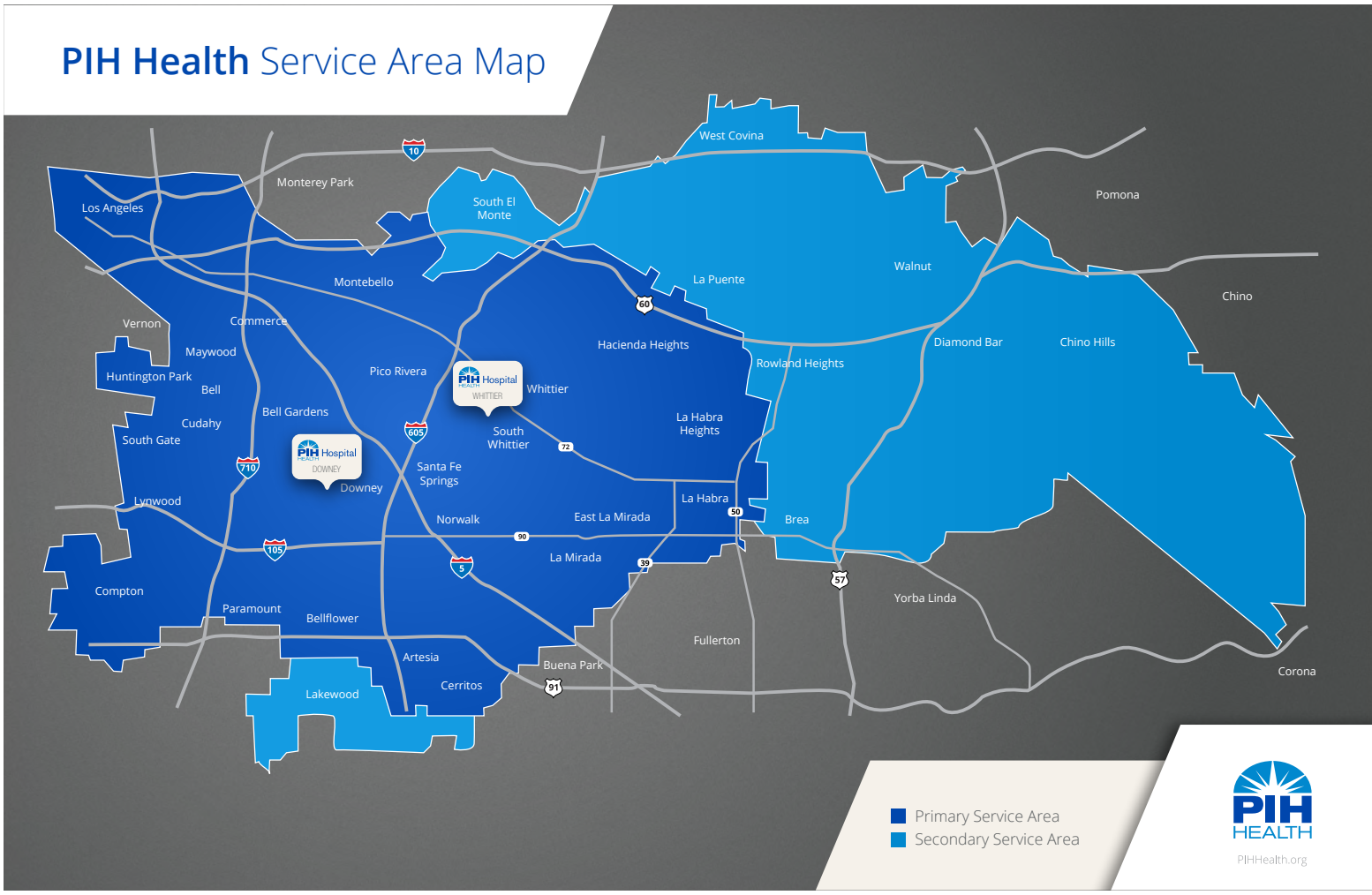
Subsidized Health Services

- The High-Risk Infant Follow-Up Clinic ensures families have access to specialized care to meet their child's developmental needs, with approximately 100 children served each year.
- PIH Health Hospice Homes ensure access to quality, compassionate end-of-life care, regardless of ability to pay, with approximately 200 patients each year.

PIH Health Service Area

PIH Health is a regional nonprofit healthcare delivery network that serves more than 2.1 million residents in Los Angeles and Orange Counties, as well as the San Gabriel Valley region.

PIH Health's primary and secondary service areas are determined through review of hospital discharge data for both PIH Health Hospital - Downey and PIH Health Hospital - Whittier. Approximately 78% of discharges come from 24 cities/communities, which define our primary service area.



CHAPTER TWO

Profile of Our Communities

PIH Health conducts a Community Health Needs Assessment (CHNA) every three years as part of our ongoing efforts to serve our communities and fulfill our charitable mission. A CHNA is conducted by both PIH Health Hospital - Whittier and PIH Health Hospital - Downey for their respective primary service area cities. Below is the comprehensive list of PIH Health's primary service area cities, which are determined through hospital discharge data.

Artesia (90701)
Bell (90201)
Bellflower (90706)
Bell Gardens (90201, 90202)
Cerritos (90703)
Commerce (90040)
Compton (90221)
Cudahy (90201)
Downey (90240-90242)
Hacienda Heights (91745)
Huntington Park (90255)
La Habra (90631)
La Habra Heights (90631)
La Mirada (90638-90639)
Lynwood (90262)
Maywood (90270)
Montebello (90640)
Norwalk (90650)
Paramount (90273)
Pico Rivera (90660)
Santa Fe Springs (90670)
South Gate (90280)
South Los Angeles (90001)
Whittier (90601-90606)

Each CHNA includes a wide variety of information and data indicators related to the health and well-being of these communities. CHNA topics covered include:

Demographic Profile
Social Determinants of Health
General Healthcare Access
Maternal and Infant Health
Oral Health
Mental Health
Health Behaviors
Weight Status, Nutrition and Physical Activity
Chronic Diseases
Leading Causes of Death
Community Perspectives Gathered from Focus Groups and Interviews

To view the full Community Health Needs Assessment, please visit PIHHealth.org/CHNA

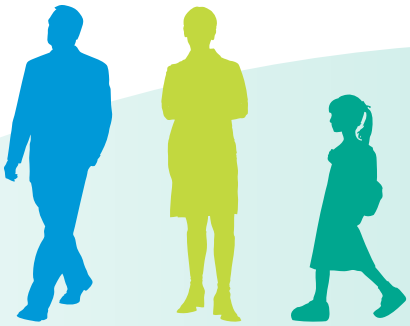
Our Primary Service Area

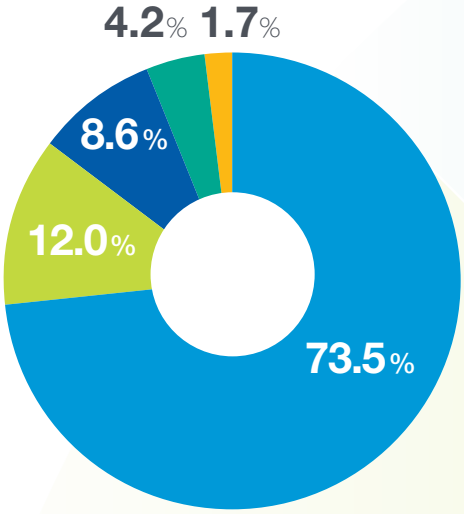
The following pages highlight statistics related to demographics and social determinants of health for the PIH Health primary service area.

TOTAL POPULATION

Census, 2010

1,406,152

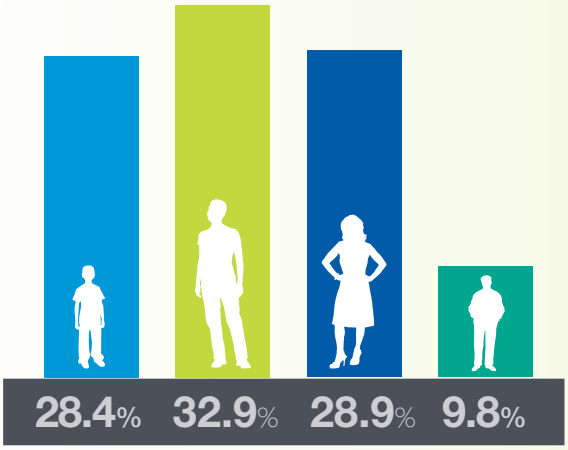




POPULATION BY RACE/ETHNICITY

- Hispanic/Latino
- White
- Asian
- Black/African American
- Multiple Races/Other

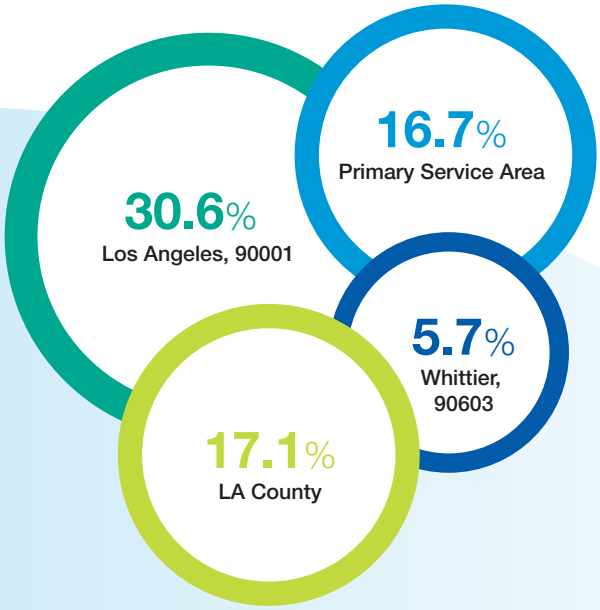
American Community Survey, 2008-2012



POPULATION BY AGE GROUP

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

American Community Survey, 2008-2012

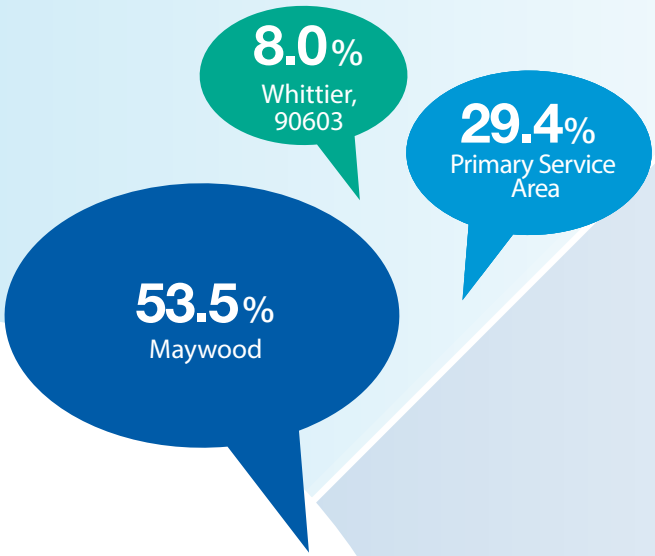


POVERTY

Below 100% of Federal Poverty Level

- Primary Service Area
- Los Angeles (LA) County
- Lowest Poverty - Whittier, 90603
- Highest Poverty - Los Angeles, 90001

American Community Survey, 2008-2012



LINGUISTIC ISOLATION BY ZIP CODE

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

- Primary Service Area
- Lowest Linguistic Isolation - Whittier, 90603
- Highest Linguistic Isolation - Maywood

American Community Survey, 2008-2012

In support of our charitable mission, PIH Health places great emphasis on identifying and addressing our communities' significant health needs in the most meaningful and effective ways possible.

Community Benefit Plan

Community Health Improvement Plan (Implementation Strategy)

PIH Health conducted a Community Health Needs Assessment (CHNA) for both PIH Health Hospital - Whittier and PIH Health Hospital - Downey, revealing the significant health needs facing primary service area communities. As part of its prioritization process, PIH Health convened community benefit staff, enterprise leadership and its Community Benefit Oversight Committee (CBOC) to evaluate community need and alignment with organizational strategies.

As a result, the below areas of focus and strategies were selected and a Community Health Improvement Plan (Implementation Strategy) was developed to address significant health needs through 2016.

- The measured impact for many of these initiatives can be found at PIHHealth.org/Community
- The methods to solicit community input and the process for prioritization of significant health needs are detailed in our hospitals' 2014 - 2016 Community Health Improvement Plans, which can be found at PIHHealth.org/CHNA

Community Benefit Strategic Plan

The Community Benefit Department maintains a strategic plan, which outlines actions that ensure successful implementation of PIH Health's Community Health Improvement Plan and other important community benefit initiatives. This Plan is summarized below and organized by three community benefit "Pillars of Success."

Pillar of Success One: Community Benefit Oversight Committee (CBOC)

Strategy Highlights

- With the addition of PIH Health Hospital - Downey during Fiscal Year 2013-2014, the CBOC will spend the coming year building relationships in the new service area and identifying community stakeholders to represent the expanded community on the CBOC.
- Ongoing education will be provided to CBOC members on various PIH Health programs and services, as well as the organization's overall strategic direction.
- CBOC members will be actively engaged as champions of PIH Health's community health improvement efforts in their various professional and social networks.

Pillar of Success Two: Community Benefit Mandates

The Community Benefit Department ensures successful fulfillment and continual enhancement of community benefit mandates (noted below) in accordance with state and federal requirements, working closely with the CBOC and hospital leadership.

Strategy Highlights

- Annual Community Benefit Report
  - Beginning Fiscal Year 2013-2014, one community benefit report will be produced for the entire enterprise, representing both PIH Health hospitals, the physician medical group and additional entities' contributions to community health improvement.
- Community Health Needs Assessment
  - Emphasis will be placed on presenting trends in the collected data to PIH Health leadership to inform business planning and community health improvement strategies.
- IRS Form 990, Schedule H
  - As IRS requirements continue to evolve, the department will adjust community benefit reporting processes as needed and educate others on changes.
- Community Health Improvement Plan (Implementation Strategy)
  - Focus efforts of the internal Community Health Improvement Team meetings to ensure coordination between hospital campuses on Implementation Strategy progress.
  - Provide PIH Health leadership with analysis of program outcome data related to significant community health needs to assist in organizational business planning.

Pillar of Success Three: Focus Areas and Demonstration of Impact

The development of a Community Health Improvement Plan, including adoption of areas of focus for community health improvement, are integral to ensuring initiatives are responsive to community needs. As noted earlier in this chapter, the following areas of focus were determined based on recent CHNAs for both PIH Health Hospital - Whittier and PIH Health Hospital - Downey:

- Preventative Screenings and Immunizations
- Childhood Obesity
- Diabetes & Heart Disease
- Health Insurance Coverage

Strategy Highlights

- Identify impactful and visually appealing ways to demonstrate impact of focus area initiatives.
- Ensure alignment of cash donations to community based organizations with significant health needs.
- Message PIH Health's focus areas through presentations aimed at coordinating community-wide efforts and improving outcomes over time.
- Promote linkages with identified areas of focus as staff plans for new or enhanced programming.
- Encourage implementation of evidence-based practices.
- Monitor and evaluate the impact of the initiatives identified in the Community Health Improvement Plan 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 by:
  - Continuing to refine and improve measurement techniques.
  - Supporting the establishment of objectives and data tracking processes, tying with Healthy People 2020 objectives when feasible.
  - Producing and sharing quarterly reports of each program's progress on established objectives.
  - Developing evaluation tools for PIH Health Hospital - Downey community health improvement programming.

PIH HEALTH

CHAPTER FOUR

Investing in the Health of Our Communities

The following pages describe PIH Health's comprehensive community benefit programs and services, which strive to ensure the overall health of our communities.

Information is organized according to Internal Revenue Service-recognized community benefit categories for the following PIH Health entities:

- PIH Health Hospital - Downey
- PIH Health Hospital - Whittier
- PIH Health Physicians

See Appendix C for a description of each PIH Health entity.

CHARITY CARE (Financial Assistance)

$7,212,302 **5,548 served**

Financial Assistance, also known as charity care, is defined as free or discounted health services provided to individuals 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 offers a generous Financial Assistance Program, providing charity care to those with family income(s) at or below 400% of Federal Poverty Level guidelines.

PIH Health Hospital - Downey	$301,899	490 served
PIH Health Hospital - Whittier	$6,637,124	4,062 served
PIH Health Physicians	$273,279	996 served

UNREIMBURSED COSTS OF PUBLIC HEALTH INSURANCE PROGRAMS

$46,119,766 **62,937 served**

Public health insurance programs are those which are means-tested and intended to provide health insurance coverage for low-income individuals. The unreimbursed costs of caring for those insured through these programs are recognized as a community benefit expense and results from a facility receiving 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 realized a net loss associated with healthcare provided to those insured through government-sponsored, means-tested health programs, such as Medi-Cal, California's Medicaid program.

PIH Health Hospital - Downey	$18,265,598	26,711 served
PIH Health Hospital - Whittier	$26,869,901	34,080 served
PIH Health Physicians	$984,267	2,146 served

COMMUNITY HEALTH IMPROVEMENT SERVICES

$5,413,917 **62,880 served**

Defined as community health improvement activities, which extend beyond patient care activities (usually subsidized by the healthcare organization and do not generate patient care bills, although may involve a nominal fee).

COMMUNITY COLLABORATIVES

"PIH Health is proud to be a part of local community collaboratives because they provide the opportunity for likeminded organizations to work collectively to impact the health of our community at a very grassroots level and actually move the needle on significant health needs."

— **James R. West,** PIH Health President and CEO

Activate Whittier is a community collaborative comprised of local organizations and community residents working in partnership to build a healthy, active Whittier. Activate Whittier engages in strategic initiatives with local schools, organizations and markets to make the healthy choice, the easy choice. Learn more at ActivateWhittier.org

"Two years ago I went to an informative series of workshops entitled 'Change Starts with Me' taught by Activate Whittier. Currently, I form part of the group of Residents in Action that works in conjunction with Activate Whittier in the community store labeling program, Healthy Picks. The objective of this program is to help the consumers make healthy decisions for their families by highlighting the foods that meet state nutritional guidelines for children and are recommended for consumption."

— Whittier Resident and member of Residents in Action

This community collaborative champions a Healthy Los Nietos community, developed in response to rising rates of childhood obesity. This program is a partnership between PIH Health's Family Medicine Residency Program and Community Health Education departments, the Los Nietos School District, City of Santa Fe Springs, Los Angeles County Department of Public Health, as well as local residents and community-based organizations.

"Healthy Los Nietos has empowered my family and me to make actual change and learn the true value of living a healthy lifestyle. It has also strengthened our sense of community and motivated us to seek services previously unavailable to us."

— Healthy Los Nietos Promotoras de Salud in Action President

The Stay Healthy Downey community collaborative focuses on overall health and nutrition through partnerships with key community stakeholders in the City of Downey. The collaborative's work strives to create a sustainable approach to wellness that will positively impact current and future generations. Learn more at Downeyca.org

COMMUNITY HEALTH IMPROVEMENT SERVICES, CONTINUED:

"I think a lot of people with diabetes don't consider that they need to be reading labels. If all diabetics tried to learn something new, we could all live better lives. I'm now in control of my condition instead on my condition controlling me."

– Participant, Better Choices, Better Health® a Chronic Disease Self-Management Program

Care Force One

PIH Health Hospital - Whittier (covering PIH Health service area)

Care Force One, PIH Health's mobile health unit, provides basic and preventative healthcare services to individuals and families in over 50 community, park and school sites in PIH Health's primary service area.

Community Education

PIH Health Hospital - Downey, PIH Health Hospital - Whittier, PIH Health Physicians

PIH Health offers free community health education on various topics pertaining to diabetes, heart health and prevention topics. Ongoing weight management and smoking cessation classes are also offered.

Community Information and Referral Support

PIH Health Hospital - Downey, PIH Health Hospital - Whittier, PIH Health Physicians

PIH Health provides information and referral resources to link the community to healthcare and social service resources.

Enrollment Assistance

PIH Health Hospital - Downey, PIH Health Hospital - Whittier

PIH Health contracts with agencies specializing in health insurance enrollment, including Medi-Cal enrollment, in an effort to ensure that all those eligible to obtain health insurance do obtain coverage and have access to care.

Health & Wellness Center at Whittier First Day

PIH Health Hospital - Whittier

The Health & Wellness Center is a successful collaboration between Whittier First Day, a six-month emergency transitional shelter, and PIH Health. Located onsite at Whittier First Day, Health & Wellness Center services meet the healthcare needs of First Day residents, as well as those in the community who are chronically homeless or at-risk for homelessness.

Light Rail Transit Coalition

PIH Health Hospital - Whittier

PIH Health participated 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.

Preventative Health Programs and Screenings

PIH Health Hospital - Downey, PIH Health Hospital - Whittier, PIH Health Physicians

PIH Health offers a variety of health education programs that focus on addressing the identified health needs in our community, such as obesity, diabetes and heart disease. PIH Health also provides a variety of free or low-cost screenings and immunizations to uninsured or under-served populations in the community. These include flu vaccination clinics, sports physicals, and skin cancer screenings.

COMMUNITY HEALTH IMPROVEMENT SERVICES, CONTINUED:

Support Groups

PIH Health Hospital - Downey, PIH Health Hospital - Whittier

PIH Health hosts several support groups that are open to the community and provide emotional support and education for individuals faced with a variety of health-related challenges.

Transportation Resources

PIH Health Hospital - Whittier

Free shuttle transportation is provided to 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. Taxi vouchers are also provided for patients who do not have access to transportation to and from the hospital.

"The Health and Wellness Center staff have been treating me for my asthmatic condition. My breathing is very difficult to live with. The staff helped me apply for Medi-Cal. Today I was able to obtain a primary doctor. I would like to thank Whittier First Day and the Health & Wellness Center staff for all they have done for me."

– Health & Wellness Center Patient

For more information on PIH Health's community health improvement programs, please visit PIHHealth.org/Community

HEALTH PROFESSIONS EDUCATION

$4,722,132 **2,985 served**

This category includes educational programs for physicians, nurses and other health professionals when education is necessary or required by state law, accrediting body or health profession society.

Family Medicine Residency Program

PIH Health Hospital - Downey, PIH Health Hospital - Whittier

As an accredited continuing medical education provider, PIH Health's Family Medicine Residency Programs offer educational opportunities for resident physicians that include rotations in primary care as well as specialty care. PIH Health Hospital - Whittier also offers a Tropical Medicine Program, a Palliative Care and a Chronic Disease Management Program as well as community and school based educational opportunities aimed at improving community health. PIH Health Hospital - Downey resident physicians are providers at a Federally Qualified Health Center, in partnership with JWCH Institute, Inc., to serve uninsured and under-insured individuals in the Downey area.

Paramedic Base Station Training

PIH Health Hospital - Whittier

PIH Health provides continuing education for staff and personnel who work with PIH Health's Paramedic Base Station, as required by the Los Angeles County Emergency Medical Services Agency. Those in attendance include County Fire Department personnel, Mobile Intensive Care Nurses and Emergency Medical Technicians.

Student Education: Internship, Externship, Preceptorship & Mentoring Programs

PIH Health Hospital - Downey, PIH Health Hospital - Whittier, PIH Health Physicians

PIH Health supports the development of the next generation of healthcare providers through educating and mentoring students from several local schools and colleges in both clinical and administrative settings in areas such as: medical assisting, nursing, social work, radiology, and respiratory and physical therapy.

SUBSIDIZED HEALTH SERVICES

$4,635,508 **21,604 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.

Diabetes Education Center

PIH Health Hospital - Whittier

The Diabetes Education Center offers free education programs, screenings and healthy living resources to anyone in the community looking for help with managing their diabetes and living a healthy lifestyle.

Emergency Department and Specialty Services

PIH Health Hospital - Downey, PIH Health Hospital - Whittier

PIH Health's Emergency Departments (ED) located at the Whittier and Downey campuses are some of the busiest in Los Angeles County, experiencing 76,661 and 55,524 visits during FY 2013-2014 respectively. Both are Emergency Department Approved for Pediatrics (EDAP) receiving facilities. 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, including mental health services.

PIH Health Hospital - Whittier's ED is designated as the area's STEMI (Heart Attack) receiving center and an award-winning Acute Stroke Center. The ED also features the area's paramedic base station, providing both the equipment and resources so that paramedics have critical access to local hospital-based emergency services.

High-Risk Infant Follow-Up Clinic

PIH Health Hospital - Whittier

A California Children's Services (CCS) approved Special Care Center that provides developmental follow-up for high-risk infants and focuses on their optimum health and development.

Hospitalist Program

PIH Health Hospital - Whittier

PIH Health's Hospitalists ensure availability of the highest quality care to all patients, many of whom are uninsured or underinsured. 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 Home Health Care and Hospice

PIH Health Hospital - Whittier

PIH Health Home Health services are available to the community and provided by highly-skilled staff 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 are associated with PIH Health's Home Health and Hospice programs.

RESEARCH

$159,092 **42 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 and shared with the public.

PIH Health Clinical Trials Program

PIH Health Hospital - Whittier

PIH Health has been offering clinical trials and research studies aimed at improving health and cancer care since 2001. Clinical trials offered include breast, colon, kidney and lung cancers, as well as leukemia.

CASH & IN-KIND CONTRIBUTIONS

$625,925 **1,575 served**

This category includes funds and in-kind services donated by PIH Health to community organizations or to the community-at-large for a community benefit purpose.

Support of Community Based Organizations

PIH Health Hospital - Downey, PIH Health Hospital - Whittier, PIH Health Physicians

PIH Health makes financial contributions in support of local non-for-profit organizations, with emphasis on services and programs that address the identified health needs of our communities. In addition, PIH Health frequently donates equipment and supplies, as well as use of conference facilities.

PIH Health Hospital - Whittier provides dedicated office space for the American Cancer Society, enhancing community access to cancer support resources, as well as private clinical space, supplies, and medications for the area's Sexual Assault Response Team (SART) site, providing access to a forensic nurse specialist. In addition, PIH Health Hospital - Whittier continues to support its Family Medicine Residency Program's Tropical Medicine track, with physicians traveling to impoverished countries to provide care and medications.

PIH Health Hospital - Downey and JWCH Institute, Inc. have partnered to open a Federally Qualified Health Center to serve uninsured and under-insured individuals in the Downey area. PIH Health Hospital - Downey has subsidized clinic lease and renovation costs and Physician Residents serve as the clinic's healthcare providers.

Purchased Services for At-Risk Patients

PIH Health Hospital - Whittier

As many uninsured and underinsured patients lack vital support needed in order to return home, PIH Health provides in-kind items such as durable medical equipment. Upon hospital discharge, physical, occupational, or speech therapies are also provided as needed, along with skilled nursing, mental healthcare services and charity medications.

Staff Service on Community Health-Related Boards/Committees

PIH Health Hospital - Whittier

Designated staff dedicate time to serving on boards or committees, such as the Los Angeles Breastfeeding Collaborative.

COMMUNITY–BUILDING ACTIVITIES

$45,560 **24 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. 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 Hospital - Whittier

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 designed to address identified needs. This effort – in part – contributed to Whittier being named as a finalist in the National Civic League's prestigious All-America City award.

COMMUNITY BENEFIT OPERATIONS

$421,266 **172 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 Operations

PIH Health Hospital - Downey, PIH Health Hospital - Whittier, PIH Health Physicians

The Community Benefit Department serves as the liaison for PIH Health's Community Benefit Oversight Committee and is charged with overseeing the development and advancement of PIH Health's Community Health Improvement Plan, measurement of program outcomes, reporting of hospital community benefit activities, conducting the hospital's community health needs assessment and establishment of valuable linkages with community partners. Additional departments throughout the organization support the reporting of community benefit and their time is captured within this category as well.

Leadership Journal

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.

Enterprise Leadership

Disaster Preparedness/Disaster Resource Center/Emergency Preparedness

PIH Health Hospital - Whittier 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. The hospital 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. As a DRC, PIH Health's Whittier campus is the umbrella hospital for 10 other local hospital facilities including PIH Health Hospital - Downey. In fact, toward the end of FY 13-14, the emergency preparedness efforts for the Whittier campus became a shared service for the entire PIH Health integrated delivery system (IDS). One of the first IDS-wide comprehensive emergency preparedness efforts was to assess and execute an Ebola Preparedness Plan aligned with recommendations from the Centers for Disease Control and Prevention.

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%. PIH Health has also continued to participate 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 steam and used by the hospital, helping to minimize harmful environmental waste.

In July 2014, PIH Health Hospital - Whittier also replaced high wattage light fixtures with LED fixtures, saving an amount of energy equivalent to taking 21 cars off the street and eliminating over 3 million pounds of greenhouse gases from the environment over the next 10 years.

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, preventative care, prevention-focused education and other important initiatives.

Department Leadership

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 past year, three PIH Health Pediatric offices distributed 6,396 new books to patients.

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 with clothes donated by PIH Health employees or purchased through PIH Health Foundation funds.

Every 15 Minutes Program

PIH Health joined the California Highway Patrol, Whittier Police Department, Santa Fe Springs Fire-Rescue, Los Angeles Coroner and local organizations and businesses to hold an Every 15 Minutes Program at Whittier's Pioneer High School. The program simulated a fatal crash scene and rescue to create awareness of the potentially dangerous consequences of driving under the influence of drugs or alcohol.

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 to needy people throughout the world.

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 2013-2014, PIH Health prepared daily meals for approximately 95 Whittier MOW clients and 45 Downey MOW clients, which were then delivered to individuals' homes by MOW volunteers. While the operating expenses of this service are subsidized by MOW, PIH Health assumed the start-up capital expenses related to equipment purchases.

Staff and Volunteer Leadership

PIH Health Volunteer Contributions

Some 1,232 PIH Health volunteers collectively contributed 111,717 hours of service, translating into $2,473,414 in savings for the organization.

Disaster Relief Efforts and Medical Missions

Deep Dudeja MD, Chair of the PIH Health Ophthalmology Department went on a medical mission to a pediatric camp in India, providing vision screenings to nearly 100 impoverished youth and conducting over 20 surgeries for patients with identified eye conditions. This mission was done in conjunction with the SEE International organization. Dr. Dudeja also served locally by providing free glaucoma screenings to seniors in Chino Hills and surrounding communities in collaboration with the Lions Club.

Dr. Yong Park, a PIH Health Radiologist, assisted with a medical mission to Nepal providing basic healthcare to the indigent living in remote areas of this country.

Dr. Kennith Thompson, PIH Health general surgeon, and Jana Burton RN assisted with a medical mission in an underserved region of the southern Philippines. The team performed thyroid resection and breast surgeries and a host of minor operations requiring local anesthesia for those most in need. Surgeries were performed at two local hospitals, one of which had been severely damaged by the prior year's typhoon. PIH Health donated medications and supplies.

Appendices

APPENDIX A

- Community Benefit Oversight Committee

APPENDIX B

- Key Community Partners

APPENDIX C

- About PIH Health

Appendix A

Community Benefit Oversight Committee

PIH Health's Community Benefit Oversight Committee (CBOC) is comprised of community stakeholders, including a public health representative. The CBOC 1) reviews and validates legal and regulatory compliance with respect to community benefit mandates, 2) reviews and validates that PIH Health's community benefit programs and services effectively meet identified community health needs, with emphasis on vulnerable populations, as an essential expression of PIH Health's charitable mission and 3) increases public awareness of community benefit activities and community value.

Current CBOC membership includes:

Marcus Alamillo
Field Representative
Assemblymember Cristina Garcia, CA 58th District

Ron Carruth EdD
Superintendent
Whittier City School District

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

Darren Dunaway
Associate Director
Human Services Association

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

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

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

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

Luz Perez
TLC Family Resource Center Coordinator
Downey Unified School District

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

Irene Redondo-Churchward
Representative
Community-at-Large

Raymond L. Schmidt PhD
Representative
Community-at-Large

Drew Sones
Member
PIH Health Board & PIH Health Physicians Board

Brenda Wiewel
Vice President of Behavioral Health and Special Programs
JWCH Institute, Inc.

Appendix B

Key Community Partners

PIH Health engages and partners with a wide variety of organizations 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

California State University schools
University of California schools
Community colleges
Occupational programs
School districts

Community–Based Organizations

Boys & Girls Club of Whittier
Community Advocates for People's Choice (CAPC, Inc.)
Help for Brain-Injured Children
Helpline Youth Counseling
Intercommunity Counseling Center
Interfaith Food Center
Los Angeles Centers for Alcohol & Drug Abuse (LA CADA)
Meals on Wheels (Area Cities)
Project Sister Family Services
Soroptimist International of Whittier
SPIRITT Family Services
Rotary Clubs (Various)
The Salvation Army of Whittier
The Whole Child
True Lasting Connections (TLC) Family Resource Center
Whittier Area Community Church – Health Partnership
Whittier Area First Day Coalition
Whittier Area Recovery Network
YMCA of Greater Whittier

Community Health Collaboratives

Activate Whittier
Healthy Los Nietos
Stay Healthy Downey

Faith–Based Organizations

First Baptist Church of Downey
Companerismo Cristiano Foursquare Church
Our Lady of Perpetual Help
St. Matthias Episcopal Church
Whittier Area Clergy Association
Whittier Area Evangelical Ministerial Association

Government / Business

Local Chambers of Commerce
Local City Governments*
County of Los Angeles
- Bell Gardens Library
- Community Resource Center (Santa Fe Springs)
- Department of Parks & Recreation
- Department of Public Health
- Service Planning Area 6 & 7 Councils
- Supervisor Don Knabe, Fourth District
- Supervisor Gloria Molina, First District

Cristina Garcia, Assemblymember, 58th Assembly District of CA
Linda T. Sanchez, Member of Congress, 38th District of CA
Lucille Roybal-Allard, Member of Congress, 34th District of CA

** 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
East Los Angeles Regional Center
Forensic Nurse Specialists (SART)
Gateway Connections (Council of Governments)
Health Insurance Counseling & Advocacy Program (HICAP)
Human Services Association
JWCH Institute, Inc.
Kaiser Permanente Downey Medical Center
Los Angeles Caregiver Resource Center
Los Angeles County Immunization Program
PATH Partners
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 2013-2014.

Additional Fact Sheets for PIH Health entities can be found at PIHHealth.org/FactSheets

FACT SHEET

PIH Health

James R. West, President and Chief Executive Officer
Kenton Woods, PIH Health Board of Directors Chair

12401 Washington Blvd. • Whittier, CA 90602
562.698.0811 • PIHHealth.org

PIH Health is a regional nonprofit healthcare delivery network that serves more than 2.1 million residents in Los Angeles and Orange Counties as well as the San Gabriel Valley region.

The fully integrated network, comprised of PIH Health Hospital - Whittier and PIH Health Hospital - Downey, features multiple outpatient medical offices, a multi-specialty medical group, home health and hospice care as well as heart, cancer, stroke, women's health and emergency services. PIH Health was recognized in 2014 for the second year by Truven Health Analytics and *Hospitals and Health Networks* as one of the nation's top hospital networks for quality, cutting-edge advancements and technology.

Quick Facts

PATIENT CARE IN 2013

	WHITTIER	DOWNEY
PIH Health Locations	2 hospitals, 22 medical offices	
Total Number of Licensed Hospital Beds	548	199
Service Area Population	2.1 million	
Employees (Including medical offices)	5,100+	
Physicians and Advanced Practice Professionals	815	
Medical Staff	577	400
Volunteers	1,019	377

Communities We Serve

- Artesia
- Bell
- Bellflower
- Bell Gardens
- Brea
- Cerritos
- Chino Hills
- Commerce
- Compton
- Cudahy
- Diamond Bar
- Downey
- Hacienda Heights
- Huntington Park
- La Habra
- La Habra Heights
- La Mirada
- La Puente
- Lakewood
- Los Angeles
- Lynwood
- Maywood
- Montebello
- Norwalk
- Paramount
- Pico Rivera
- Rowland Heights
- Santa Fe Springs
- South El Monte
- South Gate
- Walnut
- West Covina
- Whittier

Mission

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

Patients First.

Values

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.

Awards[1]

2014 Most Wired Award by *Hospitals and Health Networks* (also awarded in 2013)

2014 California Association of Physician Groups (CAPG) Standards of Excellence – Elite Status (also awarded in 2013 and 2012)[3]

2014 America's 100 Best Hospitals™ Award by Healthgrades

2014 Distinguished Hospital Award for Clinical Excellence™ by Healthgrades (also awarded from 2011-2013)

2013 Commission on Cancer Outstanding Achievement Award

2013 American Heart Association/ American Stroke Association's Get With The Guidelines® – Stroke Gold Plus Quality Achievement plus Target Stroke Honor Roll

2014 and 2013 100 Top Hospitals Award by Truven Analytics

2013 50 Top Cardiovascular Hospitals by Truven Analytics

2013 Path to Excellence Award by NRC Picker (also awarded from 2010-2012)[3]

2013 Association's Pay for Performance (P4P) Most Improved Award by Integrated Healthcare

2012 Gold recipient – Fit Company Awards by Healthyroads

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

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

Accreditations and Designations

Accreditation by The Joint Commission

Accreditation by Det Norske Veritas[2]

Designated Acute Stroke Receiving Center in Los Angeles (LA) County by the LA County Department of Health Services

Designated as a Breast Imaging Center of Excellence by the American College of Radiology

Designated Blue Distinction Center+ for Knee and Hip Replacement by the Blue Cross and Blue Shield Association

LA County Designated Disaster Resource Center

LA Designated Emergency Department Approved for Pediatrics (EDAP)[1]

LA County STEMI (ST Segment Elevation Myocardial Infarctions) Receiving Center (for heart attack patients)

2012 Advanced Certification and Accreditation by the Joint Commission as a Primary Stroke Center

2011 Accreditation for Breast MRI to the Patricia L. Scheifly Breast Health Center by the American College of Radiology

2013 Three-Year Accreditation with Commendation to the PIH Health Comprehensive Cancer Program by the Commission on Cancer (CoC) of the American College of Surgeons (ACoS)

Unless otherwise noted, the awards, accreditations and designations were granted to PIH Health Hospital - Whittier

1. PIH Health Hospital - Whittier and Downey
2. PIH Health Hospital - Downey only
3. PIH Health Physicians only

Community Benefit

Investment in community benefit programs and services is an integral part of PIH Health's charitable mission and we are a proud partner in our communities' health and wellness. PIH Health dedicates 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. These efforts are structured around the following three priority health areas in response to identified community needs:

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

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

Entities

PIH Health is a nonprofit, integrated health system governed by a volunteer Board of Directors, providing high-quality healthcare and includes the following entities:

PIH HEALTH HOSPITAL - WHITTIER

PIH Health Hospital - Whittier, formerly known as Presbyterian Intercommunity Hospital, began as a community hospital in 1959. As a 501(c)(3) nonprofit, 548-bed hospital, the Whittier campus has developed into a health system offering a multitude of services.

PIH HEALTH HOSPITAL - DOWNEY

PIH Health Hospital - Downey, formerly known as Downey Regional Medical Center, officially became part of PIH Health in October 2013. As a 501(c)(3) nonprofit, 199-bed hospital, the Downey campus has provided quality care in a welcoming environment for more than 90 years.

PIH HEALTH PHYSICIANS

A 501(c)(3) nonprofit medical group that is exclusively affiliated with PIH Health. The group is comprised of more than 150 primary care physicians and over 180 specialists that coordinate care from diagnosis to recovery.

PIH HEALTH HOME HEALTHCARE

Home Healthcare provides around-the-clock, quality care for patients in their own home. PIH Health Home Healthcare is certified by the Centers for Medicare and Medicaid Services, meeting all federal conditions of participation in the Medicare system.

PIH HEALTH FOUNDATION

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.

MAKE A DIFFERENCE TODAY!

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 and the wellness of our community, please visit or call PIH Health Foundation.

PIHHealth.org and click Donate Now | **562.698.0811 Ext. 81520**

PIH HEALTH

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PIHHealth.org

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