

**Methodist Hospital
Community Benefits Plan
Fiscal Year 2021**

Submitted to:

Department of Health Care Access and Information (HCAI)

Accounting and Reporting Systems Section

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Preface

In accordance with Senate Bill 697, Community Benefits Legislation, Methodist Hospital, a private not-for-profit hospital, submits this Community Benefits Plan for Fiscal Year 2021^a. Senate Bill 697 requires a not-for profit hospital in California to complete the following activities:

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

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

Introduction to Methodist Hospital

Methodist Hospital is a 348-licensed bed, not-for-profit community hospital located in Arcadia, California. Founded in 1903, Methodist Hospital is committed to providing excellent patient care delivered with compassion and respect. Methodist Hospital provides a wide range of clinical services that includes emergency services, diagnostic testing and imaging, inpatient and outpatient surgery, critical care, cardiac catheterization, cardiac surgery, neurosurgery, comprehensive stroke services (including neuro-interventional radiology), cancer services (including our GYN Oncology Institute and our Institute for Surgical Specialties), orthopedic surgery (including hip and knee replacement, fracture care, and spine surgery), maternity services, weight-loss surgery, physical therapy, acute physical rehabilitation, a wound healing center with hyperbaric oxygen therapy, and spiritual care. The Kathy Kredel Nursery School at Methodist Hospital is the longest-running, non-profit corporate nursery school in the United States, providing day care to the children of our physicians and staff. Methodist Hospital personnel includes: over 1,800 employees, over 700 medical staff members, 600 volunteers, and 20 Community Board members.

Methodist Hospital currently holds the following certifications, designations, awards and recognitions for clinical services:

Hospital

- Honored as Business of the Year by the Arcadia Chamber of Commerce and recognized for being an essential part of the well-being of the City of Arcadia and for dedication to the community especially during the COVID-19 pandemic
- Recognized by State Senator Susan Rubio, Assembly Member Ed Chau, Los Angeles County Supervisor Kathryn Barger, and the City of Arcadia for the hospital's outstanding efforts in serving the community by providing high quality health care services to patients throughout the COVID-19 pandemic
- Full Three-Year Hospital Accreditation from The Joint Commission
- Accredited Comprehensive Stroke Center Certification by DNV GL
- Honored as one of America's 100 Best Hospitals Award™ by HealthGrades based on excellent clinical outcomes and commitment to delivering the best patient care

- Top Performer on Key Quality Measures® program for treatment of Heart Attack, Heart Failure, Pneumonia, Stroke, Surgical Care, and Perinatal Care from The Joint Commission
- Recognized by the California Hospital Engagement Network (CALHEN) and the Hospital Quality Institute for dramatic reductions in infection rates, reflecting our facility's strict adherence to hospital safety codes and dedication to helping patients recover as quickly as possible

Bariatrics

- Accredited Comprehensive Center from the American Society for Metabolic and Bariatric Surgery (MBSAQIP)
- Center of Excellence for Bariatric Service from Optum and United Health Care
- Blue Distinction Center for Bariatric Surgery from Blue Cross Blue Shield Association

Cancer Care

- Comprehensive Community Cancer Center from the American College of Surgeons Commission on Cancer

Cardiology

- Top Performer on Heart Attack and Heart Failure by The Joint Commission
- Blue Distinction Center for Cardiac Care from Blue Cross Blue Shield Association
- High Performing Hospital for Heart Attack from U.S. News & World Report
- High Performing Hospital for Heart Bypass Surgery from U.S. News & World Report
- Cardiac Care Excellence Award™ by HealthGrades

Emergency Services

- Designated as an Emergency Department Approved for Pediatrics (EDAP) by Los Angeles County EMS
- Designated as a STEMI (heart attack) Receiving Center by Los Angeles County EMS
- Designated as a Comprehensive Stroke Center by Los Angeles County EMS

Gastroenterology

- Gastrointestinal Care Excellence Award™ by HealthGrades

Nephrology

- High Performing Hospital for Kidney Failure from U.S. News & World Report

Orthopedics

- Blue Distinction Center for Spine Surgery from Blue Cross Blue Shield Association
- Blue Distinction Center+ for Hip & Knee Replacement from Blue Cross Blue Shield Association

Pulmonary Medicine

- Pulmonary Care Excellence Award™ by HealthGrades
- High Performing for Chronic Obstructive Pulmonary Disease from US News & World Report
- High Performing for Pneumonia from US News & World Report

Rehabilitation

- Named to America's Best Physical Rehabilitation Centers for inpatient rehabilitation facilities by Newsweek and Statista Inc.

Stroke Care

- High Performing Hospital for Stroke from US News & World Report
- Neurosciences Excellence Award™ by HealthGrades
- Cranial Neurosurgery Excellence Award™ by HealthGrades
- Stroke Care Excellence Award™ by HealthGrades
- America's 100 Best Hospitals for Stroke Care Award™ by HealthGrades
- Designated by the American Stroke Association/American Heart Association Get With The Guidelines® - Stroke Gold Plus Quality Award with Honor Roll-Elite and Target: Type 2 Diabetes Honor Roll

Methodist Hospital continues to expand its presence on the Internet that includes a website dedicated to providing health news and information, educational videos, and virtual tours for

patients, employees, physicians, volunteers, and visitors, in addition to convenient services such as a free physician referral, online class registration, and online bill payment. Methodist Hospital also publishes news and information on social media, via Facebook, Twitter, WeChat, YouTube, Pinterest, LinkedIn, and Yelp to inform the community about hospital services and events.

Thank You to Our Community

2021 marked another challenging year for Methodist Hospital and our community as the COVID-19 pandemic continued and we faced new variants of the virus. Throughout the year, Methodist Hospital provided key resources to help keep our community safe, including vaccine clinics, testing, and educational events on the importance of using masks and practicing social distancing. Additionally, Methodist Hospital has implemented SwipeSense Technology for Contact Tracing and Hand Hygiene Monitoring to further ensure the safety of patients and hospital staff during the remainder of the COVID-19 crisis, and beyond.

We are ever grateful to those in our community – elected officials, business owners, community leaders, and residents – who continue to respond generously with donations of needed supplies and financial support during the COVID-19 pandemic. Their ongoing generosity enables the hospital to continue to provide uninterrupted, high quality services while helping to effectively protect patients, physicians, and hospital staff, and to help reduce the spread of infection throughout our community.

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Section 1: Executive Summary

Mission Statement

To provide high-quality healing services while caring for the patient's emotional and spiritual needs and enabling them to achieve health for life.

Definition of Community in the 2019 Community Health Needs Assessment

For purposes of this health needs assessment, Methodist Hospital defines its service area to include the following ZIP Codes and communities:

Service Area Definition

Methodist Hospital Service Area

2019

ZIP Code	Community
91006	Arcadia
91007	Arcadia
91008	Bradbury
91010	Duarte
91016	Monrovia
91024	Sierra Madre
91001	Altadena
91104	Pasadena
91107	Pasadena
91702	Azusa
91706	Baldwin Park
91731	El Monte
91732	El Monte
91733	South El Monte
91741	Glendora
91770	Rosemead
91775	San Gabriel
91776	San Gabriel
91780	Temple City
91801	Alhambra

Source: Methodist Hospital 2019 inpatient data analysis.

Note: Methodist Hospital is located in Arcadia ZIP Code 91007

Findings from 2019 Community Health Needs Assessment

Methodist Hospital service area population (2019) is estimated at 783,391. The population in the service area is forecast to increase 2.5 percent by 2024, to 803,197. Growth projections for households and families are estimated to increase 2.7 percent and 2.6 percent, respectively. When comparing the service area to Los Angeles County, the service area has a higher proportion of the following: residents age 55 years and older, Asian/Native Hawaiian or Pacific Islander (AHPI) residents; persons speaking Asian or Pacific Island language at home, persons 16 years and older not in the labor force, households with 3 or more persons, households with children under 18 years of age, and owner occupied households.

When comparing health indicators for the San Gabriel Valley (Service Planning Area 3) and/or Methodist Hospital service area to Healthy People 2020 National Objectives, opportunities to improve health services exist among the following groups: non-elderly persons with health insurance, persons with a usual source of ongoing care, persons experiencing delays in getting medical care, persons experiencing delays in getting prescription medicines, seniors who received a flu shot in the past year, and seniors diagnosed with high blood pressure.

Following analysis of the 2019 Community Health Needs Assessment, the following were identified as the community's top health issues (based on frequency of mention): access to health services, continuity of care, and health conditions and disability related to diabetes, high blood pressure, heart disease and stroke, cancer, mental health and dementia, and influenza and pneumonia (seasonal emphasis).

The 2019 Community Health Needs Assessment identified the following two significant priority health needs:

- Access to health services for adults
- Disease prevention and health promotion addressing diabetes, heart disease, high blood pressure, obesity, cancer, and Alzheimer's disease

Objectives Addressed in the Community Benefits Plan

During Fiscal Year 2021, Methodist Hospital pursued the following objectives in its community benefits plan:

1. To continue to increase access to health care services for the community.
2. To continue to provide health education, support, and screening services for the public based on important health conditions, such as diabetes, heart disease, cancer, and COVID-19.

Community Benefits Plan Activities

In Fiscal Year 2021, Methodist Hospital provided a variety of programs and services in support of these objectives. Some of the services provided were: operating a 26-bed EDAP-certified emergency department 24-hours a day, providing charity care for patients without the ability to pay for necessary treatment, absorbing the unpaid costs of care for patients with Medi-Cal, absorbing the unpaid costs of care for patients with Medicare, operating essential community services, such as maternity and NICU, at a loss; providing free physician referrals to the community, providing health education, support and screening programs on a variety of topics (including COVID-19); providing health education, information and web site services in English and Chinese (Mandarin); conducting free blood pressure and Body Mass Index screenings, including access to a local mall kiosk (limited in time due to Safe at Home orders during the COVID-19 pandemic); a dedicated Senior Services program of health education classes and screenings; and a Health Ministries program that assists local congregations to provide guidance, support, and resources to parish nurses and health cabinets.

Economic Value of Community Benefits Provided

The economic value of community benefits provided by Methodist Hospital in Fiscal Year 2021 is estimated at **\$49,814,845**.

Section 2: Mission, Vision, and Core Values

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

Our Mission

To provide high-quality healing services while caring for the patient's emotional and spiritual needs and enabling them to achieve health for life.

Revised December 2012

Our Vision

To provide an exceptional patient experience through compassionate care and create life-long relationships by changing the way health and health care are delivered in our community. To meet these goals, we instill core values into our staff that keep us focused on the excellent care we aim for.

Our Core Values

INTEGRITY – We are open, honest and trustworthy. We live our values.

RESPECT – We treat each other with dignity and value the ideas and perspectives each individual brings.

ACCOUNTABILITY – We take full ownership of our actions and their outcomes.

INNOVATION – We embrace new ideas and thinking to improve what we do.

SAFETY – We put safety first, for our patients, their families and all who work here.

EXCELLENCE – We advance health through the continuous pursuit of evidence-based, coordinated care.

Section 3: 2019 Community Health Needs Assessment Summary¹

Process and Methods

The 2019 community health needs assessment brings together a variety of demographic and health data and information, gathered from both primary and secondary data sources.

The first phase of the community health needs assessment involved collection and analysis of numerous demographic and health status and data and information for Methodist Hospital Service Area and Service Planning Area (SPA) 3 – San Gabriel Valley. The following types of data were analyzed: population, household and family demographics; birth statistics, death statistics, designated Health Professional Shortage Areas, large-scale household telephone surveys designed to measure health access, utilization of health services, and health behaviors. Wherever possible, the SPA 3 or Los Angeles County health experience was benchmarked to Healthy People 2020 objectives. In addition, to assist with providing context to the demographics, Methodist Hospital Service Area is compared to Los Angeles County.

The second phase of the needs assessment focused on qualitative primary research. Representatives from Methodist Hospital agreed that telephone interviews with health department contacts and representatives from public and private organizations would be a cost-effective approach to gain an understanding of important health issues and potential opportunities to collaborate with these organizations.

Service Area Determination

Note: Determination of service area updated based on 2019 inpatient origin analysis

Methodist Hospital used the Stark II definition – the lowest number of contiguous ZIP Codes from which the hospital draws at least 75 percent of its inpatients – to determine its geographic service area for purposes of the 2019 Community Health Needs Assessment. Using hospital data, there were 20 ZIP Codes from which the hospital drew 75 percent its admissions.

¹ Methodist Hospital 2019 Community Health Needs Assessment can be found on the hospital website at: <https://www.methodisthospital.org>

Service Area Definition and Description

Note: Findings are based on 2019 demographic estimates

Service Area Definition

Methodist Hospital Service Area

2019

ZIP Code	Community
91006	Arcadia
91007	Arcadia
91008	Bradbury
91010	Duarte
91016	Monrovia
91024	Sierra Madre
91001	Altadena
91104	Pasadena
91107	Pasadena
91702	Azusa
91706	Baldwin Park
91731	El Monte
91732	El Monte
91733	South El Monte
91741	Glendora
91770	Rosemead
91775	San Gabriel
91776	San Gabriel
91780	Temple City
91801	Alhambra

Source: Methodist Hospital 2019 inpatient data analysis.

Note: Methodist Hospital is located in Arcadia ZIP Code 91007

The service area population (2019) is estimated at 783,391. The population in the service area is forecast to increase 2.5 percent in the next five years, to 803,197. Growth projections for households and families are estimated to increase 2.7 percent and 2.6 percent, respectively. The following table summarizes the service area population, households, and families as well as the percent change projected for 2024 (over a five-year period).

Summary of Population, Households and Families

Methodist Hospital Service Area

2019

Description	Number		Percent Change From 2019 to 2024
	2019	2024	
Demographics			
Population	783,391	803,197	2.5%
Households	239,799	246,228	2.7%
Families	181,375	186,090	2.6%

Source: Claritas

To assist with providing context to the service area demographics, key statistics are compared to Los Angeles County for 2019 in the following table. Of note, in comparison to Los Angeles County, Methodist Hospital service area has a higher proportion of:

- Persons age 55 years and older
- Persons of Asian race
- Persons speaking an Asian or Pacific Island language
- Persons 16 years and older not in the labor force
- Households with 3 or more persons
- Households with children under 18 years of age
- Owner-occupied households

Summary of Demographic Highlights

Methodist Hospital Service Area Compared to Los Angeles County

2019

Indicator	Percent	
	Service Area	LA County
5-Year Change (2019 to 2024)		
Population	2.5%	3.0%
Households	2.7%	3.1%
Families	2.6%	3.0%
Age Group		
0 to 4 Years	5.8%	6.1%
5 to 9 Years	5.9%	6.1%
10 to 14 Years	5.9%	6.0%
15 to 17 Years	3.8%	3.8%
18 to 20 Years	3.8%	3.9%
21 to 24 Years	5.2%	5.4%
25 to 34 Years	14.3%	15.5%
35 to 44 Years	13.1%	13.9%
45 to 54 Years	13.6%	13.4%
55 to 64 Years	13.0%	12.0%
65 to 74 Years	9.0%	8.0%
75 to 84 Years	4.4%	3.9%
85 Years and Older	2.1%	1.8%
Race/Ethnicity		
White	17.7%	25.7%
Black	2.9%	7.8%
American Indian/Alaskan Native	0.1%	0.2%
Asian	33.0%	14.7%
Native Hawaiian/Pacific Islander	0.1%	0.2%
Hispanic	44.3%	48.9%
Some Other Race	0.2%	0.3%
Two or More Races	1.7%	2.3%
Language Spoken at Home by Persons 5 Years and Older		
English Only	35.0%	43.1%
Spanish	33.9%	39.4%
Asian or Pacific Island language	28.1%	10.9%
European language	2.5%	5.4%

Indicator	Percent	
	Service Area	LA County
Other language	0.5%	1.1%
Employment Status of Persons 16 Years and Older		
In Labor Force, Employed	58.1%	59.6%
In Labor Force, Unemployed	3.8%	4.5%
In Armed Forces	0.0%	0.0%
Not in Labor Force	38.1%	35.8%
Household Size		
1-Person	18.7%	24.5%
2-Persons	25.1%	26.2%
3-Persons	18.1%	16.3%
4-Persons	16.7%	14.8%
5-Persons	9.9%	8.8%
6-Persons	5.4%	4.6%
7 or more Persons	6.1%	5.0%
Households by Presence of Children Under 18 Years of Age		
No Children Under 18 Years Present	59.7%	62.4%
Children Under 18 Years Present	40.3%	37.6%
Household Income		
Under \$15,000	8.5%	10.2%
\$15,000 to \$24,999	9.1%	9.0%
\$25,000 to \$34,999	8.1%	8.3%
\$35,000 to \$49,999	11.5%	11.6%
\$50,000 to \$74,999	15.9%	15.4%
\$75,000 to \$99,999	12.1%	11.7%
\$100,000 to \$124,999	9.5%	9.1%
\$125,000 to \$149,999	7.0%	6.6%
\$150,000 to \$199,999	7.6%	7.3%
\$200,000 to \$249,999	3.9%	3.8%
\$250,000 to \$499,999	4.4%	4.4%
\$500,000 and over	2.1%	2.5%
Owner-Occupied and Renter-Occupied Housing Units		
Owner-Occupied	55.8%	47.4%
Renter-Occupied	44.2%	52.6%

Source: Claritas

Health Access and Utilization

Note: Findings are based on the 2017 California Health Interview Survey for SPA 3

When comparing health access and utilization indicators in SPA 3 to Healthy People 2020 objectives, SPA 3 did not meet the objectives related to: medical insurance for persons under age 65 (insured all of part of the year), usual source of ongoing care, and delays in getting medical care.

Summary of Health Access and Utilization Indicators

SPA 3 Compared to Healthy People 2020 Objectives

2017

Indicator	Healthy People 2020 Objective	SPA 3 San Gabriel Valley
Health Access		
Insured All or Part of Year Age 0 to 64 Years	100%	94%
Usual Source of Ongoing Care All Ages	95%	87%
Delays in Getting Medical Care All Ages	4.2%	9.1%

Source: UCLA Center for Health Policy Research

Mortality

Note: Findings are based on deaths among residents of the service area in 2016 and three-year averages of deaths that occurred among residents of Los Angeles County during 2015 through 2017

In 2016, there were 4,910 deaths in Methodist Hospital service area. Heart disease and cancer were the top two leading causes of death in the service area, accounting for 50 percent of all deaths. Of note, coronary heart disease is not only the leading cause of death in Methodist Hospital Service Area (2016) but was also the leading cause of premature death in Service Planning Area 3. Other leading causes of death in the service area are summarized in the table below.

Profile of Deaths, Ranked By Select Leading Causes of Death

Methodist Hospital Service Area

2016

Select Leading Cause of Death	Number	Percent
Heart Disease	1,237	25.2%
Cancer (All Types)	1,214	24.7%
Stroke	291	5.9%
Alzheimer's disease	285	5.8%
Chronic Lower Respiratory Disease	268	5.5%
Influenza and Pneumonia	203	4.1%
Diabetes	197	4.0%
Unintentional Injuries (All Types)	178	3.6%
Chronic Liver Disease and Cirrhosis	106	2.2%
Essential Hypertension & Hypertensive Renal Disease	101	2.1%
Nephritis, Nephrotic Syndrome and Nephrosis	70	1.4%
Suicide	49	1.0%
All Other	711	14.5%
All Causes of Death	4,910	100.0%

Source: California Department of Public Health

When comparing age-adjusted death rates in Los Angeles County to Healthy People 2020 objectives, Los Angeles County experienced lower death rates in all leading causes of death than the stated target rates, with the exceptions of homicide and chronic liver disease and cirrhosis.

Summary of Age-Adjusted Death Rates by Cause of Death

Los Angeles County Compared to Healthy People 2020 Objectives

Three-Year Average (2015 to 2017)

Indicator	Healthy People 2020 Objective	Los Angeles County
Health Status		
Coronary Heart Disease	103.4	101.7
Stroke	34.8	34.0
Cancer (All Sites)	161.4	132.8
Lung	45.5	24.8
Colorectal	14.5	13.1
Prostate	21.8	19.2
Female Breast	20.7	18.5
Chronic Pulmonary Diseases	None	28.2
Influenza/Pneumonia	None	18.7
Diabetes	N/A	22.9
Unintentional Injuries (All Types)	36.4	23.7
Motor Vehicle Accidents	12.4	7.9
Homicide	5.5	6.1
Alzheimer's disease	None	35.6
Suicide	10.2	8.0
Chronic Liver Disease and Cirrhosis	8.2	13.2

Notes:

*Rates are per 100,000 persons and are standardized to the 2000 U.S. Standard Million population
Healthy People 2020 Chronic pulmonary disease death rate is for the population age 45 years
and older; data for the entire population is not comparable*

*Healthy People 2020 objective is based on both underlying and contributing cause of death which
requires use of multiple cause of death files; California's data exclude multiple/contributing causes
of death*

Source: California Department of Public Health

Maternal and Infant Health

Note: Findings are based on live births that occurred in Methodist Hospital service area during 2015 to 2017, three-year averages of pregnancy and birth outcomes that occurred among residents of Los Angeles County during 2015 to 2017, and three-year averages of infant mortality during 2014 to 2016

On average, there were 9,352 live births a year in Methodist Hospital's service area during the three-year period from 2015 through 2017.

Number of Live Births

Methodist Hospital Service Area
Three-Year Average (2015 to 2017)

Year	Number of Births
2015	9,563
2016	9,506
2017	8,986
Three-Year Average	9,352

Source: California Department of Public Health

When comparing maternal and infant health indicators in Los Angeles County to Healthy People 2020 objectives, Los Angeles County met all of the objectives.

Summary of Maternal and Infant Health Indicators

Los Angeles County Compared to Healthy People 2020 Objectives
Three-Year Averages (2015 to 2017) and (2014 to 2016)

	Healthy People 2020 Objective	Los Angeles County
Pregnancy/Birth Outcomes		
Early Prenatal Care	77.9%	84.8%
Low Birth Weight Infants	7.8%	7.2%
Infant Outcomes (2014 to 2016)		
Infant Mortality	6.0	4.3

Source: California Department of Public Health

Adult Health

Note: Findings are based on 2017 California Health Interview Survey for SPA 3

When comparing adult health indicators in SPA 3 to Healthy People 2020 objectives, though SPA 3 did not meet the health access objectives related to medical insurance (insured all or part of the year) and usual source of ongoing care, SPA 3 did meet the objectives for all stated targets regarding health behaviors.

Summary of Adult Health Indicators
SPA 3 Compared to Healthy People 2020 Objectives
2017

Indicator	Healthy People 2020 Objective	SPA 3 San Gabriel Valley
Health Access		
Insured All or Part of Year	100%	91%
Usual Source of Ongoing Care	89.4%	83.3%
Health Behaviors		
Healthy Weight	33.9%	42.9%
Obese	30.5%	22.3%
Diagnosed with High Blood Pressure	26.9%	21.7%
Currently Smoke Cigarettes	12.0%	9.3%

Source: UCLA Center for Health Policy Research

Senior Health

Note: Findings are based on 2017 and 2016 California Health Interview Survey for SPA 3

When comparing senior health indicators in SPA 3 to Healthy People 2020 objectives, SPA 3 did not meet the objectives related to flu shot received in past year, healthy weight, and diagnosed with high blood pressure.

Summary of Senior Health Indicators

SPA 3 Compared to Healthy People 2020 Objectives

2017 and 2016

Indicator	Healthy People 2020 Objective	SPA 3 San Gabriel Valley
Health Access (2016)		
Flu Shot in Past Year	90%	67%
Health Behaviors		
Healthy Weight	33.9%	35.8%
Diagnosed with High Blood Pressure	26.9%	67.9%

Source: UCLA Center for Health Policy Research

Community Consultation

Note: Findings are based on surveys and interviews with community leaders and representatives of public organizations in the San Gabriel Valley conducted over a five-week period beginning in mid-September 2019.

Several of those interviewed complimented Methodist Hospital on its efforts to provide healthcare services to the community, commenting that “the Hospital is doing a lot now” and “doing a great job with community outreach and cancer awareness programs” through efforts such as participation in health fairs and partnerships with area community and senior centers.

The following were identified as the community’s top health issues (based on frequency of overall mention):

- Access to health services and continuity of care
 - Lack of health insurance and cost of care
 - Insurance plans accepted by providers
 - Cost and timeliness of obtaining services and medications
 - Use of 911 and hospital emergency rooms
 - Difficulties receiving ongoing care due to lack of transportation, language barriers, costs of services and medications, and long wait times
 - Difficulties navigating the healthcare system
 - Lack of awareness of availability of needed health services
 - Shortage of specialty physicians
- Health conditions and disability

Many of those interviewed identified the importance of health awareness, education, disease prevention, and medications management. In addition, several of those interviewed during the community consultation highlighted challenges related to age (older adults), gender, race/ethnicity, and cultural and generational differences in managing health conditions and disabilities. The following health conditions were specifically identified as particularly prevalent across the community:

- Diabetes
- High blood pressure
- Heart disease and stroke
- Cancer
- Mental health and dementia

- Influenza and pneumonia (seasonal emphasis)

According to many of those interviewed, persons of all ages across the greater San Gabriel Valley, regardless of income or racial/ethnic and cultural backgrounds are affected by these health issues.

Specific demographic sectors most affected and identified by the interviewees:

- Lower socioeconomic status
- Lower educational attainment
- Chinese immigrant families with limited English proficiency
- Spanish-speaking persons
- Racial and ethnic minorities – Asians, Latinos, and African Americans

Participants in the community consultation identified specific actions that could be undertaken to address health issues, including:

Access to Health Services and Continuity of Care

- Financial assistance (including reduced costs)
- Reduced paperwork and duplication
- More effective and efficient coordination of community resources for vulnerable communities
- Reduce defensive medicine that is practiced in response to medical liability issues
- Use of health navigators
- Improve access to care e.g., transportation and language services
- Public education on topics such as financial assistance and insurance copayments/deductibles

Health Conditions and Disability

- Additional partnering of healthcare organizations with community organizations to bring needed programs and services to community places
- Identify and address root causes of health conditions and disability
- Promote awareness of healthy lifestyles, including staying physically active, eating properly, flu shots, stress management, and when to go to the doctor
- Provide communication on when and what cancer sites to be screened for
- Increase awareness of supplemental food programs for school-age children
- Reach out to underserved geographic areas in the San Gabriel Valley
- More information, education, health fairs, and events in Chinese (e.g., speaking engagements, seminars, workshops, health newsletters, and websites)

- Outreach and materials that are culturally sensitive to the Asian community
- Additional community outreach to PTAs, work places, and churches/temples
- Conduct more activities consistent with healthcare awareness calendar
- More opportunities in the community to check blood pressure
- Additional psychosocial support for cancer patients, families, and caregivers
- Provide mental health services that address prevention, healing, and stress management

Participants in the community consultation offered the following suggestions for collaborative roles or actions for Methodist Hospital:

- Recruit more staff, liaisons, and volunteers that speak Mandarin
- Offer assistance with health insurance plan signups
- Increase outreach to women
- Offer comprehensive women's health services to include physical, mental, dental, and preventive care (e.g., mammograms, osteoporosis, pap smears)
- Continue outreach to senior centers to address health conditions and disability
- Partner more with government, non-profits, and community organizations
- Increase efforts to identify individuals with high blood pressure
- Offer diabetes clinics
- Provide education and awareness programs to prepare patients for physician visits, use of emergency rooms, and paramedics (911)
- Better electronic communication with other healthcare entities to reduce unnecessary efforts
- Offer telemedicine services
- Provide in-home post hospital follow-up services (by nurse practitioners and physician assistants)

Specific to Cancer:

- Transportation services
- Resources in various languages
- Interpreters
- Patient navigators, nurses, MDs, and social workers to address full spectrum of care
- Education and awareness programs for various cancer sites, such as breast, colorectal, gynecological
- Low cost or free cancer screenings for a limited number of people (such as first 100 people)
- Cancer Resource Center to provide information about financial assistance programs and foundations

Process and Criteria Used

In preparing its 2019 Community Health Needs Assessment, Methodist Hospital combined quantitative data about service area demographics, availability of health insurance, access to and utilization of key services, health status, and health behaviors with qualitative data, including opinions from community leaders regarding important health issues.

The following criteria were used to identify and prioritize significant health needs in the community:

- Healthy People 2020 metrics
- Number of persons affected
- Identification and/or validation as an important health issue by community leaders
- Identified by community organizations as an opportunity to work collaboratively to address health issue

Significant Priority Health Needs Identified

- Access to health services and continuity of care
- Disease prevention and health promotion

Health Facilities and Other Resources

The following health facilities and other resources are located in the ZIP codes of Methodist Hospital's service area:

- 12 open hospitals (ten general acute care hospitals and two acute psychiatric hospitals)
- 29 licensed free and community clinics
- 2 licensed rehabilitation centers (specialty clinics)
- 12 senior centers

Section 4: Community Benefits Planning Process and Objectives

Following completion of its 2019 Community Health Needs Assessment, Methodist Hospital continued to implement programs and services in response to identified community health needs, in context with the hospital's mission and expertise.²

A Senior Vice President oversees the hospital's Community Benefits Plan as well as community outreach programs and services. A manager of community outreach, a community outreach coordinator, a community outreach dietitian, and the director of marketing are actively responsible for the planning, coordination, staffing, marketing, and evaluation of many community outreach programs and services, in conjunction with other departments such as cardiology, spiritual care, and maternity services. Prior to submittal of the community benefits plan to the Department of Health Care Access and Information (HCAI), this Community Benefits Plan was reviewed and approved by Methodist Hospital senior management.

To prepare this community benefits plan, the hospital distributed community activity forms and logs to staff in a variety of hospital departments. These activity forms are to record information regarding the event/project, date of event, location of event, name of the event coordinator, department, cost center, services provided, and number served. In addition, the hospital's Finance Dept. provided information on public insurance program reimbursement shortfalls, charity care, average hourly rate, as well as certain cost center and department-specific data. The following departments provided information and/or completed community activity reports: Finance, Community Outreach, Marketing and Communication, Cardiology, Bariatrics, Maternal Child Health, Health Ministries, and Pastoral Care.

During Fiscal Year 2021, Methodist Hospital pursued the following objectives in its community benefits plan:

1. To continue to increase access to health care services for the community.
2. To continue to provide health education, support, and screening services for the public based on important health conditions, such as diabetes, heart disease, cancer, and COVID-19.

² Methodist Hospital completed its 2019 Community Health Needs Assessment (CHNA) and associated Implementation Plans for 2020, 2012, and 2022. These documents are available on the hospital's website: <https://www.methodisthospital.org>.

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

Section 5: Community Benefits Plan Update

This section includes a description of programs and services provided by Methodist Hospital, as well as measurements of key outcomes accomplished in Fiscal Year 2021. Programs and services are organized in response to the two priority health needs identified in **Section 4**.

Access to Health Care Services

Methodist Hospital community benefit services include: operating a 26-bed EDAP-certified emergency department 24-hours a day (41,222 visits in 2021), providing charity care for patients without the ability to pay for necessary treatment (1,927 patients served), absorbing the unpaid costs of care for patients with Medi-Cal (17,506 patients served), and absorbing the unpaid costs of care for patients with Medicare (25,140 patients served). Given the importance of providing expert health care for our community, Methodist Hospital also operated several essential hospital services at a financial loss, including: Maternal Child Health program and specialized oncology services.

To assist area residents with finding physicians, Methodist Hospital continues to offer a free Physician Referral Line. Consumers may telephone 888-388-2838 to speak directly with a dedicated physician referral center representative (725 callers referred in Fiscal Year 2021) or search for a physician on the hospital web site (8,448 online referrals). Physician referrals are fulfilled based on desired physician specialty, location, gender, language, or office hours; and/or accepted insurance (including Medi-Cal and senior health insurance plans). In addition, to assist Chinese-speaking community members, Methodist Hospital offered a dedicated Chinese Hot Line where callers can obtain physician referrals, information about hospital services, information regarding virtual maternity tours and classes (such as date/time and how to register), and information about community events, such as screenings and informational lectures, and COVID-19 hospital guidelines and visitation policy, vaccinations, and testing policy. The hospital's Chinese language hot line served approximately 500 callers in Fiscal Year 2021.

Methodist Hospital's Health Ministries (Parish Nurse) program develops and supports holistic health programs in faith communities. Now in its 25th year, Methodist Hospital provides free education and training, information and resources in the areas of wellness promotion and disease prevention, plus flu shots to improve the health of our community. In Fiscal Year 2021, Methodist

Hospital continued its formal Health Ministries program with six churches and one retirement community having Faith Community volunteer nurses. The Health Ministries program operated at the following locations: Holy Angels Catholic Church (located in Arcadia), Church of the Good Shepherd United Methodist (Arcadia), First United Methodist Church (Temple City), Faith United Methodist Church of San Gabriel Valley (Temple City), Mission Community United Methodist Church (Rosemead), True Light Presbyterian Church (Alhambra); and Westminster Gardens, a retirement community located in Duarte. In addition, Methodist Hospital has a relationship with three “limited” partners (there is no parish nurse commitment), providing education and information as well as health-related speakers – via Zoom – for meetings to the following churches: Arcadia Community Church, Santa Anita Church (located in Arcadia), and Saint James Methodist Church (Pasadena). Throughout the year, the Parish Nurse program remained in constant communications with members, regarding questions about COVID-19, including regular updates with infectious disease physicians.

In Fiscal Year 2021, the Director of Spiritual Care at Methodist Hospital conducted a weekend Health Ministries retreat on March 19 through March 21 at WorldMark Resort in Indio; hosted two Health Ministries meetings for faith community nurses (on November 9 and December 13); and conducted numerous email outreach, phone, and Zoom engagements with parish nurses. Several of the challenges experienced in light of COVID-19 were that many church members were elderly and did not own computers, difficulties getting congregants familiar with how to join Zoom meetings, and churches struggled with decisions about if and when to hold services and how to keep persons safe.

In Fiscal Year 2021, representatives from Methodist Hospital, continued working with the Health Consortium of Greater San Gabriel Valley, along with five other member not-for-profit hospitals and two public agencies. The hospitals work together to share data and streamline the development of their respective 2022 Community Health Needs Assessments as well as to develop a coordinated set of strategies that address regional priorities that have emerged since prior community health needs assessments. Areas of emphasis include food insecurity, case management for homeless patients, and recuperative care.

Disease Prevention and Health Promotion

In Fiscal Year 2021, Methodist Hospital offered health education and information, support, and screening services for the public in many different areas, including maternal child health, heart disease and stroke, diabetes, and COVID-19, as well as targeted services for seniors. Information about these events was made available through social media, the hospital's website (including a calendar of events, list of hospital services, and a health encyclopedia), and hospital mailers distributed to targeted households across the hospital's service area.

Methodist Hospital's maternity service handles patient needs and emergencies as they arise with a multidisciplinary team consisting of physicians, nurses, respiratory therapists, social workers, pharmacists, dietitians and occupational therapists. Our maternal child health department features nine labor/delivery/recovery suites, four labor rooms, two operating rooms, a Newborn nursery, a 17-bed Level II Neonatal Intensive Care Unit, and a 24-bed couplet care unit designed for Family Centered Care featuring 24-bed couplet care unit designed for family centered care, featuring twenty private rooms and two semi-private rooms.

A comprehensive offering of free maternity orientations/tours and nominally priced classes is offered year-round. Information about maternity offerings was available by contacting the Maternity Education Office at 1-800-950-BABY, email at MaternityDept@methodisthospital.org and/or online via event search for Maternity and Baby Classes. In Fiscal Year 2021, class offerings, featured virtual offerings, including: Virtual Tours, Prepared Childbirth (75 total sessions – 48 weekday sessions and 27 weekend), Baby Care and Soothing (51 total sessions – 24 weekday sessions and 27 weekend sessions), and Breastfeeding Class (39 total sessions – all weekday sessions). A free weekly 1-hour breastfeeding support group, "Mommy & Baby Bistro," was available to the community in 2021, with virtual meetings on Wednesdays (218 virtual visits).

Methodist Hospital's highly specialized cardiovascular services include the availability of a cardiac care team 24-hours a day, seven days a week; dedicated handling of STEMI patients in the hospital's emergency department, three cardiac catheterization laboratories where physicians perform coronary angioplasty, PTCA, cardiac stenting, pacemaker and AICD insertion, electrophysiology studies, and carotid artery stenting. Open-heart surgery and valve replacement are performed in two dedicated operating rooms. Methodist Hospital also provides specialized care for cardiovascular patients three units — intensive care, coronary care, and cardiac patient care —

depending on the needs of the patient, and provides inpatient and outpatient cardiac rehabilitation programs.

For the health and safety of community members, support group meetings were held virtually in 2021. Beginning in February, a Stroke and Brain Injury Support Group – open to any stroke or brain injury survivor or care partner in the community – met monthly on the second Wednesday of the month, from 2 PM to 3 PM (attended by 102 persons).

In Fiscal Year 2021, Methodist Hospital sponsored a Heart Check Center™ kiosk at the Westfield Santa Anita Mall in Arcadia, providing free blood pressure and Body Mass Index (BMI) testing, as well as free health information. During 2021, with shortened availability due to COVID-19 precautions, mall visitors accessed the kiosk for approximately 256 blood pressure screenings and 313 BMI screenings. Of note, 19% of males testing their blood pressures had normal readings, while 81% of males testing their blood pressure had elevated, hypertensive Stage 1 and Stage 2+ readings. Among females, 31% testing their blood pressures had normal readings, while 69% testing their blood pressure had elevated, hypertensive Stage 1 and Stage 2+ readings. If desired, the kiosk also allows participants to confidentially email their personal results, and access assistance in finding a physician.

In addition, staff at Methodist Hospital provided informational lectures at various community and virtual events throughout the year (listed in chronological order):

- January 26: Virtual talk on Well Woman Care during COVID-19 pandemic (222 persons attended)
- March 6: Virtual talk on COVID-19 Latest Treatments and Vaccinations (170 persons attended)
- March 10: United Health Care new member orientation – Mandarin (10 persons attended)
- April 7: United Health Care new member orientation – Mandarin (11 persons attended)
- April 8: United Health Care new member orientation – Cantonese (9 persons attended)
- May 5: United Health Care new member orientation – Mandarin (8 persons attended)
- May 13: United Health Care new member orientation – Cantonese (6 persons attended)
- July 8: Virtual talk on Lose Weight, Gain Health (95 persons attended)
- July 27: Crime Prevention and Community Safety Talk at Methodist Hospital (64 persons attended)
- August 28: Virtual talk on AFib in Mandarin (210 persons attended)
- October 16: Mount Wilson Trail Race 2021 in Sierra Madre (520 persons attended)

- October 23: Virtual talk on COVID-19 Booster Shots and the Flu Season (272 persons attended)
- October 23: World Journal Senior Health and Wellness Expo at El Monte Taipei Cultural Center (650 persons attended)
- October 29: Halloween Haunting in downtown Arcadia (640 persons attended)
- November 9: Flu Shot Clinic at Arcadia Community Center (25 persons attended)
- November 12: Southern California Women's Conference at Pasadena Hilton and online (800 persons attended)
- December 2: Flu Shot Clinic at Arcadia Community Center (5 persons attended)

To assist those with diabetes and related health conditions, Methodist Hospital offered a number of specialized classes in Fiscal Year 2021. Licensed dietitians assisted community members with education and support in a variety of monthly programs, including: bariatric nutrition class (240 client visits), bariatric support group (56 client visits), gestational diabetes (55 client visits), obesity and weight loss (44 client visits), wound healing (20 client visits), and cancer, renal and other nutritional consults (47 client visits).

To meet the needs of active, older adults, Methodist Hospital offers our "50+ Health Connection" program. This program allows members to participate in free health education, screenings, annual flu clinics, and physician referrals. In Fiscal Year 2021, there were 5,926 active members of "50+ Health Connection." In Fiscal Year 2021, Methodist Hospital held two flu shot clinics (on November 9 and December 2) at Arcadia Community Center. In Fiscal Year 2021, Methodist Hospital and Arcadia Recreation and Community Services hosted ten virtual health talks by physicians and other health care professionals addressing the following topics (listed in chronological order):

- January 19: Sleep, Sleep Disorders, Insomnia Solutions and Sleep and Mental Health (60 persons attended)
- February 23: Health and Mobility: Feeling Strong, Steady and Safe (172 persons attended)
- April 16: COVID-19 Latest Updates and Vaccinations (195 persons attended)
- April 23: Understanding Psoriatic Arthritis and Psoriasis (220 persons attended)
- May 4: Give Your Immune System a Boost while Reducing Stress (135 persons attended)
- May 25: Understand Your Risk for Stroke (146 persons attended)

- June 25: Here Comes the Sun! Preventing Skin Cancer and Healthy Summertime Tips (135 persons attended)
- July 16: Stay Active by Keeping Your Joints Healthy (129 persons attended)
- September 30: Irregular Heartbeat: Atrial Fibrillation and Heart Health (243 persons attended)
- November 16: Good Fat vs Bad Fat: Healthy Holiday Cooking Demo (70 persons attended)

In advance of these events, Methodist Hospital alerted the community with Save the Date reminder flyers, announcing specific topics, dates and times, locations, program descriptions, registration and listening information – by phone or online via Webex/Zoom or the hospital Facebook live page. The hospital also posted information on social media, as well as Methodist Hospital's website "Calendar of Events."

Section 6: Economic Value of Community Benefits

In Fiscal Year 2021, the economic value of community benefits provided by Methodist Hospital is estimated at **\$49,814,845**.

Table 6.1 summarizes the unreimbursed costs of these community benefits according to the framework specifically identified by Senate Bill 697:

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

**Table 6.1: Estimated Economic Value of Community Benefits Provided by Methodist Hospital
Fiscal Year 2021**

Senate Bill 697 Category	Programs and Services Included	Unreimbursed Cost¹
Medical Care Services	Medi-Cal Program Shortfall ²	\$28,615,711
	Medicare Program Shortfall ²	\$11,139,918
	Charity Care ³	\$2,359,227
	Services that meet a Community Need and Operate at a Loss ⁴	\$4,108,525
	Emergency Department Call Panels and Care for Uninsured Patients	\$2,261,887
Other Benefits for Vulnerable Populations	Assistance to Patients without Financial Resources and Cash Donations to Nonprofit Organizations Serving Vulnerable Populations	\$153,794
Other Benefits for the Broader Community	Community Outreach, Health Information and Education, Support and Screenings; Physician Referral Program, and Cash Donations to Nonprofit Organizations Serving the Broader Community	\$535,894
Health Research, Education, and Training Programs	Clinical Pastoral Education, Health Ministries Program, Health Professions Education, Grant Writing for Community Benefit Programs, and Cash Donations to Nonprofit Organizations for Health Research, Education and Training Programs	\$639,889
-	GRAND TOTAL	\$49,814,845

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

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

³ Charity Care is also calculated based on a cost to charge ratio. Actual cost is subtracted from any payments received from either public or private insurance payors or patients.

⁴ The method for determining the cost of medical care services that meet community needs and operate at a loss is based on a cost accounting system.