

**Methodist Hospital
Community Benefits Plan
Fiscal Year 2014**

For Submittal by May 31, 2015 to:
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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 2014^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 400-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 clinical services that include emergency services, diagnostic testing, inpatient and outpatient surgery, intensive care units, transitional care unit, cardiac catheterization, cardiac surgery, chest pain center, a stroke program, cancer services, radiation therapy, hip and knee replacement, spine surgery, maternity services, weight-loss surgery, physical therapy, acute physical rehabilitation, wound healing center with hyperbaric oxygen therapy, and spiritual care services. Methodist Hospital personnel include: 1,900 employees, 630 medical staff members, 700 volunteers, and 20 Community Board members.

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

Hospital

- Full Three-Year Hospital Accreditation from The Joint Commission

Emergency Services

- Emergency Department Approved for Pediatrics (EDAP)
- Los Angeles County Emergency Medical Services (EMS) designation as a Stroke Receiving Center
- Los Angeles County EMS designation as a STEMI Receiving Center

Cardiology and Stroke

- The Joint Commission Disease-Specific Certification: Acute Coronary Syndrome
- The Joint Commission Disease-Specific Certification: Acute Myocardial Infarction (AMI)
- The Joint Commission Disease-Specific Certification: Advanced Heart Failure
- The Joint Commission Disease-Specific Certification: Stroke Services
- American Heart Association Get With The Guidelines® Gold Plus for Congestive Heart Failure
- American Heart Association Get With The Guidelines® Gold Plus for STEMI (Heart Attack)
- American Heart Association Get With The Guidelines® Gold Plus for AMI (Heart Attack)
- American Heart Association and American Stroke Association Get With The Guidelines® Gold Award

- Blue Distinction Center for Cardiac Care
- Cigna Center of Excellence for Elective Cardiac Medical
- Cigna Center of Excellence for Cardiac Pacemaker Implant
- UnitedHealth Premium Rhythm Management Specialty Center

Cancer

- Accreditation with Commendation as a Comprehensive Community Cancer Center from the American College of Surgeons Commission on Cancer
- Cigna Center of Excellence for Colon Surgery

Maternal Child Health

- Leapfrog – Fully meets standards

Orthopedics – Joint Replacement and Spine Surgery

- Blue Distinction Center for Knee and Hip Replacement
- Cigna Center of Excellence for Hip Replacement
- Cigna Center of Excellence for Knee Replacement
- Cigna Center of Excellence for Orthopedic Back Surgery

Bariatric Surgery (Weight Loss Surgery)

- Bariatric Surgery Center of Excellence from the American Society for Metabolic and Bariatric Surgery (ASMBS)
- Aetna Institute of Quality for Bariatric Surgery
- Cigna Center of Excellence for Bariatric Surgery
- Clinical Sciences Institute (CSI) of Optum Center of Excellence
- Leapfrog – Fully meets standards

Other Services

- Cigna Center of Excellence for Abdominal Hysterectomy
- Cigna Center of Excellence for Gallbladder Removal
- Cigna Center of Excellence for Laparoscopic Surgery

As we continue to grow, Methodist Hospital has expanded its presence on the Internet that includes a website dedicated to providing health information and news, in addition to convenient services such as physician referral, a news library, online class registration, and online bill

payment. Methodist Hospital also uses social media, including Facebook and Twitter, to inform the community about hospital services and activities.

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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 Used in the 2013 Community Needs Assessment

For purposes of this health needs assessment, Methodist Hospital defined its service area to include the following communities (in alphabetical order):

- Arcadia
- Azusa
- Baldwin Park
- Bradbury
- Duarte
- El Monte
- Monrovia
- Pasadena East
- Rosemead
- San Gabriel
- Sierra Madre
- South El Monte
- Temple City

Findings from 2013 Community Needs Assessment

Methodist Hospital service area population (2013) is estimated at 581,067 persons. In the next five years, the population in the service area is projected to increase by 2.4 percent, to 594,833 persons. When comparing the service area to Los Angeles County, the service area has a higher proportion of the following: persons age 55 years and older, Asian, Native Hawaiian or Pacific Islander residents; persons speaking Asian or Pacific Island language at home, households with 3 or more persons, households with children under 18 years of age present, households headed by persons 65 years and older, owner occupied households, and families at or above the poverty level.

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 for improvement are in the following: non-elderly persons with health insurance, persons with a usual source of ongoing care, persons experiencing delays in getting medical care and prescription medicines, deaths due to coronary heart disease, stroke, diabetes-related conditions, and cirrhosis; adults 18 to 64 years old who currently smoke cigarettes, seniors who received a flu shot in the past year, and seniors diagnosed with high blood pressure.

Following analysis of the community consultation, the following were identified as the community's top health issues (based on frequency of mention): chronic health conditions, such as heart disease, obesity, diabetes, high blood pressure, cancer, and asthma; health care services, including health insurance and access, coordination, and awareness of resources; and senior health.

The 2013 Community Health Needs Assessment identified the following significant priority health needs:

- Health conditions, including heart disease, stroke, diabetes, and cancer
- Access to health services for adults
- Senior health, including flu shots and high blood pressure

Objectives Addressed in the Community Benefits Plan

During Fiscal Year 2014, 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 concerns, such as heart disease, stroke, diabetes, and cancer.
3. To continue to provide health education, support, and screening services for seniors through a dedicated 50+ Health Connection Program.

Community Benefits Plan Activities

In Fiscal Year 2014, Methodist Hospital provided a variety of programs and services in support of these objectives. Some of the services provided were: operating a 26-bed 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 at a loss essential community services such as a Level II Neonatal Intensive Care Unit, Maternal Child Health, Cardiac Rehabilitation, and Wound Care; providing physician referrals to the community, providing health education, support and screening programs on a variety of topics ranging from prepared childbirth to weight management to grief and loss; providing health education and information in English, Spanish, and Chinese (Mandarin); conducting free year-round blood pressure screenings, including access to a mall kiosk; a dedicated Senior Services program for health education and information; and a Health Ministries program – assisting local congregations by providing 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 2014 is estimated at **\$44,307,015**.

Section 2: Mission, Vision, and Values

Methodist Hospital Mission, Vision, and 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.

Our Values

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.

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

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

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

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

Section 3: 2013 Community Health Needs Assessment Summary

Process and Methods

This 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 service area health experience was benchmarked to Healthy People 2020 targets. 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

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 2013 community health needs assessment. Using July 2011 to June 2012 hospital data, there were 16 ZIP Codes that defined 75 percent of the hospital's admissions.

Service Area Definition and Description

Note: Findings are based on 2013 demographic estimates

Methodist Hospital defined its service area for purposes of the 2013 Community Health Needs Assessment to include the following 16 ZIP Codes and corresponding communities:

Service Area Definition
Methodist Hospital Service Area
2013

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

The service area population (2013) is estimated at 581,067 persons. The population in the service area is forecast to increase 2.4 percent in the next five years, to 594,833 persons. Growth projections for households and families are estimated to increase 2.6 percent and 2.5 percent. The following table summarizes the service area population, households, and families as well as the percent change projected for 2018 (over a five year period).

Summary of Population, Households and Families

Methodist Hospital Service Area

2013

Description	Number		Percent Change From 2013 to 2018
	2013	2018	
Demographics			
Population	581,067	594,833	2.4%
Households	168,832	173,179	2.6%
Families	130,634	133,860	2.5%

Source: Nielsen

To assist with providing context to the service area demographics, key statistics are compared to Los Angeles County for 2013 in the following table. Of note, in comparison to Los Angeles County, Methodist Hospital service area has a *higher* proportion of:

- Persons age 5 to 14 years, 45 to 54 years, 55 to 64 years, 65 to 74 years, 75 to 84 years, and 85 years and older
- Persons of Asian/Native Hawaiian or Pacific Islander race and Hispanic ethnicity
- Persons 5 years and older speaking an Asian or Pacific Island language and other language
- Persons 25 years and older with less than 9th grade education, some high school (no diploma), high school or GED graduate, and Associate Degree
- Persons 16 years and older not in the labor force
- Employed persons with blue collar and service and farming occupations
- Households with 3-persons, 4-persons, 5-persons, 6-persons and 7 or more persons
- Households with children under 18 years of age present
- Households with incomes of \$15,000 to \$34,999; \$35,000 to \$74,999; \$75,000 to \$99,999; and \$100,000 to \$149,999
- Households with head of household age 65 years and older
- Owner occupied households
- Families at or above the poverty level

Summary of Demographic Highlights
 Methodist Hospital Service Area Compared to Los Angeles County
 2013

Indicator	Percent	
	Service Area	LA County
5-Year Change (2013 to 2018)		
Population	2.4%	3.0%
Households	2.6%	3.2%
Families	2.5%	3.0%
Age Group		
0 to 4 Years	6.6%	6.6%
5 to 14 Years	13.3%	13.0%
15 to 20 Years	8.7%	8.7%
21 to 24 Years	5.7%	6.0%
25 to 34 Years	13.5%	14.9%
35 to 44 Years	14.1%	14.3%
45 to 54 Years	14.0%	13.9%
55 to 64 Years	11.7%	11.1%
65 to 74 Years	6.8%	6.5%
75 to 84 Years	3.8%	3.5%
85 Years and Older	1.8%	1.6%
Race/Ethnicity		
White	15.2%	27.1%
Black	1.7%	8.0%
Asian, Native Hawaiian or Pacific Islander	31.5%	14.1%
Hispanic	50.2%	48.5%
American Indian/Alaskan Native	0.1%	0.2%
Some Other Race	0.2%	0.3%
Two or More Races	1.2%	1.9%
Language Spoken at Home by Persons 5 Years and Older		
English Only	30.4%	42.9%
Spanish	39.6%	39.7%
Asian or Pacific Island Language	27.4%	10.9%
European language	2.1%	5.3%
Other language	0.4%	1.1%
Educational Attainment of Adults 25 Years and Older		
Less than 9 th Grade	17.8%	14.2%

Indicator	Percent	
	Service Area	LA County
Some High School, no Diploma	11.0%	10.0%
High School Graduate (or GED)	22.1%	20.4%
Some College, no Degree	17.2%	19.5%
Associate Degree	7.0%	6.7%
Bachelor Degree	16.6%	19.0%
Graduate or Professional Degree	8.3%	10.1%
Employment Status of Persons 16 Years and Older		
In Armed Forces	0.02%	0.1%
In Labor Force, Employed	56.6%	57.8%
In Labor Force, Unemployed	6.5%	7.3%
Not in Labor Force	36.8%	34.8%
Occupation Type for Employed Labor Force		
Blue Collar	23.1%	20.5%
White Collar	56.8%	60.7%
Service and Farming	20.1%	18.9%
Household Size		
1-Person	17.3%	24.4%
2-Persons	23.3%	26.2%
3-Persons	17.7%	16.3%
4-Persons	17.1%	14.9%
5-Persons	10.9%	8.8%
6-Persons	6.2%	4.5%
7 or more Persons	7.6%	5.0%
Households by Presence of Children Under 18 Years of Age		
No Children Under 18 Years Present	58.0%	62.5%
Children Under 18 Years Present	42.0%	37.5%
Household Income		
Under \$15,000	10.5%	12.9%
\$15,000 to \$34,999	21.0%	20.9%
\$35,000 to \$74,999	33.7%	30.9%
\$75,000 to \$99,999	12.3%	11.7%
\$100,000 to \$149,999	13.4%	12.7%
\$150,000 to \$199,999	5.3%	5.3%
\$200,000 and over	3.8%	5.5%
Age Group of Head of Household		
15 to 24 Years	2.3%	3.3%

Indicator	Percent	
	Service Area	LA County
25 to 64 Years	76.0%	76.5%
65 Years and Older	21.8%	20.2%
Owner and Renter Occupied Housing Units		
Owner Occupied	54.7%	47.5%
Renter Occupied	45.3%	52.5%
Families by Poverty Status		
Below the Poverty Level	12.0%	13.5%
At or Above the Poverty Level	88.0%	86.5%

Source: Nielsen

Health Care Access and Utilization

Note: Findings are based on the 2011 California Health Interview Survey for SPA 3 and 2012 designated mental health and primary care Health Professional Shortage Areas in the Medical Service Study Areas approximating the service area

When comparing health access indicators in the SPA to Healthy People 2020 objectives, the SPA did not meet the objectives related to: medical insurance (insured all or part of the year), usual source of ongoing care, delays in getting medical care, and delays in getting prescription medicines. The SPA experience compared to Healthy People 2020 national objectives is summarized in the table below.

KEY used in this section to compare area indicators to Healthy People 2020 Objectives

	Target Met
	Target Not Met
	Result is Statistically Unstable

Summary of Health Access and Utilization Indicators

Los Angeles County Service Planning Area 3 – San Gabriel Valley

2011

Indicator	Age Group	Healthy People 2020 Objective		SPA 3 San Gabriel Valley	
		Good	Target Rate	Rate	Status
Health Access					
Insured All or Part of Year	0 to 64	↑	100%	85.0%	-
Usual Source of Ongoing Care	All Ages	↑	95%	83.3%	-
Delays in Getting Medical Care	All Ages	↓	4.2%	11.3%	-
Delays in Getting Prescription Medicines	All Ages	↓	2.8%	8.5%	-

Notes:

↓ Indicates that the Healthy People 2020 objective is to reduce; ↑ indicates that the objective is to increase

Source: UCLA Center for Health Policy Research

The service area includes five Medical Service Study Areas (MSSA). Within these MSSAs, there are two Primary Care Health Professional Shortage Areas.

Health Professional Shortage Areas: Primary Care and Mental Health

Medical Service Study Areas in Methodist Hospital Service Area

2012

Medical Service Study Area (MSSA)	Health Professional Shortage Area	
	Primary Care	Mental Health
Arcadia Central and Northeast/Bradbury/Monrovia/Sierra Madre (78.2xxx)		
Arcadia Southeast/San Gabriel North (78.2dddd)	▲	
Altadena East/Azusa North/Duarte North/Glendora/Pasadena East (78.2gggg)		
El Monte (78.2oo)	▲	
Rosemead/San Gabriel South/South El Monte West/Temple City West (78.2qqq)		

Note:

▲ Indicates that Medical Service Study Area is a designated shortage area

Source: Office of Statewide Planning and Development

Mortality

Note: Findings are based on three-year averages of deaths that occurred among residents of the service area during 2009 through 2011 and top five causes of premature death in SPA 3 in 2009

On average, there were 3,544 deaths a year in the service area. Heart disease and cancer were the two leading causes of death in the service area, accounting for 49.9 percent of all deaths. Other leading causes of death in the service area are summarized in the table below.

Profile of Deaths, Ranked by Cause of Death

Methodist Hospital Service Area
Three-Year Average (2009 to 2011)

Cause of Death	Number	Percent
Heart Disease	975	27.5%
Coronary Heart Disease	793	22.4%
Cancer (All Sites)	862	24.3%
Lung Cancer	190	5.4%
Colorectal Cancer	86	2.4%
Breast Cancer	67	1.9%
Prostate Cancer	37	1.0%
Stroke	217	6.1%
Chronic Obstructive Respiratory Disease	217	6.1%
Pneumonia/Influenza	148	4.2%
Alzheimer's disease	132	3.7%
Diabetes	117	3.3%
Unintentional Injuries (All Types)	98	2.8%
Motor Vehicle Crashes	37	1.0%
Cirrhosis	83	2.3%
Suicide	45	1.3%
Homicide	17	0.5%
Unknown	12	0.3%
HIV Infection	11	0.3%
Other	610	17.2%
All Causes	3,544	100.0%

Note: Number of deaths rounded

Source: California Department of Public Health

When comparing age-adjusted death rates in the hospital service area to Healthy People 2020 objectives, the service area did not meet the objectives related to: coronary heart disease, stroke, diabetes-related and cirrhosis deaths. The service area experience compared to Healthy People 2020 national objectives is summarized in the table below.

Summary of Age-Adjusted Death Rates by Cause of Death

Methodist Hospital Service Area
Three-Year Average (2009 to 2011)

Cause of Death	Age Group	Healthy People 2020 Objective		Methodist Hospital Service Area	
		Good	Target Rate	Rate	Status
Health Status					
Coronary Heart Disease	All	↓	100.8	121.7	-
Stroke	All	↓	33.8	34.1	-
Cancer (All Sites)	All	↓	160.6	138.3	+
Lung	All	↓	45.5	31.1	+
Colorectal	All	↓	14.5	13.5	+
Prostate	All	↓	21.2	15.3	+
Female Breast	All	↓	20.6	18.8	+
Chronic Pulmonary Diseases	45+	↓	98.5	96.7	+
Diabetes-Related	All	↓	65.8	68.9	-
Unintentional Injuries (All Types)	All	↓	36.0	12.3	+
Motor Vehicle Accidents	All	↓	12.4	3.3	+
Homicide	All	↓	5.5	0.9	*
Suicide	All	↓	10.2	5.3	+
Cirrhosis	All	↓	8.2	12.7	-
HIV Infection	All	↓	3.3	1.4	*

Notes:

↓ Indicates that the Healthy People 2020 objective is to reduce

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

Source: California Department of Public Health

Maternal and Infant Health

Note: Findings are based on three-year averages of live births that occurred in the service area during 2009 through 2011

On average, there were 8,205 births a year in the service area. To assist with providing context to the service area births, key birth demographics are compared to Los Angeles County in the following table. Of note, in comparison to Los Angeles County, the service area has a *higher* proportion of births to:

- Mothers of Asian or Pacific Islander race, Hispanic ethnicity, and other/unknown race/ethnicity
- Mothers age 30 to 34 years and 35 years and older

Summary of Birth Demographic Highlights

Methodist Hospital Service Area Compared to Los Angeles County
Three-Year Average (2009 to 2011)

Description	Service Area	Los Angeles County
Births (Number)		
2009	8,726	139,679
2010	7,989	133,160
2011	7,901	130,312
Three-Year Average	8,205	134,384
Births by Mother's Race/Ethnicity (Percent)		
White	9.0%	18.0%
Black	1.2%	7.6%
Asian or Pacific Islander	26.0%	11.9%
Hispanic	62.0%	61.0%
Native American or Alaskan	0.2%	0.1%
Other and Unknown	1.6%	1.3%
Births by Mother's Age (Percent)		
Under 20 Years	8.2%	8.8%
20 to 29 Years	44.3%	45.7%
30 to 34 Years	26.9%	25.5%
35 Years and Over	20.6%	20.0%
Unknown	0.0%	0.0%

Source: California Department of Public Health

When comparing maternal and infant health indicators in the service area to Healthy People 2020 objectives, the service area met all of the objectives. The service area experience compared to Healthy People 2020 national objectives is summarized in the table below.

Summary of Maternal and Infant Health Indicators

Methodist Hospital Service Area
Three-Year Average (2009 to 2011)

Indicator	Healthy People 2020 Objective		Methodist Hospital Service Area	
	Good	Target Rate	Rate	Status
Pregnancy/Birth Outcome				
Early Prenatal Care	↑	77.9%	87.4%	+
Low Birth Weight Infants	↓	7.8%	6.5%	+
Very Low Birth Weight Infants	↓	1.4%	1.1%	+
Infant Outcome				
Infant Mortality Rate (per 1,000 live births)	↓	6.0	4.2	+

Notes:

↑ Indicates that the Healthy People 2020 objective is to increase; ↓ indicates that the objective is to reduce

Infant mortality rate is three-year average from 2008 to 2010

Source: California Department of Public Health

Child and Adolescent Health

Note: Findings are based on 2011 California Health Interview Survey for SPA 3 and 2011 Los Angeles County Department of Public Health Survey for SPA 3

When comparing child and adolescent health indicators in the SPA to Healthy People 2020 objectives, the SPA results were statistically unreliable for all health access and health behaviors, except read to daily by a parent or family member (met the objective). The SPA experience compared to Healthy People 2020 national objectives is summarized in the table below.

Summary of Child and Adolescent Health Indicators

Los Angeles County Service Planning Area 3 – San Gabriel Valley

2011

Indicator	Age Group	Healthy People 2020 Objective		SPA 3 San Gabriel Valley	
		Good	Target Rate	Rate	Status
Health Access					
Insured All or Part of Year	0 to 17	↑	100%	99.0%	*
Usual Source of Ongoing Care	0 to 17	↑	100%	94.6%	*
Health Behaviors					
Obese	12 to 17	↓	16.1%	6.3%	*
Currently Smoke Cigarettes	14 to 17	↓	16.0%	5.4%	*
Binge Drinking	12 to 17	↓	8.6%	3.3%	*
Parenting Practices					
Read to Daily by a Parent or Family Member	0 to 5	↑	52.6%	60.4%	+

Notes:

↓ Indicates that the Healthy People 2020 objective is to reduce; ↑ indicates that the objective is to increase

Sources: UCLA Center for Health Policy Research; Los Angeles County Department of Public Health

Adult Health

Note: Findings are based on 2011 California Health Interview Survey for SPA 3 and 2011 Los Angeles County Department of Public Health Survey for SPA 3

When comparing adult health indicators in the SPA to Healthy People 2020 objectives, the SPA did not meet the objectives related to health access for: medical insurance (insured all or part of the year) and related to health behaviors for: currently smoke cigarettes. The SPA experience compared to Healthy People 2020 national objectives is summarized in the following table.

Summary of Adult Health Indicators

Los Angeles County Service Planning Area 3 – San Gabriel Valley
2011

Indicator	Age Group	Healthy People 2020 Objective		SPA 3 San Gabriel Valley	
		Good	Target Rate	Rate	Status
Health Access					
Insured All or Part of Year	18 to 64	↑	100%	88.6%	-
Usual Source of Ongoing Care	18 to 64	↑	89.4%	90.3%	+
Health Behaviors					
Recommended Aerobic Exercise	18 +	↑	47.9%	58.4%	+
Recommended Muscle Strengthening	18 +	↑	24.1%	33.8%	+
Recommended Aerobic and Muscle Strengthening	18 +	↑	20.1%	26.1%	+
Healthy Weight	20 to 64	↑	33.9%	52.8%	+
Obese	20 to 64	↓	30.5%	12.4%	*
Diagnosed with High Blood Pressure	18 to 64	↓	26.9%	15.3%	+
Currently Smoke Cigarettes	18 to 64	↓	12.0%	15.3%	-

Notes:

↓ Indicates that the Healthy People 2020 objective is to reduce; ↑ indicates that the objective is to increase

Sources: UCLA Center for Health Policy Research; Los Angeles County Department of Public Health

Senior Health

Note: Findings are based on 2011 California Health Interview Survey for SPA 3

When comparing senior health indicators in the SPA to Healthy People 2020 objectives, the SPA did not meet the objectives related to health access for: flu shot received in past year; and related to health behaviors for: diagnosed with high blood pressure. The SPA experience compared to Healthy People 2020 national objectives is summarized in the table below.

Summary of Senior Health Indicators

Los Angeles County Service Planning Area 3 – San Gabriel Valley
2011

Indicator	Age Group	Healthy People 2020 Objective		SPA 3 San Gabriel Valley	
		Good	Target Rate	Rate	Status
Health Access					
Usual Source of Ongoing Care	65+	↑	100%	95.3%	*
Flu Shot in Past Year	65+	↑	90%	74.7%	-
Health Behaviors					
Healthy Weight	65+	↑	33.9%	40.2%	+
Obese	65+	↓	30.5%	25.5%	+
Diagnosed with High Blood Pressure	65+	↓	26.9%	36.7%	-
Currently Smoke Cigarettes	65+	↓	12.0%	4.0%	+

Note: ↓ Indicates that the Healthy People 2020 objective is to reduce; ↑ indicates that the objective is to increase

Source: UCLA Center for Health Policy Research

Community Consultation

Note: Findings are based on surveys with representatives of community and public organizations conducted in a five-week period beginning in early September 2013

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

- Chronic health conditions, such as heart disease, obesity, diabetes, high blood pressure, cancer, and asthma
- Access to health care services and health insurance; awareness and coordination of resources
- Senior health

The following populations were identified as most affected by these health issues:

- Uninsured persons
- Individuals who do not have job-based health insurance
- Families with lower incomes
- Families where parents work a lot of hours and do not have easy access to health care
- Individuals who have minimum wage jobs
- Families where parents have low educational attainment
- Individuals that are monolingual (either Spanish or Asian languages)
- Immigrant families from China and the Middle East
- Undocumented populations
- Adults
- Elderly persons especially those living alone in their homes
- Asians
- Latinos

Specific actions identified for the community to take to collaboratively address health issues are:

- Coordination of public resources and outreach services
- Individual responsibility

Process and Criteria Used

In preparing the community health needs assessment, Methodist Hospital combined quantitative data about service area demographics, availability of health insurance, health access to and utilization of key services, health status, and health behaviors with qualitative data on opinions of important health issues in the community.

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

- Healthy People 2020 target not met
- Number of persons affected
- Identification and/or validation as an important health issue in the community consultation
- Identified by community organizations as an opportunity to work collaboratively to address health issue

Significant Priority Health Needs Identified

Note: Findings are based on review of data and community input

- Health conditions, including heart disease, stroke, diabetes, and cancer
- Access to health services for adults
- Senior health, including flu shots and high blood pressure

Health Care Facilities and Other Resources

Note: Findings are based on 2012 listing of health care facilities located in the service area

The following health care facilities and other resources are located in the ZIP codes of the service area:

- 12 licensed free clinics and community clinics
- 1 licensed rehabilitation clinic (specialty clinic)
- 10 hospitals (eight general acute care hospitals and two acute psychiatric hospitals)
- 10 senior centers

Section 4: Community Benefits Planning Process and Objectives

Following completion of the 2013 community needs assessment, Methodist Hospital continued to develop programs and services in response to identified community needs, in context with the hospital's mission and expertise. To prepare this benefits plan, the hospital continued to distribute a Community Activity Form to staff in all hospital departments. The activity form records information regarding the name of the event coordinator, department, cost center, event/project, date of event, location of event, services provided, number served, estimated costs of supplies, advertising, food and other; revenues received such as from fees, donations, or sponsorships, and number of hours contributed by staff, physicians, and hospital volunteers. In addition, Finance provided information on public insurance program shortfalls, charity care, average hourly rate, and some cost center and department specific data. The following departments provided information and/or completed Community Activity Forms: Finance, Community Outreach, Cancer Center, Maternal Child Health, Senior Services, Health Ministries, and Pastoral Care. Prior to submittal of the community benefits plan to the Office of Statewide Health Planning and Development, the Community Benefits Plan was reviewed and approved by Methodist Hospital senior management.

During Fiscal Year 2014, Methodist Hospital pursued the following objectives:

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 concerns, such as heart disease, stroke, diabetes, and cancer.
3. To continue to provide health education, support, and screening services for seniors through a dedicated 50+ Health Connection Program.

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 and key measurements of outcomes accomplished in Fiscal Year 2014. Programs and services are organized in response to the three priority needs identified in **Section 4**.

Access to Health Care Services

Methodist Hospital community benefit services include: operating a 26-bed emergency department 24-hours a day¹ (53,060 visits), providing charity care for patients without the ability to pay for necessary treatment (1,109 patients served), absorbing the unpaid costs of care for patients with Medi-Cal (15,033 patients served), and absorbing the unpaid costs of care for patients with Medicare (18,109 patients served).

Given the importance of providing expert care in the community, Methodist Hospital operates several essential hospital services at a financial loss: a Level II Neonatal Intensive Care Unit, a Maternal Child Health program, Cardiac Rehabilitation, and Wound Care.

To assist area residents with finding a physician, Methodist Hospital offers a free Physician Referral Service. Residents may choose to telephone 1-888-388-2838, a dedicated physician referral center (average of 160 callers a month); search for a physician on the hospital web site (average of 1,065 profile clicks a month), or call a dedicated Chinese Language Hot Line to receive a referral. Physician referrals are fulfilled based on physician specialty, location, gender, language, office hours, and insurance (including Medi-Cal and senior health insurance plans).

Methodist Hospital's Health Ministries (Parish Nurse) program develops and supports holistic health programs in faith communities. Now in its 18th year (since 1998), Methodist Hospital provides free education and training, information and resources in the areas of wellness promotion and disease prevention to improve the health of our community. Using "signed contracts" with each faith community, Methodist Hospital:

¹ The emergency department is approved for pediatrics and designated as stroke receiving center and STEMI receiving center by Los Angeles County Emergency Medical Services.

- Provides assistance and consultation in organizing health cabinets (ministries) in each congregation and conducting a health needs assessment of the congregation
- Offers training and ongoing education for parish nurses (who are volunteers that have the support from the religious leaders of the congregations), clergy, health cabinet members, and faith community members
- Provides resources (such as blood pressure cuffs and other basic equipment), speakers, and written materials to support the Health Ministries program
- Assists with the coordination of health education, screening programs, health fairs, and immunization clinics
- Provided 600 doses of flu vaccine to the churches in the Health Ministries program; faith community nurses administered the vaccines to members of their congregations
- Provides referrals to health care providers and community resources

In Fiscal Year 2014, Methodist Hospital continued its formal Health Ministries program with eight churches, including: Holy Angels Catholic Church (located in Arcadia), St. James United Methodist Church (Pasadena), St. Phillip the Apostle Catholic Church (Pasadena), First United Methodist Church (Temple City), Faith United Methodist Church (Temple City), Mission Community United Methodist Church (Rosemead), True Light Presbyterian Church (Alhambra); and Westminster Gardens, a retirement community located in Duarte. The programs have 11 volunteer Faith Community nurses. In addition, Methodist Hospital has a relationship with five "limited" partners (there is no parish nurse commitment), providing education and information to the member churches and organizations. The hospital offered six health-related luncheon programs with a total attendance of 350 persons.

In Fiscal Year 2014, the Director of Spiritual Care at Methodist Hospital conducted a weekend Health Ministries Retreat in February, hosted five Health Ministries meetings for faith community nurses (in January, March, May, July, and September) and one meeting for continuing education for the nurses (in November). In addition, the Director of Spiritual Care provided consultations with churches, speaking engagements at various community settings, and facilitated a supervisory peer group of students from other centers.

Health Education, Support and Screening

In Fiscal Year 2014, Methodist Hospital offered health education and information, support, and screening services for the public in many different specialties, including maternal child health, heart disease and stroke, cancer, and diabetes. These services were available through attending community screenings, physician lectures, the hospital website (includes a calendar of events, hospital services, and a health encyclopedia), and hospital mailers distributed to targeted households locally.

Methodist Hospital's newly renovated obstetrics service features nine labor/delivery/ recovery suites, four labor rooms, two operating rooms, four post-anesthesia care beds, a 24-bed couplet care unit designed for Family Centered Care featuring twenty private rooms and two semi-private rooms, a newborn nursery, and a 17-bed Level II Neonatal Intensive Care Unit. A comprehensive offering of free maternity orientations/tours and nominally priced classes is offered year-round, with classes in English, Spanish, and Chinese (Mandarin). In Fiscal Year 2014, the class offerings included 2-hour afternoon and evening maternity orientations and tours (1,461 persons attended), 2.5-hour breastfeeding classes (298 persons attended), 3-hour baby care basics (378 persons attended), 2-hour Happiest Baby on the Block (140 persons attended), 12-hour Prepared Childbirth (Lamaze) class offered in English over a four-week period or over two weekend days (average of 268 persons attended), one weekend-day Prepared Childbirth (Lamaze) class offered in Chinese (74 persons attended), and 2.5-hour Tot CPR for Family and Friends offered in Chinese and Spanish (94 persons attended). For convenience and ease, pre-registration is available and can be accessed through the hospital web site; further information on classes is available by calling 1-800-950-BABY. In addition, Maternal Child Health staff provided approximately 150 hours of phone consultation regarding lactation services in Fiscal Year 2014.

Methodist Hospital's highly specialized cardiac 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 updated cardiac catheterization laboratories where physicians perform coronary angioplasty, pacemaker insertion, and carotid artery stenting; open-heart surgery and valve replacements in two dedicated operating rooms, specialized care in one of three hospital units — intensive care unit, coronary care unit, and cardiac patient care unit — depending on the needs of the patient, and inpatient and outpatient cardiac rehabilitation

programs. Recently, Methodist Hospital organized a “Mended Heart” program for heart patients and their caregivers. Patients and caregivers who have had experience or have been diagnosed with heart problems such as bypass, heart failure, stent procedures, high blood pressure and stroke, meet and share their experiences, anxieties, and concerns in a light-hearted atmosphere and have fun social activities to aid in recovery. In Fiscal Year 2014, 25 persons participated in the Mended Heart support group. In recognition of the importance of convenient and accessible blood pressure testing, Methodist Hospital offered blood pressure screenings on a monthly basis at scheduled times at the Monrovia Community Center, Arcadia Community Center and Sierra Madre Hart Park House; and continues to sponsor a Heart Check Center™ free blood pressure testing kiosk display at the Westfield Santa Anita Mall in Arcadia, serving approximately 150 mall visitors each day. In addition, staff at Methodist Hospital provided blood pressure screenings at various community events throughout the year, including Affair of the Heart on February 7, Arcadia Pancake Breakfast on May 3, Temple City Unified School District event on May 3, Monrovia Pancake Breakfast on May 10, May Day Emergency Expo on May 17, Mt. Wilson Trail Race on May 24, Hoop It Up and Kick It event on June 24, health fair at a Hindu church on July 19, Harvest Moon Festival on September 7, Senior Health Fair on September 12, City of Sierra Madre Health Fair on September 20, Health and Wellness Family Expo on September 20, Bolton and Company Health Fair on September 23, and Vision Health International Health Fair on November 18. In many instances some of those screened for blood pressure were found to have abnormal results.

Methodist Hospital offers a wide complement of oncology services, including early detection cancer screenings, surgery, chemotherapy, reconstructive surgery, pain management, and support. In 2014, Methodist Hospital added to its services with the opening of two new specialized clinics – a Gyn Oncology Institute and a Colorectal Surgery Institute. During the course of the year, Methodist Hospital also held a variety of workshops, support groups, and events to raise awareness and assist those with cancer.

Methodist Hospital offers breast cancer survivor workshops, known as The Year Beyond. This six-week survivorship series incorporates support, exercise, and education, and is highly rated by those who participate. The Year Beyond workshops held in October served eight women. Look Good, Feel Better (helps female cancer patients currently in treatment learn to mitigate the appearance-related side effects of chemotherapy and radiation), in conjunction with the American Cancer Society, held in January, June, and September and December, served eight women.

Methodist Hospital offered Stepping Forward, a body-and-mind strengthening program for survivors of any type of cancer in February, May, September and November. The program, led by physical and occupational therapists, offered exercise/fitness classes, seminars on nutrition, meditation, community resources, and more, served 32 persons in Fiscal Year 2014. Other programs and services addressing cancer held in community settings during the course of Fiscal Year 2014 included: a Latino Health Fair held in March (approximately 200 persons served), skin cancer awareness and prevention lectures and events held in May (over 1,000 persons served), prostate cancer lecture held in June (20 persons served), Hope conference held in July featuring physician lectures and survivor workshops (180 persons served), women's cancer screening lecture held in July (60 persons served), advances in cancer treatment lecture in Chinese held in August (100 persons served), Relay for Life held in August (100 participants), free prostate cancer screening held in September (10 men served), Southern California Women's Health Conference offering education and resources held in October (over 1,000 persons in attendance), and Asian Health Fair held in November (approximately 600 persons served).

To assist those with diabetes — Type 1, Type 2, gestational diabetes and hypoglycemia (impaired glucose tolerance) — Methodist Hospital offered specialized classes in Fiscal Year 2014. A free diabetes management class (4-week series for two hours each session), offered monthly, and taught by a team that includes a registered nurse, diabetes educator, registered dietitian, and a physical therapist, discussed topics such as eating and diabetes, exercise, blood glucose monitoring, medications, and prevention of complications. In Fiscal Year 2014, attendees received 397 program hours – in English, Spanish, and Chinese (Mandarin) – at various West San Gabriel Valley locations. In addition, Methodist Hospital offered its Sweet Success Program for pregnant women who are diabetic and those who develop gestational diabetes, serving 65 women with individual consultation with a registered dietitian in Fiscal Year 2014. Staff also delivered presentations on diabetes-related topics in community settings throughout the year.

Methodist Hospital offered a Fit Kids two-hour education program at four elementary schools located in Baldwin Park, serving 380 school-age students. Students were taught about nutrition, including healthy eating and healthy snacks and portion sizes; fitness, and exercise.

Dedicated Services for Seniors

To meet the needs of active, older adults, Methodist Hospital offers a 50+ Health Connection program. This membership program allows members to enjoy the following services and benefits: free health education classes, screenings, and physician referrals as well as free insurance counseling including Medicare, Medicare Supplemental, and HMO information. In Fiscal Year 2014, there were approximately 5,000 active members of 50+ Health Connection, ranging in age from fifty to ninety years. Of note, to maximize Senior Services resources, volunteers in the department actively manage the member database, eliminating names of those who have moved out of the area or area or are no longer living independently in their homes.

In Fiscal Year 2014, Methodist Hospital, in collaboration with the Arcadia Community Center hosted nine events, with physicians and other health care professionals lecturing on a variety of topics, including healthy eating and heart disease. In Fiscal Year 2014, attendance at these programs totaled more than 600 persons. In advance of these events, Methodist Hospital Senior Services mailed Save the Date reminder cards, announcing upcoming events, including dates and times, locations, and program descriptions.

Section 6: Economic Value of Community Benefits

In Fiscal Year 2014, the economic value of community benefits provided by Methodist Hospital is estimated at **\$44,307,015**. **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 2014**

Senate Bill 697 Category	Programs and Services Included	Unreimbursed Cost¹
Medical Care Services	Medi-Cal Program Shortfall ²	\$21,204,636
	Medicare Program Shortfall ²	\$13,176,200
	Charity Care ³	\$4,072,228
	Emergency Department Care of the Uninsured	\$2,192,780
	Services that meet a Community Need and Operate at a Loss, including NICU, Maternal Child Health, Cardiac Rehabilitation, and Wound Care ⁴	\$1,415,624
Other Benefits for Vulnerable Populations	Assistance to Patients without Financial Resources	\$920,464
Other Benefits for the Broader Community	Community Outreach, Senior Services, Health Information and Education, Support and Screenings; Physician Referral Program, and Lactation Services	\$555,239
Health Research, Education, and Training Programs	Clinical Pastoral Education, Health Professions Education, and Grant Writing for Community Benefit Programs	\$769,845
-	GRAND TOTAL	\$44,307,015

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 Costs are 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.