

# **Methodist Hospital**

## **Community Health Needs Assessment Implementation Strategy 2020 to 2022**

# **Introduction**

## Hospital Community

Methodist Hospital serves the communities of Arcadia, Monrovia, Bradbury, Duarte, Monrovia, Sierra Madre, east Pasadena, Altadena, Baldwin Park, Azusa, Glendora, El Monte, South El Monte, Rosemead, San Gabriel, Alhambra, and Temple City. The twenty Zip codes representing these communities – known as Methodist Hospital Service Area – have an estimated 2019 population of 783,391.

Based on quantitative and qualitative analysis, Methodist Hospital's 2019 Community Health Needs Assessment (2019 CHNA) identified two significant health needs:

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

This Implementation Strategy addresses both significant priority health needs, within the hospital's mission and financial capacity.

The following outlines the actions Methodist Hospital of Southern California will take to address these community health needs, planned collaborations, and evaluation plans.

# **Implementation Strategy**

## **Significant Health Need: Access to Health Services for Adults**

An important source of access to adult health services is Methodist Hospital's Emergency Department. The 26-bed emergency department is open 24/7, treating over 120 patients per day, and is designated by Los Angeles County Emergency Medical Services as a Comprehensive Stroke Center and STEMI Receiving Center.

Methodist Hospital will continue to offer a free Physician Referral service on its web site and via telephone to assist area residents with finding a physician. We will also continue to provide a dedicated Chinese language hot line, as well as Chinese language web pages. Physician referrals are fulfilled based on physician specialty, location, gender, language, and office hours; as well as health insurance (including Medi-Cal and senior insurance plans) to the extent that the hospital is aware of physician payor relationships.

Methodist Hospital's Community Outreach Department will continue to respond to the health needs of our community. Staff actively collaborates with area organizations to address unique needs of persons living in our service area. Some examples include providing health screens and health education at Chinese (Lunar) New Year Street Festival and organizing an on-campus Asian Health Fair in collaboration with the Hsi Lai Temple and Buddha's Light International Association; organizing a Latino Health Fair in El Monte, and program development and coordination with area senior and community centers to provide resources and support for screenings and health fairs.

### Planned Collaborations:

To improve access to health services in our community, leadership and staff will remain active in the following groups: Hospital Association of Southern California, Los Angeles County Service Planning Area (SPA) 3 Hospital Collaborative, Arcadia Community Coordinating Council, Monrovia Community Coordinating Council, Hsi Lai Temple, Buddha's Light International Association, Asian Pacific Diabetes Coalition, Herald Christian Health Center, Southern California Women's Health Conference, as well as various Joint Operating Committees (comprised of leaders from the hospital, local physicians organizations, and health plans).

### Evaluation Plan:

Methodist Hospital will monitor and report: activity in our Emergency Department, persons served by Physician Referrals, and results of California Health Interview Surveys for Service Planning Area 3 (San Gabriel Valley) benchmarked to Healthy People 2020 national objectives for: adults with health insurance (all or part of the year), usual source of ongoing care, delays in getting medical care, and delays in getting prescription medications.



## **Significant Health Need: Disease Prevention and Health Promotion**

To address the community need for services for health conditions, Methodist Hospital will continue to provide strong diagnostic and treatment services addressing heart disease, stroke, and cancer:

- Methodist Hospital's highly specialized cardiac services include:
  - 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
  - Two dedicated operating rooms for open-heart surgery and valve replacements
  - Specialized coronary care unit and cardiac patient care unit
  - Inpatient and outpatient cardiac rehabilitation programs
- In March 2016, the hospital recruited a neuro-interventional radiologist in order to provide interventional services (e.g., mechanical clot removal) to stroke patients.
- In March 2018, Methodist Hospital became a designated Comprehensive Stroke Center for LA County EMS.
- In order to further reduce treatment time for stroke patients, in November 2019, the hospital started a 24/7 neurohospitalist service.
- Methodist Hospital offers the large range of oncology services, including early detection cancer screenings, surgery, chemotherapy, reconstructive surgery, pain management, and support groups. Methodist Hospital also operates two specialized clinics – a Gyn Oncology Institute and an Institute for Surgical Specialties– to continue to provide outstanding clinical services to the community.

To proactively address health conditions of importance to residents of the service area, Methodist Hospital will provide additional resources through health education and screening programs, as follows:

- Health Fairs and screenings: Methodist Hospital will participate in three annual three health fairs addressing key needs of seniors, the Latino community, and the Asian community.
- Blood pressure testing: Methodist Hospital will offer blood pressure screenings on a monthly basis at scheduled times at the Arcadia Community Center, Monrovia Community Center, and Sierra Madre Hart Park House; and continue to sponsor a Heart Check Center™ free blood pressure testing kiosk display at the Westfield Santa Anita Mall in Arcadia, serving mall visitors on a daily basis.
- Cardiac support group: Methodist Hospital will continue to provide a “Mended Hearts” program for cardiac patients and their caregivers who have had experience or have been diagnosed with heart problems.
- Community activities: Methodist Hospital will participate with the American Heart Association in supporting heart walks (in the Fall) and heart health talks during February's heart month. In addition, staff from the hospital will train community members in Hands-Only CPR.

- Diabetes classes and support groups: To assist those with diabetes — Type 1 or Type 2, gestational diabetes, and hypoglycemia (impaired glucose tolerance) — Methodist Hospital will offer specialized classes. These free diabetes management classes (4- week series for two hours each sessions) are taught by a team that includes a registered nurse, a diabetes educator, a registered dietitian, and a physical therapist, and discuss topics such as healthy eating, exercise, blood glucose monitoring, medication management and compliance, and preventing complications. We will continue to provide a diabetes support group for those dealing with diabetes.
- Cancer services: To raise awareness and assist those with cancer, Methodist Hospital will offer a Cancer Resource Center, a Positive Appearance Center, a cancer survivorship program, “Stepping Forward,” for survivors of any type of cancer, “Look Good, Feel Better” classes, in collaboration with the American Cancer Society; and other educational and informational programs addressing cancer prevention.
- Health Ministries Program: Methodist Hospital will continue to provide health education and training, information and resources for member congregations.
- 50+ Health Connection Program: Methodist Hospital will continue to provide health education, support, and screening services for seniors.
- Chinese Community Health Lecture and Maternity Program: Methodist Hospital will continue to offer a quarterly lecture in Mandarin that are held in the campus auditorium. Methodist Hospital will also continue to offer orientation tours and classes in Mandarin on topics such as prepared childbirth and infant CPR.
- Enhanced web site: Methodist Hospital will continue to provide additional health information – in Mandarin and Spanish – specific to heart disease, stroke, diabetes, cancer, and injuries, as well as a community calendar of events, complete with registration information, locations, dates, and times. Those interested can also follow the hospital on various social media platforms including Facebook, Twitter, YouTube, Pinterest, LinkedIn, and Yelp and WeChat.

#### Planned Collaborations:

To support its disease prevention and health promotion activities, Methodist Hospital will work closely with the Hsi Lai Temple; local churches; the cities of Arcadia, Monrovia, Temple City, Duarte, and Sierra Madre; American Heart Association, American Stroke Association, American Cancer Society, the Susan B. Komen Foundation, and Westfield Santa Anita Mall.

#### Evaluation Plan:

Methodist Hospital will monitor and report participation, attendance and program evaluations at various community activities; results of California Health Interview Surveys for Service Planning Area 3 (San Gabriel Valley) benchmarked to Healthy People 2020 national objectives for: diagnosed with high blood pressure, diagnosed with diabetes, healthy weight and obesity; and analysis of age-adjusted death rates due to coronary heart disease, stroke, diabetes-related deaths, and various cancers.