

USC Arcadia Hospital
Community Benefits Plan
Fiscal Year 2024
(July 1, 2023 - June 30, 2024)

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Preface

In accordance with Senate Bill 697, Community Benefits Legislation, USC Arcadia Hospital, a private not-for-profit hospital, submits this Community Benefits Plan for Fiscal Year 2024¹. 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 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

¹ USC Arcadia Hospital fiscal year is from July 1 to June 30.

Introduction to USC Arcadia Hospital

USC Arcadia Hospital is a full-service not-for-profit community hospital with 348-licensed beds located in Arcadia, California. Founded in 1903 as Methodist Hospital of Southern California, the hospital affiliated with Keck Medicine of USC in July 2022, at which time the hospital name was changed to USC Arcadia Hospital. USC Arcadia Hospital is committed to providing excellent patient care delivered with compassion and respect. USC Arcadia 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 a GYN Oncology Institute and 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 USC Arcadia 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. USC Arcadia Hospital personnel includes: approximately 1,900 employees, over 800 medical staff members, 600 volunteers, and 15 Community Board members.

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

USC Arcadia Hospital

- Full Three-Year Hospital Accreditation from The Joint Commission
- Selected by Becker’s Hospital Review for the second consecutive year as one of its 2024 “Great Community Hospitals” in the United States – for providing clinical excellence, compassionate care and positive economic impact in the community
- Surgical Care Excellence Award from Healthgrades (2024)
- Hospital meets criteria for promoting interoperability of electronic health records, by Medicare
- Hospital meets criteria to be recognized as “Birthing-Friendly”

Bariatrics

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

Cancer Care

- Accredited by the American College of Surgeons as a Comprehensive Community Cancer Center
- High Performing Hospital for Colon Cancer Surgery from U.S. News & World Report

Cardiology

- High Performing Hospital for Heart Attack from U.S. News & World Report
- High Performing Hospital for Heart Failure from U.S. News & World Report
- Coronary Intervention Excellence Award™ from Healthgrades
- State Ranking Award from Healthgrades
- Institute of Quality Cardiac Rhythm Designation from Aetna

Emergency Services

- Designated as an Emergency Department Accredited 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

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

Pulmonary Medicine

- 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.
- Top 3% in the U.S. for Acute Rehabilitation (Uniform Data System)
- Three-Year Accreditation by the Commission on Accredited Rehabilitation Facilities (CARF)

Stroke Care

- Accredited by DNV GL as a Comprehensive Stroke Center
- High Performing Hospital for Stroke from US News & World Report
- Get With the Guidelines® - Stroke Gold Plus Quality Award with Honor Roll-Elite Plus and Target: Type 2 Diabetes Honor Roll from American Stroke Association/American Heart Association

USC Arcadia Hospital has expanded its presence on the Internet to include a website dedicated to providing health news, publications and information, videos, and virtual tours for patients, employees (both current and future), physicians, volunteers, visitors and vendors, in addition to convenient services such as a free physician referral, online class registration, and online bill payment. USC Arcadia Hospital also publishes news and information on social media via Facebook, Instagram, X (previously known as Twitter), WeChat, YouTube, LinkedIn, and Yelp to inform the community about hospital services and events. USC Arcadia Hospital also provides monthly in-person educational seminars on topics of interest that address health needs of the local community. Seminars are presented by physician experts, whose topics include disease management, healthy eating, back pain, heart health, and cancer. These seminars help raise awareness about the local availability of key services. USC Arcadia Hospital staff also attend and hold leadership positions at community meetings of the Arcadia Chamber of Commerce, Monrovia Community Coordinating Council, Santa Anita Family YMCA, San Gabriel Valley Economic Partnership, and University of La Verne..

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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 2022 Community Health Needs Assessment

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

Service Area Definition
USC Arcadia Hospital Service Area
CY 2022

ZIP Code	Community
91006 – 91007	Arcadia
91008	Bradbury
91010	Duarte
91016	Monrovia
91024	Sierra Madre
91104	Pasadena
91107	Pasadena
91702	Azusa
91706	Baldwin Park
91731 – 91732	El Monte
91733	South El Monte
91740 – 91741	Glendora
91770	Rosemead
91773	San Dimas
91775 – 91776	San Gabriel
91780	Temple City
91790	West Covina
91801	Alhambra

Source: USC Arcadia Hospital 2022 inpatient data analysis.

Note: USC Arcadia Hospital is located in Arcadia ZIP Code 91007

Findings from 2022 Community Health Needs Assessment

USC Arcadia Hospital service area population (2022) is estimated at 763,737. Population in the service area is forecast to increase 0.4 percent in the next five years, to 766,589. The numbers of households and families are estimated to grow 0.6 percent and 0.5 percent, respectively. 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, 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 USC Arcadia 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, 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): access to health services, availability of mental health services, and screening, care and management of individual health.

The 2022 Community Health Needs Assessment identified the following two significant priority health needs:

- Access to health services and availability of mental health services
- Screening, care, and management of individual health

Objectives Addressed in the Community Benefits Plan

During Fiscal Year 2024, USC Arcadia Hospital pursued the following objectives in its community benefits plan:

1. To continue to increase access to health care services and the availability of mental health services for the community.
2. To continue to provide health education, support, and screening services for the management of individual health addressing important health conditions, such as heart disease and stroke,

cancer, obesity and diabetes, flu shots, and infectious diseases as identified in its 2022 Community Health Needs Assessment\.

Community Benefits Plan Activities

In Fiscal Year 2024, USC Arcadia Hospital provided a variety of programs and services in support of these objectives. Some of the services provided were: absorbing the unpaid costs of care for patients with Medi-Cal, absorbing the unpaid costs of care for patients with Medicare, providing charity care for patients without the ability to pay for necessary treatment, operating a 26-bed emergency department 24-hours a day, operating essential community services, such as maternity, newborn, and neonatal intensive care unit (NICU), at a loss; offering a Community Outreach team, providing free physician referrals to the community, providing health education, support and screening programs on a variety of topics; providing health education, information and web site services in English and Chinese (Mandarin); conducting free blood pressure and Body Mass Index screenings, including free access to a local mall kiosk; a dedicated Senior Services program of health education classes and screenings; a Health Ministries program that assists local congregations to provide guidance, support, and resources to parish nurses and health cabinets; providing accredited onsite education in Clinical Pastoral Education; and activity in various nonprofit community organizations and collaboratives.

Economic Value of Community Benefits Provided

The economic value of community benefits provided by USC Arcadia Hospital in Fiscal Year 2024 is estimated at **\$75,570,957**.

Section 2: Mission, Vision, and Core Values

USC Arcadia Hospital Mission, Vision, and Core Values statements follow. These guide our organization's commitment to serving our community. At USC Arcadia Hospital, we are constantly striving to meet the challenges of our local area. As hospital closures in the area have placed greater demand on our emergency services and specialized care, we are dedicated to giving our community accessible, high-quality healthcare and will continue to put efforts into meeting these challenges and any others that come with the future.

Our Mission – USC Arcadia Hospital

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

Our Vision

To provide an exceptional patient experience through compassionate care and create lifelong 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: 2022 Community Health Needs Assessment

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 data and health status information for USC Arcadia 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, USC Arcadia Hospital Service Area is compared to Los Angeles County.

The second phase of the needs assessment focused on qualitative primary research. Representatives from USC Arcadia Hospital agreed that telephone interviews with public 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. USC Arcadia Hospital also participated with other member hospitals in the San Gabriel Valley Health Consortium to develop a workplan to gather input from community stakeholders. This workplan identified key themes from the community input from participating hospitals in the collaborative.¹ These themes included: access to care (primary care, prevention services and screenings), chronic diseases, mental health, substance abuse, housing and homelessness, and COVID-19.

Service Area Determination

Note: Determination of service area updated based on 2023 inpatient origin analysis

¹ 2022 Community Health Needs Assessments posted online were reviewed for Huntington Hospital, Kaiser Foundation Hospital – Baldwin Park, and Pomona Valley Hospital Medical Center.

USC Arcadia 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 2023 community health needs assessment. Using hospital data, there were 20 ZIP Codes from which the hospital drew 75 percent of its admissions.

Service Area Definition and Description

Note: Findings are based on 2022 demographic estimates

Service Area Definition
USC Arcadia Hospital Service Area
CY 2023

ZIP Code	Community
91006 – 91007	Arcadia
91008	Bradbury
91010	Duarte
91016	Monrovia
91024	Sierra Madre
91104	Pasadena
91107	Pasadena
91702	Azusa
91706	Baldwin Park
91731 – 91732	El Monte
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91740 - 91741	Glendora
91770	Rosemead
91773	San Dimas
91775 – 91776	San Gabriel
91780	Temple City
91790	West Covina
91801	Alhambra

Source: USC Arcadia Hospital 2023 inpatient data analysis.

Note: USC Arcadia Hospital is located in Arcadia ZIP Code 91007

The service area population (2022) is estimated at 763,737 persons. The population in the service area is forecast to increase 0.4 percent in the next five years, to 766,589 persons. The numbers of households and families are estimated to grow 0.6 percent and 0.5 percent. The following table summarizes the service area population, households, and families as well as the percent change projected for 2027 (over a five-year period).

Summary of Population, Households and Families

USC Arcadia Hospital Service Area

2022 and 2027

Description	Number		Percent Change From 2022 to 2027
	2022	2027	
Demographics			
Population	763,737	766,589	0.4%
Households	234,410	235,714	0.6%
Families	177,261	178,137	0.5%

Source: Claritas

To assist with providing context to the service area demographics, key statistics are compared to Los Angeles County for 2022 in the following table. Of note, in comparison to Los Angeles County, USC Arcadia 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 at home
- Households with 3 or more persons
- Households with children under 18 years of age
- Owner-occupied households
- Families at or above the poverty level

Summary of Demographic Highlights

USC Arcadia Hospital Service Area Compared to Los Angeles County

2022

Indicator	Percent	
	Service Area	LA County
5-Year Change (2022 to 2027)		
Population	0.4%	0.8%
Households	0.6%	0.8%
Families	0.5%	0.7%
Age Group		
0 to 4 Years	5.3%	5.7%
5 to 9 Years	5.7%	5.8%
10 to 14 Years	5.8%	5.9%
15 to 17 Years	3.6%	3.7%
18 to 20 Years	3.6%	3.8%
21 to 24 Years	4.9%	5.1%
25 to 34 Years	14.8%	15.6%
35 to 44 Years	13.3%	14.1%
45 to 54 Years	13.0%	13.0%
55 to 64 Years	13.0%	12.2%
65 to 74 Years	9.7%	8.7%
75 to 84 Years	5.0%	4.4%
85 Years and Older	2.3%	1.9%
Race/Ethnicity		
White	16.9%	25.0%
Black	2.8%	7.6%
American Indian/Alaskan Native	0.1%	0.2%
Asian	33.3%	14.8%
Native Hawaiian/Pacific Islander	0.1%	0.2%
Hispanic	44.9%	49.5%
Some Other Race	0.2%	0.2%
Two or More Races	1.8%	2.4%
Language Spoken at Home by Persons 5 Years and Older		
English Only	35.0%	43.3%
Spanish	33.7%	39.3%
Asian or Pacific Island language	28.1%	10.9%

Indicator	Percent	
	Service Area	LA County
European language	2.5%	5.4%
Other language	0.6%	1.2%
Educational Attainment of Adults 25 Years and Older		
Less than 9 th Grade	13.0%	11.9%
Some High School, no Diploma	7.8%	8.4%
High School Graduate (or GED)	22.6%	20.7%
Some College, no Degree	16.8%	18.7%
Associate Degree	7.2%	7.0%
Bachelor's Degree	21.4%	22.0%
Master's Degree	7.5%	7.6%
Professional Degree	2.1%	2.4%
Doctorate Degree	1.5%	1.4%
Household Size		
1-Person	18.9%	24.5%
2-Persons	25.1%	26.1%
3-Persons	18.1%	16.4%
4-Persons	16.6%	14.7%
5-Persons	9.9%	8.8%
6-Persons	5.5%	4.6%
7 or more Persons	6.0%	4.9%
Households by Presence of Children Under 18 Years of Age		
Children Under 18 Years Present	40.3%	37.5%
No Children Under 18 Years Present	59.7%	62.5%
Household Income		
Under \$15,000	7.0%	8.5%
\$15,000 to \$24,999	6.6%	7.0%
\$25,000 to \$34,999	6.3%	6.7%
\$35,000 to \$49,999	9.9%	10.0%
\$50,000 to \$74,999	15.2%	14.7%
\$75,000 to \$99,999	12.8%	12.1%
\$100,000 to \$124,999	10.3%	9.9%
\$125,000 to \$149,999	8.1%	7.7%
\$150,000 to \$199,999	9.5%	8.9%
\$200,000 to \$249,999	5.5%	5.1%
\$250,000 to \$499,999	5.7%	5.7%
\$500,000 and over	3.1%	3.7%

Indicator	Percent	
	Service Area	LA County
Age Group of Head of Household		
15 to 24 Years	1.8%	2.7%
25 to 34 Years	12.3%	14.5%
35 to 44 Years	17.9%	19.4%
45 to 54 Years	19.9%	19.6%
55 to 64 Years	20.5%	19.0%
65 to 74 Years	15.6%	14.0%
75 to 84 Years	8.3%	7.5%
85 Years and Older	3.8%	3.3%
Owner-Occupied and Renter-Occupied Housing Units		
Owner-Occupied	55.8%	47.4%
Renter-Occupied	44.2%	52.6%
Families by Poverty Status		
Below the Poverty Level	8.9%	10.4%
At or Above the Poverty Level	91.1%	89.6%

Source: Claritas

Health Access and Utilization

Note: Findings are based on the 2021 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, delays in getting medical care, and delays in getting prescription medications.

Summary of Health Access and Utilization Indicators

SPA 3 Compared to Healthy People 2020 Objectives
2021

Indicator	Healthy People 2020 Objective	SPA 3 San Gabriel Valley
Health Access		
Insured All or Part of Year Age 0 to 64 Years	100%	93%
Usual Source of Ongoing Care All Ages	95%	87%
Delays in Getting Medical Care All Ages	4.2%	16.0%
Delays in Getting Medications All Ages	2.8%	9.2%

Source: UCLA Center for Health Policy Research

COVID-19

Note: Findings are based on the 2021 California Health Interview Survey for SPA 3

The SPA experience compared to Los Angeles County and California rates is summarized in the following table. Results appear comparable in the three geographies.

Adult Diagnosis, Testing and Vaccine Responses

SPA 3 Compared to Los Angeles County and California
2021

Indicator	SPA 3 Rate	County Rate	California Rate
COVID Diagnosis, Testing and Vaccine Acceptance			
Ever Had or Thought Had COVID-19	22%	20%	21%
Tested Positive for COVID-19	21%	20%	17%
Already Received at Least 1 dose vaccine	57%	55%	57%

Source: UCLA Center for Health Policy Research

Childcare, Employment and Financial Impacts - Adults

SPA 3 Compared to Los Angeles County and California
2021

Indicator	SPA 3 Rate	County Rate	California Rate
Childcare Impacts			
Experienced Childcare Difficulties	4%	3%	3%
Financial Impacts			
Lost Job Due to COVID-19	15%	16%	13%
Had Reduced Hours or Income	24%	28%	24%
Worked From Home	27%	31%	30%
Difficulty Paying for Basic Necessities	14%	16%	12%
Difficulty Paying Rent/Mortgage	11%	13%	10%

Source: UCLA Center for Health Policy Research

Mortality

Note: Findings are based on deaths among residents of the service area in 2020 and three-year averages of deaths that occurred among residents of Los Angeles County during 2018 through 2020

In 2020, there were 6,674 deaths in USC Arcadia Hospital service area. Heart disease and cancer were the top two leading causes of death in the service area, accounting for 40 percent of all deaths. Of note, coronary heart disease is the leading cause of death in USC Arcadia Hospital Service Area and the leading cause of premature death in Service Planning Area 3 (2017). 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

USC Arcadia Hospital Service Area

2020

Select Leading Cause of Death	Number	Percent
Heart Disease	1,383	20.7%
Cancer (All Types)	1,273	19.1%
Stroke	361	5.4%
Alzheimer's disease	353	5.3%
Diabetes	263	3.9%
Chronic Lower Respiratory Disease	229	3.4%
Unintentional Injuries (All Types)	168	2.5%
Influenza and Pneumonia	163	2.4%
Essential Hypertension & Hypertensive Renal Disease	60	0.9%
Chronic Liver Disease and Cirrhosis	53	0.8%
Nephritis, Nephrotic Syndrome and Nephrosis	15	0.2%
Suicide	-	0.0%
All Other	2,353	35.3%
All Causes of Death	6,674	100.0%

Source: California Department of Public Health

When comparing age-adjusted death rates in Los Angeles County to Healthy People 2020 objectives, the County did not meet the objectives related to: homicide and chronic liver disease and cirrhosis deaths. The County experience compared to Healthy People 2020 national objectives is summarized in the table below.

Summary of Age-Adjusted Death Rates by Cause of Death

Los Angeles County Compared to Healthy People 2020 Objectives

Three-Year Average (2018 to 2020)

Indicator	Healthy People 2020 Objective	Los Angeles County
Health Status		
Coronary Heart Disease	103.4	96.6
Stroke	34.8	32.9
Cancer (All Sites)	161.4	124.4
Lung	45.5	20.6
Colorectal	14.5	12.3
Prostate	21.8	18.6
Female Breast	20.7	18.3
Unintentional Injuries (All Types)	36.4	29.5
Motor Vehicle Accidents	12.4	8.3
Homicide	5.5	6.0
Suicide	10.2	8.2
Chronic Liver Disease and Cirrhosis	8.2	12.8

Note: 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 live births that occurred in the service area during 2019 to 2021, three- year averages of pregnancy and birth outcomes that occurred among residents of Los Angeles County during 2018 to 2020, and three-year averages of infant mortality among infants during 2017 to 2019

On average, there were 7,847 live births a year in USC Arcadia Hospital’s service area during the three-year period from 2019 through 2021.

Number of Live Births

USC Arcadia Hospital Service Area
Three-Year Average (2019 to 2021)

Year	Number of Births
2019	8,820
2020	7,476
2021	7,245
Three-Year Average	7,847

Source: OSHPD Discharge Data for 2019-21

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

Summary of Maternal and Infant Health Indicators

Los Angeles County Compared to Healthy People 2020 Objectives
Three-Year Averages (2018 to 2020) and (2017 to 2019)

	Healthy People 2020 Objective	Los Angeles County
Health Access and Pregnancy Outcome (2018 to 2020)		
Early Prenatal Care	84.8%	87.0%
Low Birth Weight Infants	7.8%	7.4%
Infant Mortality (2017 to 2019)		
Infant Mortality	6.0	3.6

Source: California Department of Public Health

Child Health

Note: Findings are based on 2021 California Health Interview Survey for SPA 3

When comparing child and adolescent health to Healthy People 2020 objectives, SPA 3 did not meet the health access objective related to usual source of ongoing care. Note: Other measures of child health were statistically unreliable.

Summary of Child and Adolescent Health Indicators

SPA 3 Compared to Healthy People 2020 Objectives
2021

Indicator	Healthy People 2020 Objective	SPA 3 San Gabriel Valley
Health Access		
Usual Source of Ongoing Care	100%	86%

Source: UCLA Center for Health Policy Research

Adult Health

Note: Findings are based on 2021 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
 2021

Indicator	Healthy People 2020 Objective	SPA 3 San Gabriel Valley
Health Access		
Insured All or Part of Year	100%	92%
Usual Source of Ongoing Care	89.4%	84.9%
Health Behaviors		
Healthy Weight	33.9%	33.6%*
Obese	30.5%	33.0%*
Diagnosed with High Blood Pressure	26.9%	23.1%
Currently Smoke Cigarettes	12.0%	6.0%
Engaged in Binge Drinking	24.3%	16.9%

**Note: Healthy weight and obese rates in SPA 3 are within the 95% confidence intervals*

Source: UCLA Center for Health Policy Research

Senior Health

Note: Findings are based on 2020 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: diagnosed with high blood pressure.

Summary of Senior Health Indicators

SPA 3 Compared to Healthy People 2020 Objectives
2021

Indicator	Healthy People 2020 Objective	SPA 3 San Gabriel Valley
Health Behaviors		
Healthy Weight	33.9%	45.5%
Obese	30.5%	27.6%
Diagnosed with High Blood Pressure	26.9%	50.0%

Source: UCLA Center for Health Policy Research

Community Consultation

Note: Findings are based on surveys with representatives of community and public organizations in the San Gabriel Valley conducted in December 2022. Representatives from nonprofit health-related organizations as well as physicians and public health experts were interviewed were asked their opinions on: the top three health issues in the San Gabriel Valley, whether there are specific neighborhood areas or populations affected by these health issues, specific actions that should be undertaken to address these health issues, and specific actions or collaborations that USC Arcadia Hospital could undertake to address these community health issues.

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

- Access to health services
- Availability of mental health services
- Screening, care, and management of individual health

Process and Criteria Used

In preparing the community health needs assessment, USC Arcadia 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, including opinions of community leaders regarding important health issues in the community.

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

- Healthy People 2020 targets not met
- Foci of Healthy People 2030
- Number of persons affected
- Identification and/or validation as an important health issue in the community consultations
- Identified by community organizations as an opportunity to work collaboratively to address health issue

Significant Priority Health Needs Identified

- Access to health services and availability of mental health services
- Screening, care, and management of individual health

Health Care Facilities and Other Resources

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

- 16 open hospitals (ten general acute care hospitals and two acute psychiatric hospitals)
- 32 licensed free and community clinics
- 15 senior/community centers

Section 4: Community Benefits Planning Process and Objectives

Following completion of the 2022 Community Health Needs Assessment, USC Arcadia Hospital continued to implement programs and services in response to identified community health needs, in view of the hospital's mission and expertise.¹

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 and business development 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, cancer, 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 USC Arcadia 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, Finance 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 Business Development, Cancer, Cardiology, Dietary, Maternal Child Health, Health Ministries, and Pastoral Care.

During Fiscal Year 2024, USC Arcadia Hospital pursued the following objectives in its community benefits plan:

¹ USC Arcadia Hospital completed its 2022 Community Health Needs Assessment (CHNA) and associated Implementation Plan for 2023 to 2025. These documents are available on the hospital's website: <https://www.uscarcadiahospital.org>.

1. To continue to increase access to healthcare services, including mental health services, for the community.
2. To continue to provide health education, support, and screening services for the management of individual health conditions, such as heart disease and stroke, cancer, obesity and diabetes, flu shots, and infectious diseases.

On an annual basis, USC Arcadia 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 USC Arcadia Hospital, as well as measurements of key outcomes accomplished in Fiscal Year 2024. Programs and services are organized in response to the priority health needs identified in **Section 4**.

Access to Health Services and Availability of Mental Health Services

USC Arcadia Hospital community benefit services include: operating a 26-bed emergency department 24-hours each day (51,481 visits in Fiscal Year 2024), providing charity care for patients without the ability to pay for necessary treatment (4,317 patients served), absorbing the unpaid costs of care for patients with Medi-Cal (20,085 patients served), and absorbing the unpaid costs of care for patients with Medicare (29,161 patients served). Given the importance of providing expert health care for our community, USC Arcadia Hospital also operated several essential hospital services at a financial loss, including labor and delivery services, newborn care, a neonatal intensive care unit (NICU) and specialty women's clinics. [Note: In the last ten years, hospitals have increasingly closed their maternity and other associated units citing reasons such as high costs, labor shortages, and declining birth rates. In the Hospital's service area, maternity units have closed at Emanate Health Foothill Presbyterian Hospital in Glendora and Greater El Monte Community Hospital in El Monte, as well as San Dimas Community Hospital, located immediately east of the Hospital's service area.]

To assist area residents with finding physicians, USC Arcadia Hospital continues to offer a free Physician Referral Service. Consumers may telephone 888-388-2838 to speak directly with a dedicated physician referral center representative or search for a physician on the hospital web site (2,900 call and chat volume in Fiscal Year 2024). 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, USC Arcadia Hospital offered a dedicated Chinese language 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, as well as the Hospital's COVID-19 guidelines and visitation policy. The Hospital's Chinese language hot line served approximately 350 callers in Fiscal Year 2024.

Our affiliation with Keck Medicine of USC has catalyzed the Hospital's ability to respond to community need for increased access to physician experts. Since July 2022, USC Arcadia Hospital has increased its medical staff by over 200 physicians, including key specialties of urology, pulmonology, cardiac surgery, electrophysiology, neurosurgery, thoracic surgery, orthopedics, interventional radiology, hepatobiliary surgery and plastic surgery. These physicians address the needs for local expertise, and all maintain clinical office space locally and are accepting new patients in their practices.

USC Arcadia Hospital's Health Ministries (Parish Nurse) program develops and supports holistic health programs in faith communities. The program is designed to enhance the ability of faith communities to promote health – body, mind, and spirit – to individuals, families, groups, and the community.¹ Now in its 27th year, USC Arcadia 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 2024, USC Arcadia Hospital continued its formal Health Ministries program with six churches and one retirement community having eight Faith Community volunteer nurses. The Health Ministries program continued to operate 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 Community Church (Alhambra); and Westminster Gardens, a retirement community located in Duarte. In addition, USC Arcadia Hospital has a relationship with three “limited” partners (there is no parish nurse commitment), providing education and information as well as health-related speakers for meetings to the following churches: Arcadia Community Church, Santa Anita Church (Arcadia), and Saint James Methodist Church (Pasadena). During the fiscal year, the Parish Nurse program hosted two programs at offsite locations – in October, and June – with a total attendance of 49 persons. Topics covered included

¹ For more information, visit the hospital website, Health Ministry Program.

types and causes of mental illness. In October 2023, 173 flu vaccinations were administered at five of the churches in the Health Ministries Program.

In Fiscal Year 2024, the Director of Spiritual Care at USC Arcadia Hospital conducted a weekend Health Ministries retreat on March 15 through March 17 at Vina de Lestonnac Retreat Center in Temecula for eight participants; hosted three Health Ministries meetings for faith community nurses (on February 1, 2023, September 12, and February 15, 2024); and conducted two speaker meetings for nurses that provided Continuing Education Unit credits. In addition, staff continued to provide consultations with churches, their pastors, and Faith Community nurses during the fiscal year. In these sessions, staff provided updates on COVID-19 statistics and CDC guidelines as churches planned their worship services and celebrations, including working with pastors who were struggling to get parishioners to return to their respective congregations post COVID.

USC Arcadia Hospital's Spiritual Care Department provides professional education in Clinical Pastoral Education (CPE) in a clinical setting under the guidance of certified supervisors. USC Arcadia Hospital is accredited by the Association for Clinical Pastoral Education (ACPE), an accrediting agency recognized by the U.S. Department of Education and offers Level I CPE, Level II CPE, and Education CPE. In Fiscal Year 2024, a total of 29 students participated in five full time units and two extended unit programs conducted by USC Arcadia Hospital.

In Fiscal Year 2024, representatives from USC Arcadia Hospital continued working with the Health Consortium of Greater San Gabriel Valley, which includes five other member not-for-profit hospitals/health systems and two public agencies. On Thursday, April 18, 2024 the Consortium held a day-long San Gabriel Valley Health Summit, at the SCE Energy Education Center in Irwindale. In addition to networking opportunities and resource tables, the summit featured presentations and discussions of "elevating Community Health through Diversity, Equity and Inclusion (DEI)," Navigating DEI in Hospital Settings: Opportunities and Challenges," "Interprofessional Approaches to Substance Use Disorder Integration in Health Care," and "Health and Behavioral Health Workforce in the San Gabriel Valley."

In Fiscal Year 2024, representatives from USC Arcadia Hospital served as president of the Arcadia Chamber of Commerce Board, attending 12 Executive Board meeting, 12 board meetings and over thirty events throughout the year such as Community Connection, Connect and Prosper for Chinese-owned businesses, Rise and Shine breakfasts, Networking at Noon luncheons, and

several ribbon cuttings. In addition, representatives from USC Arcadia Hospital served as president of the Monrovia Community Coordinating Council (attending all ten meetings in the year) and member of the Board of Directors of the Santa Anita Family YMCA in Monrovia (attending all ten meetings) and participating in the distribution of the YMCA's Thanksgiving Meal Outreach.

Screening, Care and Management of Individual Health

In Fiscal Year 2024, USC Arcadia 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, cancer, diabetes, and dedicated senior services. Information about these events was made available through announcements at other local community programs, 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.

USC Arcadia 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, including twenty private rooms and two semi-private rooms.

A comprehensive offering of free maternity orientations/tours and maternity classes is offered year-round. Information about maternity offerings is available by calling the Maternity Education Office at 1-800-950-BABY, by email at MaternityDept@methodisthospital.org and/or online via event search for Maternity and Baby Classes. In Fiscal Year 2024, class offerings featured virtual and in-person events, including: Maternity Tours in English (34 total sessions; 451 persons served) and Chinese (34 total sessions; 202 persons served), Prepared Childbirth (12 total sessions; 71 persons served) and Baby Care and Soothing Basics (12 total sessions; 71 persons served). A free weekly 1-hour breastfeeding support group, "Mommy & Baby Bistro," was available to the community in Fiscal Year 2024, with meetings on Wednesdays from 10:30 am to 11:30 am (55 total classes – 43 virtual classes/298 attendees and 12 in-person classes/92 in-person attendees). A nominally priced monthly

Breastfeeding Class was offered to assist expectant parents with understanding breastfeeding, practicing hands-on techniques and access to an informative mobile application (12 total sessions; 51 attendees).

USC Arcadia 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, pacemaker and AICD insertion, electrophysiology studies, and carotid artery stenting. Open-heart surgery and valve replacement are performed in two dedicated operating rooms. USC Arcadia Hospital also provides specialized care for cardiovascular patients in one of three units — intensive care, coronary care, and cardiac patient care — depending on the needs of the patient, and provides an inpatient cardiac rehabilitation program.

In recognition of the importance of convenient and accessible blood pressure testing, USC Arcadia Hospital nurses offer blood pressure screenings on a monthly basis at scheduled times at the Arcadia Community Center and Monrovia Community Center (306 adults served with blood pressure screenings at these locations during Fiscal Year 2024). Adults with asymptomatic abnormal results are advised regarding the importance of a healthy diet, daily exercise, and monitoring blood pressure at home; those with symptoms such as headaches and dizziness are advised to consult their physicians.

In Fiscal Year 2024, USC Arcadia Hospital continued to sponsor a Heart Check Center™ kiosk at The Shops at Santa Anita in Arcadia, providing free blood pressure and Body Mass Index (BMI) testing, as well as free health information. During Fiscal Year 2024, mall visitors accessed the kiosk for approximately 21,000 blood pressure screenings and 1,600 BMI screenings. Of note, 33% of those testing their blood pressures had normal readings, while the remainder (67%) testing their blood pressure had elevated, hypertensive Stage 1 and Stage 2+ readings; 25% of those testing their BMI were obese or extremely obese. The kiosk also allows participants to confidentially email their personal results and access assistance in finding a physician.

USC Arcadia Hospital is a DNV GL-accredited Comprehensive Stroke Center and designated by Los Angeles County Emergency Medical Services as one of 24 Comprehensive Stroke Centers serving the county. Our multidisciplinary Stroke Team – comprised of neurologists, neurosurgeons, neuro-interventionists, critical care intensivists, emergency physicians, radiologists, pharmacists, nurses and support staff are ready to care for patients 24-hours a day, seven days a week.

A Stroke and Brain Injury Support Group – open to any stroke or brain injury survivor, family, or care partner in the community – met on the second Wednesday of the month for seven months of the year, from 2 PM to 3 PM (attended by 64 participants). Lead by the Stroke Nurse Navigator and Clinical Social Worker, the group offered valuable guidance and support, in addition to guest speakers tailored to patient needs and feedback.

USC Arcadia Hospital is a Comprehensive Community Cancer Program, accredited by the American College of Surgeons Commission on Cancer. The hospital offers some of the most advanced cancer diagnostics, treatment, and personalized care, including annual cancer screenings – utilizing a low dose CT scan for lung cancer screening, a state-of-the-art 320-slice CT scanner that produces 4D images of body organs, and comprehensive treatments that include chemotherapy, surgery, and pain management. Numerous new cancer specialists – in the fields of urology, pulmonology, thoracic surgery, and hepatobiliary surgery – have joined the hospital medical staff since our affiliation with Keck Medicine of USC, bringing world class cancer care to local residents. The hospital’s Cancer Registry continues to collect patient information for the purposes of case finding, abstracting, and reporting to the National Cancer Database Rapid Cancer Reporting System and the state Cancer Surveillance Program. In addition, the Multidisciplinary Cancer Case Conferences/Tumor Board held meetings throughout the year, discussing prospective cases. The hospital’s Cancer Committee meets quarterly, in compliance with Commission on Cancer requirements. As the hospital continues to move ahead with bringing additional cancer services to the community, patients will be able to access the USC Norris Comprehensive Cancer Center – Arcadia Campus Radiation Oncology, Infusion Center Multidisciplinary Clinic and Laboratory on Huntington Drive.

In addition, staff at USC Arcadia Hospital provided informational lectures, nutritional consultations and/or health screenings at 28 community events throughout the year (listed in chronological order):

- July 7, 2023: Hospital Affiliation with Keck Medicine of USC – Information and Q&A (25 persons attended)
- August 4: Optum Grand Re-opening at Santa Anita Racetrack (100 persons attended)
- August 8: Foothill Unity Back to School Event at Santa Anita Racetrack (2,000 persons attended)

- September 1: Arcadia Senior Health and Information Fair with Lunch and Learn Lecture on “Tips for Keeping Your Lungs Healthy” at Arcadia Community Center (300 persons attended)
- September 30: City of Arcadia Moon Festival at Arcadia City Hall Lawn (500 persons attended)
- October 21: World Junior Senior Wellness Fair with a Health Talk on “Eating Well and Aging Well” (650 persons attended)
- November 5: Annual Health Fair with Buddha’s Light International Association at USC Arcadia Hospital (500 persons attended)
- November 11: Happy 50+ Community Health Fair and Community Lecture – in Mandarin – on “Colon Cancer Screening and Risk Factors” at Rosemead Community Center (400 persons attended)
- December 20: Foothill Unity Holiday Distribution at Los Angeles Arboretum (1,300 persons attended)
- January 13 and January 14, 2024: Asian American Expo at Pomona Fairplex (38,000 persons attended)
- January 17: Community Lecture on “Staying Active by Keeping Your Joints Healthy” at Santa Anita Family YMCA (50 persons attended)
- January 24: City of Arcadia Community Lecture on “Concussions and Brain Injuries” at Arcadia Public Library (115 persons attended)
- February 1: Monrovia City Health Fair and Ask the Dietitian at Monrovia Community Center (70 persons attended)
- February 28: City of Arcadia Community Lecture on “Heart Disease” at Arcadia City Museum Education Center (65 persons attended)
- March 21: Arcadia Chamber of Commerce Breakfast at USC Arcadia Hospital (65 persons attended)
- March 27: City of Arcadia Community Lecture on “Headaches and Migraines” at Arcadia Public Library (15 persons attended)
- April 6: Santa Anita Derby Day 5K at Santa Anita Racetrack (6,000 persons attended)
- April 9: “CEO’s Hospital Outlook and Future Plans and Upcoming Community Events” at Church of the Good Shepherd in Arcadia (50 persons attended)
- April 18: San Gabriel Valley Health Consortium Health Summit at SCE Education Center in Irwindale (100 persons attended)

- April 24: Arcadia City-Wide Health Education Series on “Treating Developmental Delays and Pediatric Disabilities” at Arcadia Museum Education Center (20 persons attended)
- April 26: Southern California Women’s Conference and Health Talk on “Sleep Disorders” at Westin Pasadena (1,000 persons attended)
- May 4: Arcadia Firefighters Pancake Breakfast at City of Arcadia Fire Station 106 (4,000 persons attended)
- May 18: Foothill Unity Annual Health and Resource Fair at Foothill Unity Center in Monrovia (200 persons attended)
- May 22: Arcadia City-Wide Health Education Series on “Adolescent Mental Health” at Arcadia Public Library (20 persons attended)
- May 25: Mount Wilson Trail Race 2024 at Kersting Court in Sierra Madre (600 persons attended)
- June 15: Kensington Community Symposium on Aging at Sierra Madre Memorial Park (300 persons attended)
- June 22: Optum Patient Appreciation Day at Covina Main Office (100 persons attended)
- June 26: Arcadia City-Wide Health Education Series on “Treating an Enlarged Prostate” at Arcadia Public Library (15 persons attended)

To assist those with diabetes and related health conditions, USC Arcadia Hospital offered a number of specialized classes in Fiscal Year 2024. Dietitians assisted community members with education and support in a variety of monthly programs, including: bariatric nutrition class (341 client visits), bariatric support group (65 client visits), diabetes (67 client visits), gestational diabetes (8 client visits), obesity and weight loss (45 client visits), orthopedic (16 client visits), wound healing (4 client visits), and cancer, renal and other nutritional consults (35 client visits).

To meet the needs of active, older adults, USC Arcadia Hospital offers our “50+ Health Connection” program. This program allows approximately 400 members to participate in free health education, screenings, annual flu clinics, and physician referrals. In Fiscal Year 2024, USC Arcadia Hospital and Arcadia Recreation and Community Services hosted seven hybrid-style health talks – both in-person and virtual – conducted by physicians and other health care professionals addressing the following topics (listed in chronological order):

- October 24, 2023: Healthy Cooking with Wine (107 persons attended)

- January 16, 2024: Head and Neck Ailments (50 persons attended)
- February 2: Irregular Heartbeat (61 persons attended)
- March 26: Urological Ailments in Men (55 persons attended)
- April 16: Gastric Reflux disease (45 persons attended)
- May 21: Diagnosis and Treatment of Alzheimer’s Disease (65 persons attended)
- June 18: COPD and Smoking Cessation (39 persons attended)

In advance of these events, USC Arcadia 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 USC Arcadia Hospital’s website “Calendar of Events.”

Section 6: Economic Value of Community Benefits

In Fiscal Year 2024, the economic value of community benefits provided by USC Arcadia Hospital is estimated at **\$75,570,957**. Table 6.1 summarizes the net benefits of these community programs and services according to the framework used for Schedule H – Form 990¹ and adopted by the California Department of Health Care Access and Information (HCAI). Among the highlights reported in the table are the following programs and services:

- Uncompensated cost of Medi-Cal program
- Uncompensated cost of Medicare program
- Uncompensated cost of Charity Care
- Other subsidized health services that meet a community need and operate at a loss
- Assistance to patients without financial resources
- Community health improvement services
- Health professions education
- Community building

¹ Hospital organizations use Schedule H (Form 990) to provide information on the activities and policies of, and community benefit provided by, its hospital facilities that it operated during the tax year.

**Table 6.1: Estimated Net Benefit of Community Programs and Services
Provided by USC Arcadia Hospital
Fiscal Year 2024**

Programs and Services	Net Benefit¹
Uncompensated Cost of Medi-Cal Program ²	\$ 42,524,427
Uncompensated Cost of Medicare Program ²	\$ 25,537,459
Uncompensated Cost of Charity Care ³	\$ 929,801
Other Subsidized Health Services ⁴	\$ 4,706,683
Assistance to Patients without Financial Resources	\$ 118,257
SUBTOTAL – Financial Assistance and Means-Tested Government Programs	\$ 73,816,627
Community Health Improvement Services ⁵	\$ 556,632
Health Professions Education	\$ 1,137,288
Community building	\$ 60,410
GRAND TOTAL	\$ 75,570,957

¹ Net Benefit 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 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 Subsidized Health Services is based on a cost accounting system.

⁵ Community Health Improvement Services include Community Building Activities.