

# **Huntington Memorial Hospital Community Benefits Plan Fiscal Year 2012**



For Submittal by May 31, 2013 to:  
Office of Statewide Health Planning and Development  
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## **Preface**

In accordance with Senate Bill 697, Community Benefits Legislation, Huntington Memorial Hospital, a private not-for-profit hospital, submits this Community Benefits Plan for Fiscal Year 2012<sup>a</sup>. 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 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

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<sup>a</sup> Huntington Hospital fiscal year is from January 1 to December 31.

## Introduction to Huntington Hospital

Huntington Memorial Hospital is a 625-bed, not-for-profit community hospital located in Pasadena, California. Founded in 1892, Huntington Hospital is committed to providing excellent patient care delivered with compassion and respect. The hospital offers a full complement of acute medical care and community services, ranging from general medicine to the foremost specialized programs in cardiovascular services, oncology, and the neurosciences. The hospital has the only trauma center in the region. In addition, Huntington offers women's and children's services, state-of-the-art orthopedic surgery, in- and outpatient psychiatric services, Huntington Hospital Senior Care Network, and Huntington Ambulatory Care Center.

As a teaching facility affiliated with the University of Southern California's Keck School of Medicine, Huntington supports 39 residents each year, specializing in internal medicine or general surgery. Approximately one-third of Huntington's residents remain in the area to practice, providing a seamless transition through generations of care.

Recently, Huntington Hospital received numerous awards, recognitions, and certifications:

- Full hospital-wide accreditation from The Joint Commission for achieving national standards for health care quality and safety
- Gold Seal of Approval™ from The Joint Commission for the stroke care and total knee and hip replacement
- Designation as a Primary Stroke Center from The Joint Commission, one of the first hospitals in Los Angeles County to earn this designation
- Magnet® Recognition by American Nurses Credentialing Center
- Ranked as a *U.S. News and World Report* Top Hospital (Metro) in ten specialties, including: orthopedics, neurology and neurosurgery, urology, gastroenterology, geriatrics, diabetes and endocrinology, pulmonology, gynecology, nephrology, and ear, nose and throat
- Huntington Hospital Trauma Center has been verified as a Level II trauma center by the Verification Review Committee (VRC), an ad hoc committee of the Committee on Trauma (COT) of the American College of Surgeons (ACS)
- Named to Target: Stroke Honor Roll by the American Heart Association/American Stroke Association and also received the American Stroke Association's Get With the Guidelines –

- Stroke Gold Plus Performance Achievement Award in recognition of the hospital's high quality, best practice stroke care
- Huntington Hospital Cancer center received Accreditation with Commendation from the American College of Surgeons' Commission on Cancer
  - Huntington-Hill Breast Center received Accreditation by the American College of Surgeons' National Accreditation Program for Breast Centers – one of only three hospitals in Los Angeles County to have achieved this honor
  - The Breast Imaging Center is designated a Center of Excellence by the American College of Radiology
  - The American College of Radiology Commission on Quality and Safety has accredited Huntington Hospital's Toshiba Aquilion One 320 for computer tomography and Toshiba 2005 Vantage for magnetic resonance imaging services
  - Maximum Five-Year Accreditation from the Accreditation Council for Graduate Medical Education
  - Bariatric Surgery Center of Excellence by the American Society for Metabolic and Bariatric Surgery
  - The Cheers Award – bestowed by the Institute for Safe Medication Practices – honors organizations that have set a “superlative standard of excellence” in the prevention of medication errors
  - Outstanding Leadership Award from the U.S. Department of Health and Human Services for eliminating ventilator-associated pneumonia – one of only 37 hospitals nationwide to be recognized
  - Lab Accreditation Board of ABRET granted the hospital accreditation for our Neurophysiology Intraoperative Monitoring Laboratories
  - Centers of Distinction for bariatric surgery, spine surgery, knee and hip joint replacement, and heart and vascular services by the Blue Cross Blue Shield Association
  - Designation as a STEMI (ST Segment Elevation Myocardial Infarction) Receiving Center where emergency medical service personnel give patients having possible myocardial infarctions a 12-lead EKG in the field and a hospital team is ready when a patient arrives in the Emergency Department

- Gold Medal For Excellence in supporting organ donation from the U.S. Department of Health Services
- High Reliability Team Award from the Volunteer Hospital Association
- Accreditation by the Intersocietal Commission for the Accreditation of Vascular Laboratories (ICAVL)

Huntington Hospital also offers continuing education and learning for the public, employees, medical staff, and other health care professionals, through the availability of health science and community libraries. With social media transforming the way that people communicate, Huntington Hospital has extended its reach into the web community using familiar sites like Facebook, YouTube, and Twitter.

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## **Section 1: Executive Summary**

### **Mission Statement**

The mission of Huntington Memorial Hospital is to excel at the delivery of health care to our community. Our mission, core values, and standards of conduct guide our organization's commitment to community needs.

### **Definition of Community Used in the 2010 Community Needs Assessment**

For purposes of the needs assessment, Huntington Hospital defined its service area to include the following communities: Pasadena, Altadena, San Marino, and South Pasadena.

### **Findings from 2010 Community Needs Assessment**

Key findings from the community consultation identified the following top health issues (in order of frequency of mention): access to health care, nutrition and obesity, heart disease and hypertension, mental health, diabetes, education about healthy lifestyles, senior health, lack of health insurance, air pollution and asthma, dental care, cancer, safety, and maternal and infant birthing outcomes. Two roles or actions for Huntington Hospital to address health issues in the community were identified, including education and outreach and partnerships and collaboration.

When comparing health indicators for the San Gabriel Valley and/or Huntington Hospital service area to Healthy People 2010 National Objectives, opportunities for improvement are in the following: non-elderly persons with health insurance, delays or difficulties in obtaining medical care, pap test in the past three years, seniors hospitalized for asthma, female seniors hospitalized for hip fractures, deaths due to chronic pulmonary diseases, diabetes-related conditions, and cirrhosis; low and very low birth weight infants, overweight or obese teens, vigorous physical activity in teens, healthy weight, obesity and moderate/vigorous physical activity in adults and seniors; adults and seniors diagnosed with high blood pressure; adults who currently smoke cigarettes, seniors diagnosed with diabetes, and seniors who received a flu shot in the past year.

## **Objectives Addressed in the Community Benefits Plan**

During Fiscal Year 2012, Huntington Hospital pursued the following objectives in its community benefits plan:

1. To continue to provide programs and services for the management of chronic diseases such as diabetes, high blood pressure, and asthma.
2. To continue to offer flu shots for the community.
3. To continue collaboration among organizations, service agencies, government and private providers.

## **Community Benefits Plan Activities**

In Fiscal Year 2012, some of the activities Huntington Hospital conducted in support of the above objectives included the following: offering an Ambulatory Care Center (HACC) to serve under-insured and uninsured persons, expanding a Patient Partners Program to manage congestive heart failure patients, providing dedicated, multi-session community health education programs on management of obesity, diabetes, cardiovascular disease and asthma; administering flu shots in hospital and community locations during the flu season, leading and/or supporting community efforts to address urgent care, medical and dental care in the community, infant mortality among African Americans, elderly and disabled care and independence, health information for professionals, service agencies, and the general public; and graduate medical education programs for general surgery and internal medicine residents, pharmacy residents, and other health care professionals.

In addition, Huntington Hospital continued to provide charity care for patients without the ability to pay for necessary treatment, absorbed the unpaid costs of care for patients with Medi-Cal and Medicare, and operated other medical programs in support of the community, such as an emergency and trauma center, neonatal nursery, high-risk perinatal program, geriatric psychiatric services, and palliative care program.

## **Economic Value of Community Benefits Provided**

The economic value of community benefits provided by Huntington Hospital in Fiscal Year 2012 is estimated at **\$92,853,772** (economic value includes Medicare Program Shortfall of \$27,421,300).

## **Section 2: Mission and Vision Statements, Core Values, and Standards of Conduct**

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

### **Mission Statement**

At Huntington Hospital, our mission is to excel at the delivery of health care to our community.

### **Vision Statement**

To become the finest community-based regional medical center in Southern California.

### **Core Values**

In order to accomplish our mission, we have adopted a set of core values which act as a compass to guide us in the decisions we make. These core values are:

#### **Respect**

We affirm the rights, dignity, individuality and worth of each person we serve, and of each other.

#### **Integrity**

We honor the commitments that we make, believe in fairness and honesty, and are guided by our ethics.

#### **Stewardship**

We wisely care for the human, physical and financial resources entrusted to us.

#### **Excellence**

We strive for excellence, quality and safety, and we are committed to providing the best care, work environment and service possible.

## **Standards of Conduct**

Our mission and core values are accomplished through a set of standards. These standards outline the manner in which we approach the business of our organization in harmony with our values and our commitment to being a health care leader in our community. The standards of conduct address the following areas:

### **Quality of Care and Services**

We are committed to providing a caring and comfortable environment and each of us makes an integral contribution in creating this environment.

### **Compliance with Laws and Regulations**

We are committed to complying with all laws, regulations, standards and other compliance requirements that apply to the business of Huntington Hospital.

### **Coding and Billing Integrity**

We are committed to the proposition that all billings for patient services and other transactions must be properly documented and authorized by management. All records must be accurately and completely supported in the hospital's books and records.

### **Conflicts of Interest**

We have a responsibility to Huntington Hospital, the community, and to our patients. Therefore, we are committed to avoiding any activity, practice or act that conflicts with the interests of, or what could bring into question, Huntington Hospital's integrity.

### **Human Resources**

We are committed to attracting, retaining and developing the highest quality and most dedicated workforce possible in today's market. The employees of Huntington Hospital are our most valuable asset. We strive to hire and promote people on the basis of their qualifications, performance and abilities, and are determined to provide a work environment free of any form of illegal discrimination or harassment, including sexual harassment. Further, Huntington Hospital is committed to maintaining a workplace where each employee's privacy and personal dignity are respected and protected from offensive or threatening behavior.

### **Safeguarding Property, Assets and Information**

We are committed to using our resources wisely and shall be accountable to ourselves and to others for their proper use.

**Maintaining a Safe Work Environment**

We are committed to operating in an environment where the health, safety, privacy, and comfort of patients and employees come first.

**Responsible Conduct of Research**

Huntington Hospital has a responsibility to its patients, staff, and its community to participate in research if the primary goal of that research is to improve the effectiveness of medical diagnosis, treatment, and prevention of disease. Huntington Hospital is committed to participating in research in an environment that complies with established law and ethics that pertain to the health, safety, privacy, rights and welfare of human subjects.

## **Section 3: 2010 Community Needs Assessment Summary**

Huntington Memorial Hospital's 2010 Community Needs Assessment includes a summary of population, household, and family demographics; measures related to access to health care, mortality, maternal and infant health, child and adolescent health, adult health, and senior health; and findings from the community consultation. To assist with identifying priorities, comparisons are made to national benchmarks known as Healthy People 2010<sup>a</sup> and other regional experiences. The hospital used the findings of the 2010 needs assessment in the preparation of community benefits plans for the next three fiscal years, in accordance with Senate Bill 697 (community benefits legislation for not-for-profit hospitals).

### **Service Area Definition and Description**

Note: Demographics for the hospital service area are based on 2010 estimates provided by Nielsen/Claritas

Huntington Hospital, located in Pasadena, defined its service area for purposes of the 2010 Community Needs Assessment to include the following communities:

- Pasadena
- San Marino
- Altadena
- South Pasadena

The service area population (2010) is estimated at 235,772 persons. The population in the service area is forecast to increase 3.5 percent (by 8,227 persons) in the next five years. Growth projections for households and families are estimated to increase 3.5 percent (by 3,133 households) and 3.1 percent (by 1,676 families). The following table summarizes the service area population, total households, and families as well as the percent change projected for 2015 (over a five year period).

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<sup>a</sup> Prepared by the U.S. Department of Health and Human Services, Healthy People 2010 outlines a nationwide agenda focused on promoting health and preventing illness, disability, and premature death. Healthy People 2010 builds on initiatives pursued over the past two decades.

### Summary of Population, Households and Families

Huntington Hospital Service Area

2010

Description	Number		Percent Change From 2010 to 2015
	2010	2015	
<b>Demographics</b>			
Population	235,772	243,999	3.5%
Households	89,255	92,388	3.5%
Families	54,876	56,552	3.1%

Source: Nielsen Claritas

To assist with providing context to the service area demographics, key statistics are compared to Los Angeles County for 2010 in the following table. Of note, in comparison to Los Angeles County, the service area has a *higher* proportion of:

- Five-year growth in households
- Persons of White, Black, Asian, Native Hawaiian or Pacific Islander race; and two or more races
- Persons speaking English only, Asian or Pacific Island language and European language at home
- Adults with Associate degree, Bachelor degree and Graduate or Professional degree
- Employed persons with white collar occupations
- Households with 1-person and 2-persons
- Households with incomes of \$100,000 and over
- Owner occupied households
- Households with children under age 18 years present
- Families at or above the poverty level

### Demographic Highlights

Huntington Hospital Service Area Compared to Los Angeles County

2010

Indicator	Percent	
	Service Area	LA County
<b>5-Year Change (2010 to 2015)</b>		
Population	3.5%	4.0%
Households	3.5%	3.4%
Families	3.1%	3.4%

Indicator	Percent	
	Service Area	LA County
<b>Race/Ethnicity</b>		
White	38.1%	27.7%
Black	11.2%	8.4%
Asian, Native Hawaiian or Pacific Islander	15.4%	12.9%
Hispanic	31.0%	48.0%
American Indian/Alaskan Native	0.2%	0.2%
Some Other Race	0.2%	0.2%
Two or More Races	3.8%	2.6%
<b>Language Spoken at Home by Persons 5 Years and Older</b>		
English Only	56.7%	43.9%
Spanish	24.8%	39.5%
Asian or Pacific Island Language	10.5%	10.2%
European language	6.8%	5.4%
Other language	1.1%	1.1%
<b>Educational Attainment of Adults 25 Years and Older</b>		
Less than 9 <sup>th</sup> Grade	7.2%	14.2%
Some High School, no Diploma	5.7%	10.5%
High School Graduate (or GED)	13.9%	21.4%
Some College, no Degree	17.3%	18.8%
Associate Degree	7.1%	6.8%
Bachelor Degree	27.4%	18.4%
Graduate or Professional Degree	21.3%	9.8%
<b>Occupation Type for Employed Labor Force</b>		
Blue Collar	11.3%	22.1%
White Collar	72.7%	60.3%
Service and Farming	16.0%	17.7%
<b>Household Size</b>		
1-Person	30.8%	24.3%
2-Persons	29.8%	25.8%
3-Persons	14.8%	15.8%
4-Persons	12.3%	14.6%
5-Persons	6.3%	9.0%
6-Persons	3.0%	5.0%
7 or more Persons	2.9%	5.4%
<b>Household Income</b>		
Under \$15,000	10.1%	12.6%

Indicator	Percent	
	Service Area	LA County
\$15,000 to \$34,999	15.3%	19.7%
\$35,000 to \$74,999	28.6%	31.2%
\$75,000 to \$99,999	12.2%	12.3%
\$100,000 to \$149,999	14.9%	12.9%
\$150,000 to \$199,999	7.6%	5.3%
\$200,000 and over	11.2%	6.0%
<b>Households</b>		
Owner Occupied	53.7%	48.6%
Renter Occupied	46.3%	51.4%
<b>Households by Presence of Children</b>		
Children Under 18 Years Present	70.7%	61.9%
No Children	29.3%	38.1%
<b>Families by Poverty Status</b>		
Below the Poverty Level	7.9%	12.3%
At or Above the Poverty Level	92.1%	87.7%

Source: Nielsen Claritas

## Access to Health Care

Note: Findings are based on the 2007 California Health Interview Survey for Los Angeles County Service Planning Area – San Gabriel Valley (SPA 3) and two-year averages of hospitalizations that occurred in the service area during 2007 and 2008

When comparing health access indicators in the SPA to Healthy People 2010 objectives, the SPA did not meet the objectives related to: health insurance (uninsured all or part of the year), delays or had difficulty obtaining medical care, and pap test in past three years. The SPA experience compared to Healthy People 2010 national objectives is summarized in the table below. A  sign in the column labeled status indicates that the SPA did not meet the Healthy People 2010 objective.

### Health Access Indicators

Los Angeles County Service Planning Area 3 – San Gabriel Valley

2007

Indicator	Age Group	Healthy People 2010 Objective		SPA 3 San Gabriel Valley	
		Good	Target Rate	Rate	Status
<b>Health Access</b>					
Uninsured All or Part of Year	0 to 65	↓	0%	22%	
Delays or Had Difficulty in Obtaining Medical Care	All	↓	7%	14%	
<b>Health Access: Cancer Screening</b>					
Mammogram in Past 2 Years Females	40+	↑	70%	78%	
Pap Test in Past 3 Years Females	18+	↑	90%	80%	

Note:

↓ Indicates that the Healthy People 2010 objective is to reduce; ↑ indicates that the objective is to increase

Source: UCLA Center for Health Policy Research

Another measure of access to health care includes hospitalization rates for ambulatory care sensitive conditions. These conditions apply to three broad age groups – children, adults and seniors. These are conditions for which good outpatient care can potentially prevent the need for hospitalization or for which early intervention can prevent complications or more severe disease. These conditions can be used to identify unmet community health care needs, to monitor how well complications from a number of common conditions are being avoided in outpatient settings and to compare performance of local health care systems across communities.

When comparing hospitalization rates for the hospital service area to Healthy People 2010 objectives, the hospital service area did not meet the objective related to: asthma in age group 65 years and older. The service area experience compared to Healthy People 2010 national objectives is summarized in the table below. A  sign in the column labeled status indicates that the service area did not meet the Healthy People 2010 objective.

### Hospitalization Rates for Ambulatory Care Sensitive Conditions

Huntington Hospital Service Area

Two-Year Average (2007 – 2008)

Health Condition	Age Group	Healthy People 2010 Objective		Service Area	
		Good	Target Rate	Rate	Status
<b>Health Access</b>					
Asthma	0 to 17	↓	17.3	8.1	
	Under 5	↓	25.0	15.0	
	5 to 64	↓	7.7	5.9	
	65+	↓	11.0	22.9	
Uncontrolled Diabetes	18 to 64	↓	5.4	4.2	
Immunization Preventable Pneumonia and Influenza	65+	↓	8.0	3.3	

Notes:

 Indicates that the Healthy People 2010 objective is to reduce

Rates are per 10,000 population

Source: Office of Statewide Health Planning and Development

## Mortality

Note: Findings are based on three-year averages of deaths that occurred among residents of the service area during 2006 through 2008

Considerable national and regional attention surrounds health behaviors and preventable deaths. According to the Centers for Disease Control and Prevention, the top two leading causes of preventable death in the United States are tobacco and poor diet and physical inactivity.

Heart disease and cancer were the top two leading causes of death in the service area, accounting for 55.3 percent of all deaths. Other leading causes of death in the service area are summarized in the table below.

### Profile of Deaths, Ranked

Huntington Hospital Service Area

Three-Year Average (2006 to 2008)

Cause of Death	Number	Percent
Heart Disease	504	31.6%
Coronary Heart Disease	415	26.1%
Heart Attack	98	6.2%
Cancer (All Sites)	377	23.7%
Lung Cancer	70	4.4%
Colorectal Cancer	47	2.9%
Breast Cancer	29	1.8%
Prostate Cancer	26	1.6%
Pancreatic Cancer	25	1.6%
Stroke	93	5.8%
Chronic Lower Respiratory Disease	78	4.9%
Pneumonia/influenza	74	4.6%
Alzheimer's disease	53	3.3%
Unintentional Injuries (All Types)	48	3.0%
Motor Vehicle Crashes	16	1.0%
Diabetes	36	2.2%
Suicide	20	1.3%
Cirrhosis	19	1.2%
Homicide	10	0.6%
<b>All Causes</b>	<b>1,593</b>	<b>100.0%</b>

Source: California Department of Public Health

When comparing age-adjusted death rates in the service area to Healthy People 2010 objectives, the service area did not meet the objectives related to the following causes of death: chronic pulmonary diseases in persons age 45 years and older, diabetes-related, and cirrhosis. The service area experience compared to Healthy People 2010 national objectives is summarized in the table below. A  sign in the column labeled status indicates that the service area did not meet the Healthy People 2010 objective.

### Age-Adjusted Death Rates by Cause of Death

Huntington Hospital Service Area  
Three-Year Average (2006 – 2008)

Cause of Death	Age Group	Healthy People 2010 Objective		Service Area	
		Good	Target Rate	Rate	Status
<b>Health Status</b>					
Coronary Heart Disease	All	↓	162.0	149.3	
Stroke	All	↓	50.0	33.1	
Cancer (All Sites)	All	↓	158.6	144.4	
Lung	All	↓	43.3	27.2	
Colorectal	All	↓	13.7	17.5	**
Prostate	All	↓	28.2	26.0	
Breast	All	↓	21.3	19.2	
Chronic Pulmonary Diseases	45+	↓	62.3	81.3	
Diabetes-Related	All	↓	46.0	60.3	
Unintentional Injuries (All Types)	All	↓	17.1	18.9	**
Motor Vehicle Accidents	All	↓	8.0	6.4	
Homicide	All	↓	2.8	4.5	**
Suicide	All	↓	4.8	8.1	**
Cirrhosis	All	↓	3.2	7.3	

Notes:

↓ Indicates that the Healthy People 2010 objective is to reduce

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

\*\* Indicates that lower limit of 95% confidence interval meets the Healthy People 2010 objective

Source: California Department of Public Health

## Maternal and Infant Health

Note: Findings are based on two-year averages of live births that occurred in the service area during 2007 through 2009.

To assist with providing context to the service area births, key birth demographics are compared to Los Angeles County. Of note, in comparison to Los Angeles County, the service area has a *higher* proportion of: births to mothers 30 to 34 years of age and 35 years and older and births to mothers of White, Black, Asian or Pacific Islander, and other/unknown race/ethnicity. The following table summarizes live births, births by mother's age group, and births by mother's race/ethnicity.

### Birth Demographic Highlights

Huntington Hospital Service Area Compared to Los Angeles County

Three-Year Average (2007 – 2009)

Description	Service Area	Los Angeles County
<b>Births (Number)</b>		
2007	3,061	151,813
2008	2,970	147,684
2009	2,901	139,679
Three-Year Average	2,977	146,392
<b>Births by Mother's Age Group (Percent)</b>		
Under 20 Years	5.9%	9.7%
20 to 29 Years	36.4%	46.8%
30 to 34 Years	29.6%	24.5%
35 Years and Over	28.1%	19.1%
<b>Births by Mother's Race/Ethnicity (Percent)</b>		
White	30.0%	17.3%
Black	8.9%	7.4%
Asian or Pacific Islander	18.0%	11.4%
Hispanic	38.5%	62.6%
Native American	0.0%	0.1%
Other and Unknown	4.3%	1.2%

Note: Excludes births to mothers of unknown age

Source: California Department of Public Health

When comparing maternal and infant health indicators in the service area to Healthy People 2010 objectives, the service area did not meet the objectives related to: low birth weight infants and very low birth weight infants. The service area experience compared to Healthy People 2010 national objectives is summarized in the table below. A  sign in the column labeled status indicates that the service area did not meet the Healthy People 2010 objective.

### Maternal and Infant Health Indicators

Huntington Hospital Service Area

Two-Year Average (2007 – 2008)

Indicator	Healthy People 2010 Objective		Service Area	
	Good	Target Rate	Rate	Status
<b>Health Status</b>				
Late/No Prenatal Care	↓	10.0%	10.0%	
Low Birth Weight Infants	↓	5.0%	7.9%	
Very Low Birth Weight Infants	↓	0.9%	1.5%	
Infant Mortality Rate (per 1,000 live births)	↓	4.5	4.3	

Notes:

 Indicates that the Healthy People 2010 objective is to reduce  
 Infant mortality rate is three-year average (2006 – 2008)

Source: California Department of Public Health

## Child and Adolescent Health

Note: Findings are based on Nielsen Claritas and 2007 California Health Interview Survey for Los Angeles County Service Planning Area – San Gabriel Valley (SPA 3)

To assist with providing context to the service area senior demographics, key statistics are compared to Los Angeles County for 2010 in the table below.

### Child And Adolescent Demographic Highlights

Huntington Hospital Service Area Compared to Los Angeles County

2010

Description	Service Area	Los Angeles County
<b>Age Group (Percent)</b>		
0 to 4 Years	5.9%	7.2%
5 to 14 Years	12.3%	13.9%
15 to 20 Years	7.9%	9.1%
<b>Households by Age of Head of Household (Percent)</b>		
Headed by Young Adults Age 15 to 24 Years	3.2%	4.0%

Note: Percentages rounded

Source: Nielsen Claritas

When comparing child and adolescent health indicators in the SPA to Healthy People 2010 objectives, the SPA did not meet the objectives related to health access for: health insurance (uninsured all or part of the year) and source of ongoing care; and related to health behaviors for: overweight or obese and vigorous physical activity. The SPA experience compared to Healthy People 2010 national objectives is summarized in the following table. A  sign in the column labeled status indicates that the SPA did not meet the Healthy People 2010 objective.

### Child and Adolescent Health Indicators

Los Angeles County Service Planning Area 3 – San Gabriel Valley

2007

Indicator	Age Group	Healthy People 2010 Objective		SPA 3 San Gabriel Valley	
		Good	Target Rate	Rate	Status
<b>Health Access</b>					
Uninsured All or Part of Year	0 to 17	↓	0%	11%	⚠
Source of Ongoing Care	0 to 17	↑	97%	90%	⚠
<b>Health Behaviors</b>					
Overweight or Obese	12 to 17	↓	5%	16%	⚠
Vigorous Physical Activity	14 to 17	↑	85%	67%	⚠
Currently Smoke Cigarettes	14 to 17	↓	16%	10%	

Note:

↓ Indicates that the Healthy People 2010 objective is to reduce; ↑ indicates that the objective is to increase

Source: UCLA Center for Health Policy Research

## Adult Health

Note: Findings are based on Nielsen Claritas and 2007 California Health Interview Survey for Los Angeles County Service Planning Area – San Gabriel Valley (SPA 3)

To assist with providing context to the service area senior demographics, key statistics are compared to Los Angeles County for 2010 in the table below. Of note, in comparison to Los Angeles County, the service area has a *higher* proportion of:

- Persons age 45 to 64 years

### Adult Demographic Highlights

Huntington Hospital Service Area Compared to Los Angeles County  
2010

Description	Service Area	Los Angeles County
<b>Age Group (Percent)</b>		
21 to 24 Years	5.1%	5.8%
25 to 34 Years	13.0%	13.7%
35 to 44 Years	14.6%	14.9%
45 to 54 Years	15.6%	14.1%
55 to 64 Years	12.0%	10.2%
<b>Households by Age of Head of Household (Percent)</b>		
Headed by Adults Age 25 to 64 Years	75.7%	77.6%

Note: Percentages rounded

Source: Nielsen Claritas

When comparing adult health indicators in the SPA to Healthy People 2010 objectives, the SPA did not meet the objectives related to health access for: health insurance (uninsured all or part of the year); and related to health behaviors for: healthy weight, obese, moderate/vigorous physical activity, diagnosed with high blood pressure, and currently smoke cigarettes. The SPA experience compared to Healthy People 2010 national objectives is summarized in the following table. A  sign in the column labeled status indicates that the SPA did not meet the Healthy People 2010 objective.

### Adult Health Indicators

Los Angeles County Service Planning Area 3 – San Gabriel Valley

2007

Indicator	Age Group	Healthy People 2010 Objective		SPA 3 San Gabriel Valley	
		Good	Target Rate	Rate	Status
<b>Health Access</b>					
Uninsured All or Part of Year	18 to 64	↓	0%	27%	⚠
<b>Health Behaviors</b>					
Healthy Weight	20 to 64	↑	60%	39%	⚠
Obese	20 to 64	↓	15%	22%	⚠
Moderate/Vigorous Physical Activity	18 to 64	↑	50%	30%	⚠
Diagnosed with Diabetes	18 to 64	↓	2.5%	6.1%	*
Diagnosed with High Blood Pressure	20 to 64	↓	16%	20%	⚠
Currently Smoke Cigarettes	18 to 64	↓	12%	15%	⚠

Notes:

↓ Indicates that the Healthy People 2010 objective is to reduce; ↑ indicates that the objective is to increase

\* Indicates that result is statistically unreliable

Source: UCLA Center for Health Policy Research

## Senior Health

Note: Findings are based on Nielsen Claritas, 2007 California Health Interview Survey for Los Angeles County Service Planning Area – San Gabriel Valley (SPA 3), and two-year averages of hospitalizations that occurred in the service area during 2007 and 2008

To assist with providing context to the service area senior demographics, key statistics are compared to Los Angeles County for 2010 in the table below. Of note, in comparison to Los Angeles County, the service area has a *higher* proportion of:

- Persons age 65 years and older
- Households headed by seniors 65 years and older
- Senior households with an income of \$75,000 and over

### Senior Demographic Highlights

Huntington Hospital Service Area Compared to Los Angeles County

2010

Description	Service Area	Los Angeles County
<b>Age Group (Percent)</b>		
65 to 74 Years	6.9%	5.9%
75 to 84 Years	4.4%	3.5%
85 Years and Older	2.3%	1.6%
Total 65 Years and Older	13.6%	11.0%
<b>Households by Age of Head of Household (Percent)</b>		
Headed by Seniors 65 Years and Older	21.1%	18.4%
<b>Seniors Households by Income Group (Percent)</b>		
Under \$15,000	16.5%	19.4%
\$15,000 to \$24,999	12.5%	15.3%
\$25,000 to \$74,999	37.5%	39.8%
\$75,000 and Over	33.5%	25.4%

Note: Percentages rounded

Source: Nielsen Claritas

When comparing senior health indicators in the SPA to Healthy People 2010 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: healthy weight, obese, moderate/vigorous physical activity, diagnosed with diabetes, and diagnosed with high blood pressure. The SPA experience compared to Healthy People 2010 national objectives is summarized in the table below. A  sign in the column labeled status indicates that the SPA did not meet the Healthy People 2010 objective.

### Senior Health Indicators

Los Angeles County Service Planning Area 3 – San Gabriel Valley

2007

Indicator	Age Group	Healthy People 2010 Objective		SPA 3 San Gabriel Valley	
		Good	Target Rate	Rate	Status
<b>Health Access</b>					
Flu Shot Past Year	65+	↑	90%	68%	
<b>Health Behaviors</b>					
Healthy Weight	65+	↑	60%	43%	
Obese	65+	↓	15%	21%	
Moderate or Vigorous Physical Activity	65+	↑	50%	35%	
Diagnosed with Diabetes	65+	↓	2.5%	22.3%	
Diagnosed with High Blood Pressure	65+	↓	16%	62%	
Currently Smoke Cigarettes	65+	↓	12%	8%	

Note:  Indicates that the Healthy People 2010 objective is to reduce;  indicates that the objective is to increase

Source: UCLA Center for Health Policy Research

When comparing hospitalization rates for ambulatory care sensitive conditions among seniors in the hospital service area to Healthy People 2010 objectives, the service area did not meet the objective for: hip fractures in females. The hospital service area experience compared to Healthy People 2010 national objectives is summarized in the table below. A  sign in the column labeled status indicates that the service area did not meet the Healthy People 2010 objective.

### Hospitalization Rates for Ambulatory Care Sensitive Conditions

Huntington Hospital Service Area

Two-Year Average (2007 – 2008)

Health Condition	Age Group	Healthy People 2010 Objective		Service Area	
		Good	Target Rate	Rate	Status
<b>Health Access</b>					
Congestive Heart Failure	65 to 74	↓	6.5	4.6	
	75 to 84	↓	13.5	10.7	
	85+	↓	26.5	19.8	
Hip Fractures in Females	65+	↓	416.0	760.0	
Hip Fractures in Males	65+	↓	474.0	385.5	

Notes:

 Indicates that the Healthy People 2010 objective is to reduce

Rates for congestive heart failure are per 1,000 population

Rates for hip fractures are per 100,000 males or females

Source: Office of Statewide Health Planning and Development

# Community Consultation

## Overview

During a four-week period beginning mid-September 2010, 28 community leaders participated in one-on-one telephone interviews to identify priority health issues. Community leaders participating in the community consultation included elected officials, physicians, members of Huntington Hospital's Board of Directors, and representatives from schools serving kindergarten to 12<sup>th</sup> grade students, community clinics, community centers, and private nonprofits. Many of those interviewed have lived and worked locally for many years, offering considerable perspective on area health issues.

Those participating in the community consultation were asked to respond to the following questions:

1. In your opinion, what are our community's top three health issues?
2. What neighborhood areas or populations do you believe to be most affected by these health issues?
3. Working collaboratively, what specific actions do you think the community should take to address these health issues?
4. What collaborative roles or actions could Huntington Hospital take to address community health issues, and with whom would the collaboration be most effective?
5. In the next few years, as we anticipate healthcare reform, Huntington Hospital is planning to expand its reach further beyond the acute care setting, for example, in management of chronic diseases. Are there other areas that would be of particular interest to you or your organization as it relates to our community?

Following completion of the interviews, responses were analyzed and summarized based on general concepts and common themes.

## **Community's Top Health Issues**

The following were identified as the community's top health issues (presented in order of frequency of mention):

- Access to health care
- Nutrition and obesity
- Heart disease and hypertension
- Mental health
- Diabetes
- Education about healthy lifestyles
- Senior health
- Lack of health insurance
- Air pollution and asthma
- Dental care
- Cancer
- Safety
- Maternal and infant birthing outcomes

## **Collaborative Actions Community Should Take To Address Health Issues**

The following four themes regarding collaborative actions the community should take to address important health issues were identified (presented in order of frequency of mention):

- Education and outreach
- Partnerships and collaboration
- Support of community programs
- Provision of direct services

Each collaborative action is discussed separately below.

### **Education and Outreach**

Numerous suggestions were recorded regarding education and outreach as an effective means of addressing community health issues. Targeted audiences varied from general to specific groups, including: the community-at-large, non-professionals (as a cost effective means to reach community leaders), audiences in community centers and other easily accessible locations, or targeted audiences such as school-age youth attending area schools, seniors needed assistance

maintaining their health or those attending support groups for specific health conditions. Topics suggested for education included: good nutrition, healthy choices, diet and exercise, stress management, injury prevention, disease prevention, not drinking and driving (for high school students), medication management (for seniors), availability and appropriate use of services (e.g., physicians, screenings such as diabetes, blood pressure and colonoscopy; 911, and emergency rooms). Educational messages need to continue, with some of those interviewed suggesting use of the Internet; others suggested distribution of printed brochures.

### **Partnerships and Collaboration**

Public-private partnerships and collaborations were identified as an important action to address health issues in the community. Young and Healthy was mentioned as an organization modeled on public private partnership. Some felt that integration around physical and mental health (to include substance abuse) was essential. Others felt that development of a systematic way to provide specialty care, mental health care, and dental care is worthwhile. Organizations identified as important in a community collaboration include: Pasadena Unified School District, Pasadena Public Health Department, faith based organizations, senior centers, health providers, mental health providers, dental schools, service organizations, and health related groups such as American Heart Association and Alzheimer's Association.

### **Support of Community Programs**

Continued and increased support of some community programs was identified as an effective method for the community to address identified health issues. Support and recognition of the importance of the Pasadena Public Health Department was identified as an important collaborative action to address health issues. The department has faced budget cuts and reductions in services, according to a community leader. Its geographic location, in an area of need in Pasadena, would provide an important access point for the community. In addition, the CHAP Clinic provides another important geographic access point for the community. Several of those interviewed also mentioned the importance of continuing to maintain public parks and support of recreational activities.

### **Provision of Direct Services**

Many of those interviewed recognized the importance of providing direct services via the newly opened urgent care center in East Pasadena.

## **Suggested Roles or Actions for Huntington Hospital to Address Health Issues**

Two key roles or actions for Huntington Hospital to address health issues in the community were identified, including:

- Education and outreach
- Partnerships and collaboration

In both instances, those participating in the community consultation indicated that these roles are currently actively fulfilled by Huntington Hospital and that the hospital continues to conduct these activities in the future.

Each suggested role or action is discussed separately below. In addition, a listing of possible collaborative partners as identified by those participating in the community consultation is provided.

### **Education and Outreach**

Those participating in the community consultation suggested that Huntington Hospital conduct education and outreach to populations most in need, such as youth attending public schools, individuals who lack the resources and/or awareness of available community health services, low income neighborhoods in the community, and seniors. Many suggested the advantages of education at community centers including the opportunity for a regular presence at convenient dates and times. Suggested community-based activities included: providing blood pressure and other screenings at community centers, providing information on services available in the cities of Pasadena, South Pasadena, and San Marino; providing informational seminars on women's health including healthy eating, breast and uterine cancers; providing speakers for junior and high school students; and teaching community members about where they can find a medical home and the importance of seeing a doctor when they are feeling well.

### **Partnerships and Collaboration**

Those participating in the community consultation identified numerous partnerships that Huntington Hospital is engaged in, including the new urgent care center, CHAP, Pasadena Unified School District, Young and Healthy, Health Access Task Force, Jackie Robinson Community Center, Pasadena Senior Center and El Centro De Accion Social, Inc. Some topics identified by those participating in the community consultation to address in collaborations with broad participation include: access to specialty care, early prenatal care, appropriate hospitalizations at Huntington Hospital, how to fill in the gaps of community organizations, integration of primary care and mental

health, planning for improving community health, and analyzing needs and planning for solutions (as part of a public private consortium).

*Suggested Collaborative Partners:*

- Pasadena Unified School District
- Public schools
- After-school providers
- Child care providers
- Churches and houses of worship
- Community centers
- Senior centers
- Community clubs
- Service organizations
- Huntington Hospital Medical Foundation
- Non-profit organizations
- Large employers
- Neighborhood Watch programs
- Smaller neighborhood groups
- Parks and Recreation
- Youth organizations (e.g., AYSO Team Sports, Little League, Pop Warner)
- Youth sports leagues
- Pasadena Public Health Department
- Health Access Task Force
- Pasadena Health Consortium
- Community Health Alliance of Pasadena (CHAP) Clinic
- Large Medi-Cal clinics
- Pacific Clinics
- Young and Healthy
- Public (community at large)

## **Areas of Interest In the Next Few Years**

The following areas of interest (in conjunction with health care reform) were identified by those participating in the community consultation (presented in order of frequency of mention):

- Injury and disease prevention, screening and early detection, and education on healthy lifestyles as a means of avoiding chronic illness
- Mental health and substance abuse education and services (integration with physical health)
- Expanded scope, reach and community's knowledge of Senior Care Network services (suggestions regarding scope of services included dietary counseling, dementia and Alzheimer's disease, mobility issues such as arthritis, interns visiting recently discharged hospital patients in their homes, assessment and intervention)
- Use of information technology (including telemedicine) in health care
- Clinic where can manage day-to-day ailments (such as a child with an ear infection)
- Dental care (on a sliding fee scale)
- Center for AIDS population

## **Section 4: Community Benefits Planning Process and Objectives**

In compliance with Senate Bill 697, Huntington Memorial Hospital prepared this community benefits plan based on its 2010 community needs assessment and in consideration of the core competencies of the hospital. A Community Benefits Committee (of the hospital Board of Directors), comprised of representatives from approximately twenty health-related organizations directed the needs assessment process, reviewed the findings of the 2010 community needs assessment, developed the community benefits goals and objectives, and approves the annual community benefits plan prior to submission to the Board of Directors. The committee meets three times a year and is an active forum for information and communication among the various community stakeholders and members.

Key findings from the community consultation (of the 2010 community needs assessment) identified the following top health issues (in order of frequency of mention): access to health care, nutrition and obesity, heart disease and hypertension, mental health, diabetes, education about healthy lifestyles, senior health, lack of health insurance, air pollution and asthma, dental care, cancer, safety, and maternal and infant birthing outcomes. Two roles or actions for Huntington Hospital to address health issues in the community were identified, including education and outreach and partnerships and collaboration. When comparing the most recent health indicators for the San Gabriel Valley Service Planning Area and/or Huntington Hospital service area to Healthy People 2010 National Objectives, opportunities for improvement are in the following: non-elderly persons with health insurance, delays or difficulties in obtaining medical care, pap test in the past three years, seniors hospitalized for asthma, female seniors hospitalized for hip fractures, deaths due to chronic pulmonary diseases, diabetes-related conditions, and cirrhosis; low and very low birth weight infants, overweight or obese teens, vigorous physical activity in teens, healthy weight, obesity and moderate/vigorous physical activity in adults and seniors; adults and seniors diagnosed with high blood pressure, adults who currently smoke cigarettes, seniors diagnosed with diabetes, and seniors who received a flu shot in the past year.

In Fiscal Year 2012, Huntington Hospital again supplemented its annual community benefits reporting process with the use of Lyon Software's CBISA™ (Community Benefit Inventory for Social Accountability) software. The software uses five key modules – programs, financial

services, narratives, community outcomes, and reports and listings – to capture quantitative and qualitative information for the hospital's fiscal year. In the past year, Lyon Software was updated and Huntington Hospital staff attended a seminar regarding software enhancements. Huntington Hospital staff also participated in various webinars regarding changes related to health care reform and the Affordable Care Act and IRS Regulations related to the Form 990 Schedule H (for federally exempt non-profit hospitals). Community benefit activity/program information was entered for many hospital departments, including: Administration, Business Development, Catering, Cancer Center, Cardiology, Clinical Lab, Clinical Research, Community Health Library, Community Outreach, Compliance, Della Martin Center (Psychiatry), Disaster Planning, Emergency Department/Trauma Services, Employer Relations, Health Sciences Library, Huntington Ambulatory Care Center (HACC), Information Services, Medi-Cal Eligibility, NICU, Neurosciences, Nursing Education, Obstetrics, Palliative Care, Pediatrics, Pharmacy, Philanthropy, Physical Therapy, Public Relations, Quality Improvement, Radiology, Rehabilitation, Respiratory Therapy, Blood Donor Center, Social Work and Utilization Management, Workforce Learning, and Volunteers. To accurately report the economic value of community benefits, Finance reported information on the unreimbursed costs of many programs and services, including charity care, shortfalls in government-sponsored programs, and other programs operated by the Department of Community Outreach, Senior Care Network, Huntington Ambulatory Care Center, Graduate Medical Education (GME), Health Sciences Library, Clinical Research, Palliative Care Program, and Childbirth, Breastfeeding and Parenting Classes.

During Fiscal Year 2012, Huntington Hospital pursued the following objectives:

1. To continue to provide programs and services for the management of chronic diseases such as diabetes, high blood pressure, and asthma.
2. To continue to offer flu shots for the community.
3. To continue collaboration among organizations, service agencies, government and private providers.

On an annual basis, Huntington 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 Huntington Memorial Hospital and key measurements of outcomes accomplished in Fiscal Year 2012. Programs and services are organized in response to the three priority objectives identified in **Section 4**.

### **Chronic Disease Management**

An important component of chronic disease management is the hospital's Patient Partners Program. The program (started by a generous three-year grant from the UniHealth Foundation and now supported by Blue Shield of California's generous support) focuses on patients with congestive heart failure – both those who do not have a primary care physician and are referred to the hospital's Huntington Ambulatory Care Center (HACC) and those inpatients who have a primary care physician, helping to ensure prompt post discharge followup and coordinate other post-discharge assistance. Targets related to the Patient Partners Program were as follows:

- At least 95 percent of discharged chronic disease patients in enrolled practices receive a health navigator follow-up call within five days of discharge
- Ensure that at least 80 percent of discharged chronic disease patients in enrolled practices receive a physician visit within seven days of discharge
- Make significant progress toward 100 percent medication adherence from benchmarked levels at the beginning of the program
- Reduce 30-day readmission rates by at least 25 percent among congestive heart failure patients
- Reduce emergency department utilization by at least 25 percent among enrolled patients

In its eight month period (grant reporting is for the period beginning on December 1, 2011 and ending on November 30, 2012), the Patient Partners Program reported numerous accomplishments. Among the highlights:

- More than 99 percent (411 patients) of the 414 patients enrolled in the Patient Partners Program received a follow-up call within two days of discharge. Additional follow-up calls were made within seven days, 14 days, and 30 days post-discharge.
- 44 percent (182 patients) of the 414 patients enrolled in the program received a physician visit within seven days of discharge from inpatient care, falling short of the initial objective. In many instances, a physician will advise a patient that a visit should be scheduled within two weeks of discharge, rather than within seven days.
- At two days post discharge, 93 percent of respondents to phone follow-up by health navigators indicated they were taking all their prescribed medicines. At the 30 day follow-up, the percentage of respondents who indicated they were taking all their prescribed medications increased to 98 percent.
- Congestive heart failure patients navigated by Blue Shield of California-funded health navigators had a readmission rate of 17.9 percent, lower than the overall baseline readmission rate of 19.3 percent. In addition to being lower than the baseline rate, this rate compared favorably with with 30.4 percent rehospitalization among patient who declined navigation/could not be contacted post discharge.

Given the importance of chronic disease management in the community, the hospital has expanded and enhanced the Patient Partners Program to include other health conditions such as diabetes and chronic obstructive pulmonary diseases (COPD).

To enhance the care of oncology patients, Huntington Hospital's nurse navigators – nursing professionals who specialize in oncology – help coordinate the many aspects of care for patients, provided information for patients and their families, and helped patients navigate the often complex system, from appointment scheduling to insurance coverage, to complementary therapies. In Fiscal Year 2012, nurse navigators served 1,403 patients with cancer diagnoses (including 732 patients with breast cancer, 286 patients with lung cancer, 198 patients with colorectal cancer, and 187 patients with prostate cancer).

In continuing to address chronic disease management, Huntington Hospital Community Outreach Department offered specialized Healthy Eating Lifestyle Programs (H.E.L.P.) for three audiences: families with children ages five years and older who are at the 85th percentile or higher for Body Mass Index (BMI), adults who are at risk of developing chronic diseases such as heart disease or diabetes, and adults who need to prevent diabetes. These multi-session classes were

designed by experts, including pediatricians and other physicians, registered dietitians, and exercise specialists and feature activities for children and their parents and/or interactive classes for adults. All programs feature support group meetings, in addition to educational courses. In Fiscal Year 2012, 97 children and their families participated in the H.E.L.P. - Pediatric Obesity Prevention, 370 adults participated in the H.E.L.P. - Adult Chronic Disease Prevention, and 156 adults participated in the H.E.L.P. - Type II Diabetes Education. Program monitoring also included measurements of children with decreases in Body Mass Index, adults with weight loss, and adults with improved health.

To help children, adolescents and adults better understand their asthma needs and decrease emergency room visits, hospitalizations and missing school or work, Huntington Hospital Community Outreach Department continued to offer asthma education and management classes. Designed from the National Institutes of Health guidelines, these multi-session classes were available for families with young children, adolescents and adults. In Fiscal Year 2012, 283 persons participated in 133 asthma education and management sessions. In addition to these specialized classes, Huntington Hospital offered 36 asthma clinics, where pulmonologists or asthma/allergy specialists evaluated or screened 304 medically underserved children or adults. Program monitoring included measurement of patients with decreased Emergency Department visits, following completion of education sessions.

On a monthly basis, nurses from the Community Outreach Department conducted two-hour screenings for blood pressure and blood sugar at ten different community sites on alternating days. These sites included Pasadena Senior Center, South Pasadena Senior Center, Altadena Senior Center, Villa Parke Community Center, Jackie Robinson Center, Pilgrim Towers - East and North (through September), and Hastings Branch Library and Lamanda Park Library (started in March) in Pasadena. In Fiscal Year 2012, registered nurses administered 1,035 blood pressure and blood glucose screenings. Through out the year, nurses from the Community Outreach Department attended 28 community health fairs and events, providing a variety of services including blood glucose screenings, blood pressure screenings, Body Mass Index (BMI) measurements, health information and a month-long display at the Pasadena Main Library on "Snap Shots of a Caring Community." An estimated 2,275 people attended these events, where 533 persons received a screening test.

To extend care services after diagnosis and hospitalization, Huntington Hospital offered numerous support group activities, including: support groups and quarterly meetings for parents with infants in the NICU, stroke, speech group for patients following a stroke or brain-related injury or condition, fitness and exercise classes for post-rehabilitation and Parkinson's disease patients, lung cancer, breast cancer, prostate cancer, lymphedema, bariatric surgery, wound/ostomy, chemical dependency alumni, and transitions (for grief and loss). In the recent fiscal year, these support groups served 2,687 persons. Numerous other support groups, classes, community lectures, and programs were held in meeting rooms provided by Huntington Hospital free of charge.

## **Flu Shot Administration**

Each year, during the flu season (September through December), registered nurses at Huntington Memorial Hospital administer flu shots free of charge to targeted audiences, including: paid staff as well as others (such as physicians and volunteers who have repeated interactions with hospital patients and staff), seniors, and other at-risk groups (such as those with compromised immune systems, caretakers of children, and pregnant women). Huntington Hospital used multiple methods to notify staff and the public about the availability of free influenza vaccines and the dates and times of availability, including: flu shot information line, hospital website (intranet and for the public), announcements in hospital-sponsored mailed newsletters, calendar listings in local newspapers, postings within departments, and paycheck stuffers.

In Fiscal Year 2012, registered nurses administered 2,367 free flu shots on 38 different occasions during the flu season. Nurses attended a variety of locations, including: hospital departments, hospital clinics (serving patients), churches, public libraries, community centers, service agencies in the community, community events, farmer's markets, service clubs, senior residences, and senior centers.

Annually, staff at the hospital seek to improve the administration of flu shots. Demand for vaccinations are carefully monitored (i.e., locations and number of vaccines completed) so that year-over-year vaccination rates improve by increasing the number of doses available and the presence of registered nurses at additional locations.

## **Community Collaboration**

In Fiscal Year 2012, Huntington Memorial Hospital continued its collaborative efforts among organizations, service agencies, government and private providers to address a variety of concerns related to health and quality of life. Below is a listing of some of the key collaborations in the past year. See **Appendix A** for a listing of the hospital's collaborations among organizations, service agencies, government and private providers in the San Gabriel Valley.

- Pasadena Community Urgent Care, a partnership with the City and Huntington Medical Foundation, provides urgent care services in east Pasadena
- Senior Care Network staff – including resource center specialists, care coordinators with Bachelor's and Master's degrees, and social workers – works with agencies to serve older and disabled adults and their families
- Community Health Alliance of Pasadena (CHAP) offers affordable medical and dental services to the community, from generous support from Huntington Hospital and others
- iDream for Racial Health Equality seeks to address the high and racially disproportionate rate of infant mortality among African American infants
- Through a collaborative effort with the Pasadena Public Health Department, uninsured and women covered by Medi-Cal receive prenatal care services from the health department and delivery and high risk services from the hospital; mothers also attend childbirth and parenting classes at the hospital
- Huntington Health eConnect offers seamless sharing of health care information between providers to improve patient safety and care in the community and reduce duplication, redundancy, and the possibility of errors
- To assist local employers with keeping their workforce healthy, Huntington Hospital offers an employee health and wellness program featuring collection of health histories and screenings in assessments and development of customized programs based on risks assessments, including screenings, physician and other health care professionals education, and maintenance of onsite information kiosks
- Through a partnership with Blair Health Academy, 22 high school students interned at the hospital for various health-related careers

- Service organizations attend Huntington Hospital's quarterly community benefits committee to share important input and dialogue regarding health care resources and concerns
- Service providers and the public use the hospital-sponsored Healthy Pasadena website for data and information about community health status (includes health, public safety, education, environment, social environment, economy, transportation and government and politics), area events and resources, promising practices, and news pertinent to the community, California and the nation
- To address preventable injuries in the community, Trauma Services conducts continuous community education and outreach, including the distribution of helmets and child car seats
- In partnership with area hospitals, clinics and other health care organizations, the City of Pasadena, fire and law enforcement agencies, county Emergency Medical Services, and utility companies, a Huntington Hospital team attends year-round meetings to improve disaster preparedness at the hospital and provides ongoing education on personal preparedness to hospital staff
- Community members telephone a free physician referral service for information about community health providers accepting Medi-Cal and other forms of payment
- Community members access the hospital's website for pertinent health information, patient and visitor information, a physician directory, and calendar of events

In Fiscal Year 2012, Huntington Hospital continued to collaborate in the education and training of general surgery and internal medicine residents, pharmacy interns and residents, other health care professionals such as registered nurses, technicians expert in radiology, ultrasound, and echocardiography; paramedics, physical and occupational therapists, respiratory care practitioners, social workers, and psychologists. See **Appendix B** for a listing of schools affiliated with Huntington Hospital. Among the highlights in Fiscal Year 2012:

- 25 internal medicine residents completed various aspects of a three-year training program
- 14 general surgery residents completed various aspects of a five-year training program
- 4 pharmacy residents completed various aspects of a one-year postgraduate program
- 6 pharmacy interns
- 647 registered nurses and nursing students
- 18 physical and occupational therapy internships

- 12 occupational therapy students trained and 5 physical therapy students
- 16 respiratory care practitioners
- 15 radiology technologists
- 2 ultrasonography technologists
- 2 cardiovascular and echocardiography technologists
- 5 social workers
- 2 Psychology Ph.D. students
- Huntington Hospital's Health Science Library provided reference, database and internet searching assistance, document delivery and inter-library loans, and the assistance of professional librarians
- Huntington Hospital's Community Health Library assisted approximately 2,600 persons by offering assistance by professional librarians and trained volunteers daily, approximately 690 consumer health related books, 70 electronic books and reports, 11 consumer health newsletters and journals, and over 600 online videos for patients and their families and Huntington Hospital staff

## **Section 6: Economic Value of Community Benefits**

In Fiscal Year 2012, the economic value of community benefits provided by Huntington Hospital is estimated at **\$92,853,772**. **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 Huntington Hospital  
Fiscal Year 2012**

<b>Senate Bill 697 Category</b>	<b>Programs and Services Included</b>	<b>Unreimbursed Cost<sup>1</sup></b>
Medical Care Services	Medi-Cal Program Shortfall <sup>2</sup>	\$22,130,300
	Charity Care <sup>3</sup>	\$10,179,000
	Medicare Program Shortfall <sup>2</sup>	\$27,421,300
	Other Direct Services: Geriatric Psychiatric Program and Palliative Care Program	\$961,072
Other Benefits for Vulnerable Populations	Senior Care Network Services, Huntington Ambulatory Care Center, Patient Partners Program, Community Outreach Services, Clinical Services to Low-Income Pregnant Women, Suspected Child Abuse and Neglect (SCAN) Team, Assistance with Medi-Cal Eligibility, Physician Referral Services for Medi-Cal and Uninsured Patients, Assistance to Patients without Needed Resources, Social Work and Utilization Management Services for Underserved and Uninsured, and Donations to Non-Profit Organizations Serving the Needy	\$5,355,062
Other Benefits for the Broader Community	Health Information Exchange, Nurse Navigators, Health Information and Education, Health Screenings, Community Health Fairs and Events, Support Groups, Meeting Space for Use by Community and Groups, and Donations to Non-Profit Organizations Serving the Broader Community	\$5,814,471
Health Research, Education, and Training Programs	Graduate Medical Education, Education and Training of Health Care Professionals and Students, Clinical Research Program, and Health Sciences Library	\$20,992,567
-	<b>SUBTOTAL, EXCLUDING MEDICARE SHORTFALL</b>	\$65,432,472
-	<b>GRAND TOTAL</b>	<b>\$92,853,772</b>

<sup>1</sup> 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.

<sup>2</sup> 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 actual costs as calculated by a cost accounting system. The costs are subtracted from the payments received from Medicare or Medi-Cal.

<sup>3</sup> Costs are also calculated by a cost accounting system. Actual cost is subtracted from any payments received from either public or private insurance payors or patients.

## **Appendix A: Community Collaborations**

Huntington Memorial Hospital collaborated with the following community organizations and agencies in Fiscal Year 2012. Organizations are listed alphabetically.

- Altadena Guild
- Altadena Senior Center
- American Heart Association - Go Red Event
- American Stroke Association
- Bill Moore Community Health Clinic
- Blair Health Academy
- California Institute for Nursing
- California Patient Relations Association
- Cancer Support Community
- Chinese Christian Herald Crusades
- Circle of Huntington Hospital
- Community Health Alliance of Pasadena (CHAP)
- El Centro De Accion Social
- Flintridge LaCanada Guild
- Foothill Unity Center
- Fuller Theological Institute
- Gooden Center
- Hastings Library
- Hillsides Home
- Healthy Pasadena
- Housing Works
- Huntington Health eConnect
- Huntington Medical Foundation
- iDream for Racial Health Equality
- Jackie Robinson Center
- Lamanda Park Library

- Leadership Pasadena
- Los Angeles Fire Department
- Los Angeles County Fire Department
- Mothers Club Learning Center
- National Charity League
- National Health Foundation
- Nursing Education College Advisory Board
- Physician Orders for Life-Sustaining Treatment (POLST) Coalition
- Pacific Clinics
- Partners in Care Foundation
- Pasadena Central Little League
- Pasadena Chamber of Commerce
- Pasadena Community Urgent Care
- Pasadena Convention Bureau
- Pasadena Educational Foundation
- Pasadena Public Health Department
- Pasadena Senior Center
- Pasadena Unified School District
- Phil Simon Clinic
- Pilgrim Towers - East and North
- Ronald McDonald House
- Rose Bowl Aquatic Center
- San Gabriel Fire Department
- San Gabriel Valley Economic Partnership
- San Gabriel Valley United Ostomy Association
- San Marino Celebrity Series
- San Marino Fire Department
- San Marino Guild
- South Pasadena Senior Center
- Southern California Association of Healthcare Developers
- Villa Esperanza Services

- Villa Parke Community Center
- Wellness Community
- Young and Healthy

## **Appendix B: Educational Affiliations**

Huntington Memorial Hospital partnered with the following educational entities for education and training of health care professionals in Fiscal Year 2012. Organizations are listed in alphabetical order.

- Azusa Pacific University
- California State University – Dominguez Hills
- California State University – Long Beach
- California State University – Los Angeles
- California State University – Sonoma
- Cerritos College
- Cypress College
- Dominican University of California
- East Los Angeles College
- Emory University
- Glendale Community College
- Loma Linda University
- Metropolitan University
- Mount St. Mary's College
- Mt. San Antonio College
- Pasadena City College
- San Joaquin Valley College
- University of Southern California (USC)
- University of California – San Diego
- West Coast College
- Western University of Health Sciences