

La Palma Intercommunity Hospital

Annual Report and Plan for Community Benefit



La Palma Intercommunity Hospital

7901 Walker Street

La Palma, California 90623

714.670.7400

Fiscal Year 2019

(January 1, 2019 – December 31, 2019)

Submitted to:

Office of Statewide Health Planning and Development

Sacramento, California

About the Organization

Our Mission

To deliver compassionate, quality care to our patients and better healthcare to our community.

Our Values

Quality – We are committed to always providing exceptional care and performance.

Compassion – We deliver patient-centered healthcare with compassion, dignity and respect for every patient and their family.

Community – We are honored to be trusted partners who serve, give back and grow with our community.

Physician Led – We are a uniquely physician-founded and physician-led organization that allows doctors and clinicians to direct healthcare at every level.

About La Palma Intercommunity Hospital

La Palma Intercommunity Hospital is a 140-bed facility with over 355 employees and 230 physicians on staff. The hospital has been serving La Palma and the surrounding communities since 1972. La Palma Intercommunity Hospital offers a wide range of healthcare services to meet the needs of the community. The continual upgrade of the facility and its technology reflects the hospital's serious commitment to excellence in healthcare delivery.

In 2015, the hospital was donated to the Prime Healthcare Services Foundation, converting it to a non-profit organization. Patients treated at La Palma Intercommunity Hospital benefit from the expertise of a large hospital system in a smaller, more personal setting.

La Palma Intercommunity Hospital offers a charity care program for those patients who meet the eligibility and are below the poverty line, complying with the requirements of Health & Safety Code sections 127400 to 127446. In 2019, La Palma Intercommunity Hospital provided more than \$332,693 in charity care and \$4.899 million of uncompensated care.

La Palma Intercommunity Hospital Board of Directors

La Palma Intercommunity Hospital’s Governing Board is comprised of community members, physicians, and hospital administrative leaders, and includes:

H. Mark Fatemi, MD	Physician Member
Alan Heilpern, MD	Physician Member
Norman Kuo, MD, PhD	Physician Member
Hilda Manzo-Luna *	Administrative Member and Chief Nursing Officer
Allen Stefanek	Vice Chairman of the Board and CEO
Brian O’Neal	Community Member
Marlene Pritchard	Community Member
Mark Scheier, MD	Physician Member and Chief of Staff
Sami Shoukair, MD	Chairman of the Board and Medical Director
Mylinh Bui*	Chief Financial Officer
Jonathan Gonzalez*	Medical Staff Director

* Invited Guest

Community Benefit Oversight Committee

The community benefit oversight committee is responsible for overseeing the development and implementation of the community benefit plan, which includes the allocation of resources and a mechanism for periodic evaluation. Committee members include:

Darrell Chan	Director, Pharmacy
Roxanne Girard	Executive Assistant
Cristal Gonzalez	Regional Business Development & Marketing Manager
Jina Kim	Director, Food and Nutrition Services
Hilda Manzo-Luna	Chief Nursing Officer
Allen Stefanek	Chief Executive Officer

Our Service Area

La Palma Intercommunity Hospital is located at 7901 Walker Street, La Palma, California. Our primary and secondary service areas include 17 zip codes, representing 15 cities or communities. La Palma Intercommunity Hospital determined the service area by assigning zip codes based on patient origin for hospital discharges.

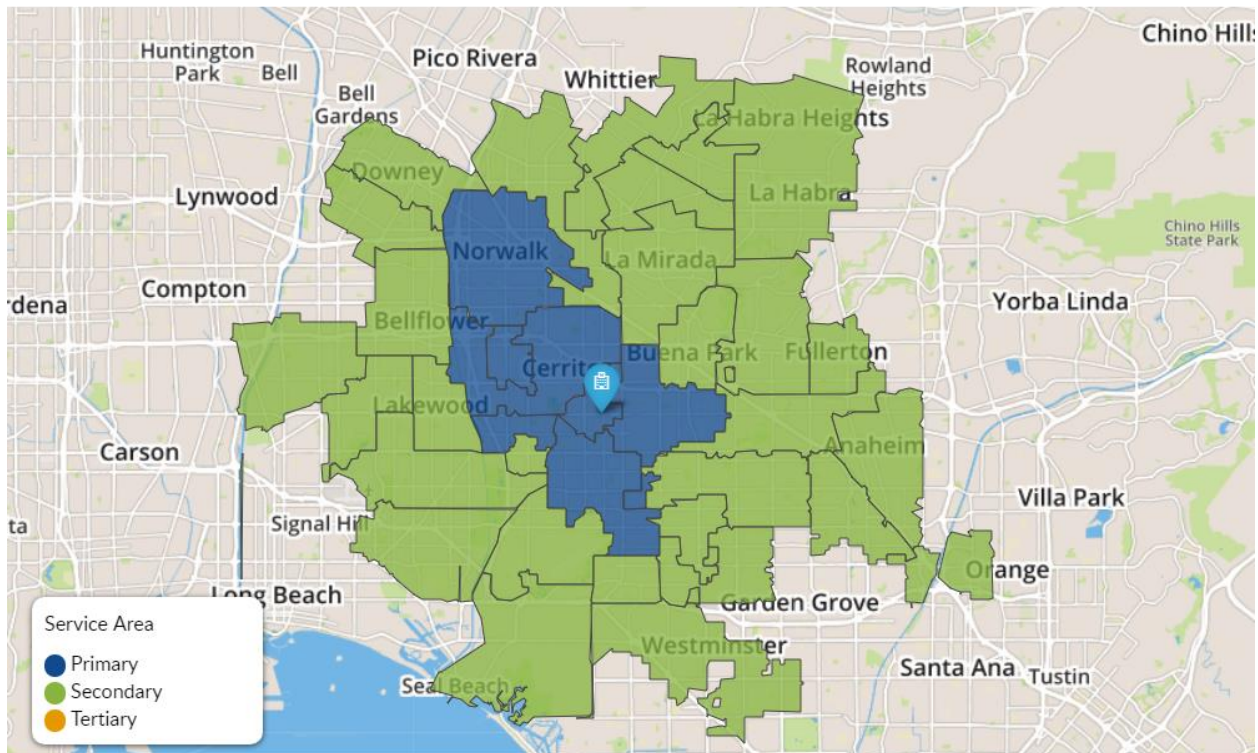
A primary service area consisting of La Palma Intercommunity Hospital discharges is described on the following map featured in blue, and includes:

City	Zip Codes
Artesia	90701
Buena Park	90620; 90621
Cerritos	90703
Cypress	90630
La Palma	90623
Lakewood	90715
Norwalk	90650

A secondary service area consisting of additional La Palma Intercommunity Hospital discharges is described on the following map in green, and includes:

City	Zip Codes
Anaheim	92801; 92804
Bellflower	90706
Fullerton	92833
Hawaiian Gardens	90716
La Mirada	90638
Long Beach	90805
Paramount	90723
Stanton	90680

Community Health Needs Assessment



In accordance with requirements under the Patient Protection and Affordable Care Act (ACA) enacted on March 23, 2010, La Palma Intercommunity Hospital has prepared a Community Health Needs Assessment (CHNA), which non-profit hospital organizations must prepare every three years to satisfy requirements under section 501(c) 3 of the Internal Revenue Code. The CHNA for La Palma Intercommunity Hospital was completed in 2018.

The 2018 Community Health Needs Assessment is a primary tool used by La Palma Intercommunity Hospital to determine its community benefit plan, which outlines how it will give back to the community in the form of health care and other community services that address unmet community health needs.

Health needs in our community were identified from issues identified by primary and secondary data sources gathered for the Community Health Needs Assessment and included qualitative data, community needs surveys, key stakeholder interviews, and a community focus group. Once the health needs were determined, a steering committee reviewed and prioritized the needs, and determined that the following six key issues are considered to be the most appropriate areas of focus for La Palma Intercommunity Hospital's continuing efforts to improve community health.

- Seniors' Health
- Mental Health Services
- Diabetes
- Obesity / Diet
- Home Health / Preventative Care

Community Health Benefit Services Summary for 2019

La Palma Intercommunity Hospital is accomplishing its mission to deliver compassionate, quality care to our patients and better healthcare to our community through the continued implementation of our community benefit programs and activities.

Community health benefit services promote health and healing and are focused on addressing the identified unmet health needs of the community. For a program or service to be considered a community benefit it must: improve access to health care; or enhance the health of the community; or advance medical or health care knowledge; or reduce the burden of government or other not profit community efforts.

Identified Need: Seniors' Health

La Palma Intercommunity Hospital provided a variety of services in 2019 that support health for seniors including:

- Offered free health screenings conducted by our staff at the Linda Sanchez, 17th Annual Senior Fair, Cerritos Senior Saturday and various events within the community. These screenings provided individualized information to participants on their risk for various chronic diseases including diabetes, coronary artery disease, hypertension and obesity. Along with the screenings, our staff offered advice and information about disease prevention and risk reduction strategies.

- Provided free flu shots for nearly 95 participants at our annual flu shot clinic and health fair.
- Prepared / provided 3,232 meals for seniors through our collaboration with the local Meals on Wheels program.
- Supported the Kiwanis holiday food drive and collected around 100 boxes of food for distribution by Kiwanis to needy seniors and others.
- Supported the Kiwanis back to school backpack drive and helped assembled 200 backpacks of school supplies distribution by Kiwanis to needy school age children.
- Partnered with the City of La Palma Community Services Department and the Anaheim Family YMCA to provide older adult water aerobics fitness classes in the indoor, heated therapeutic pool located on the La Palma Intercommunity Hospital campus.
- Provided senior workshops in topics regarding diabetes, depression, nutrition, heart health, wound care, respiratory, and advanced directives.
- Provided medication reconciliation as part of discharge reports that seniors can take to their PCP or skilled nursing facility upon discharge from the hospital.

Identified Need: Mental Health Services

La Palma Intercommunity Hospital is one of Orange County's hospitals with an existing designated inpatient mature adult psychiatric unit providing 16 beds, and we continued to offer mental health services for older adults in this unit throughout 2019. La Palma Intercommunity Hospital is implementing plans to expand the unit with an additional 6 beds, and is expected to open the expanded area by late 2020.

The hospital is in the approval process to allow operation as a locked unit for patients admitted under the state's 5150 designation. This will allow the hospital to offer a comprehensive range of inpatient services for a broader base of individuals in need of mental health services.

Specifically, in 2019, we:

- Provided 2,925 patient days of inpatient care through our mature adult designated unit. This care involves multiple treatment modalities as appropriate, and includes a comprehensive medical and psychiatric assessment on admission, recreational and physical therapy, family visitation, nutritional counseling, and extensive discharge planning and follow-up.
- Continued relationships between our cases managers and skilled nursing facilities, home health and other community providers to foster care coordination at discharge.

Identified Need: Diabetes

Programs to combat adult diabetes are part of La Palma Intercommunity Hospital's range of services. In 2019, the hospital:

- Worked closely with admitted and emergency room patients to address immediate diabetic complications, and provided these patients with individual plans to help manage their condition upon discharge.

- Provided educational events on and off site regarding – “Nutrition and Diabetes” and “Managing Diabetes.”

Identified Need: Obesity / Diet

Many of the factors affecting obesity and diet are outside the ability of our hospital to affect directly, so our focus in 2019 was on education and activities to promote healthy dining options. Specifically, in 2019, the hospital provided a nutritional counselling station at various health fairs within the community where information on diet and a healthy lifestyle was provided. In addition, screenings including BMI, blood pressure and glucose levels were provided to alert participants for which adjustments were appropriate and necessary.

Identified Need: Home Health / Preventative Care

Home Health is an important component in the continuum of care for many patients we serve. These providers are a separate group from hospitals, and La Palma Intercommunity Hospital maintains relationships with many home health agencies in the area and provides referrals to patients needing these services upon discharge from the hospital.

Since these agencies are unique legal entities, the hospital has little ability to affect the way they provide services, except to limit discharges to agencies that generate higher-than-usual readmissions or get poor reviews from surveyors. Given this, our activity for 2019 continues to be limited and involves having our case managers monitor readmit rates and avoid referring our patients to agencies with higher than usual readmit rates.

Preventive Care is a different issue, since it involves providing services to persons who are not yet inpatients or even outpatient clients of the hospital. There is a large subgroup of former patients, however, whose home environments present problems that may cause readmissions, and who could be helped through a proactive and preventative approach.

Throughout 2019, staff at La Palma Intercommunity were constantly on the lookout for signs that discharge environments could be problematic to their patients. Protocols are in place to address some of the issues, such as medication interferences, potentially dangerous hazards around the home, lack of supportive family members able to monitor care at home, or simple inability to understand directions for care. When these issues arise, solutions are developed and coordinated with appropriate providers. Since there are always new hazards being discovered, the process of developing protocols to remedy them is ongoing.

Other Community Services

In addition to providing community benefits that meet specific needs identified in our Community Health Needs Assessment (CHNA), La Palma Intercommunity Hospital also:

- Hosted two American Red Cross Blood Drives on site.
- Supported community events and community agencies through sponsorships and donations including Congresswoman Linda Sanchez’s Senior Fair, City of La Palma Expo, Buena Park Senior Center, AccessCal, Cypress College, Cerritos Senior Center to name a few.

- Worked with the hospital's admitting department leaders and staff to expand the Hospital Presumptive Eligibility (HPE) program, which provides qualified individuals with immediate access to temporary, no-cost Medi-Cal services while they apply for permanent Medi-Cal coverage or other health coverage. As a result, 497 individuals received care at our facility under the HPE program.
- Coordinated transportation services by providing 7 taxi vouchers and 469 bus passes to assist individuals with transportation challenges.

Community Benefit Plan for 2020

In 2020, La Palma Intercommunity Hospital will continue to provide support for community benefit and will continue and/or evolve activities and programs to address the identified unmet health and other needs in our service area. Specific areas of focus for 2020 will include:

Seniors' Health

- Continue and expand free health screenings conducted by our staff at various health fairs, senior centers, and other community events.
- Continue to provide free flu shots at our annual flu shot clinic and health fair.
- Continue to prepare / provide meals for seniors through our collaboration with the local Meals on Wheels program.
- Continue to support the Kiwanis holiday food drive by sponsoring on-site food collection.
- Continue to partner with the City of La Palma Community Services Department and the Anaheim Family YMCA to provide older adult water aerobics fitness classes in the indoor, heated therapeutic pool located on the La Palma Intercommunity Hospital campus.
- Continue efforts to educate our community on advanced directives by incorporating counselling and information as part of our annual health fair.
- Continue to provide medication reconciliation packets as part of discharge reports that seniors can take to their PCP or skilled nursing facility upon discharge from the hospital.

Mental Health Services

- Continue all mental health services offered in 2019
- Continue to pursue 5150 designation.
- Continue executing plans to expand the existing mature adult mental health unit.
- Continue building relationships between our cases managers and skilled nursing facilities, home health and other community providers to foster care coordination at discharge.

Diabetes

- Continue to work closely with admitted and emergency room patients to address immediate diabetic complications, and provide individual plans to help manage their condition upon discharge.
- Continue participation at local health fairs that includes counselling and education about diabetes management through nutrition.
- Continue to offer glucose level screening as part of our annual flu clinic and health fair.

Obesity / Diet

- Continue to offer screenings including BMI, blood pressure and glucose levels as part of community and personal health fairs.
- Continue to provide a nutritional counselling station at our on-site health fair where information on diet and healthy lifestyle can be provided.
- Coordinate discharge processes to ensure maximum compliance with medical directives for patients discharged with obesity or diabetes-related diagnoses

Home Health / Preventative Care

- Continue case manager monitoring of readmit rates and avoid referring our patients to agencies with higher than usual readmit rates.
- Continue to be on the lookout for signs that discharge environments may be problematic for our patients, and when issues arise, develop and coordinate solutions with appropriate providers.
- Focus on Get with the Guidelines recommendations for heart failure patients by facilitating the scheduling follow up appointments with a cardiologist and the patient's primary care physician per the timelines detailed in the Guidelines.

Other Community Services

- Continue to host American Red Cross Blood Drives on site.
- Continue support for community events and community agencies through sponsorships and donations.
- Continue our support of the Hospital Presumptive Eligibility (HPE) program.
- Collaborate with the local high school and local agencies to support "Every 15 Minutes" - an impactful event designed to dramatically instill teenagers with the potentially dangerous consequences of drinking alcohol and driving.
- Monitor and track the progress of Human Services and MediCal programs in regard to reimbursement programs that encompass housing solutions for homeless.
- Develop protocols to assess veterans who present at the hospital, and coordinate with VA and veterans' organizations in maintaining care for these patients following their acute episodes.

La Palma Intercommunity Hospital will continue to monitor changes in the industry, and continue to reorient services to maintain its mission to promote better health for all members of its community.