

# **Methodist Hospital Community Benefits Plan Fiscal Year 2020**

Submitted to:

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## **Preface**

In accordance with Senate Bill 697, Community Benefits Legislation, Methodist Hospital, a private not-for-profit hospital, submits this Community Benefits Plan for Fiscal Year 2020<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 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

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

## **Introduction to Methodist Hospital**

Methodist Hospital is a 348-licensed bed, not-for-profit community hospital located in Arcadia, California. Founded in 1903, Methodist Hospital is committed to providing excellent patient care delivered with compassion and respect. Methodist Hospital provides 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 Methodist Hospital is the longest-running, non-profit corporate nursery school in the United States, providing day care to the children of our doctors and staff. Methodist Hospital personnel includes: 1,450 employees, over 700 medical staff members, 600 volunteers, and 20 Community Board members.

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

### **Hospital**

- Honored as Business of the Year by the Arcadia Chamber of Commerce and recognized for being an essential part of the well-being of the City of Arcadia and for dedication to the community especially during the COVID-19 pandemic
- Recognized by State Senator Susan Rubio, Assembly Member Ed Chau, Los Angeles County Supervisor Kathryn Barger, and the City of Arcadia for the hospital's outstanding efforts in serving the community by providing high quality health care services to patients throughout the COVID-19 pandemic
- Full Three-Year Hospital Accreditation from The Joint Commission
- Honored as one of America's 250 Best Hospitals by HealthGrades based on excellent clinical outcomes and commitment to delivering the best patient care
- Ranked among Top 100 hospitals in the United States for Patient Safety, Quality and Efficiency for six consecutive years (2014-19) by the SafeCare Group

- Top Performer on Key Quality Measures® program for treatment of Heart Attack, Heart Failure, Pneumonia, Stroke, Surgical Care, and Perinatal Care from The Joint Commission
- Recognized by the California Hospital Engagement Network (CALHEN) and the Hospital Quality Institute for dramatic reductions in infection rates, reflecting our facility's strict adherence to hospital safety codes and dedication to helping patients recover as quickly as possible

### **Bariatrics**

- Accredited Comprehensive Center from the American Society for Metabolic and Bariatric Surgery (ASMBS)
- Blue Distinction Center from Blue Cross Blue Shield Association (BCBSA)
- Center of Excellence from HealthNet

### **Cancer Care**

- Accreditation with Commendation as a Comprehensive Community Cancer Center from the American College of Surgeons Commission on Cancer

### **Cardiology**

- Disease-specific certification for acute coronary syndrome, acute myocardial infarction, and heart failure by The Joint Commission
- Blue Distinction Center from Blue Cross Blue Shield Association (BCBSA)
- Center of Excellence - Cardiac Catheterization and Angioplasty from CIGNA
- Institute of Quality - Cardiac Rhythm Management from Aetna
- High Performing - Heart Failure from US News & World Report

### **Emergency Services**

- Designated as an Emergency Department Approved 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
- Comprehensive Stroke Center accreditation from an independent rating agency, DNV GL

**Gastroenterology**

- Gastrointestinal Care Excellence from HealthGrades

**Orthopedics**

- Blue Distinction Center - Spine Surgery from Blue Cross Blue Shield Association (BCBSA)
- Blue Distinction Center - Hip & Knee Replacement from BCBSA
- Center of Excellence - Hip & Knee Replacement from CIGNA

**Pulmonary Medicine**

- Center of Excellence from CIGNA
- Pulmonary Care Excellence from HealthGrades
- Institute of Quality - COPD from Aetna
- High Performing - COPD from US News & World Report

**Stroke Care**

- America's 100 Best Hospitals from HealthGrades
- Neurosciences Excellence from HealthGrades
- Cranial Neurosurgery Excellence from HealthGrades
- Get With The Guidelines Gold Plus from American Heart Association

Methodist Hospital has expanded its presence on the Internet that includes a website dedicated to providing health news and information, videos, and virtual tours for patients, employees, physicians, volunteers, and visitors, in addition to convenient services such as a free physician referral, online class registration, and online bill payment. Methodist Hospital also publishes news and information on social media, via Facebook, Twitter, WeChat, YouTube, Pinterest, LinkedIn, and Yelp to inform the community about hospital services and events.

## **Thank You to Our Community**

2020 was a most challenging year for Methodist Hospital. By year-end, the Hospital had cared for more than 2,100 COVID-19 inpatients and provided COVID-19 tests to more than 13,000 people.

We are grateful to all in our community – elected officials, business leaders, community leaders and residents – who have responded so generously with donations and support during the COVID-19 pandemic. This generosity allowed us to continue to provide uninterrupted, high quality, services while adequately protecting patients, nurses, physicians, and other clinical and hospital staff. We have helped reduced the spread of infection throughout our community. And Methodist Hospital's use of SwipeSense Technology for Contact Tracing and Hand Hygiene Monitoring will help us to ensure the safety of patients and hospital staff during the remainder of the COVID-19 crisis, and beyond.

# Contents

<b>Section</b>	<b>Description</b>	<b>Page</b>
	Preface.....	i
	Introduction to Methodist Hospital.....	ii
	Thank You to Our Community.....	v
1	Executive Summary.....	1
2	Mission, Vision, and Core Values.....	4
3	2019 Community Health Needs Assessment Summary.....	5
	Process and Methods.....	5
	Service Area Determination.....	5
	Service Area Definition and Description.....	6
	Health Access and Utilization.....	10
	Mortality.....	11
	Maternal and Infant Health.....	13
	Adult Health.....	14
	Senior Health.....	15
	Community Consultation.....	16
	Process and Criteria Used.....	19
	Significant Priority Health Needs Identified.....	19
	Health Care Facilities and Other Resources.....	19
4	Community Benefits Planning Process and Objectives.....	20
5	Community Benefits Plan Update.....	21
	Access to Health Care Services.....	21
	Disease Prevention and Health Promotion.....	23
6	Economic Value of Community Benefits.....	28

## 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 2019 Community Health Needs Assessment

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

#### Service Area Definition

Methodist Hospital Service Area

2019

ZIP Code	Community
91006	Arcadia
91007	Arcadia
91008	Bradbury
91010	Duarte
91016	Monrovia
91024	Sierra Madre
91001	Altadena
91104	Pasadena
91107	Pasadena
91702	Azusa
91706	Baldwin Park
91731	El Monte
91732	El Monte
91733	South El Monte
91741	Glendora
91770	Rosemead
91775	San Gabriel
91776	San Gabriel
91780	Temple City
91801	Alhambra

Source: Methodist Hospital 2019 inpatient data analysis.

Note: Methodist Hospital is located in Arcadia ZIP Code 91007

## Findings from 2019 Community Health Needs Assessment

Methodist Hospital service area population (2019) is estimated at 783,391. The population in the service area is forecast to increase 2.5 percent in the next five years, to 803,197. Growth projections for households and families are estimated to increase 2.7 percent and 2.6 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, persons 16 years and older not in the labor force, households with 3 or more persons, households with children under 18 years of age present, and owner occupied households.

When comparing health indicators for the San Gabriel Valley (Service Planning Area 3) and/or Methodist Hospital service area to Healthy People 2020 National Objectives, opportunities 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, seniors who received a flu shot in the past year, and seniors diagnosed with high blood pressure.

Following analysis of the community consultation, the following were identified as the community's top health issues (based on frequency of mention): access to health services and continuity of care, and health conditions and disability such as diabetes, high blood pressure, heart disease and stroke, cancer, mental health and dementia, and influenza and pneumonia (seasonal emphasis).

The 2019 Community Health Needs Assessment identified the following two significant priority health needs:

- Access to health services for adults
- Disease prevention and health promotion addressing diabetes, heart disease, high blood pressure, obesity, cancer, and Alzheimer's disease

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

During Fiscal Year 2020, Methodist Hospital pursued the following objectives in its community benefits plan:

1. To continue to increase access to health care services for the community, with a focus on adults.
2. To continue to provide health education, support, and screening services for the public based on important health conditions, such as diabetes, heart disease, and cancer.

## **Community Benefits Plan Activities**

In Fiscal Year 2020, Methodist Hospital provided a variety of programs and services in support of these objectives. Some of the services provided were: operating a 26-bed emergency department 24-hours a day, providing charity care to patients without the ability to pay for necessary treatment, absorbing the unpaid costs of care for patients with Medi-Cal, absorbing the unpaid costs of care for patients with Medicare, operating essential community services, such as maternity and NICU, at a loss; 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 access to a local mall kiosk (limited in time due to Stay at Home orders during the COVID-19 pandemic); a dedicated Senior Services program of health education classes and screenings; and a Health Ministries program that assists local congregations to provide guidance, support, and resources to parish nurses and health cabinets.

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

The economic value of community benefits provided by Methodist Hospital in Fiscal Year 2020 is estimated at **\$46,495,112**.

## **Section 2: Mission, Vision, and Core Values**

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

### **Our Mission**

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

*Revised December 2012*

### **Our Vision**

To provide an exceptional patient experience through compassionate care and create life-long relationships by changing the way health and health care are delivered in our community. 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 (“I-RAISE”)**

***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: 2019 Community Health Needs Assessment Summary<sup>1</sup>**

### **Process and Methods**

This community health needs assessment brings together a variety of demographic and health data and information, gathered from both primary and secondary data sources.

The first phase of the community health needs assessment involved collection and analysis of numerous demographic and health status and data and information for Methodist Hospital Service Area and Service Planning Area (SPA) 3 – San Gabriel Valley. The following types of data were analyzed: population, household and family demographics; birth statistics, death statistics, designated Health Professional Shortage Areas, large-scale household telephone surveys designed to measure health access, utilization of health services, and health behaviors. Wherever possible, the 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, Methodist Hospital Service Area is compared to Los Angeles County.

The second phase of the needs assessment focused on qualitative primary research. Representatives from Methodist Hospital agreed that telephone interviews with health department contacts and representatives from public and private organizations would be a cost-effective approach to gain an understanding of important health issues and potential opportunities to collaborate with these organizations.

### **Service Area Determination**

Note: Determination of service area updated based on 2019 inpatient origin analysis

Methodist Hospital used the Stark II definition – the lowest number of contiguous ZIP Codes from which the hospital draws at least 75 percent of its inpatients – to determine its primary geographic service area for purposes of the 2019 community health needs assessment. Using hospital data, there were 20 ZIP Codes from which the hospital drew 75 percent its admissions.

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<sup>1</sup> Methodist Hospital 2019 Community Health Needs Assessment can be found on the hospital website at: <https://www.methodisthospital.org>

## Service Area Definition and Description

Note: Findings are based on 2019 demographic estimates

### Service Area Definition

Methodist Hospital Service Area

2019

ZIP Code	Community
91006	Arcadia
91007	Arcadia
91008	Bradbury
91010	Duarte
91016	Monrovia
91024	Sierra Madre
91001	Altadena
91104	Pasadena
91107	Pasadena
91702	Azusa
91706	Baldwin Park
91731	El Monte
91732	El Monte
91733	South El Monte
91741	Glendora
91770	Rosemead
91775	San Gabriel
91776	San Gabriel
91780	Temple City
91801	Alhambra

*Source: Methodist Hospital 2018 inpatient data analysis.*

*Note: Methodist Hospital is located in Arcadia ZIP Code 91007*

The service area population (2019) is estimated at 783,391. The population in the service area is forecast to increase 2.5 percent in the next five years, to 803,197. Growth projections for households and families are estimated to increase 2.7 percent and 2.6 percent, respectively. The following table summarizes the service area population, households, and families as well as the percent change projected for 2024 (over a five-year period).

### Summary of Population, Households and Families

Methodist Hospital Service Area

2019

Description	Number		Percent Change From 2019 to 2024
	2019	2024	
<b>Demographics</b>			
Population	783,391	803,197	2.5%
Households	239,799	246,228	2.7%
Families	181,375	186,090	2.6%

Source: Claritas

To assist with providing context to the service area demographics, key statistics are compared to Los Angeles County for 2019 in the following table. Of note, in comparison to Los Angeles County, Methodist 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
- Persons 16 years and older not in the labor force
- Households with 3 or more persons
- Households with children under 18 years of age
- Owner-occupied households

### Summary of Demographic Highlights

Methodist Hospital Service Area Compared to Los Angeles County

2019

Indicator	Percent	
	Service Area	LA County
<b>5-Year Change (2019 to 2024)</b>		
Population	2.5%	3.0%
Households	2.7%	3.1%
Families	2.6%	3.0%
<b>Age Group</b>		
0 to 4 Years	5.8%	6.1%
5 to 9 Years	5.9%	6.1%
10 to 14 Years	5.9%	6.0%
15 to 17 Years	3.8%	3.8%
18 to 20 Years	3.8%	3.9%
21 to 24 Years	5.2%	5.4%
25 to 34 Years	14.3%	15.5%
35 to 44 Years	13.1%	13.9%
45 to 54 Years	13.6%	13.4%
55 to 64 Years	13.0%	12.0%
65 to 74 Years	9.0%	8.0%
75 to 84 Years	4.4%	3.9%
85 Years and Older	2.1%	1.8%
<b>Race/Ethnicity</b>		
White	17.7%	25.7%
Black	2.9%	7.8%
American Indian/Alaskan Native	0.1%	0.2%
Asian	33.0%	14.7%
Native Hawaiian/Pacific Islander	0.1%	0.2%
Hispanic	44.3%	48.9%
Some Other Race	0.2%	0.3%
Two or More Races	1.7%	2.3%
<b>Language Spoken at Home by Persons 5 Years and Older</b>		
English Only	35.0%	43.1%
Spanish	33.9%	39.4%
Asian or Pacific Island language	28.1%	10.9%
European language	2.5%	5.4%

Indicator	Percent	
	Service Area	LA County
Other language	0.5%	1.1%
<b>Employment Status of Persons 16 Years and Older</b>		
In Labor Force, Employed	58.1%	59.6%
In Labor Force, Unemployed	3.8%	4.5%
In Armed Forces	0.0%	0.0%
Not in Labor Force	38.1%	35.8%
<b>Household Size</b>		
1-Person	18.7%	24.5%
2-Persons	25.1%	26.2%
3-Persons	18.1%	16.3%
4-Persons	16.7%	14.8%
5-Persons	9.9%	8.8%
6-Persons	5.4%	4.6%
7 or more Persons	6.1%	5.0%
<b>Households by Presence of Children Under 18 Years of Age</b>		
No Children Under 18 Years Present	59.7%	62.4%
Children Under 18 Years Present	40.3%	37.6%
<b>Household Income</b>		
Under \$15,000	8.5%	10.2%
\$15,000 to \$24,999	9.1%	9.0%
\$25,000 to \$34,999	8.1%	8.3%
\$35,000 to \$49,999	11.5%	11.6%
\$50,000 to \$74,999	15.9%	15.4%
\$75,000 to \$99,999	12.1%	11.7%
\$100,000 to \$124,999	9.5%	9.1%
\$125,000 to \$149,999	7.0%	6.6%
\$150,000 to \$199,999	7.6%	7.3%
\$200,000 to \$249,999	3.9%	3.8%
\$250,000 to \$499,999	4.4%	4.4%
\$500,000 and over	2.1%	2.5%
<b>Owner-Occupied and Renter-Occupied Housing Units</b>		
Owner-Occupied	55.8%	47.4%
Renter-Occupied	44.2%	52.6%

Source: Claritas

## Health Access and Utilization

Note: Findings are based on the 2017 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, and delays in getting medical care.

### Summary of Health Access and Utilization Indicators

SPA 3 Compared to Healthy People 2020 Objectives

2017

Indicator	Healthy People 2020 Objective	SPA 3 San Gabriel Valley
<b>Health Access</b>		
Insured All or Part of Year Age 0 to 64 Years	100%	94%
Usual Source of Ongoing Care All Ages	95%	87%
Delays in Getting Medical Care All Ages	4.2%	9.1%

Source: UCLA Center for Health Policy Research

## Mortality

Note: Findings are based on deaths among residents of the service area in 2016 and three-year averages of deaths that occurred among residents of Los Angeles County during 2015 through 2017

In 2016, there were 4,910 deaths in Methodist Hospital service area. Heart disease and cancer were the top two leading causes of death in the service area, accounting for 50 percent of all deaths. Of note, coronary heart disease is not only the leading cause of death in Methodist Hospital Service Area (2016) but was also the leading cause of premature death in Service Planning Area 3 (2013). 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

Methodist Hospital Service Area

2016

Select Leading Cause of Death	Number	Percent
Heart Disease	1,237	25.2%
Cancer (All Types)	1,214	24.7%
Stroke	291	5.9%
Alzheimer's disease	285	5.8%
Chronic Lower Respiratory Disease	268	5.5%
Influenza and Pneumonia	203	4.1%
Diabetes	197	4.0%
Unintentional Injuries (All Types)	178	3.6%
Chronic Liver Disease and Cirrhosis	106	2.2%
Essential Hypertension & Hypertensive Renal Disease	101	2.1%
Nephritis, Nephrotic Syndrome and Nephrosis	70	1.4%
Suicide	49	1.0%
All Other	711	14.5%
All Causes of Death	4,910	100.0%

Source: California Department of Public Health

When comparing age-adjusted death rates in Los Angeles County to Healthy People 2020 objectives, Los Angeles County experienced lower death rates in all leading causes of death than the stated target rates, with the exceptions of homicide and chronic liver disease and cirrhosis.

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

Los Angeles County Compared to Healthy People 2020 Objectives

Three-Year Average (2015 to 2017)

Indicator	Healthy People 2020 Objective	Los Angeles County
<b>Health Status</b>		
Coronary Heart Disease	103.4	101.7
Stroke	34.8	34.0
Cancer (All Sites)	161.4	132.8
Lung	45.5	24.8
Colorectal	14.5	13.1
Prostate	21.8	19.2
Female Breast	20.7	18.5
Chronic Pulmonary Diseases	None	28.2
Influenza/Pneumonia	None	18.7
Diabetes	N/A	22.9
Unintentional Injuries (All Types)	36.4	23.7
Motor Vehicle Accidents	12.4	7.9
Homicide	5.5	6.1
Alzheimer's disease	None	35.6
Suicide	10.2	8.0
Chronic Liver Disease and Cirrhosis	8.2	13.2

*Notes:*

*Rates are per 100,000 persons and are standardized to the 2000 U.S. Standard Million population  
Healthy People 2020 Chronic pulmonary disease death rate is for the population age 45 years  
and older; data for the entire population is not comparable*

*Healthy People 2020 objective is based on both underlying and contributing cause of death which  
requires use of multiple cause of death files; California's data exclude multiple/contributing causes  
of death*

*Source: California Department of Public Health*

## Maternal and Infant Health

Note: Findings are based on live births that occurred in Methodist Hospital service area during 2015 to 2017, three-year averages of pregnancy and birth outcomes that occurred among residents of Los Angeles County during 2015 to 2017, and three-year averages of infant mortality during 2014 to 2016

On average, there were 9,352 live births a year in Methodist Hospital's service area during the three-year period from 2015 through 2017.

### Number of Live Births

Methodist Hospital Service Area  
Three-Year Average (2015 to 2017)

Year	Number of Births
2015	9,563
2016	9,506
2017	8,986
Three-Year Average	9,352

Source: California Department of Public Health

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

### Summary of Maternal and Infant Health Indicators

Los Angeles County Compared to Healthy People 2020 Objectives  
Three-Year Averages (2015 to 2017) and (2014 to 2016)

	Healthy People 2020 Objective	Los Angeles County
<b>Pregnancy/Birth Outcomes</b>		
Early Prenatal Care	77.9%	84.8%
Low Birth Weight Infants	7.8%	7.2%
<b>Infant Outcomes (2014 to 2016)</b>		
Infant Mortality	6.0	4.3

Source: California Department of Public Health

## Adult Health

Note: Findings are based on 2017 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  
2017

Indicator	Healthy People 2020 Objective	SPA 3 San Gabriel Valley
<b>Health Access</b>		
Insured All or Part of Year	100%	91%
Usual Source of Ongoing Care	89.4%	83.3%
<b>Health Behaviors</b>		
Healthy Weight	33.9%	42.9%
Obese	30.5%	22.3%
Diagnosed with High Blood Pressure	26.9%	21.7%
Currently Smoke Cigarettes	12.0%	9.3%

Source: UCLA Center for Health Policy Research

## Senior Health

Note: Findings are based on 2017 and 2016 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 flu shot received in past year, healthy weight, and diagnosed with high blood pressure.

### Summary of Senior Health Indicators

SPA 3 Compared to Healthy People 2020 Objectives

2017 and 2016

Indicator	Healthy People 2020 Objective	SPA 3 San Gabriel Valley
<b>Health Access (2016)</b>		
Flu Shot in Past Year	90%	67%
<b>Health Behaviors</b>		
Healthy Weight	33.9%	35.8%
Diagnosed with High Blood Pressure	26.9%	67.9%

Source: UCLA Center for Health Policy Research

## Community Consultation

Note: Findings are based on surveys and interviews with community leaders and representatives of public organizations in the San Gabriel Valley conducted over a five-week period beginning in mid-September 2019.

Several of those interviewed complimented Methodist Hospital on its efforts to provide healthcare services to the community, commenting that “the Hospital is doing a lot now” and “doing a great job with community outreach and cancer awareness programs” through efforts such as participation in health fairs and partnerships with area community and senior centers.

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

- Access to health services and continuity of care
  - Lack of health insurance and cost of care
  - Insurance plans accepted by providers
  - Cost and timeliness of obtaining services and medications
  - Use of 911 and hospital emergency rooms
  - Difficulties receiving ongoing care due to lack of transportation, language barriers, costs of services and medications, and long wait times
  - Difficulties navigating the healthcare system
  - Lack of awareness of availability of needed health services
  - Shortage of specialty physicians
- Health conditions and disability

Many of those interviewed identified the importance of health awareness, education, disease prevention, and medications management. In addition, several of those interviewed during the community consultation highlighted challenges related to age (older adults), gender, race/ethnicity, and cultural and generational differences in managing health conditions and disabilities. The following health conditions were specifically identified as particularly prevalent across the community:

- Diabetes
- High blood pressure
- Heart disease and stroke
- Cancer
- Mental health and dementia

- Influenza and pneumonia (seasonal emphasis)

According to many of those interviewed, persons of all ages across the greater San Gabriel Valley, regardless of income or racial/ethnic and cultural backgrounds are affected by these health issues.

Specific demographic sectors most affected and identified by the interviewees:

- Lower socioeconomic status
- Lower educational attainment
- Chinese immigrant families with limited English proficiency
- Spanish-speaking persons
- Racial and ethnic minorities – Asians, Latinos, and African Americans

Participants in the community consultation identified specific actions that could be undertaken to address health issues, including:

#### *Access to Health Services and Continuity of Care*

- Financial assistance (including reduced costs)
- Reduced paperwork and duplication
- More effective and efficient coordination of community resources for vulnerable communities
- Reduce defensive medicine that is practiced in response to medical liability issues
- Use of health navigators
- Improve access to care e.g., transportation and language services
- Public education on topics such as financial assistance and insurance copayments/deductibles

#### *Health Conditions and Disability*

- Additional partnering of healthcare organizations with community organizations to bring needed programs and services to community places
- Identify and address root causes of health conditions and disability
- Promote awareness of healthy lifestyles, including staying physically active, eating properly, flu shots, stress management, and when to go to the doctor
- Provide communication on when and what cancer sites to be screened for
- Increase awareness of supplemental food programs for school-age children
- Reach out to underserved geographic areas in the San Gabriel Valley
- More information, education, health fairs, and events in Chinese (e.g., speaking engagements, seminars, workshops, health newsletters, and websites)

- Outreach and materials that are culturally sensitive to the Asian community
- Additional community outreach to PTAs, work places, and churches/temples
- Conduct more activities consistent with healthcare awareness calendar
- More opportunities in the community to check blood pressure
- Additional psychosocial support for cancer patients, families, and caregivers
- Provide mental health services that address prevention, healing, and stress management

Participants in the community consultation offered the following suggestions for collaborative roles or actions for Methodist Hospital:

- Recruit more staff, liaisons, and volunteers that speak Mandarin
- Offer assistance with health insurance plan signups
- Increase outreach to women
- Offer comprehensive women's health services to include physical, mental, dental, and preventive care (e.g., mammograms, osteoporosis, pap smears)
- Continue outreach to senior centers to address health conditions and disability
- Partner more with government, non-profits, and community organizations
- Increase efforts to identify individuals with high blood pressure
- Offer diabetes clinics
- Provide education and awareness programs to prepare patients for physician visits, use of emergency rooms, and paramedics (911)
- Better electronic communication with other healthcare entities to reduce unnecessary efforts
- Offer telemedicine services
- Provide in-home post hospital follow-up services (by nurse practitioners and physician assistants)

*Specific to Cancer:*

- Transportation services
- Resources in various languages
- Interpreters
- Patient navigators, nurses, MDs, and social workers to address full spectrum of care
- Education and awareness programs for various cancer sites, such as breast, colorectal, gynecological
- Low cost or free cancer screenings for a limited number of people (such as first 100 people)
- Cancer Resource Center to provide information about financial assistance programs and foundations

## **Process and Criteria Used**

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

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

- Healthy People 2020 metrics
- Number of persons affected
- Identification and/or validation as an important health issue by community leaders
- Identified by community organizations as an opportunity to work collaboratively to address health issue

## **Significant Priority Health Needs Identified**

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

## **Health Facilities and Other Resources**

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

- 12 open hospitals (ten general acute care hospitals and two acute psychiatric hospitals)
- 29 licensed free and community clinics
- 2 licensed rehabilitation centers (specialty clinics)
- 12 senior centers

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

Following completion of the 2019 Community Health Needs Assessment, Methodist Hospital continued to implement programs and services in response to identified community health needs, in view of the hospital's mission and expertise.<sup>2</sup>

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 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 cancer, cardiology, spiritual care, and maternity services. Prior to submittal of the community benefits plan to the Office of Statewide Health Planning and Development, this Community Benefits Plan was reviewed and approved by Methodist 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 Communication, Cardiology, Cancer Center, Bariatrics, Maternal Child Health, Health Ministries, and Pastoral Care.

During Fiscal Year 2020, Methodist Hospital pursued the following objectives in its community benefits plan:

1. To continue to increase access to health care services for the community, with a focus on adults.
2. To continue to provide health education, support, and screening services for the public based on important health conditions, such as diabetes, heart disease, and cancer.

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<sup>2</sup> Methodist Hospital completed its 2019 Community Health Needs Assessment (CHNA) and associated Implementation Plan for 2020 to 2022. These documents are available on the hospital's website: <https://www.methodisthospital.org>.

On an annual basis, Methodist Hospital will monitor and report measures of plan progress. See **Section 5: Community Benefits Plan Update** for a description of programs and services provided by the hospital in support of each of these objectives.

## **Section 5: Community Benefits Plan Update**

This section includes a description of programs and services provided by Methodist Hospital, as well as measurements of key outcomes accomplished in Fiscal Year 2020. Programs and services are organized in response to the two priority health needs identified in **Section 4**.

### **Access to Health Care Services**

Methodist Hospital community benefit services include: operating a 26-bed emergency department 24-hours a day (39,211 visits in 2020), providing charity care for patients without the ability to pay for necessary treatment (2,199 patients served), absorbing the unpaid costs of care for patients with Medi-Cal (15,686 patients served), and absorbing the unpaid costs of care for patients with Medicare (23,403 patients served). Given the importance of providing expert care in the community, Methodist Hospital also operated several essential hospital services at a financial loss, including: Maternal Child Health program and specialized oncology services.

To assist area residents with finding physicians, Methodist Hospital continues to offer a free Physician Referral Line. Consumers may telephone 888-388-2838 to speak directly with a dedicated physician referral center (739 callers referred in Fiscal Year 2020), or search for a physician on the hospital web site (6,263 online referrals). 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, Methodist Hospital offered a dedicated Chinese 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, and COVID-19 hospital guidelines and vaccinations. The hospital's Chinese language hot line served approximately 400 callers in Fiscal Year 2020.

Methodist Hospital's Health Ministries (Parish Nurse) program develops and supports holistic health programs in faith communities. Now in its 24<sup>th</sup> year, Methodist 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 2020, Methodist

Hospital continued its formal Health Ministries program with six churches and one retirement community having Faith Community volunteer nurses. The Health Ministries program operated 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 Presbyterian Church (Alhambra); and Westminster Gardens, a retirement community located in Duarte. In addition, Methodist Hospital has a relationship with three “limited” partners (there is no parish nurse commitment), providing education and information as well as health-related speakers – via Zoom – for meetings to the following churches: Arcadia Community Church, Santa Anita Church (located in Arcadia), and Saint James Methodist Church (Pasadena). In Fiscal Year 2020, Methodist Hospital offered one in-person health-related luncheon program on January 28, 2020, with 45 persons in attendance. Throughout the year, the Parish Nurse program remained in constant communications with members, regarding questions about COVID-19, including regular updates with infectious disease physicians.

In Fiscal Year 2020, the Director of Spiritual Care at Methodist Hospital conducted a weekend Health Ministries retreat on January 10 through January 12 at Vina de Lestonnac Retreat Center in Temecula; hosted two Health Ministries meetings for faith community nurses (on July 7 and September 24); and conducted numerous email outreach, phone, and Zoom engagements with parish nurses. Several of the challenges experienced in light of COVID-19 were that many church members were elderly and did not own computers, difficulties getting congregants familiar with how to join Zoom meetings, and churches struggled with decisions about if and when to hold services and how to keep persons safe.

In Fiscal Year 2020, representatives from Methodist Hospital, in collaboration with the Health Consortium of Greater San Gabriel Valley, five member hospitals, Union Station Homeless Services, and United Way of Greater Los Angeles, developed an 18-month Patient Navigation Pilot program. Launched jointly at Methodist Hospital and Huntington Hospital (located in Pasadena), the program will provide post-discharge case management for homeless patients and connect patients to support and needed services.

## **Disease Prevention and Health Promotion**

In Fiscal Year 2020, Methodist 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 were made available through local community organizations and 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.

Methodist 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, four post-anesthesia recovery beds, a 24-bed couplet care unit designed for Family Centered Care featuring 24-bed couplet care unit designed for family centered care, a Newborn nursery, a newborn nursery and a 17-bed Level II Neonatal Intensive Care Unit.

A comprehensive offering of free maternity orientations/tours and nominally priced classes is offered year-round, with classes in English and Chinese (Mandarin). In Fiscal Year 2020, class offerings, effective March 15, 2020, featured virtual offerings, including: Baby Care and Soothing (21 total sessions – 11 weekend and 10 weekday sessions, attended by 60 persons), Breastfeeding (12 total sessions – 3 weekend and 9 weekday, attended by 45 persons), Prepared Childbirth (21 total sessions – 10 weekend and 11 weekday sessions, attended by 85 persons), and Tot CPR for Family and Friends (five total sessions – three sessions offered in English and two sessions offered in Chinese, attended by 36 persons). Prior to the March shutdown (due to COVID-19 Safe at Home orders), 122 persons attended tours in English and 105 persons attended tours in Chinese. After the shutdown, a Maternal Child Health educator answered all questions by phone and/or email. A free weekly 1-hour breastfeeding support group, "Mommy & Baby Bistro," was available to the community in 2020, with meetings on Wednesdays (314 total visits, with 63 in-person at the beginning of the year and 251 virtual visits).

Methodist 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 therapies, and carotid artery stenting. Open-heart surgery and valve replacement are performed in two dedicated operating rooms. Methodist 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 inpatient and outpatient cardiac rehabilitation programs.

For the health and safety of community members, in-person support group meetings were cancelled for 2020, beginning in March. Methodist Hospital also offers a “Mended Hearts” program for cardiac patients and their caregivers. Patients and caregivers who have experienced cardiovascular problems such as myocardial infarction, heart failure, high blood pressure and stroke, meet and share their experiences, anxieties, and concerns in a light-hearted atmosphere with fun social activities to aid in recovery (due to COVID-19 Safe at Home orders, Mended Heart meetings were only held in January and February). In Fiscal Year 2020, 72 persons participated in six Stroke and Brain Injury support group meetings.

For part of 2020 (consistent with Westfield Santa Anita Mall business hours), Methodist Hospital sponsored a Heart Check Center™ kiosk at the Westfield Santa Anita Mall in Arcadia, providing free blood pressure and Body Mass Index (BMI) testing, as well as free health information. During 2020, mall visitors accessed the kiosk for approximately 7,513 blood pressure screenings and 780 BMI screenings. Of note, 23% of males testing their blood pressures had normal readings, while 77% of males testing their blood pressure had elevated, hypertensive Stage 1 and Stage 2+ readings. Among females, 41% testing their blood pressures had normal readings, while 59% testing their blood pressure had elevated hypertensive Stage 1 and Stage 2+ readings. If desired, the kiosk also allows participants to confidentially email their personal results, and access assistance in finding a physician.

In recognition of the importance of convenient and accessible blood pressure testing, Methodist Hospital offers blood pressure screenings on a monthly basis at scheduled times – during January through early March – at the Arcadia Community Center, Monrovia Community Center, and Sierra Madre Hart Park House (69 adults served with blood pressure screenings at these three locations during first quarter 2020). In addition, staff at Methodist Hospital provided informational lectures at various community and virtual events throughout the year (listed in chronological order):

- January 11: Walmart Health and Wellness Fair at Walmart Super Center in Baldwin Park (500 persons attended)
- January 18-19: Asian American Expo at Pomona Fairplex (20,000 persons attended)
- February 6: Lecture on Current Trends in Health Care at City of Hope (300 persons attended)
- February 15: Lecture on Fall Prevention at Lake Avenue Church (120 persons attended)
- February 21: Lecture on Coronavirus at Arcadia Community Center (70 persons attended)
- May 14: Informational interview on COVID-19 at Radio AM 1300 (10,000 listeners)
- September 8: Virtual talk on Traveling during COVID-19 pandemic (10,000 viewers)
- September 18: Virtual talk on Common Diseases of the Eye (86 viewers)
- September 19: Virtual talk on Staying Healthy during COVID-19 outbreak (55 viewers)
- October 8: Virtual talk on Heart Healthy Diet (60 viewers)
- October 13, October 14, and October 29: phone/WebEx seminar in Chinese on United Healthcare Annual Notice of Changes (90 listeners/viewers)
- November 7: Flu clinic at Hacienda Heights Hsi Lai Temple (80 persons attended)
- November 9: Virtual talk on What Can You do to Stay Healthy during COVID-19 pandemic (50 viewers)
- November 9: Virtual holiday cooking demonstration on Mediterranean diet (70 viewers)

Methodist Hospital offers a full complement of oncology services, including early detection screenings, surgery, chemotherapy, reconstructive surgery, pain management, and support groups. Methodist Hospital also provides hospital and physician services at two specialized outpatient clinics: our GYN Oncology Institute and our Institute for Surgical Specialties – to continue to expand access to outstanding clinical services to residents and visitors across our service area.

During 2020, Methodist Hospital held a variety of workshops, support groups, and events to raise awareness and assist those with cancer. Methodist Hospital offered a cancer survivorship program – “Stepping Forward” – a free eight week body-and-mind strengthening program for survivors of any type of cancer. This program, led by physical and occupational therapists, offered exercise/fitness classes, seminars on nutrition, meditation, and community resources, served 15 persons in Fiscal Year 2020. Methodist Hospital staffs a Cancer Resource Center, a support facility where patients can ask knowledgeable cancer professionals questions about their disease, either

in person or by telephone. The “Positive Appearance Center” at Methodist Hospital provided free personal consultations in a private setting to assist patients to manage changes during various stages of cancer and its treatment (44 wigs were provided). In Fiscal Year 2020, 13 patients were served and provided a Personal Health Manager Kit, specifically designed by the American Cancer Society to help patients organize and keep track of appointments, medication, test results, insurance, bills, and various other logistical and practical details associated with cancer. A virtual scART (Healing Arts Program) featured a 3-hour Zoom painting art therapy program for eight cancer survivors. Throughout the year, the director of oncology and cancer resource specialist worked with community foundations – such as Living Beauty, Ebeauty, Cancer Support Community Pasadena, Paul Mitchell the School, and YouNight – in varying capacities to support cancer-related community efforts.

Three physician educational programs included the following: Soft Tissue Sarcoma on January 30 (live education conference), The Impact of Diabetes on Genomic Stability – New Molecular Link Between Diabetes and Cancer on October 15 (WebEx education conference), and Prostate Disease and Prostate Cancer Update on October 29 (WebEx education conference).

To assist those with diabetes and related health conditions, Methodist Hospital offered specialized classes in Fiscal Year 2020. A free diabetes management class (4-week series for two hours each session), offered monthly, and taught by a team that includes a registered nurse, diabetes educator, registered dietitian, and a physical therapist, presented topics on eating with diabetes, exercise, blood glucose monitoring, medications, and preventing complications (served an average of 94 clients per series in Fiscal Year 2020). In addition, dietitians assisted community members with education and support in a variety of monthly programs, including: bariatric nutrition class (191 client visits), bariatric support group (44 client visits), gestational diabetes (63 client visits), obesity and weight loss (42 client visits), wound healing (25 client visits), cardiac rehabilitation (7 visits) and cancer, renal and other nutritional consults (43 client visits).

To meet the needs of active, older adults, Methodist Hospital offers our “50+ Health Connection” program. This program allows members to participate in free health education classes, screenings, and physician referrals. In Fiscal Year 2020, there were 3,214 active members of “50+ Health Connection,” ranging in age from fifty to ninety years. In Fiscal Year 2020, Methodist Hospital hosted two monthly events at the Arcadia Recreation and Community Services, with physicians addressing the following topics: The Importance of Colon Cancer Screening

(January 28, attended by 50 persons), Understanding Heart Disease: Keeping a Healthy Heart (February 25, attended by 65 persons). In advance of these events, Methodist Hospital alerted the community with Save the Date reminder postcards, announcing specific topics, dates and times, locations, program descriptions, and reservations information – by phone or online. The hospital also posted information on Methodist Hospital’s website “Calendar of Events.” Due to safety precautions associated with COVID-19, no in-person lectures were held for the remainder of 2020.

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

In Fiscal Year 2020, the economic value of community benefits provided by Methodist Hospital is estimated at **\$46,495,112**.

**Table 6.1** summarizes the unreimbursed costs of these community benefits according to the framework specifically identified by Senate Bill 697:

- Medical care services
- Other benefits for vulnerable populations
- Other benefits for the broader community
- Health research, education, and training programs

**Table 6.1: Estimated Economic Value of Community Benefits Provided by Methodist Hospital  
Fiscal Year 2020**

<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>	\$26,138,482
	Medicare Program Shortfall <sup>2</sup>	\$9,257,956
	Charity Care <sup>3</sup>	\$3,375,978
	Services that meet a Community Need and Operate at a Loss <sup>4</sup>	\$4,288,708
	Emergency Department Call Panels and Care of the Uninsured	\$2,025,867
Other Benefits for Vulnerable Populations	Assistance to Patients without Financial Resources and Cash Donations to Nonprofit Organizations Serving Vulnerable Populations	\$219,681
Other Benefits for the Broader Community	Community Outreach, Health Information and Education, Support and Screenings; Physician Referral Program, and Cash Donations to Nonprofit Organizations Serving the Broader Community	\$524,155
Health Research, Education, and Training Programs	Clinical Pastoral Education, Health Ministries Program, Health Professions Education, Grant Writing for Community Benefit Programs, and Cash Donations to Nonprofit Organizations for Health Research, Education and Training Programs	\$640,285
-	<b>GRAND TOTAL</b>	<b>\$46,495,112</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 a cost to charge ratio. The costs are subtracted from the payments received from Medicare or Medi-Cal.

<sup>3</sup> Charity Care is also calculated based on a cost to charge ratio. Actual cost is subtracted from any payments received from either public or private insurance payors or patients.

<sup>4</sup> The method for determining the cost of medical care services that meet community needs and operate at a loss is based on a cost accounting system.