

Providence San Fernando Valley Community

2022 Update to the Community Benefit Plan



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PREFACE

In accordance with Senate Bill 697, Community Benefit Legislation, the three Providence hospitals of Providence Holy Cross Medical Center, Providence Saint Joseph Medical Center, and Providence Cedars-Sinai Tarzana Medical Center submits this Community Benefit Plan for 2022. 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 a community needs assessment every three years, evaluating the health needs of the community served by the hospital.
- File a community benefit update 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 benefit provided in furtherance of its plan.

PROVIDENCE SAN FERNANDO VALLEY SERVICE AREA: A BRIEF INTRODUCTION

The founding Sisters of Providence and the Sisters of St. Joseph were called to serve their communities by providing health care and education services to all, especially those who are poor and vulnerable. Their work laid the foundation for Providence's vision of *health for a better world* and our commitment to serving all and ensuring the most basic health needs are met.

The Providence San Fernando Valley Service Area consist of Providence Holy Cross Medical Center (Mission Hills), Providence Saint Joseph Medical Center (Burbank), and Providence Cedars-Sinai Tarzana Medical Center (Tarzana).

PROVIDENCE HOLY CROSS MEDICAL CENTER

Providence Holy Cross Medical Center was founded in 1961 to provide healing and health care to the San Fernando, Santa Clarita and Simi valleys. A 377-bed, not-for-profit facility, the medical center offers both inpatient and outpatient health services, including a state-of-the-art cancer center, a heart center, orthopedics, neurosciences and rehabilitation services, women's and children's services, as well as providing our communities with a Level II Trauma Center.

PROVIDENCE SAINT JOSEPH MEDICAL CENTER

Founded in 1943 by the Sisters of Providence, Providence Saint Joseph Medical Center in Burbank provides the full range of diagnostic, treatment, care, and support services for the San Fernando Valley communities. Our 2,500 employees, nearly 300 volunteers, and 700-plus physicians share a commitment to provide quality care for all.

PROVIDENCE CEDARS-SINAI TARZANA MEDICAL CENTER

Founded in 1973, Providence Cedars-Sinai Tarzana Medical Center provides excellent and compassionate care to the San Fernando Valley. In addition to heart, vascular, orthopedic, cancer and women's services, the hospital houses the largest Level III Neonatal Intensive Care Unit (NICU) in the area and our emergency department has been designated by the Los Angeles County Department of Health as a STEMI and stroke receiving center.

PROVIDENCE

Providence is committed to improving the health of the communities it serves, especially for those who are poor and vulnerable. With 51 hospitals, 829 physician clinics, senior services, supportive housing and many other health and educational services, the health system and its partners employ more than 119,000 caregivers (employees) serving communities across seven Western states – Alaska, California, Montana, New Mexico, Oregon, Texas and Washington. With system offices based in Renton, Wash., and Irvine, Calif., the Providence St. Joseph Health family of organizations works together to meet the needs of its communities, both today and into the future.

SECTION 1: EXECUTIVE SUMMARY

Mission and Core Values

Providence San Fernando Valley Service Area Mission Statement and the Core Values of Providence guide our organization's commitment to creating a healthier community and permeate the everyday life of the organization. The Mission Statement and Core Values are as follows:

Providence San Fernando Valley Service Area Mission Statement

"As expressions of God's healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable."

Providence Saint John's Health Center Core Values are compassion, dignity, justice, excellence, and integrity.

Definition of Communities

The Providence San Fernando Valley Community is comprised of the geographically contiguous Service Areas of the three Providence Medical Centers: namely, Providence Holy Cross Medical Center (PHCMC; Mission Hills); Providence St. Joseph Medical Center (PSJMC; Burbank); and Providence Cedars-Sinai Tarzana Medical Center (PCSTMC; Tarzana). Within their respective service area boundaries, each medical center has an identified Community Benefit Service Area (CBSA) which are the communities with the greatest need, indicated in orange on the map below. Similarly, each Medical Center has a grouping of communities (in blue) within their Service Areas which are better resourced, with primarily middle/upper income demographics. The 2019 Joint Community Health Needs Assessment and 2020-22 Measurable Objectives focuses programs and resources on the CBSA of the three Providence Medical Centers.

The San Fernando Valley Community served by the three Providence Medical Centers is dynamic and diverse with a population that spans the socioeconomic spectrum. The two million residents of the region include resource-rich communities such as Porter Ranch, Calabasas, Encino, and Studio City, and many low-income, under-resourced communities like San Fernando, Pacoima, Sylmar, Canoga Park, Reseda, and North Hollywood, amongst others. Collectively, the individual service areas of the three Providence Medical Centers roughly align with Los Angeles County Department of Public Health's Service Planning Area (SPA) 2.

Identifying and Prioritizing Community Needs

Providence San Fernando Valley Service Area conducts assessments every three years, and the results are used as the basis of our community benefit planning. As part of this needs assessment process, both qualitative data and quantitative data were used to identify significant community health needs.

Community Benefit Plan Activities

We seek to grow a healthier community by partnering and collaborating with residents and organizations in our community. Based on prioritized needs from the 2019 Community Health Needs Assessment, Providence staff developed four strategic initiatives that address eight of the ten prioritized health needs:

Initiative 1: Strengthen Infrastructure of Continuum of Care for Patients Experiencing Homelessness

Our goal with this initiative is to strengthen the infrastructure that is serving the needs of individuals experiencing homelessness, many of whom come to Providence Wellness Centers for care. Our focus with this priority is to implement strategies that will support systems navigation, prevention, and recuperative care/temporary housing for patients experiencing homelessness.

Initiative 2: Increase reach and utilization of Community Based Wellness and Activity Centers

Our goal with this initiative is to increase the reach and utilization of two Providence Wellness and Activity centers in the San Fernando Valley. The purpose of these Centers is to bring together children and adults to participate with our staff, community volunteers and collaborative partners in free programs that promote social connections among neighbors, encourage participants to participate in education programs, and link people to public and private community resources. We seek to improve the health of the community by encouraging participants to learn and grow and succeed in life.

Initiative 3: Improve Access to Healthcare Services and Preventative Resources

Our goal with this initiative is to improve access to health care and prevention resources in the most vulnerable San Fernando Valley communities, especially the poor and underserved. This initiative will work to expand access to healthcare and preventative resources by deploying programs to assist in the navigation of the health and social services, provide skills based educational programs, and enrollment assistance into programs that provide health insurance, food and social programs.

Initiative 4: Support Collaborative Partnerships for Better Health

This initiative will address the need for immunizations and forge collaborative partnerships with nonprofit hospitals and health care organizations, community clinics and schools to improve immunization compliance across the San Fernando Valley for children and families. We will start with flu shots for children, adults, and seniors and childhood immunizations for children. We are hopeful a COVID vaccine will be available to administer broadly by the end of this three-year cycle.

Economic Value of Community Benefit Value

Providence San Fernando Valley Service Area Community Benefit activities are classified into three broad expenditure categories consistent with standards established by the Catholic Health Association: Charity Care, Community Benefit Services, and Unpaid Costs of Medi-Cal.

During calendar year 2022, the total combined economic value of community benefit provided by Providence San Fernando Valley Service Area is \$156,993,649 (includes Charity Care, Community Benefit Services, and Unpaid Costs of Medi-Cal) with an additional \$201,846,940 in Medicare shortfall.

SECTION 2: MISSION, CORE VALUES, AND FOUNDATIONAL BELIEFS

Providence San Fernando Valley Service Area Mission Statement and the Core Values of Providence guide our organization's commitment to creating a healthier community and permeate the everyday life of the organization. The Mission Statement and Core Values are as follows:

Mission Statement As expressions of God's healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

Providence Core Values

Compassion

- We reach out to people in need and give comfort as Jesus did
- We nurture the spiritual, physical, and emotional well-being of one another and those we serve
- Through our healing presence, we accompany those who suffer.

Dignity

- We value, encourage, and celebrate the gifts in one another.
- We respect the inherent dignity and worth of every individual.
- We recognize each interaction as a sacred encounter.

Justice

- We foster a culture that promotes unity and reconciliation.
- We strive to care wisely for our people, our resources, and our earth.
- We stand in solidarity with the most vulnerable, working to remove the causes of oppression and promoting justice for all.

Excellence

- We set the highest standards for ourselves and our ministry
- Through transformation and innovation, we strive to improve the health and quality of life in our communities.
- We commit to compassionate, safe, and reliable practices for the care of all.

Integrity

- We hold ourselves accountable to do the right thing for the right reasons.
- We speak truthfully and courageously with generosity and respect.
- We pursue authenticity with humility and simplicity. Catholic Health Association Foundational Beliefs Providence Saint John's Health Center's community benefit programs are rooted in the

Catholic Health Association core set of beliefs:

- Those living in poverty and at the margins of society have a moral priority for services.
- Not-for-profit health care has a responsibility to work to improve health in communities by focusing on prevention
- Community members and organizations should be actively involved in health carecommunity benefit programs
- Demonstrating the value of community service is imperative
- Integrate community benefit programs throughout the organization
- Leadership commitment leads to successful community benefit programs
- Those living in poverty and at the margins of society have a moral priority for services
- Not-for-profit health care has a responsibility to work to improve health in communities by focusing on prevention
- Community members and organizations should be actively involved in health carecommunity benefit programs
- Demonstrating the value of community service is imperative
- Integrate community benefit programs throughout the organization
- Leadership commitment leads to successful community benefit programs

SECTION 3: DEFINITION AND DESCRIPTION OF COMMUNITY

San Fernando Valley Community

The Providence San Fernando Valley Community is comprised of the geographically contiguous Service Areas of the three Providence Medical Centers: namely, Providence Holy Cross Medical Center (PHCMC; Mission Hills); Providence St. Joseph Medical Center (PSJMC; Burbank); and Providence Cedars-Sinai Tarzana Medical Center (PCSTMC; Tarzana). Within their respective service area boundaries, each medical center has an identified Community Benefit Service Area (CBSA) which are the communities with the greatest need, indicated in orange on the map below. Similarly, each Medical Center has a grouping of communities (in blue) within their Service Areas which are better resourced, with primarily middle/upper income demographics. The 2023 Joint Community Health Needs Assessment and 2023-2025 Measurable Objectives focuses programs and resources on the CBSA of the three Providence Medical Centers.

Health disparities within the CBSA include age-adjusted death rates due to diabetes and hypertension that are higher than Countywide rates and the United States. Adverse social determinants of health include low-income status, food insecurity, housing affordability, poor access to medical care challenges, high rates of health risk behaviors, low educational achievement, and low English language proficiency. Almost one-half (48.6%) of CBSA residents are low-income or impoverished, living on 200% or less of the Federal Poverty Guidelines. More than one-half (55.8%) of households commit more than 30% of their household income to housing costs, which is the eligibility threshold set by the US Dept. of Housing and Urban Development for affordable housing.

The San Fernando Valley Community served by the three Providence Medical Centers is dynamic and diverse with a population that spans the socioeconomic spectrum. The two million residents of the region include resource-rich communities such as Porter Ranch, Calabasas, Encino, and Studio City, and many low-income, under-resourced communities like San Fernando, Pacoima, Sylmar, Canoga Park, Reseda, and North Hollywood, amongst others. Collectively, the individual service areas of the three Providence Medical Centers roughly align with Los Angeles County Department of Public Health's Service Planning Area (SPA) 2.

Demographics

- The total population of the Providence San Fernando Valley (SFV) Service Area in 2019 is 2,225,425 people. The total population of the SFV Community Benefit Service Area is just over 52% of the total service area population, with nearly 1.2 million people.
- The majority of residents in the SFV Service Area are between 10 and 39 years old. Children under the age of 19 make up 28.2% of the population. Adults 60 years of age and older make up 13.9% of the total service area population. The SFV Service Area, therefore, is notably younger, on average, than the total population of the state of California
- In 2019, the median household income of the SFV Service Area varied significantly from a low of \$41,053 for the community of Glendale, to \$166,406 for the community of La Cañada Flintridge.
- The SFV Community Benefit Service Area, compared to Los Angeles County, is home to a higher concentration of low-income residents; approximately 45.4% of families have annual incomes below 200% of the Federal Poverty Level (FPL; \$51,500 for a family of 4) compared to 39.6% in Los Angeles County as a whole

SECTION 4: COMMUNITY BENEFIT PLANNING PROCESS

The 2022 Community Benefit Update is linked to the 2019 Community Health Needs Assessment and 2019-2022 Community Health Improvement Plan, which is posted on Providence's website at:

[Community Benefit Annual Report: CHNA and CHIP | Providence](#)

Providence San Fernando Valley Service Area conducts assessments every three years, and the results are used as the basis of our community benefit planning. As part of this needs assessment process, both qualitative data and quantitative data were used to identify significant community health needs.

Qualitative Data

Providence San Fernando Valley Service Area recognizes the value of input from community members and local stakeholders during the Community Health Needs Assessment (CHNA) process. As the people who live and work in the San Fernando Valley, they have first-hand knowledge of the needs and strengths of their community and their opinions help to shape our future direction.

As part of the primary data collection process, Providence Holy Cross Medical Center, Providence St. Joseph Medical Center, and Providence Cedars-Sinai Tarzana Medical Center worked in collaboration to collect and analyze information. Together, the three hospital systems collaborated on several components of the CHNA:

- Developing a list of key community stakeholders/leaders to be included in the telephone interviews.
- Compiling the list of questions to be used in the telephone interviews to identify the key community needs and contributing factors.
- Sharing secondary data sources regarding key information available on the targeted area.

Quantitative Data

Secondary data collection included socio-economic indicators and mortality and morbidity rates from multiple sources. These sources included the U.S. Census American Community Survey, the Community Commons Database, the California Health Interview Survey (UCLA), the L.A. County Department of Public Health, the State of California Department of Public Health, the Public Health Alliance of Southern California, and the Los Angeles Homeless Services Authority. Additionally, primary quantitative data were collected from the Providence SFV's electronic health record system to review avoidable Emergency Department use and potentially avoidable inpatient admissions.

SECTION 5: PRIORITY COMMUNITY NEEDS

Once the information and data were collected and analyzed by staff members, the following eight key areas were identified as community needs for the Community Health Needs Assessment Oversight Committee to prioritize. Issue briefs that encompassed both primary and secondary data were prepared for each identified health need, listed here in alphabetical order:

- Access to Healthcare and Resources
- Prevention and Management of Chronic Diseases
- Behavioral Health, Including Mental Health and Substance Use
- Food Insecurity
- Homelessness and Housing Instability
- Immunization/School Health
- Senior Care
- Violence Prevention

Prioritization Process and Criteria

The CHNA Oversight Committee met in September 2019 to conduct its work with a clear statement of its role: to recommend to the Community Ministry Board the top identified health needs to be prioritized and addressed over the next three years. At the first meeting, on September 10, 2019, the CHNA Oversight Committee considered the CHNA Framework, the definition of the community and the high need areas within the SFV Service Area. The group participated in two panel discussions related to homelessness and food insecurity and utilized some of the secondary data from the high need areas to sharpen the discussion. This approach was taken to familiarize the group with the identified health needs to be presented in the second meeting and to practice a structured discussion format that would be followed in the second panel session.

In advance of the second meeting, Oversight Committee Members received a summary of primary and secondary data collected for nine identified health needs. The second meeting began with each member of the committee submitting a complete email survey of their input for nine specific identified health needs, based upon the collection of primary and secondary data by Providence staff. For each identified health need, committee participants were asked to rate (1) the severity of the identified health need, (2) the change over time, (3) the availability of community resources/assets to address the health need, and (4) the community readiness to implement/support programs to address the health need. These criteria formed the initial impressions of committee members. This survey was then followed by a review of the data assembled for each identified health need by Providence Community Health staff. Half of the meeting time was then set aside to break the Oversight Committee into three groups to address the following questions for each identified need:

- How does this need impact the work of your organization and the clients you serve?
- What other service gaps currently exist?
- What role can Providence play in addressing this need?

After each group rotated through the nine topics, a facilitator for each topic reported out the points of consensus that emerged from the committee members. As a final summary of the discussion, each of the participants was given three dots, or “votes” to assign to the identified topics resulting in a second set of priorities.

SECTION 6: COMMUNITY HEALTH IMPROVEMENT PLAN AND MEASUREABLE OBJECTIVES

As a result of the findings of our 2019 Community Health Needs Assessment (CHNA) and through a prioritization process aligned with our Mission, resources, and hospital strategic plan, Providence San Fernando Valley Service Area will focus on the following areas for its 2020-2022 Community Benefit efforts:

Initiative 1: Strengthen Infrastructure of Continuum of Care for Patients Experiencing Homelessness

Our goal with this initiative is to strengthen the infrastructure that is serving the needs of individuals experiencing homelessness, many of whom come to Providence Wellness Centers for care. Our focus with this priority is to implement strategies that will support systems navigation, prevention, and recuperative care/temporary housing for patients experiencing homelessness.

Initiative 2: Increase reach and utilization of Community Based Wellness and Activity Centers

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This initiative will address the need for immunizations and forge collaborative partnerships with nonprofit hospitals and health care organizations, community clinics and schools to improve immunization compliance across the San Fernando Valley for children and families. We will start with flu shots for children, adults, and seniors and childhood immunizations for children. We are hopeful a COVID vaccine will be available to administer broadly by the end of this three-year cycle.

Initiative 1: Strengthen Infrastructure of Continuum of Care For Patients Experiencing Homelessness

Community need addressed: Homelessness and Housing Instability

Goal: Provide additional support to patients experiencing homelessness and housing instability through efforts to strengthen infrastructure of continuum of care

Initiative 1: Strengthen Infrastructure of Continuum of Care For Patients Experiencing Homelessness					
Scope (Target Population)	Strategies	Strategy Measure	Progress in 2021	Progress in 2022	Comments
Patients experiencing homelessness and housing instability	CHW Homeless Navigators Hospital emergency department-based Community Health Workers that assist patients experiencing homelessness with discharge to shelter or homeless service providers	Number of patients screened for homelessness	•979 screened for homelessness	•823 screened for homelessness	N/A
		Number of patients linked to homeless services provider	•481 linked to homeless services	•692 linked to homeless services	
		Number of patients discharged to temporary/permanent housing	•350 placed in a form of housing	•282 placed in a form of housing	
	Homeless Prevention Implement screening for risk of homelessness and identify public and private funded resources that focus on prevention	Using PSJH housing instability algorithm, # of people screened for housing instability	A Community Health Worker - Homeless Navigator was placed in October 2020 screening patients for housing instability and conducting outreach to those most at-risked for homelessness. Patients screened and deemed in need of linkages are then referred to community partners.	The screening risk tool was not used.	N/A
		CHW outreach to those at high risk of homelessness to facilitate linkages			
		Confirmed linkage to homeless prevention service providers			
	Recuperative Care Improve the infrastructure of available recuperative care/interim shelter for patients experiencing homelessness that are not medically stable enough to be discharged back to the streets	Identify target population, interventions, and partners to support L.A. Service Area housing initiative	Ascensia and National Health Foundation were identified as strategic partners to address recuperative care/interim shelter for patients experiencing homelessness.	Partnerships with both Ascensia and National Health Foundation was secured in 2022 via grants to help with discharged patients.	N/A

Initiative 2: Increase Reach and Utilization of Community-Based Wellness and Activity Centers

Community need addressed: Behavioral health including mental health and substance use disorder, food insecurity, and senior care

Goal: To increase reach and utilization of Providence community-based wellness and activity centers by expanding our scope of health and wellness services available to local residents, strengthening the infrastructure of wellness services in underserved communities and engaging public and private partners to work alongside us in the implementation of program services

Initiative 2: Increase Reach and Utilization of Community-Based Wellness and Activity Centers					
Scope (Target Population)	Strategies	Strategic Measure	Progress in 2021	Progress in 2022	Comments
	<p>Pacoima Wellness Center</p> <p>As part of a school-base partnership model with Vaughn Next Century Learning Center, increase number of participants and number of classes; align programs with CHNA needs</p> <p>Provide opportunities for parents and students in the Providence Holy Cross Medical Center Service Area community to access substance use disorder, chronic disease management and food insecurity programs and services</p>	Number of unduplicated patients	•40 unduplicated participants	•22 unduplicated participants	
		Number of classes implemented	•42 classes held	•3 classes held	
		Alignment of classes identified in CHNA	The majority of classes were paused due to COVID restrictions.	Classes implemented were still limited but aligned with CHNA.	
		Number of SUD prevention cohort		•2 (CHAMPS & Vaughn)	
		Number of students participated in SUD cohort		•7 (3 CHAPS & 4 vaughn)	
		COVID-19 student awareness project	N/A	•3,270 (encounters for both schools)	
<p><i>Residents who are students, parents, seniors, food insecure, have a chronic disease and at-risk or diagnosed with mental health illnesses, including social isolation and substance use disorders</i></p>	<p>Van Nuys Wellness Center</p> <p>A community-based partnership model that provides wellness programs and support services for adults and seniors, in partnerships with non-profits and public agencies</p> <p>Provide opportunities for members in the Providence St. Joseph and Tarzana Cedars-Sinai Medical Center service areas to access mental health, food insecurity, and chronic disease management services, support groups, and case management/linkage services</p>	Establish portfolio: classes and programs	<ul style="list-style-type: none"> •2 Doc Talks • 2 Community Forum 	•2 Doc Talks	N/A
		Public/private community partners	In 2021, Providence CHI entered into partnerships with ONEgeneration, Vaughn Next Century Learning Center, and several faith based organizations to implement COVID Outreach and Education.	In 2022, Providence CHI continued partnerships with nonprofit, faith-based and business partnerships to implement COVID Outreach and Education.	
		Number of seniors: short-term counseling	•144 senior peer clients	•150 senior peer clients	
		Number of participants (support groups addressing anxiety, social isolation, and depression)	•77 senior group counseling clients	•207 senior group counseling clients	

Initiative 3: Improve Access to Healthcare Services and Preventive Resources

Community need addressed: Access to Healthcare and Resources, Preventions and Management of Chronic Disease, Violence Prevention

Goal: To improve access to health care and preventive resources to the most vulnerable communities of the region, especially the poor and underserved, by deploying programs to assist in the navigation of the health care system, provide education, and enrollment assistance

Initiative 3: Improve Access to Healthcare Services and Preventative Resources					
Scope (Target Population)	Strategies	Strategy Measure	Progress in 2021	Progress in 2022	Comments
<i>Patients with limited access to health care services and preventive resources including those that face socioeconomic, linguistic, and cultural barriers</i>	Community Health Insurance Project A community-based team of bilingual (English/Spanish) Community Health Workers that provide outreach, education, and application assistance to hard-to-reach populations for Medi-Cal and Covered California resources	Number of patients/residents assisted	•287 applications	•364 applications	*CHIP stats gathered from Jan-Aug 2022, UniteUs changes made it impossible to collect in the same way Sept-Dec.
		Number of patients enrolled	•168 enrolled	•325 enrolled	
		Percent enrolled	•59% enrolled	•89% enrolled	
	CalFresh A team of bilingual (English/Spanish) Community Health Workers that assist families to enroll in California's nutrition program (CalFresh) to help them buy healthy foods	Number of applications	•176 applications	•229 applications	*CHIP stats gathered from Jan-Aug 2022, UniteUs changes made it impossible to collect in the same way Sept-Dec.
		Number enrolled	•71 enrolled	•202 enrolled	
		Percent enrolled	•40% enrollment rate	•88% enrollment rate	
	Emergency Department Community Health Workers Community Health Workers assigned in the ED assist patients with applying for immediate medical health insurance, make and keep follow up primary care appointments after visiting the ED, and navigating community health resources	Primary care appointment made/kept	•215 appointments made, 159 kept	•252 appointments made, 191 kept	*HPE no longer done in SFV Emergency Departments. Instead, they refer to Financial Counselors (or to CHIP) for HPE. Not sure how you want to explain that change and why our data no longer matches.
		Appointment rate	•74% appointment kept rate	•76% appointment kept rate	
		Number of HPE applications	n/a	n/a	
		Number of HPE enrolled	n/a	n/a	
		HPE rate	n/a	n/a	

(cont. on next page)

Initiative 3: Improve Access to Healthcare Services and Preventive Resources (cont.)

Community need addressed:

Access to Healthcare and Resources, Preventions and Management of Chronic Disease, Violence Prevention

Goal:

To improve access to health care and preventive resources to the most vulnerable communities of the region, especially the poor and underserved, by deploying programs to assist in the navigation of the health care system, provide education, and enrollment assistance

Initiative 3: Improve Access to Healthcare Services and Preventative Resources					
Scope (Target Population)	Strategies	Strategy Measure	Progress in 2021	Progress in 2022	Comments
<i>Patients with limited access to health care services and preventive resources including those that face socioeconomic, linguistic, and cultural barriers</i>	Diabetes Prevention Program Year-long, CDC-approved, evidence-based lifestyle change program to prevent, delay, and reduce the risk for Type-2 diabetes in at-risks individuals	Number of registered participants	•No DPP in 2021	•No DPP in 2022	N/A
		Number of completed participants			
		Percent of completed participants			
	FEAST Eight-lesson curriculum/support group to help individuals learn about and adopt healthier eating and active lifestyles	Number of registered participants	•14 participants registered	•26 participants registered	N/A
		Number of completed participants	•14 participants completed	•24 participants completed	
		Percent of completed participants	•100% completed	•92% completed	
	Mental Health First Aid Eight-hour class to train individuals and organizations about signs and symptoms of mental health and substance use issues and how to help those affected	Number of individuals trained	•179 participants trained	•137 participants trained	N/A
		Number of agencies and organizations trained	•39	•15	
	Latino Health Promoters Program A team of bilingual (English/Spanish) Community Health Workers provide educational wellness workshops for adults in the community at nearby local schools and churches	Number of classes	•165 classes	•205 classes	N/A
		Number of participants	•136 participants	•389 participants	
	Faith Community Partnerships Improve the well-being of the faith-based community by providing technical assistance, health education, referrals, linkage to services, and support groups	Number of referrals provided (including resources to shelter, food banks, mental health services, and COVID-19 health services)	•No FCHP in 2021	•No FCHP in 2022	N/A
		Number of health education workshops and support groups	•No FCHP in 2021	•No FCHP in 2022	

Initiative 4: Support Collaborative Partnerships for Better Health

Community need addressed:

Immunizations/School Health

Goal:

Build collaborative partnerships with nonprofit organizations, community clinics, public and private schools in the San Fernando Valley to address the needs of children, families, adults and seniors to become up to date on age-appropriate immunizations and vaccinations

Initiative 4: Support Collaborative Partnerships for Better Health					
Scope (Target Population)	Strategies	Strategy Measure	Progress in 2021	Progress in 2022	Comments
<i>Children, adults, and seniors with limited access to immunizations</i>	Immunizations Flu Shots — Community Based Facilitates the immunization of individuals in the community through community outreach and education efforts throughout the SPV Service Area	Number of immunizations	•No immunizations in 2021 other than flu and COVID vaccinations	•No immunizations in 2022 other than flu and COVID vaccinations	N/A
		Number of patients receiving vaccinations	•11 flu vaccinations administered	•616 flu vaccinations administered	
		Number of sites	•5	•11	
	Immunizations — School-Based Pediatric Facilitates the immunizations of children in school settings	n/a	n/a	n/a	The Vaccines for Children Program has not been implemented as of yet due to staffing issues.
		n/a	n/a	n/a	
		n/a	n/a	n/a	
	COVID-19 — Vaccinations based on CDC or LA County Guidelines Assist in the forthcoming efforts to protect the community against COVID-19 via vaccinations	Number of patients receiving vaccines	•8337 unduplicated persons vaccinated	•1478 unduplicated persons vaccinated	N/A
		Number of vaccination sites	•16	•13	

SECTION 7: COMMUNITY BENEFIT PROGRAMS AND SERVICES

This section includes a description of noteworthy programs and services provided by Providence in 2022. These programs are highlights of key efforts to accomplish the Community Benefit Plan Strategies and Metrics described above in Section 6 as well as longstanding community benefit programs which address additional identified community health needs.

CHW HOMELESS NAVIGATORS

The CHW Homeless Navigator Program is a new program started at Providence San Fernando Valley Service Area in 2020, in response to a growing number of homeless patients seeking care from the hospital. A community health worker has been placed in the emergency department at Providence Holy Cross Medical Center and at Providence Saint Joseph Medical Center with a specific focus on serving patients experiencing homelessness. These two CHWs work alongside Emergency Department Social Workers to facilitate warm handoffs of homeless patients to case managers from local homeless service providers. In addition, they identify openings at interim shelters and assist with navigating these patients to temporary housing after discharge.

CALFRESH AND HEALTH INSURANCE PROGRAM (CHIP)

CHIP partners with local schools, churches, health clinics and other community organizations to provide assistance at convenient sites all throughout the San Fernando Valley community, while focusing attention on our most vulnerable neighborhoods. Our Community Health Workers meet with clients in person to provide individualized assessments of a client's eligibility, guide them in navigating the complex application process, and follow-up to assist in troubleshooting or advocating for clients who are improperly denied coverage. The Community Health Workers come from within the local community and have similar life experiences which enable them to provide compassionate care for the clients they serve. The time that each one spends with her clients helps consumers understand how to use their new benefits, many of whom have never had health insurance or CalFresh ever before in their lives.

CHW ACADEMY

Providence has partnered with Charles R. Drew University School of Medicine and Science (CDU) to develop an innovative and unique training program with holistic and evidence-based standards called the Community Health Worker Academy (CHW Academy). The CHW Academy is a paid \$15/hour, 6-month (26 weeks) training opportunity for individuals who want to pursue a career as a CHW in a healthcare organization such as hospitals or community clinics. The CHW Academy consists of two fulltime (40 hours/week) training parts: 1) CDU CHW Academy 5-week Core Training and 2) Twenty-one weeks (5 months) clinical training at a CHW Academy Internship Site (hospitals or clinics across Los Angeles) along with continuing education in care management topics led by CDU and ongoing support.

WELLNESS CENTERS (PACOIMA AND VAN NUYS)

Providence Wellness Centers in Pacoima and Van Nuys serve low-income residents who have limited access to health care and education through collaborations, partnerships and linkages with various community partners, ranging from community organizations, schools, faith-based institutions and medical centers. The Wellness Centers is committed to providing adults and families with the tools, services and resources to meet identified social, mental and health needs. The Wellness Centers provides services and programs focusing on physical, spiritual, emotional and mental well-being to all in need

SECTION 8: ECONOMIC VALUE OF COMMUNITY BENEFIT

Providence San Fernando Valley Service Area Community Benefit activities are classified into three broad expenditure categories consistent with standards established by the Catholic Health Association: Charity Care, Community Benefit Services, and Unpaid Costs of Medi-Cal.

During calendar year 2022, the total combined economic value of community benefit provided by Providence San Fernando Valley Service Area is \$156,993,649 (includes Charity Care, Community Benefit Services, and Unpaid Costs of Medi-Cal) with an additional \$201,846,940 in Medicare shortfall.

Tables 8.1-8.4 summarize the unreimbursed costs of these community benefits according to the framework specifically identified by Senate Bill 697:

- Medical care services
- Other services for vulnerable populations (Poor and under-served; seniors, children and youth)
- Health research, education, and training programs

Tables 8.5-8.8 provide a detailed listing of the economic value of Community Benefit Services provided by Providence Holy Cross Medical Center, Providence Saint Joseph Medical Center, Providence Cedars-Sinai Tarzana Medical Center in addition to the number of persons served.

SECTION 8.1: ECONOMIC VALUE OF COMMUNITY BENEFIT PROVIDED BY
 PROVIDENCE SAN FERNANDO VALLEY SERVICE AREA – JANUARY 1, 2022
 THROUGH DECEMBER 31, 2022

Senate Bill 697 Category	Programs and services Included	Expense
Medical Care	Unpaid cost of Medicare program	\$201,846,940
	Charity Care	\$10,667,789
	Subsidized Health Services: Palliative Care	\$663,178
	Unpaid cost of Medi-Cal program	\$124,357,688
Other Services for Vulnerable Populations	Grants to agencies that serve persons living in poverty, grants for services to local schools, seniors and children, cost of Community Benefit program	\$15,397,070
Other Services for Broader Community	Community High School Athletic Training Program	\$900,836
Health Research, Education and Training Programs	Support for health research, nursing and other education programs	\$5,007,088
	TOTAL—not including Medicare	\$156,993,649
	Medicare	\$201,846,940
	Total including Medicare	\$358,840,589

SECTION 8.2: ECONOMIC VALUE OF COMMUNITY BENEFIT PROVIDED BY
 PROVIDENCE HOLY CROSS MEDICAL CENTER – JANUARY 1, 2022 THROUGH
 DECEMBER 31, 2023

Senate Bill 697 Category	Programs and services Included	Expense
Medical Care	Unpaid cost of Medicare program	\$65,059,136
	Charity Care	\$5,502,718
	Subsidized Health Services: Palliative Care	\$245,185
	Unpaid cost of Medi-Cal program	\$23,782,893
Other Services for Vulnerable Populations	Grants to agencies that serve persons living in poverty, grants for services to local schools, seniors and children, cost of Community Benefit program	\$6,706,494
Other Services for Broader Community	Community High School Athletic Training Program, Paramedic Base Station	\$861,750
Health Research, Education and Training Programs	Support for health research, nursing and other education programs	\$1,253,430
	TOTAL—not including Medicare	\$38,352,470
	Medicare	\$65,059,136
	Total including Medicare	\$103,411,606

SECTION 8.3: ECONOMIC VALUE OF COMMUNITY BENEFIT PROVIDED BY
 PROVIDENCE SAINT JOSEPH MEDICAL CENTER – JANUARY 1, 2022 THROUGH
 DECEMBER 31, 2022

Senate Bill 697 Category	Programs and services Included	Expense
Medical Care	Unpaid cost of Medicare program	\$75,264,056
	Charity Care	\$3,223,578
	Subsidized Health Services: Palliative Care	\$172,808
	Unpaid cost of Medi-Cal program	\$50,473,865
Other Services for Vulnerable Populations	Grants to agencies that serve persons living in poverty, grants for services to local schools, seniors and children, cost of Community Benefit program	\$4,832,206
Other Services for Broader Community	Community High School Athletic Training Program, Paramedic Base Station	\$1,138,275
Health Research, Education and Training Programs	Support for health research, nursing and other education programs	\$2,685,074
	TOTAL—not including Medicare	\$62,525,806
	Medicare	\$75,264,056
	Total including Medicare	\$137,789,862

SECTION 8.4: ECONOMIC VALUE OF COMMUNITY BENEFIT PROVIDED BY
 PROVIDENCE CEDARS SINAI TARZANA MEDICAL CENTER – JANUARY 1, 2022
 THROUGH DECEMBER 31, 2022

Senate Bill 697 Category	Programs and services Included	Expense
Medical Care	Unpaid cost of Medicare program	\$61,523,748
	Charity Care	\$1,941,493
	Subsidized Health Services: Palliative Care	\$245,185
	Unpaid cost of Medi-Cal program	\$50,100,930
Other Services for Vulnerable Populations	Grants to agencies that serve persons living in poverty, grants for services to local schools, seniors and children, cost of Community Benefit program	\$2,458,903
Other Services for Broader Community	Community High School Athletic Training Program	\$300,278
Health Research, Education and Training Programs	Support for health research, nursing and other education programs	\$1,068,584
	TOTAL—not including Medicare	\$56,115,373
	Medicare	\$61,523,748
	Total including Medicare	\$117,639,121

SECTION 8.5: ECONOMIC VALUE OF COMMUNITY BENEFIT SERVICES – SAN FERNANDO VALLEY SERVICE AREA

Providence Medical Centers - San Fernando Valley Detailed Listing of Community Benefit Services Reporting Period: January 1, 2022 - December 31, 2022

Category	Total Expense	Net Revenue	Net Expense	Persons Served
A. Community Health Improvement Services				
Access to Care	283,185	-	283,185	913
ACHI Intern	18,186	-	18,186	-
COVID Education and Outreach	676,189	415,398	260,791	43,702
Community Health Insurance Program (CHIP)	78,743	43,499	35,244	3,705
Community Health Worker Academy	147,535	113,265	34,270	54
Community High School Athletic Training Program	900,836	-	900,836	2,178
Faith Community Health Partnership	44,252	-	44,252	-
Homeless Care Navigation	362,733	-	362,733	823
Latino Health Promoter Program/Mental Health Outreach	259,264	20,311	238,953	389
Leeza's Care Connection	69,124	-	69,124	-
Live Well Program	-	-	-	-
Maternal Child Outreach and Education (St. Joseph)	266,520	6,380	260,140	-
Maternal Child Outreach and Education/Welcome Baby (HC)	2,691,374	1,377,109	1,314,265	1,146
Mental Health Assessment Team	148,179	-	148,179	246
Mental Health Promotion	-	-	-	-
Paramedic Base Station	1,403,967	4,500	1,399,467	12,635
Post-Discharge for Medically Indigent (including Psych Patients)	1,192,175	-	1,192,175	1,024
School Nurse Outreach Program	124,087	1,547	122,540	-
Senior Outreach Program	257,283	-	257,283	358
Tattoo Removal Program	102,720	-	102,720	-
Total A	9,026,352	1,982,009	7,044,343	67,173
B. Health Professions Education				
Preceptorships	5,007,088	-	5,007,088	1,168
Total B	5,007,088	-	5,007,088	1,168
C. Subsidized Health Services				
Palliative Care	1,626,902	963,724	663,178	3,665
Trauma Center	-	-	-	-
Total C	1,626,902	963,724	663,178	3,665
E. Cash and In-Kind Contributions				
Action Hub Community Services	2,886	-	2,886	-
Grants Supporting Access to Care	3,805,000	-	3,805,000	-
Grants Supporting Homelessness/Housing Instability	3,449,161	-	3,449,161	-
Grants Supporting Mental Health	1,180,000	-	1,180,000	-
Total E	8,437,047	-	8,437,047	-
F. Community Building				
ACHI Internship Program	47,538	-	47,538	-
Total F	47,538	-	47,538	-
G. Community Benefit Operations				
Community Outreach Administration	768,978	-	768,978	-
Total G	768,978	-	768,978	-
TOTAL COMMUNITY BENEFIT SERVICES	24,913,905	2,945,733	21,968,172	72,006

SECTION 8.6: ECONOMIC VALUE OF COMMUNITY BENEFIT SERVICES –
PROVIDENCE HOLY CROSS MEDICAL CENTER

Providence Holy Cross Medical Center Detailed Listing of Community Benefit Services Reporting Period: January 1, 2022 - December 31, 2022				
Category	Total Expense	Net Revenue	Net Expense	Persons Served
A. Community Health Improvement Services				
Access to Care	112,320	-	112,320	362
ACHI Intern	6,062	-	6,062	-
COVID Education and Outreach	297,862	182,983	114,879	19,325
Community Health Insurance Program (CHIP)	54,950	30,390	24,560	3,139
Community Health Worker Academy	46,427	38,641	7,786	2
Community High School Athletic Training Program	300,279	-	300,279	726
Faith Community Health Partnership	10,976	-	10,976	-
Homeless Care Navigation	120,911	-	120,911	409
Latino Health Promoter Program/Mental Health Outreach	117,604	9,699	107,905	201
Maternal Child Outreach and Education/Welcome Baby (HC)	2,691,374	1,377,109	1,314,265	1,146
Mental Health Assessment Team	49,393	-	49,393	82
Paramedic Base Station	565,971	4,500	561,471	2,559
Post-Discharge for Medically Indigent (including Psych Patients)	425,257	-	425,257	492
School Nurse Outreach Program	43,757	-	43,757	-
Senior Outreach Program	26,662	-	26,662	37
Tattoo Removal Program	28,853	-	28,853	-
Total A	4,898,658	1,643,322	3,255,336	28,480
B. Health Professions Education				
Preceptorships	1,253,430	-	1,253,430	149
Total B	1,253,430	-	1,253,430	149
C. Subsidized Health Services				
Palliative Care	601,485	356,300	245,185	1,355
Total C	601,485	356,300	245,185	1,355
E. Cash and In-Kind Contributions				
Action Hub Community Services	60	-	60	-
Grants Supporting Access to Care	3,000,000	-	3,000,000	-
Grants Supporting Homelessness/Housing Instability	390,676	-	390,676	-
Grants Supporting Mental Health Support	650,000	-	650,000	-
Total E	4,040,736	-	4,040,736	-
F. Community Building				
ACHI Internship Program	15,846	-	15,846	-
Total F	15,846	-	15,846	-
G. Community Benefit Operations				
Community Outreach Administration	256,326	-	256,326	-
Total G	256,326	-	256,326	-
TOTAL COMMUNITY BENEFIT SERVICES	11,066,481	1,999,622	9,066,859	29,984

SECTION 8.7: ECONOMIC VALUE OF COMMUNITY BENEFIT SERVICES –
PROVIDENCE SAINT JOSEPH MEDICAL CENTER

Providence St. Joseph Medical Center Detailed Listing of Community Benefit Services Reporting Period: January 1, 2022 - December 31, 2022				
Category	Total Expense	Net Revenue	Net Expense	Persons Served
A. Community Health Improvement Services				
Access to Care	108,743	-	108,743	351
ACHI Intern	6,062	-	6,062	-
COVID Education and Outreach	80,464	49,432	31,032	5,052
Community Health Insurance Program (CHIP)	8,301	4,541	3,760	469
Community Health Worker Academy	54,681	35,983	18,698	51
Community High School Athletic Training Program	300,279	-	300,279	726
Faith Community Health Partnership	18,510	-	18,510	-
Homeless Care Navigation	120,911	-	120,911	248
Latino Health Promoter Program/Mental Health Outreach	61,454	4,781	56,673	66
Leeza's Care Connection	69,124	-	69,124	-
Maternal Child Outreach and Education (St. Joseph)	266,520	6,380	260,140	-
Mental Health Assessment Team	49,393	-	49,393	82
Paramedic Base Station	837,996	-	837,996	10,076
Post-Discharge for Medically Indigent (including Psych Patients)	537,526	-	537,526	440
School Nurse Outreach Program	36,573	1,547	35,026	-
Senior Outreach Program	37,036	-	37,036	52
Tattoo Removal Program	43,214	-	43,214	-
Total A	2,636,787	102,664	2,534,123	17,613
B. Health Professions Education				
Preceptorships	2,685,074	-	2,685,074	822
Total B	2,685,074	-	2,685,074	822
C. Subsidized Health Services				
Palliative Care	423,932	251,124	172,808	955
Total C	423,932	251,124	172,808	955
E. Cash and In-Kind Contributions				
Action Hub Community Services	2,763	-	2,763	-
Grants Supporting Access to Care	725,000	-	725,000	-
Grants Supporting Homelessness/Housing Instability	1,986,423	-	1,986,423	-
Grants Supporting Mental Health	450,000	-	450,000	-
Total E	3,164,186	-	3,164,186	-
F. Community Building				
ACHI Internship Program	15,846	-	15,846	-
Total F	15,846	-	15,846	-
G. Community Benefit Operations				
Community Outreach Administration	256,326	-	256,326	-
Total G	256,326	-	256,326	-
TOTAL COMMUNITY BENEFIT SERVICES	9,182,151	353,788	8,828,363	19,390

SECTION 8.8: ECONOMIC VALUE OF COMMUNITY BENEFIT SERVICES –
PROVIDENCE CEDARS-SINAI TARZANA MEDICAL

Providence Tarzana Medical Center Detailed Listing of Community Benefit Services Reporting Period: January 1, 2022 - December 31, 2022				
Category	Total Expense	Net Revenue	Net Expense	Persons Served
A. Community Health Improvement Services				
Access to Care	62,122	-	62,122	200
ACHI Intern	6,062	-	6,062	-
COVID Education and Outreach	297,863	182,983	114,880	19,325
Community Health Insurance Program (CHIP)	15,492	8,568	6,924	97
Community Health Worker Academy	46,427	38,641	7,786	1
Community High School Athletic Training Program	300,278	-	300,278	726
Faith Community Health Partnership	14,766	-	14,766	-
Homeless Care Navigation	120,911	-	120,911	166
Latino Health Promoter Program/Mental Health Outreach	80,206	5,831	74,375	122
Mental Health Assessment Team	49,393	-	49,393	82
Post-Discharge for Medically Indigent (including Psych Patients)	229,392	-	229,392	92
School Nurse Outreach Program	43,757	-	43,757	-
Senior Outreach Program	193,585	-	193,585	269
Tattoo Removal Program	30,653	-	30,653	-
Total A	1,490,907	236,023	1,254,884	21,080
B. Health Professions Education				
Preceptorships	1,068,584	-	1,068,584	197
Total B	1,068,584	-	1,068,584	197
C. Subsidized Health Services				
Palliative Care	601,485	356,300	245,185	1,355
Total C	601,485	356,300	245,185	1,355
E. Cash and In-Kind Contributions				
Action Hub Community Services	63	-	63	-
Grants Supporting Access to Care	80,000	-	80,000	-
Grants Supporting Homelessness/Housing Instability	1,072,062	-	1,072,062	-
Grants Supporting Mental Health Support	80,000	-	80,000	-
Total E	1,232,125	-	1,232,125	-
F. Community Building				
ACHI Internship Program	15,846	-	15,846	-
Total F	15,846	-	15,846	-
G. Community Benefit Operations				
Community Outreach Administration	256,326	-	256,326	-
Total G	256,326	-	256,326	-
TOTAL COMMUNITY BENEFIT SERVICES	4,665,273	592,323	4,072,950	22,632

APPENDIX A: COMMUNITY HEALTH NEEDS ASSESSMENT OVERSIGHT COMMITTEE

The Valley Service Area Community Ministry Board authorized the Community Health Needs Assessment Oversight Committee to consider primary and secondary data collected by Providence staff and prioritize the identified community health needs for the 2019-2022 cycle. The following is a roster of Committee Members.

Name	Organization	Title
Judith Arandes	Burbank Housing Corporation	Executive Director
Anette Besnillian, MPH	California State University, Northridge	Executive Director of the Marilyn Magaram Center
Sandra Yanez, MA Psych	Catholic Charities of Los Angeles, INC.	San Fernando Regional Director
Tamika Farr, MBA	El Centro de Amistad	Executive Director
Dr. Frank Alvarez, MD, MPH	LA County Dept. of Public Health	Regional Area Health Officer
Janet Marinaccio	MEND	Executive Director
Jenna Hauss, MSW	ONEgeneration	Director, Strategic Initiatives & Community Based Services
Audrey Simons, RDH, MSHA	San Fernando Community Health Center	Chief Executive Officer
Dr. Jose Salazar, PhD, MPH	Tarzana Treatment Center	Director of Program Development
Dr. Huey Donald, MD	Facey Medical Group	Specialist, Internal Medicine
Suzanne Silva, RN MSN CEN	Providence Saint Joseph Medical Center	Director of Emergency Services
Debbie Buffham, BSN, RN	Providence Saint Joseph Medical Center	Director of Emergency Dept. & Critical Care Services
Carol Granados, MNutr	Providence Saint Joseph Medical Center	Director, Dietary Patient Services
Terry Walker	Providence Saint Joseph Medical Center	Director, Provider Relations
Brian Wren, LCSW	Providence Saint Joseph Medical Center	Manager, Clinical Social Work
Danny Fajardo	Providence St. Joseph Foundations, SoCal Region	Associate Director, Corporate and Foundation Relations
Estelle Schwarz, RN, BSN, MBA	Providence Tarzana Medical Center	Director of Nursing
Jeanne Sulka	Providence Tarzana Medical Center	Director, Business Development