COMMUNITY BENEFIT REPORT
FISCAL YEAR 2017

focused on a healthier future
LEADERSHIP MESSAGE

FOCUSED ON A HEALTHIER FUTURE

PIH Health has been rooted in, and dedicated to, serving the community for nearly 100 years. Collaboration runs deep within our organization, and we are proud to partner with so many passionate and committed individuals and organizations to create a lasting impact for generations to come.

Amidst an evolving healthcare landscape, we continue to strive to provide exceptional care for the members of our community – caring for them when they need us most and helping to keep them well. Using our Community Health Needs Assessment as a guide, we have developed innovative ways to address significant health concerns of the communities we serve.

With the support of three grant-funded projects, we have seen tremendous impact this past year by working in partnership to exchange best practices, develop creative strategies, and foster unified action planning across southeast Los Angeles County. Support from the UniHealth Foundation funded a two-year project at PIH Health Hospital - Downey that connects patients who lack primary care doctors to a medical home through a nearby federally qualified health clinic. A grant from the California Community Foundation resulted in more than 30 organizations and service providers in the region coordinating approaches to address identified community health needs and their root causes. PIH Health was proud to be selected to participate in a two-year international project supported by the Robert Wood Johnson Foundation Global Ideas Fund at CAF America to enhance community participation in health initiatives.

We know that by uniting the expertise and resources of our partners across many sectors, we will stay focused on creating a healthier future – together. As we begin another year, PIH Health invites you to learn more about our work and, most importantly, to join us on this journey.

To view the full Community Benefit Annual Report, please visit PIHHealth.org/CBAnnualReport

Jane B. Dicus
Chair
PIH Health Board of Directors
Fiscal Year 2017

James R. West
President and Chief Executive Officer
PIH Health
Community benefit programs and services are designed to provide treatment and promote health with specific objectives to:

- Improve access to health services
- Enhance the health and wellness of the community
- Advance medical or health knowledge
- Relieve or reduce burden on government or other community efforts

BY THE NUMBERS…

Further examples are detailed in pages 6-11.

- $3.96 million in free or discounted care (charity care) was provided to patients lacking financial resources.
- 12,290 community members benefitted from health education programs and free community-based clinical services.
- 5,311 community members secured health insurance coverage via PIH Health-contracted agencies specializing in Medi-Cal.
- 1,176 student nurses, physician residents and other individuals studying to become healthcare professionals were mentored and trained for their future careers by dedicated PIH Health employees.
- 15 cancer clinical trials with 57 participating.
- $93,350 in cash donations was provided to 31 organizations; 76% supporting PIH Health areas of focus.
- 65 organizations engaged in coordinated community health improvement work.
- Active membership in 4 collaboratives representing more than 40 local nonprofit organizations.

PIH HEALTH ENTERPRISE

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charity Care (Financial Assistance)</td>
<td>$3,957,952</td>
</tr>
<tr>
<td>Unreimbursed Costs of Public Health Insurance Programs</td>
<td>$47,563,891</td>
</tr>
<tr>
<td>MediCal</td>
<td>$46,169,691</td>
</tr>
<tr>
<td>Other</td>
<td>$1,394,200</td>
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<tr>
<td>Other Community Benefit Services</td>
<td>$16,497,683</td>
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<tr>
<td>Community Health Improvement Services</td>
<td>$2,134,348</td>
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<tr>
<td>Health Professions Education</td>
<td>$6,481,042</td>
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<tr>
<td>Subsidized Health Services</td>
<td>$6,884,348</td>
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<tr>
<td>Research</td>
<td>$24,830</td>
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<tr>
<td>Cash &amp; In-Kind Contributions</td>
<td>$621,713</td>
</tr>
<tr>
<td>Community Building Activities</td>
<td>$74,441</td>
</tr>
<tr>
<td>Community Benefit Operations</td>
<td>$276,961</td>
</tr>
<tr>
<td>PIH Health Foundation</td>
<td>$33,667</td>
</tr>
<tr>
<td>TOTAL COMMUNITY BENEFIT INVESTMENT</td>
<td>$68,053,193</td>
</tr>
</tbody>
</table>

8% OF ENTERPRISE EXPENSES
## Our Community Benefit Investment

### PIH Health Hospital - Downey

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
<th>Persons Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charity Care (Financial Assistance)</td>
<td>$552,330</td>
<td>500</td>
</tr>
<tr>
<td>Unreimbursed Costs of Public Health Insurance Programs</td>
<td>$16,660,641</td>
<td>34,462</td>
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<tr>
<td>MediCal</td>
<td>$16,637,819</td>
<td>34,429</td>
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<tr>
<td>Other</td>
<td>$22,822</td>
<td>33</td>
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<tr>
<td>Other Community Benefit Services</td>
<td>$4,740,890</td>
<td>6,234</td>
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<tr>
<td>Community Health Improvement Services</td>
<td>$318,891</td>
<td>5,706</td>
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<tr>
<td>Health Professions Education</td>
<td>$2,280,498</td>
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<tr>
<td>Subsidized Health Services</td>
<td>$2,056,045</td>
<td>380</td>
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<tr>
<td>Cash &amp; In-Kind Contributions</td>
<td>$78,178</td>
<td>36</td>
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<tr>
<td>Community Building</td>
<td>$5,481</td>
<td>10</td>
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<tr>
<td>Community Benefit Operations</td>
<td>$1,797</td>
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<tr>
<td><strong>Total Community Benefit</strong></td>
<td><strong>$21,953,861</strong></td>
<td><strong>41,196</strong></td>
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<tr>
<td>14.2% of Organization Expenses</td>
<td></td>
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### PIH Health Hospital - Whittier

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
<th>Persons Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charity Care (Financial Assistance)</td>
<td>$3,297,081</td>
<td>1,202</td>
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<tr>
<td>Unreimbursed Costs of Public Health Insurance Programs</td>
<td>$28,183,176</td>
<td>39,886</td>
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<tr>
<td>MediCal</td>
<td>$26,811,798</td>
<td>39,364</td>
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<tr>
<td>Other</td>
<td>$1,371,378</td>
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<tr>
<td>Other Community Benefit Services</td>
<td>$10,665,958</td>
<td>37,225</td>
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<tr>
<td>Community Health Improvement Services</td>
<td>$1,797,061</td>
<td>22,524</td>
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<td>Health Professions Education</td>
<td>$3,572,046</td>
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<tr>
<td>Subsidized Health Services</td>
<td>$4,384,467</td>
<td>12,532</td>
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<tr>
<td>Research</td>
<td>$24,830</td>
<td>57</td>
</tr>
<tr>
<td>Cash &amp; In-Kind Contributions</td>
<td>$543,535</td>
<td>1,061</td>
</tr>
<tr>
<td>Community Building</td>
<td>$68,960</td>
<td>20</td>
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<tr>
<td>Community Benefit Operations</td>
<td>$275,059</td>
<td>60</td>
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<tr>
<td><strong>Total Community Benefit</strong></td>
<td><strong>$42,146,215</strong></td>
<td><strong>78,313</strong></td>
</tr>
<tr>
<td>8% of Organization Expenses</td>
<td></td>
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</tr>
</tbody>
</table>

### Other PIH Health Entities - $3.3 Million
- Charity Care (Financial Assistance) - $108,541 and 414 Persons Served
- Unpaid Costs of Public Health Insurance Programs - $2,720,074 and 13,503 Persons Served
- Other Community Benefit Services - $1,090,835 and 47,113 Persons Served

PIH Health Foundation - $33,667
PIH Health conducts a Community Health Needs Assessment (CHNA) every three years as part of our ongoing efforts to address our communities’ most significant health needs. The CHNA features a wide variety of demographic and health-related statistics for a geography that represents more than 1.6 million residents in 26 communities across Los Angeles and Orange Counties. Based on CHNA findings, areas of focus were selected through a structured prioritization process and strategies were developed.

OVERARCHING STRATEGIES

- Provide financial support or technical assistance to community-based organizations and collaboratives
- Provide education and implement public awareness campaign for preventative screenings and immunizations and how to access
- Provide and/or support the development of evidence-based chronic disease management and prevention programs
- Provide internships/job shadowing opportunities for youth
- Health Action Lab: Serve as convener of community-based organizations and provide support for the development of coalitions to advance equity and reduce health disparities. Progress noted in blue.

To view the full Community Health Needs Assessment reports and resulting Community Health Improvement Plan, visit PIHHealth.org/CHNA.
The following pages describe PIH Health’s comprehensive community benefit programs and services, which strive to enhance the overall health of our communities.

**FINANCIAL ASSISTANCE (CHARITY CARE)**

$3,957,952 | 2,116 served

Defined as free/discounted health services for individuals who cannot afford to pay and who meet financial assistance eligibility criteria. PIH Health offers a generous program, providing charity care to those with family income(s) at or below 400% of Federal Poverty Level* guidelines.

*For 2017, the Federal Poverty Level for one person was $12,060 and for a family of four, $24,600.

PIH Health Hospital - Downey  
$552,330 | 500 served

PIH Health Hospital - Whittier  
$3,297,081 | 1,202 served

PIH Health Physicians  
$108,541 | 414 served

**UNPAID COSTS OF PUBLIC HEALTH INSURANCE PROGRAMS**

$47,563,891 | 87,851 served

Defined as the shortfall (or unpaid cost) that is created when insurance payments are less than the cost of care, specifically for individuals with healthcare coverage through means-tested public programs (such as Medi-Cal).

PIH Health Hospital - Downey  
$16,660,641 | 34,462 served

PIH Health Hospital - Whittier  
$28,183,176 | 39,886 served

PIH Health Physicians  
$2,720,074 | 13,503 served

Investments are organized according to Internal Revenue Service-recognized community benefit categories.
CASH & IN-KIND CONTRIBUTIONS

$621,713 | 1,097 served

Includes funds and in-kind services donated to community organizations for a community benefit purpose.

Support of Community Organizations
PIH Health Hospital - Downey, PIH Health Hospital - Whittier

Local non-profit organizations are supported through in-kind donations and financial contributions to programs and services that address community health needs. Dedicated space is provided for American Cancer Society and the area’s Sexual Assault Response Team.

Purchased Services (At-Risk Patients)
PIH Health Hospital - Downey, PIH Health Hospital - Whittier

Uninsured and underinsured patients are at times provided with therapy services, skilled nursing, mental healthcare services and durable medical equipment, based upon needs.

Service on Community Health Boards
PIH Health Hospital - Downey, PIH Health Hospital - Whittier

Designated staff dedicate time to serving on community boards or committees.

COMMUNITY BENEFIT OPERATIONS

$276,961 | 60 served

Includes costs associated with assigned staff and community health needs assessments, as well as other costs associated with community benefit strategy and operations.

Community Benefit Operations
PIH Health Hospital - Downey, PIH Health Hospital - Whittier, PIH Health Physicians

The Community Benefit Department serves as the liaison for PIH Health’s Community Benefit Oversight Committee and ensures successful fulfillment of community benefit mandates, as required of non-profit hospitals, as well as establishing valuable linkages with community partners and facilitating coordinated regional efforts to address identified community health needs.

COMMUNITY-BUILDING ACTIVITIES

$74,441 | 30 served

Activities that improve the community’s health and safety by addressing root causes of health problems, such as homelessness.

Coalition Building
PIH Health Hospital - Downey, PIH Health Hospital - Whittier

PIH Health works with a variety of community stakeholders to enhance the collective capacity to address identified community health needs, with emphasis on social determinants of health.
COMMUNITY HEALTH IMPROVEMENT SERVICES

$2,134,348 | 29,212 served

Activities that extend beyond patient care and typically subsidized by the healthcare organization.

Education, Screenings and Support Groups
PIH Health Hospital - Downey, PIH Health Hospital - Whittier, PIH Health Physicians

Programs focus on community needs, with emphasis on prevention, health management and emotional support. For more information, visit PIHHealth.org/Wellness.

Enrollment Assistance
PIH Health Hospital - Downey, PIH Health Hospital - Whittier

Agencies specializing in health insurance enrollment, including Medi-Cal, are contracted to ensure that all those eligible are assisted with obtaining coverage and access to care.

Health & Wellness Center at Whittier First Day
PIH Health Hospital - Whittier, PIH Health Physicians

A successful collaboration with Whittier First Day, an emergency transitional shelter, meets the healthcare needs of First Day residents and those who are chronically homeless or at-risk.

Transportation Resources
PIH Health Hospital - Downey, PIH Health Hospital - Whittier

Provided to patients with no alternative means.

Community Collaboratives
PIH Health is proud to partner with organizations who have a shared vision for improving community health, with an emphasis on leveraging resources to maximize impact.

Click on logos for more information.
PIH Health, in partnership with the Los Angeles County Department of Public Health, Kaiser Permanente Downey Medical Center, and the Center for Nonprofit Management, launched the Health Action Lab in 2016. This California Community Foundation-funded project brings together organizations to foster collaboration in addressing identified community health needs and reduce health disparities.

The first year of the project resulted in formation of four coalitions with over 65 nonprofits, schools, healthcare organizations and local government entities committed to action planning and implementation.

<table>
<thead>
<tr>
<th>COALITION SUSTAINABILITY</th>
<th>POLICY &amp; ADVOCACY</th>
<th>STRENGTHENING NONPROFITS</th>
<th>EXPANSION &amp; PROMOTION OF PROGRAMS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CHRONIC DISEASE PREVENTION &amp; MANAGEMENT COALITION</strong></td>
<td>Member expectations developed and in place</td>
<td>Planning policy strategy on healthy food access/promotion</td>
<td>City of Downey Health Hub pilot in design phase; coordinating multiple services in one location</td>
</tr>
<tr>
<td><strong>MENTAL HEALTH &amp; SUBSTANCE USE COALITION</strong></td>
<td>Member expectations developed and in place</td>
<td>Planning policy / advocacy strategy</td>
<td>SPA 7 Social Services Resource Directory developed &amp; distributed</td>
</tr>
<tr>
<td><strong>FOOD INSECURITY COALITION</strong></td>
<td>Member expectations developed and in place</td>
<td>Three new agencies committed to offering CalFresh enrollment to their clients, increasing access to this program</td>
<td>Farmer’s market flyer promoting local markets that accept food stamps developed &amp; distributed.</td>
</tr>
<tr>
<td><strong>OPPORTUNITIES FOR YOUTH COALITION</strong></td>
<td>Member expectations developed and in place</td>
<td>Whittier College developed “PIH Health Community Health Improvement Fellowship;” two fellows beginning Spring 2018 to support coalitions</td>
<td>Asset mapping of afterschool &amp; mentoring programs underway to identify gaps and determine future strategies</td>
</tr>
</tbody>
</table>
HEALTH PROFESSIONS EDUCATION

$6,481,042 | 1,176 served

Includes educational programs for physicians, nurses, students and other health professionals when education is necessary or required by state law, accrediting bodies or health profession societies.

Family Medicine Residency Program
PIH Health Hospital - Downey, PIH Health Hospital - Whittier

Trains resident physicians in primary care and offers rotations in specialty care, as well as tropical medicine, palliative care, hospice, home care, chronic disease management and community health.

Paramedic Base Station Training
PIH Health Hospital - Whittier

Provides continuing education for regional personnel who work with PIH Health’s Paramedic Base Station, including Fire Department personnel, Mobile Intensive Care Nurses and Emergency Medical Technicians.

Student Education: Internship, Externship, Preceptorship & Mentoring Programs
PIH Health Hospital - Downey, PIH Health Hospital - Whittier, PIH Health Physicians

PIH Health supports the development of the next generation of healthcare providers by educating and mentoring students from local schools and colleges in clinical, ancillary and administrative settings.

RESEARCH

$24,830 | 57 served

Includes health research and studies that are shared with the public.

PIH Health Clinical Trials Program
PIH Health Hospital - Whittier

Clinical trials and research studies have been aimed at improving health and cancer care since 2001. Research has focused on breast, colon, kidney and lung cancers, as well as leukemia.
High-Risk Infant Follow-Up Clinic
PIH Health Hospital - Whittier

A California Children’s Services approved Special Care Center that provides developmental follow-up for optimum health and development.

PIH Health Hospice Homes
PIH Health Hospital - Whittier

Provides community members with the option for compassionate end-of-life care and family support at two PIH Health hospice homes.

PIH Health Urgent Care
PIH Health Physicians

As an alternative to the emergency room, urgent care providers treat a variety of illnesses and injuries.

SUBSIDIZED HEALTH SERVICES

$6,884,348 | 58,940 served

Defined as clinical programs provided despite a financial loss (after removing the effects of financial assistance, bad debt and Medi-Cal shortfalls) because the program meets an identified community need and, if no longer offered, would either be unavailable or fall to the responsibility of others to provide.

Diabetes Education Center
PIH Health Hospital - Whittier

Offers free education programs, screenings and resources to those looking for help with managing their diabetes and living a healthy lifestyle.

Emergency Department (ED) On-Call Physicians
PIH Health Hospital - Downey, PIH Health Hospital - Whittier

PIH Health’s EDs are some of the busiest in Los Angeles County, with over 100,000 visits annually. On-call physicians ensure that eligible patients, regardless of their health insurance status, have access to specialty care. PIH Health Hospital - Whittier’s ED is a STEMI (Heart Attack) receiving center, a Comprehensive Stroke Center and features the area’s paramedic base station, ensuring access to emergency services.
"Whether serving people in our community or underserved populations overseas, PIH Health providers are living out their passion and mission to serve people in need. We are very proud of our team for volunteering their time and doing such great work. In our organization, in our community and in our world."

Rosalio J. Lopez MD MBA, Senior Vice President, Chief Medical Officer, and Chief Strategy Officer

Here are just a few of the PIH Health professionals who give their time and talents to help people in need:

- Rosemary Castillo NP, Family Medicine: Provides camp/sports physicals for the Boy Scouts of America during the summer.
- Chester Cheng OD, Optometry: Volunteers annually to provide eye health screening at the Taiwanese Lions Club of Rosemead.
- Deep Dudeja MD, Ophthalmology: Volunteers for an international medical mission one week every year along with local eye camps providing glaucoma screening.
- Sylvia Gonzalez MD, Pediatrics: A Board Member for SPIRITT Family Services in Whittier, which provides a wide range of programs to children and families in the Whittier community that focuses on prevention, early intervention treatment and recovery for people suffering from mental health issues, domestic violence, child abuse, and substance abuse.
- Rachael Moore MD, Dermatology: Serves as a volunteer clinical instructor at the West Los Angeles Veterans Affairs Hospital once a month and is a clinical faculty at the University of California, Los Angeles.
- Sy Oang DO, Internal Medicine: Volunteers one week every year for medical mission work in Cambodia.
- Jung Park MD, Co-Medical Director, Obstetrics Laborist Program: Went to remote villages in Honduras and Nicaragua to provide medical care. Also helps financially in building houses for the less fortunate.
• Yong Park MD, Medical Director of Radiology at PIH Health Hospital - Downey: Went to Uganda for two weeks with a medical mission to provide healthcare for refugees and prisoners.
• Bindesh Shah MD, Orthopedic Surgery: Volunteers at community health fairs at the Jain Center of Southern California in Buena Park.
• Kennith Thompson MD, Cancer Committee Chairman and Co-Medical Director of the PIH Health Hospital – Whittier Breast Cancer Program: Serves with a surgical team that provides general surgical care for underserved areas in various parts of the Philippines.
• Nhordia Torres NP, Family Medicine: Provides physicals for youth planning to attend summer camp through the Interfaith Food Center.
• Lisa Yang MD, Ophthalmology: Provides annual eye health screenings at the Taiwanese Lions Club in Rosemead.

**Emergency and Disaster Preparedness/Disaster Resource Center (DRC)**

PIH Health Hospital - Whittier is one of 13 Los Angeles County designated DRC’s to ensure that the community has access to resources and the highly skilled staff needed to respond to a large-scale disaster or other public health emergency.

**Environmental and Recycling Projects**

PIH Health continues to implement “green” initiatives, including increased usage of LED lighting to decrease consumption of electricity and expanding a methane gas project with the City of Whittier to convert methane gas into electricity.

**PIH Health Volunteer Contributions**

Some 1,066 PIH Health volunteers collectively contributed 99,931 hours of service, supporting departments throughout the organization.

**Reach Out and Read Program**

PIH Health Physicians’ Department of Pediatrics has partnered with Reach Out and Read to promote early literacy and school readiness. Physicians provide patients with a children’s book and discuss with parents the importance of reading aloud. Each year, over 6,000 new books are distributed.

**Other:**

• Emergency Clothing for At-Risk Patients
• Eyeglass Recycling for Lions Club
COMMUNITY BENEFIT OVERSIGHT COMMITTEE (CBOC)

PIH Health’s CBOC is comprised of community stakeholders, including key public health and legislative representatives. The CBOC 1) reviews and validates compliance with respect to community benefit mandates, 2) reviews and validates that PIH Health’s community benefit programs and services effectively meet identified community health needs and 3) increases public awareness of community benefit activities and community value.

Ron Carruth EdD
Whittier City School District

Amy Catt
Interfaith Food Center

Darren Dunaway
Human Services Association

Richard Espinosa
Los Angeles County Department of Mental Health

Lindsey Lastra MPH MCHES
Los Angeles County Department of Public Health

Hillary Mennella DNP FNP-BC
Cerritos Community College District

Irene Muro MPA
Whittier First Day

Steven Nagy
Congresswoman Linda T. Sánchez, CA 38th District

Jim Ortiz
My Friend’s House

Luz Perez
TLC Family Resource Center, Downey Unified School District

Irene Redondo-Churchward
Community-at-Large

Drew Sones
Community-at-Large

Elvia Torres
SPIRITT Family Services

Anne Ullstrom
Downey Family YMCA

This report is submitted to the Office of Statewide Health Planning & Development in fulfillment of California Senate Bill 697, which defines community benefit as “a hospital’s activities that are intended to address community needs and priorities primarily through disease prevention and improvement of health status.”

This report also informs PIH Health’s IRS Form 990 Schedule H tax filing, which reports a hospital’s benefit to the community.

We invite you to contact us to share comments or request additional information.

PIH Health Community Benefit
Community.Benefit@PIHHealth.org
focused on a healthier future

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12401 Washington Blvd., Whittier, CA 90602

PIH Health Hospital - Downey
11500 Brookshire Ave., Downey, CA 90241

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