## CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>LEADERSHIP MESSAGE</td>
<td>3</td>
</tr>
<tr>
<td>OUR COMMUNITY BENEFIT INVESTMENT</td>
<td>4</td>
</tr>
<tr>
<td>COMMUNITY HEALTH IMPROVEMENT PLAN 2020-2022</td>
<td>6</td>
</tr>
<tr>
<td>OUR COMMUNITY BENEFIT PROGRAMS AND SERVICES</td>
<td>8</td>
</tr>
<tr>
<td>LEADERSHIP JOURNAL</td>
<td>13</td>
</tr>
<tr>
<td>COMMUNITY BENEFIT OVERSIGHT COMMITTEE</td>
<td>14</td>
</tr>
<tr>
<td>APPENDIX A:</td>
<td></td>
</tr>
<tr>
<td>COMMUNITY HEALTH IMPROVEMENT PLAN 2017-2019</td>
<td>15</td>
</tr>
</tbody>
</table>
We know that good health begins where we live, learn, work and play. That is why we focus on understanding the most pressing health needs of our communities and responding with the very best in healthcare, bringing additional care sites and services into local neighborhoods, and working together with our valued community partners.

This Community Benefit Report details the many ways our community benefit investment touches lives: financial assistance for those unable to afford medically necessary care, collaborative efforts that address social determinants of health, and funding for local nonprofit agencies to enhance or expand services to better meet the needs of the individuals they serve.

Our recently released 2019 Community Health Needs Assessment identifies where help is needed most and serves as the basis for our community health improvement efforts. We continue to proudly serve as the backbone convener for the Health Action Lab collaborative initiative described on page 11. This project is entering its fourth year, with four action-oriented coalitions sustained by more than 40 community partners working together to address health needs and improve the well-being of individuals and communities.

As we reflect on this past year, which marked the 60th anniversary of PIH Health Hospital - Whittier, we are proud of all that has been achieved. Looking forward, we will celebrate the 100th anniversary of PIH Health Hospital - Downey and anticipate the significant promise that the future holds as we continue to work hand-in-hand with the community.

Together, we can make it easier to choose health.
PIH Health’s annual Community Benefit Report details the many ways our community benefit investment touches lives in need through financial assistance programs, research, donations, and health management programs.

### OUR COMMUNITY BENEFIT INVESTMENT

**WHAT IS COMMUNITY BENEFIT?**

Community benefit consists of programs and services designed to improve health in communities and increase access to healthcare. These programs and services are integral to the mission of nonprofit healthcare organizations and are the basis of tax exemption, 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

All community benefit expenses are based on a cost-to-charge ratio or cost accounting methodology (not charges) in compliance with IRS Form 990 Schedule H instructions.

### SUMMARY OF OUR TOTAL INVESTMENT

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>PIH Health Hospital - Downey, PIH Health Hospital - Whittier, and PIH Health Physicians</td>
<td></td>
</tr>
<tr>
<td>Charity Care (Financial Assistance)</td>
<td>$2,624,596</td>
</tr>
<tr>
<td>Unreimbursed Costs of Public Health Insurance Programs</td>
<td>$55,095,289</td>
</tr>
<tr>
<td>Medi-Cal</td>
<td>$52,214,708</td>
</tr>
<tr>
<td>Other</td>
<td>$2,880,581</td>
</tr>
<tr>
<td>Other Community Benefit Services</td>
<td>$17,888,455</td>
</tr>
<tr>
<td>Cash &amp; In-Kind Contributions</td>
<td>$703,244</td>
</tr>
<tr>
<td>Community Benefit Operations</td>
<td>$449,538</td>
</tr>
<tr>
<td>Community-Building Activities</td>
<td>$109,827</td>
</tr>
<tr>
<td>Community Health Improvement Services</td>
<td>$1,489,222</td>
</tr>
<tr>
<td>Health Professions Education</td>
<td>$5,187,192</td>
</tr>
<tr>
<td>Research</td>
<td>$158,743</td>
</tr>
<tr>
<td>Subsidized Health Services</td>
<td>$9,790,689</td>
</tr>
<tr>
<td>PIH Health Foundation</td>
<td>$4,828</td>
</tr>
<tr>
<td>PIH Health, Inc.</td>
<td>$11,905</td>
</tr>
<tr>
<td><strong>TOTAL COMMUNITY BENEFIT</strong></td>
<td><strong>$75,625,073</strong></td>
</tr>
</tbody>
</table>

7.9% OF ENTERPRISE EXPENSES
### PIH Health Hospital - Whittier

<table>
<thead>
<tr>
<th>Category</th>
<th>$</th>
<th>Persons Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charity Care (Financial Assistance)</td>
<td>$135,755</td>
<td>297 Persons Served</td>
</tr>
<tr>
<td>Unreimbursed Costs of Public Health Insurance Programs (Medi-Cal)</td>
<td>$4,341,857</td>
<td>14,859 Persons Served</td>
</tr>
<tr>
<td>Other Community Benefit Services</td>
<td>$3,022,150</td>
<td>49,800 Persons Served</td>
</tr>
<tr>
<td>Total Community Benefit</td>
<td>$21,694,447</td>
<td>36,803 Persons Served</td>
</tr>
</tbody>
</table>

12.7% of Organization Expenses

#### Other PIH Health Entities $7.5 million

- **PIH Health Physicians** - $7,499,762
  - Charity Care (Financial Assistance) - $135,755 and 297 Persons Served
  - Unpaid Costs of Public Health Insurance Programs - $4,341,857 and 14,859 Persons Served
  - Other Community Benefit Services - $3,022,150 and 49,800 Persons Served

- **PIH Health Foundation** - $4,828

- **PIH Health, Inc.** - $11,905

#### PIH Health Hospital - Downey

<table>
<thead>
<tr>
<th>Category</th>
<th>$</th>
<th>Persons Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charity Care (Financial Assistance)</td>
<td>$467,428</td>
<td>286 Persons Served</td>
</tr>
<tr>
<td>Unreimbursed Costs of Public Health Insurance Programs (Medi-Cal)</td>
<td>$17,287,285</td>
<td>32,685 Persons Served</td>
</tr>
<tr>
<td>Other Community Benefit Services</td>
<td>$3,939,734</td>
<td>3,832 Persons Served</td>
</tr>
<tr>
<td>Cash &amp; In-Kind Contributions</td>
<td>$76,774</td>
<td>132 Persons Served</td>
</tr>
<tr>
<td>Community Benefit Operations</td>
<td>$19,616</td>
<td>N/A Persons Served</td>
</tr>
<tr>
<td>Community-Building Activities</td>
<td>$9,372</td>
<td>11 Persons Served</td>
</tr>
<tr>
<td>Community Health Improvement Services</td>
<td>$171,778</td>
<td>3,250 Persons Served</td>
</tr>
<tr>
<td>Health Professions Education</td>
<td>$1,905,197</td>
<td>114 Persons Served</td>
</tr>
<tr>
<td>Subsidized Health Services</td>
<td>$1,766,997</td>
<td>325 Persons Served</td>
</tr>
<tr>
<td>Total Community Benefit</td>
<td>$21,694,447</td>
<td>36,803 Persons Served</td>
</tr>
</tbody>
</table>

8% of Organization Expenses

#### PIH Health Hospital - Downey

<table>
<thead>
<tr>
<th>Category</th>
<th>$</th>
<th>Persons Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charity Care (Financial Assistance)</td>
<td>$2,021,413</td>
<td>683 Persons Served</td>
</tr>
<tr>
<td>Unreimbursed Costs of Public Health Insurance Programs (Medi-Cal)</td>
<td>$33,466,147</td>
<td>41,358 Persons Served</td>
</tr>
<tr>
<td>Medi-Cal</td>
<td>$30,585,566</td>
<td>40,911 Persons Served</td>
</tr>
<tr>
<td>Other</td>
<td>$2,880,581</td>
<td>447 Persons Served</td>
</tr>
<tr>
<td>Other Community Benefit Services</td>
<td>$10,926,571</td>
<td>30,939 Persons Served</td>
</tr>
<tr>
<td>Cash &amp; In-Kind Contributions</td>
<td>$626,470</td>
<td>879 Persons Served</td>
</tr>
<tr>
<td>Community Benefit Operations</td>
<td>$429,857</td>
<td>80 Persons Served</td>
</tr>
<tr>
<td>Community-Building Activities</td>
<td>$75,186</td>
<td>24 Persons Served</td>
</tr>
<tr>
<td>Community Health Improvement Services</td>
<td>$1,295,261</td>
<td>15,885 Persons Served</td>
</tr>
<tr>
<td>Health Professions Education</td>
<td>$2,787,705</td>
<td>1,039 Persons Served</td>
</tr>
<tr>
<td>Research</td>
<td>$158,743</td>
<td>24 Persons Served</td>
</tr>
<tr>
<td>Subsidized Health Services</td>
<td>$5,553,349</td>
<td>13,008 Persons Served</td>
</tr>
<tr>
<td>Total Community Benefit</td>
<td>$46,414,131</td>
<td>72,980 Persons Served</td>
</tr>
</tbody>
</table>
Every three years, PIH Health assesses the health status of our communities. Separate reports are produced for the PIH Health Downey Hospital, PIH Health Good Samaritan Hospital, and PIH Health Whittier Hospital primary service areas. These 2019 Community Health Needs Assessment reports identify health needs in our primary service area, provide information to select priorities for action and target geographic areas. This information serves as the basis for community benefit initiatives.

The 2019 reports identified the following significant health needs:

- Access to healthcare
- Birth indicators
- Chronic diseases (asthma incidence, cancer incidence, diabetes incidence/mortality, heart disease and stroke incidence/mortality, kidney disease mortality, liver disease mortality)
- Dental care
- Economic insecurity
- Education
- Food insecurity
- Housing and homelessness
- Mental health
- Overweight and obesity
- Pneumonia and influenza mortality
- Preventative practices (vaccines and screenings)
- Sexually transmitted infections
- Substance use and misuse
- Violence and injury

After a prioritization process that included an assessment of PIH Health’s ability to effectively address each of the needs over the next three years, PIH Health’s leadership and Community Benefit Oversight Committee determined areas of focus for PIH Health (as noted on image on the right). These areas serve as the framework for this Plan, which outlines initiatives designed to improve community health.

For the health needs not prioritized as areas of focus - access to healthcare, asthma incidence, birth indicators, economic insecurity, education, kidney disease mortality, sexually transmitted infections, liver disease mortality, violence and injury - it was determined that PIH Health has neither the expertise nor the infrastructure to lead efforts in these areas. As these health needs are still very important to PIH Health and the community it serves, emphasis will be placed on referral relationships with community-based agencies already working in these areas.

The 2019 Community Health Needs Assessment reports can be found at PIHHealth.org/CHNA.
## SNAPSHOT: COMMUNITY HEALTH IMPROVEMENT PLAN 2020-2022

<table>
<thead>
<tr>
<th>Our Focus</th>
<th>Our Strategies</th>
<th>Our Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Social Determinants of Health</strong></td>
<td><strong>Community-Level Strategies</strong>  &lt;br&gt;• Invest financial resources in organizations to improve community conditions; emphasize funding where there are gaps in resources &lt;br&gt;• Foster cross-sector collaboration  &lt;br&gt;<strong>Population Health Strategies</strong>  &lt;br&gt;• Leverage clinical-community partnerships to meet health-related needs of vulnerable populations &lt;br&gt;• Strengthen integration of health services and systems</td>
<td>Los Angeles County Department of Public Health  &lt;br&gt;Local service clubs, nonprofit organizations, dental and mental health providers  &lt;br&gt;Homeless coalitions and consortiums  &lt;br&gt;• Food Security Coalition  &lt;br&gt;• Integrated Community Health Coalition  &lt;br&gt;• Opportunities for Youth Coalition</td>
</tr>
<tr>
<td><strong>Preventative Practices</strong></td>
<td><strong>Community-Level Strategies</strong>  &lt;br&gt;• Invest financial resources in organizations to improve community conditions; emphasize funding where there are gaps in resources  &lt;br&gt;<strong>Population Health Strategies</strong>  &lt;br&gt;• Leverage clinical-community partnerships to promote cancer screenings and preventative vaccine clinics</td>
<td>Los Angeles County Department of Public Health  &lt;br&gt;Local service clubs, nonprofit organizations, and healthcare providers</td>
</tr>
<tr>
<td><strong>Chronic Diseases/Disorders</strong></td>
<td><strong>Community-Level Strategies</strong>  &lt;br&gt;• Invest financial resources in organizations to improve community conditions; emphasize funding where there are gaps in resources &lt;br&gt;• Active participation in our community to increase prevention and symptom awareness &lt;br&gt;• Foster cross-sector collaboration  &lt;br&gt;<strong>Population Health Strategies</strong>  &lt;br&gt;• Leverage clinical-community partnerships to promote awareness &lt;br&gt;• Foster multidisciplinary collaboration</td>
<td>Los Angeles County Department of Public Health  &lt;br&gt;Local service clubs, nonprofit organizations, and healthcare providers  &lt;br&gt;• Integrated Community Health Coalition  &lt;br&gt;• Partnership for Healthy Communities Coalition</td>
</tr>
</tbody>
</table>
## OUR COMMUNITY BENEFIT PROGRAMS AND SERVICES

Investments are organized according to Internal Revenue Service-recognized community benefit categories. For more information on what counts as community benefit and a description of each category, visit [IRS Community Benefit Categories](#).

### FINANCIAL ASSISTANCE (CHARITY CARE)

<table>
<thead>
<tr>
<th>Amount</th>
<th>Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>$2,624,596</td>
<td>1,266</td>
</tr>
</tbody>
</table>

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 2019, the Federal Poverty Level threshold was $12,490 for one person and $25,750 for a family of four.

- PIH Health Hospital - Downey
  - $467,428 | 286 served

- PIH Health Hospital - Whittier
  - $2,021,413 | 683 served

- PIH Health Physicians
  - $135,755 | 297 served

### UNREIMBURSED COSTS OF PUBLIC HEALTH INSURANCE PROGRAMS

<table>
<thead>
<tr>
<th>Amount</th>
<th>Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>$55,095,289</td>
<td>88,902</td>
</tr>
</tbody>
</table>

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
  - $17,287,285 | 32,685 served

- PIH Health Hospital - Whittier
  - $33,466,147 | 41,358 served

- PIH Health Physicians
  - $4,341,857 | 14,859 served
CASH & IN-KIND CONTRIBUTIONS

$703,244 | 1,011 SERVED

Support of Community Organizations
PIH Health Hospital - Downey, PIH Health Hospital - Whittier
PIH Health provides in-kind donations and financial contributions to local nonprofit organizations that are responsive to health needs. Dedicated space with PIH Health is provided to the American Cancer Society and the area’s Sexual Assault Response Team. During Fiscal Year 2019, $100,300 in cash donations were provided to 27 organizations; 91% supporting PIH Health’s Community Health Improvement Plan.

Purchased Services (At-Risk Patients)
PIH Health Hospital - Downey, PIH Health Hospital - Whittier
Based upon needs, uninsured and underinsured patients may be provided with therapy services, skilled nursing, mental healthcare services and medical equipment. Upon hospital discharge, 638 at-risk patients were connected with vital services and resources to help them manage their health.

Service on Community Health Boards
PIH Health Hospital - Downey, PIH Health Hospital - Whittier, PIH Health Physicians
Designated staff dedicate time to serving on community health-related boards or committees.

Interfaith Food Center, a local food bank and long-standing community partner, recently launched a mobile program that delivers healthy, nutritious food to senior living communities. PIH Health funding supported start-up of this vital service to address food insecurity in our communities.
COMMUNITY BENEFIT OPERATIONS

$449,538 | 80 SERVED

Community Benefit Operations
PIH Health Hospital - Downey, PIH Health Hospital - Whittier
The Community Benefit Department ensures successful fulfillment of community benefit mandates required of nonprofit hospitals, meaningful linkages with community partners, and participation in regional efforts to address identified community health needs.

COMMUNITY-BUILDING ACTIVITIES

$109,827 | 37 SERVED

Coalition Building
PIH Health Hospital - Downey, PIH Health Hospital - Whittier
PIH Health partners with FoodHelp, a food bank in Downey, and recently supported the purchase of a truck for food pick up and deliveries.
**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.  
Approximately 7,000 community members were reached through health education or free/low-cost community-based clinical services.

**Enrollment Assistance**  
*PIH Health Hospital - Downey, PIH Health Hospital - Whittier*  
Agencies specializing in health insurance enrollment, including Medi-Cal, are contracted to ensure that those eligible are assisted with obtaining coverage. 2,392 community members secured health insurance coverage via PIH Health-contracted agencies.

**Health & Wellness Center at Whittier First Day**  
*PIH Health Hospital - Whittier, PIH Health Physicians*  
A 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 that have a shared vision for improving community health.

Launched in 2016, with a grant from California Community Foundation, the Health Action Lab has brought together over 78 organizations across LA Country’s Service Planning Area 7 that formed into four coalitions with a common purpose. Led by PIH Health, in partnership with the Los Angeles County Department of Public Health, Kaiser Permanente Downey Medical Center, and Whittier College, the Health Action Lab fosters collaborative solutions to address community needs and health disparities.

Click on below logos for information on additional collaboratives.
## Health Professions Education

<table>
<thead>
<tr>
<th>Program</th>
<th>Institution</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Medicine Residency Program</td>
<td>PIH Health Hospital - Downey, PIH Health Hospital - Whittier</td>
<td>Trains resident MD and DO physicians in primary care and offers rotations in various specialties.</td>
</tr>
<tr>
<td>Paramedic Base Station Training</td>
<td>PIH Health Hospital - Whittier</td>
<td>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.</td>
</tr>
<tr>
<td>Internship, Externship, Preceptorship &amp; Mentoring</td>
<td>PIH Health Hospital - Downey, PIH Health Hospital - Whittier, PIH Health Physicians</td>
<td>Supports the next generation of healthcare providers by educating and mentoring over 1,200 students in clinical, ancillary and administrative settings.</td>
</tr>
</tbody>
</table>

## Subsidized Health Services

<table>
<thead>
<tr>
<th>Program</th>
<th>Institution</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diabetes Education Center</td>
<td>PIH Health Hospital - Whittier</td>
<td>Offers education programs, screenings and resources to those looking for help with managing their diabetes and living a healthy lifestyle.</td>
</tr>
<tr>
<td>Emergency Department (ED) On-Call Physicians</td>
<td>PIH Health Hospital - Downey, PIH Health Hospital - Whittier</td>
<td>Receiving over 100,000 visits annually, both EDs are designated as Emergency Departments Approved for Pediatrics. 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. PIH Health Hospital - Downey is a Basic Stroke Center and a walk-in STEMI provider. On-call physicians ensure that eligible patients, regardless of health insurance status, have access to specialty care.</td>
</tr>
<tr>
<td>High-Risk Infant Follow-Up Clinic</td>
<td>PIH Health Hospital - Whittier</td>
<td>A California Children’s Services-approved Special Care Center provides developmental follow-up for optimum health and development.</td>
</tr>
<tr>
<td>PIH Health Hospice Homes</td>
<td>PIH Health Hospital - Whittier</td>
<td>Provides community members with the option for compassionate end-of-life care and family support at two PIH Health hospice homes.</td>
</tr>
<tr>
<td>PIH Health Urgent Care</td>
<td>PIH Health Physicians</td>
<td>As an alternative to the emergency room, urgent care providers treat a variety of illnesses and injuries. During Fiscal Year 2019, over 75,000 patients were seen at PIH Health’s six urgent care centers.</td>
</tr>
</tbody>
</table>
Here are just a few of the PIH Health professionals who give their time and talents to promote community health and help people in need:

- Chester Cheng OD, Optometry: Volunteers yearly for the San Gabriel Taiwanese Lions Club’s annual eye health vision screening.
- Patrick Dominguez MD, Dermatology: Volunteers monthly at Harbor-UCLA Medical Center dermatology clinics and gives educational didactic lectures to resident dermatology physicians.
- Deep Dudeja MD, Ophthalmology: Volunteers for an international medical mission one week every year along with local eye camps providing glaucoma screening; also provides cataract surgery to patients in need both locally and internationally.
- Sylvia Gonzalez MD, Pediatrics: A Board Member for SPIRITT Family Services, which provides a wide range of mental and emotional health programs to children and families in Eastern Los Angeles County that help clients overcome the challenges of abuse and mental illness.
- Rachael Moore MD, Dermatology: Serves as a volunteer assistant clinical professor at the West Los Angeles Veterans Affairs Hospital once a month and is a clinical faculty member 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.

While not reported as community benefit, these efforts illustrate additional ways PIH Health connects with the community and those in need.

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

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

**Environmental and Recycling Projects**

PIH Health continues to implement “green” initiatives, including increased usage of LED lighting to decrease consumption of electricity and expansion of a methane gas project with the City of Whittier to convert methane gas into electricity. Eyeglasses and hearing aids are also collected for recycling and redistribution by the East Whittier Lions Club to those in need.

**Farmers Markets**

In 2019, PIH Health began hosting weekly farmer’s markets at both hospital campuses, with vendors selling fresh fruits and vegetables, as well as specialty items. Markets are open to the community. A percentage of sales supports the fundraising mission of the PIH Health Foundation.

**PIH Health Volunteer Contributions**

Some 978 PIH Health volunteers collectively contributed 101,245 hours of service, supporting departments throughout the organization.

**Reach Out and Read Programs**

Our Pediatrics Department partners 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 5,500 new books are distributed.
Comprised of community stakeholders, including key public health and legislative representatives, the purpose of the Community Benefit Oversight Committee is to:

- Review and validate compliance with respect to community benefit mandates,
- Review and validate that PIH Health’s community benefit programs and services effectively meet identified community health needs and
- Increase public awareness of community benefit activities and community value.

Veronica G. Castro  
Interfaith Food Center

Darren Dunaway  
Human Services Association

Richard Espinosa  
Wesley Health Centers + JWCH Institute, Inc.

Karina Hartl  
Whittier City School District

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 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 MS LMFT MBA  
SPIRITT Family Services
IMPACT EVALUATION

PIH Health conducts a Community Health Needs Assessment every three years as part of our ongoing efforts to address our communities’ most significant health needs.

Based on 2016 assessment findings, we prioritized our efforts and investment around food insecurity, homelessness, education, chronic disease, and preventative screenings and immunizations.

2017 - 2019 Community Health Improvement Plan strategies include:

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

The 2017 - 2019 Community Health Improvement Plan details a commitment of community benefit programs and resources, strategies, and the expected impact. The following pages summarize progress in carrying out this plan.
YEAR ONE PROGRESS

Preventative Screenings & Immunizations
- 28 community providers reached through three continuing medical education events
- 4,410 colonoscopies performed; 178 increase over prior year
- 18,917 mammograms performed
- 3,774 pap smears performed; 1,000 increase over prior year
- 18,321 flu vaccines and 7,702 pneumonia vaccines provided; 1,348 increase over prior year
- Active distribution of flu-related education materials to community partners

Chronic Disease (Overweight/Obesity, Diabetes, Heart Disease)
- $24,350 in community support dollars were given to 9 agencies
- 4,410 colonoscopies performed; 178 increase over prior year
- 18,917 mammograms performed
- 3,774 pap smears performed; 1,000 increase over prior year
- 18,321 flu vaccines and 7,702 pneumonia vaccines provided; 1,348 increase over prior year
- Actively participating in four collaboratives across the service area to address chronic disease; partnering with 40 organizations

Food Insecurity
- $15,000 in community support dollars were given to 2 agencies
- Three new agencies committed to offering CalFresh enrollment, increasing access to this program
- Farmer’s market flyer promoting local markets that accept food stamps developed & distributed
- Free USDA summer lunch program promotion by multiple partners

Homelessness
- $15,000 in community support dollars were given to 2 agencies
- Participating in the development of local homeless plans
- Case management symposium held with 157 attendees receiving resources and tools to better serve clients social, emotional and overall health needs
- SPA 7 Social Services Resource Directory developed & distributed

Education
- $18,500 in community support dollars were given to 9 agencies
- 1,176 students pursuing higher education or clinical degrees were precepted by PIH Health staff
- Whittier College developed “PIH Health Community Health Improvement Fellowship;” two fellows beginning Spring 2018 to support coalitions

City of Downey Health Hub pilot in design phase; coordinating multiple services in one location
## YEAR TWO PROGRESS

### Preventative Screenings & Immunizations
- 12,438 colonoscopies performed
- 16,007 mammograms performed
- 7,238 pap smears performed
- 21,704 flu vaccines and 7,069 pneumonia vaccines provided

### Chronic Disease
(Overweight/Obesity, Diabetes, Heart Disease)
- $18,950 in community support dollars given to eight organizations to support evidence-based education, healthy lifestyles programming for youth, and community-based obesity prevention initiatives
- Community Health Education Department offered 218 classes with 2,563 participants; 46% increase in knowledge across all classes
- Supporting a coalition comprised of 10 community partners
- Nine community members engaged via focus groups; planning for further community engagement in 2019
- City of Downey Health Hub launched to coordinate multiple services in one location; seven partners offered eight classes/services during the first session, with 97 participants

### Social Determinants of Health

#### Education
- $18,500 in community support dollars given to eight organizations to support student scholarships and academic support/advancement programs
- 889 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
- Supporting a coalition comprised of 5 community partners
- Two Whittier College Fellows supporting coalitions
- Youth mentoring and academic support identified and mapped, highlighting opportunities/gaps in the cities of Whittier, Downey, Southgate and Cudahy
- 13 parents engaged in coalition work; planning for youth engagement in 2019

#### Food Insecurity
- $41,000 in community support dollars given to seven organizations to support CalFresh enrollment expansion, as well as school and food bank projects, including the purchase of a delivery truck for a local food pantry
- Supporting a coalition comprised of 15 community partners
- 15 agencies, 45 individuals attended CalFresh enrollment training
- Three agencies actively enrolling community members in CalFresh; over 50 enrolled to date
- 5,000 farmer’s market brochures updated, promoting local markets that accept food stamps; all 48 local WIC locations distributing the brochure
- Free USDA summer lunch program promotion by multiple partners for second year; meals served increased by 55% from 2016
- Planning 2019 Food Security regional symposium to examine the scope of food insecurity, understand resources and policies, and identify opportunities for collaboration

#### Homelessness
- $10,000 in community support dollars given to two organizations to support homeless prevention and rapid re-housing
- Participated in three city-led homeless planning initiatives
- Supporting a coalition comprised of 10 community partners
- Engaged with two collaboratives across the service area to address homelessness; partnering with 10 organizations
# YEAR THREE PROGRESS

## Preventative Screenings & Immunizations
- 17,569 colonoscopies performed
- 51,046 mammograms performed (note: prior year did not include PIH Health Hospital - Downey and PHP numbers)
- 8,118 pap smears performed
- 19,455 flu vaccines and 6,860 pneumonia vaccines provided

## Chronic Disease (Overweight/Obesity, Diabetes, Heart Disease)
- $31,500 in funding provided to 10 organizations to support programs/services promoting healthy lifestyles and disease management
- Health education programs and services reached xxxx participants
  - Supported the Chronic Disease Coalition comprised of eight community partners; $6,000 in funding given for action plan implementation
  - City of Downey Health Hub entered 2nd year of coordinated educational programming across multiple organizations, with eight partners offering 13 classes/services, serving 94 participants with education on diabetes management, healthy food preparation, and CPR
  - Integrated Health Hub strategy into the Stay Healthy Downey collaborative’s five-year strategic plan
  - Health Hub strategy shared as a model at the 2019 Childhood Obesity Conference
  - Coalition initiated a merger with a local collaborative to expand reach and ensure sustainability

## Social Determinants of Health

### Education
- $12,000 in total community support dollars given to five organizations to support student scholarships, and academic support and advancement programs
- 889 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
  - Supported the Opportunities for Youth Coalition comprised of six community partners; $6,200 in funding given for action plan implementation, specifically Whittier College Fellows to support coalitions
  - Coalition partnered with Whittier College and Boys & Girls Club of Whittier to grow coalition and increase effectiveness
  - Enhanced curriculum for Whittier College’s Compass Program, aimed at mentoring middle school students
  - Conducted a focus group of 35 Whittier City School District 8th graders to gain input on their extracurricular and social service needs
  - Up to five parents remained engaged in coalition meetings

### Food Insecurity
- $15,000 in community support dollars given to two organizations to support food bank projects, including launch of a mobile food pantry for senior communities.
- Initiating a food recovery agreement with Food Finders
  - Supported the Food Security Coalition comprised of 15 community partners; $3,600 in funding given for action plan implementation
  - Implemented food insecurity screening for a subset of PIH Health patients
  - Hosted Food Security Symposium for nearly 100 individuals representing 85 service sectors to examine scope of food insecurity, policies, resources and opportunities for collaboration
  - Three Coalition organizations launched food insecurity screening programs
  - 15,000 farmers market brochures printed and distributed to date, identifying local markets that accept food stamps
  - Multiple Coalition partners promoted the free USDA summer lunch program; meals served across Los Angeles County libraries increased by 92% from 2016
  - East Whittier City School District and The Whole Child surveyed 49 parents on barriers to participating in the summer meals program, findings will be used to enhance their program

### Homelessness
- $12,000 in community support dollars given to five organizations to support homeless prevention services
- Engaged with three collaboratives across the service area to address homelessness; partnering with over 30 agencies
  - Supported the Integrated Community Health Coalition comprised of 11 community partners
  - Coalition adopted a new name and mission framed around the areas of homelessness, mental health, re-entry from incarceration and substance use
  - Coalition developed a comprehensive data report on areas of focus to guide action planning
  - Planning a series of special topics trainings for 2020 on mass incarceration, compassion fatigue, and mental health first aid
  - Engaged Los Angeles County Department of Public Health community health workers in coalition meetings to ensure community input is heard
This report was submitted to the Office of Statewide Health Planning & Development on February 28, 2020 in fulfillment of California Senate Bill 697.

We value your input on our Community Benefit Report, Community Health Needs Assessment and Community Health Improvement Plan.

Please send comments or questions to Community.Benefit@PIHHealth.org.
Choose Health

PIH Health Hospital - Whittier
12401 Washington Blvd., Whittier, CA 90602

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

562.698.0811
PIHHealth.org

Facebook
PIHHealth

Twitter
@PIHHealth

Instagram
@PIHHealth