



**Annual Report and Plan for Community Benefit  
Miller Children's & Women's Hospital Long Beach  
Fiscal Year 2023 (July 1, 2022 - June 30, 2023)**

Submitted to:  
Department of Health Care Access and Information  
Accounting and Reporting Systems Section  
Sacramento, California  
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## About Miller Children's & Women's Hospital Long Beach

### MemorialCare

MemorialCare Miller Children's & Women's Hospital Long Beach is a member of MemorialCare, an integrated, nonprofit health system headquartered in Orange County, California. MemorialCare includes top hospitals – Saddleback Medical Center, Orange Coast Medical Center, Long Beach Medical Center and Miller Children's & Women's Hospital Long Beach. The system also includes MemorialCare Medical Group and Greater Newport Physicians, as well as MemorialCare Select Health Plan and numerous outpatient ambulatory surgery, medical imaging, urgent care, breast health, physical therapy, dialysis and primary care and specialty care centers.

### Miller Children's & Women's Hospital Long Beach

Miller Children's & Women's Hospital (Miller Children's) is a nonprofit, pediatric teaching hospital that provides specialized pediatric care for children and young adults, and maternity care for expectant mothers. The hospital has 357 licensed beds and is located on a 54-acre campus that it shares with Long Beach Medical Center. These hospitals function under the same tax identification number but are separately licensed hospitals.

Patient and family-centered care is a cornerstone of Miller Children's. It is the only hospital in the region to have a level IV maternity center and a comprehensive level III NICU to provide specialized care for expectant mothers and their babies. Within the hospital there are seven major inpatient care centers. Miller Children's also has comprehensive outpatient specialty centers that feature more than 30 sub-specialties and include 18 California Children Services (CCS) approved specialty care centers. These centers provide specialized care for children with conditions such as asthma, irritable bowel syndrome, bone deformities, congenital heart defects, autism, cancer and blood disorders.

### Awards

Miller Children's is the recipient of the following awards and accolades:

- Miller Children's is one of only 8 free-standing children's hospital in the state of California.
- Only one of a few hospitals in the nation to receive the Disease Specific Certification in Pediatric Asthma from The Joint Commission.
- *2023-2024 US News & World Report* recognized Miller Children's as High Performing in Maternity Care (Uncomplicated Pregnancy) and nationally ranked #40 as best hospital in Pediatric Pulmonology and Lung Surgery.
- More than 70 physicians were recognized in the top 5% of their fields by the Southern California Super Doctors Report, which surveyed 20,000 physicians in Southern California.

- *Orange Coast Magazine's* annual Top Doctors are distinguished by the Orange County Medical Association as among the most accomplished and caring physicians throughout Orange County. More than 10 physicians at Miller Children's were recognized in the Top Doctors List.
- Baby-Friendly® designation – ranked in top 10% of US hospitals and birth centers by Baby-Friendly USA, Inc.
- The County of Los Angeles Emergency Medical Services Agency named Miller Children's an EMS Pediatric Medical Center.
- 2022 Press Ganey Human Experience Pinnacle of Excellence Award for Patient Experience
- Magnet® designation by the American Nurses Credentialing Center's (ANCC) Magnet Recognition Program® for nursing excellence.

## Mission and Values

### Mission

To improve the health and well-being of individuals, families and our communities.

### Vision

Exceptional People. Extraordinary Care. Every Time.

### Values

#### The iABCs of MemorialCare

The iABCs are a statement of our values—Integrity, Accountability, Best Practices, Compassion and Synergy. They remind us of our commitment to the highest standard of patient care and the active communication of clinical outcomes.

- **Integrity**  
Always holding ourselves to the highest ethical standards and values. Doing the right thing, even when no one is watching.
- **Accountability**  
Being responsible for meeting the commitments we have made, including ethical and professional integrity, meeting budget and strategic targets, and compliance with legal and regulatory requirements.
- **Best Practices**  
Requires us to make choices to maximize excellence, and to learn from internal and external resources about documented ways to increase effectiveness and/or efficiency.
- **Compassion**  
Serving others through empathy, kindness, caring and respect.
- **Synergy**  
A combining of our efforts so that together we are more than the sum of our parts.

## Governance

The MemorialCare Long Beach Medical Center and Miller Children’s & Women’s Hospital Long Beach Board of Directors guides the direction of community benefit, with assistance from the Community Benefit Oversight Committee (CBOC).

### Board of Directors

Barry Arbuckle, PhD

Jane Close Conoley

Leslie H. Edrich, MD

Marcelle Epley  
John Fielder  
Cynthia Herzog, MD  
Lorna McFarland, MD  
Jennifer McNulty, MD  
Braden Phillips  
Robert Schack, EdD  
Mike Van Dyke  
William Webster, MD  
James Wells, MD  
Susan E. Anderson Wise  
Andrew Wittenberg, MD

### **Community Benefit Oversight Committee**

The CBOC (Community Benefit Oversight Committee) is an advisory committee for the hospital's community benefit programs and reports to the Strategy Committee and the Board of Directors. The CBOC reviews and validates legal and regulatory compliance specific to community benefit mandates, assures community benefit programs and services are effectively meeting identified community health needs, with emphasis on populations with unmet health needs; and increases transparency and awareness of community benefit activities.

The members of the CBOC included:

- Ana Barraza, MS, PPS, ChildNet Youth and Family Services, Inc.
- Lynnette Bello, Welcome Baby Program, Miller Children's & Women's Hospital Long Beach
- Sylvia Betancourt, Long Beach Alliance for Children with Asthma
- Odrin Castillo, DO, MPH, Long Beach Memorial Family Medicine Residency Program
- John Fay, MSG, MemorialCare Health System
- Ha Nguyen, Long Beach Department of Health & Human Services
- Patti Pilgrim, Long Beach Medical Center and Miller Children's & Women's Hospital Long Beach
- Kristen Pugh, MPA, MemorialCare Health System
- Nancy Riano, RN, PHN, MSN, FNP-BC, Long Beach Department of Health & Human Services
- James Suazo, Long Beach Forward
- William Webster, MD, MemorialCare Long Beach Medical Center, Board of Directors

## Caring for our Community

Miller Children’s recognizes its obligation to provide services above and beyond its role as a healing facility. In 1997, a group of physicians helped launch one new, unified brand name for a nonprofit integrated health system with hospitals and ambulatory care sites. They knew they could help make clinical care across Orange County and Los Angeles County significantly better – by working together as a system. They created best practices and committed to using evidence-based medicine throughout a new system called MemorialCare. Since then, year over year, Memorialcare has consistently improved collaboration and patient care.

This report demonstrates tangible ways in which Miller Children’s is fulfilling its mission to improve the health and wellbeing of our community and provide extraordinary care. Miller Children’s provides financial assistance to those who cannot afford services, or whose health insurance does not cover all services rendered. In addition, Miller Children’s invests in the community to increase access to health care services and improve health.

### Service Area

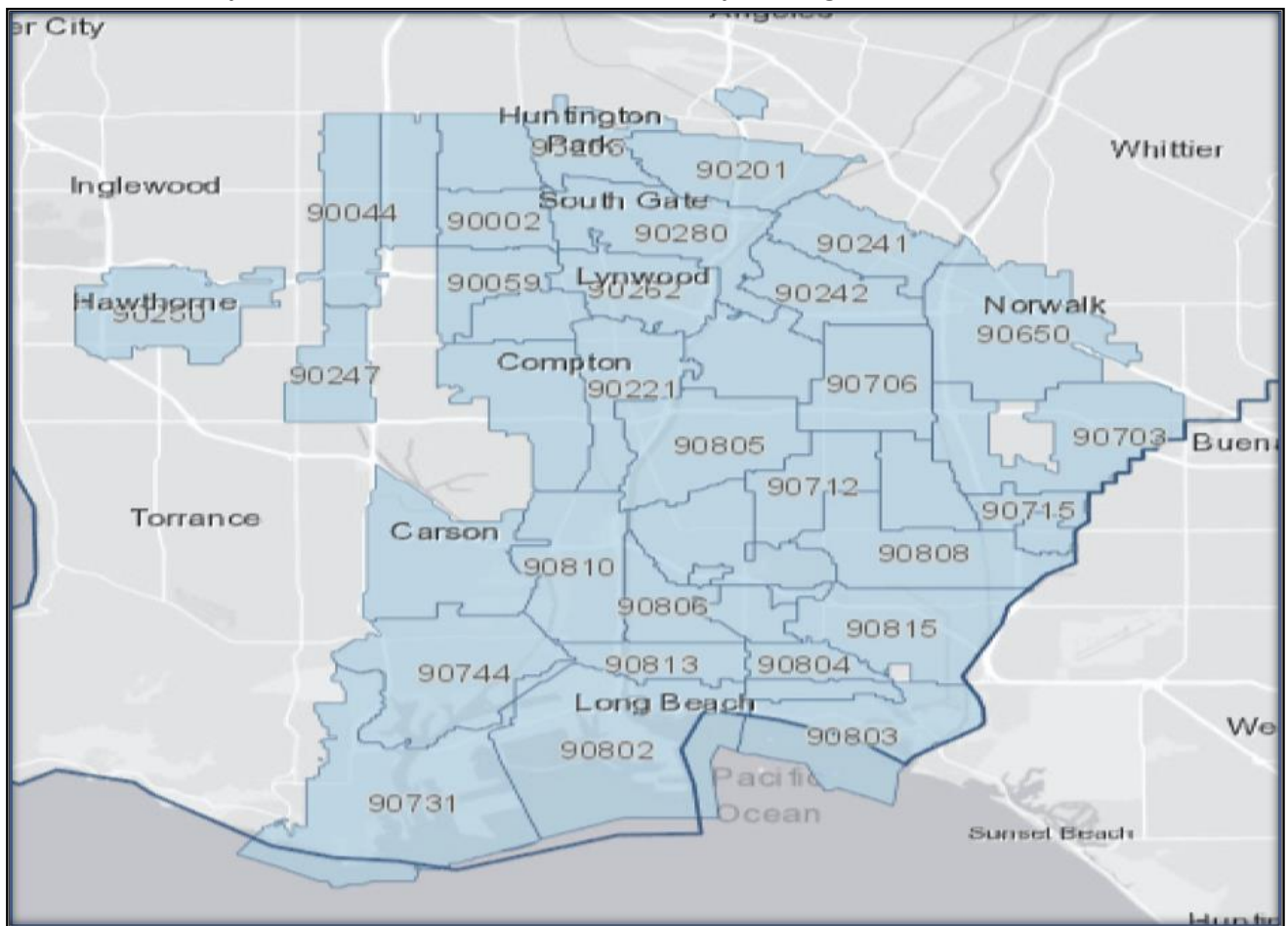
Miller Children’s & Women’s Hospital Long Beach is located at 2801 Atlantic Avenue, Long Beach, California. The service area includes 44 ZIP Codes, representing 24 cities in Los Angeles County and Orange County. The service area comprises portions of Los Angeles County Service Planning Areas (SPAs) 6, 7 and 8. This primary service area was determined by averaging total inpatient ZIP Codes over three years and represents 80% of ZIP Codes of patient origin.

**Miller Children’s & Women’s Hospital Long Beach Service Area**

Geographic Areas	ZIP Codes
Artesia	90701
Bell Gardens	90201
Bellflower	90706
Carson	90745, 90746
Cerritos	90703
Compton	90220, 90221, 90222
Cypress	90630
Downey	90241, 90242
Gardena	90247
Hawaiian Gardens	90716
Hawthorne	90250
Huntington Park	90255
Lakewood	90712, 90713, 90715
Long Beach	90802, 90803, 90804, 90805, 90806, 90807, 90808, 90810, 90813, 90814, 90815

Geographic Areas	ZIP Codes
Los Alamitos	90720
Los Angeles	90001, 90002, 90003, 90044, 90059
Lynwood	90262
Norwalk	90650
Paramount	90723
San Pedro	90731
Seal Beach	90740
Signal Hill	90755
South Gate	90280
Wilmington	90744

**Map of the Miller Children’s & Women’s Hospital Long Beach Service Area**





## **Community Snapshot**

The population of the Miller Children’s service area is 2,227,329. Children and youth make up 25.5% of service area population, 63.3% are adults, and 11.2% are seniors, 65 years and older. The largest portion of the population in the service area identifies as Hispanic or Latino residents (61.2%), White residents make up 14% of the population, Blacks or African American residents comprise 12.2% of the population, and 9.9% are Asian residents. Among service area residents, 37.7% of the population, ages 5 and older, speak only English in the home. Among the area population, 52.6% speak Spanish in the home, 7.3% speak an Asian or Pacific Islander language, and 1.6% speak an Indo-European language in the home.

In the service area, 17.4% of individuals live at or below the 100% of the poverty level, and 41.1% are 200% of poverty level or below (low-income). 25.7% of children live at or below the poverty level. In the service area, 28.1% of adults, age 25 and older, lack a high school diploma, which is higher than the county (20.9%) and state (16.7%) rate. Among service area residents, 88.9% of the population have health insurance.

## Community Health Needs Assessment

Miller Children's completed a Community Health Needs Assessment (CHNA) in FY22 as required by state and federal law. The CHNA is a primary tool used by Miller Children's to determine its community benefit plan, which outlines how it will give back to the community in the form of health care and other community services to address unmet community health needs. Miller Children's participated in a collaborative process for the CHNA, as part of the Long Beach CHNA Collaborative, which included the Long Beach Department of Health and Human Services, MemorialCare Long Beach Medical Center, MemorialCare Miller Children's & Women's Hospital Long Beach, Dignity Health St. Mary Medical Center and TCC Family Health. Given that these partners share an overlapping service area, a collaborative effort reduced redundancies and increased data collection efficiency.

The CHNA examined up-to-date data sources for the service area to present community demographics, social determinants of health, health care access, birth indicators, leading causes of death, acute and chronic disease, COVID-19, health behaviors, mental health, substance use and preventive practices. When applicable, these data sets were presented in the context of the City of Long Beach, Los Angeles County, and California and were compared to the Healthy People 2030 objectives.

Targeted interviews and focus groups were used to gather information and opinions from persons who represented the broad interests of the community served by the hospital. The hospital engaged ninety (90) community members through six (6) virtual focus groups conducted from November 2021 to February 2022. Focus groups included Latino residents, Black or African American residents, Cambodian or Pacific Islander residents, LBGTQIA+ residents, persons living with disabilities, veterans, and older adults. Additionally, twenty-seven (27) key stakeholder interviews were conducted by phone from September 2021 to January 2022. Interviewees included individuals who are leaders and/or representatives of medically underserved, low-income, and minority populations, local health or other departments or agencies that have current data or other information relevant to the health needs of the community. Input was obtained from the Los Angeles County Department of Public Health and the City of Long Beach Department of Health and Human Services.

### Priority Health Needs

Health needs were identified from secondary data using the size of the problem (relative portion of population afflicted by the problem) and the seriousness of the problem (impact at individual, family, and community levels). The analysis of secondary data yielded a preliminary list of

significant health needs, which then informed primary data collection. The primary data collection process was designed to validate secondary data findings, identify additional community issues, solicit information on disparities among subpopulations, ascertain community assets to address needs and discover gaps in resources.

The identified significant needs included (in alpha order):

- Access to health services
- Chronic diseases
- COVID-19
- Economic insecurity
- Environment
- Food insecurity
- Housing and homelessness
- Mental health
- Overweight and obesity
- Pregnancy and birth outcomes
- Preventive practices
- Racism and discrimination
- Substance use
- Violence and injury

The identified significant health needs were then prioritized with input from the community. The community stakeholders were asked to rank order the health needs according to highest level of importance in the community. Among key stakeholder interviewees, mental health, access to care, housing and homelessness, substance use, and chronic disease were ranked as the top five priority needs in the service area.

The complete CHNA report and the prioritized health needs can be accessed at [www.memorialcare.org/about-us/community-benefit](http://www.memorialcare.org/about-us/community-benefit). Please send your feedback to [communitybenefit@memorialcare.org](mailto:communitybenefit@memorialcare.org).

## Addressing Priority Health Needs

In FY23, Miller Children’s engaged in activities and programs that addressed the priority health needs identified in the FY23-FY25 Implementation Strategy. Miller Children’s has committed to community benefit efforts that address access to care, chronic diseases, behavioral health (mental health and substance use), pregnancy and birth outcomes, and preventive practices with a focus on the social determinants of health and health equity. Selected activities and programs that highlight Miller Children’s commitment to the community are detailed below.

### **Access to Care and Preventive Practices**

Access to care is a key determinant of health that provides preventive measures and disease management, reducing the likelihood of hospitalizations and emergency room admissions. Preventive health care includes screenings, check-ups, and counseling to prevent illness, disease, or other health problems. Individuals, who receive services in a timely manner, have a greater opportunity to prevent or detect disease during earlier, treatable stages.

### **Response to Need**

#### **Financial Assistance**

The Patient Financial Assistance Program was available to everyone in the community. This included people without health insurance and patients with insurance who were unable to pay the portion of their bill that insurance did not cover. Patient Financial Services assisted community members with the financial assistance programs.

#### **Health Education, Resources and Community Outreach**

Miller Children’s provided support and services for community residents that removed barriers to care and increased access to health care and preventive measures. General health and wellness education, social media postings, blogs, podcasts, and informational articles were presented on topics that included: Covid, tripledemic protection, bedwetting, Respiratory syncytial virus (RSV), nutrition, childhood obesity, anxiety, sleep loss preventive check-ups, autism, allergies, anxiety, AIDS, cardiac care, injury prevention and diabetes. Over 445,200 community encounters were provided in FY23.

A health care transition presentation for youth reached 30 people on topics that included navigating the health system successfully, life skills, adulting and health choices, reproductive health, and medical education training.

Miller Children’s participated in community events that promoted family safety, car seat literacy, pedestrian information, and bicycle/helmet safety. Information was available in English and Spanish. Over 220,120 community encounters on injury prevention were provided.

The *CareConnection* quarterly newsletter was made available to community residents to provide health education messages and notify the community of free classes, support groups, and screenings offered at the hospital and in the community. Newsletters were mailed to households and the information was also posted on [www.memorialcare.org](http://www.memorialcare.org).

Miller Children’s supported a 4-month long exhibit titled “Bring the Noise” at the local library which empowered Asian American Pacific Islander (AAPI) youth to champion equity by amplifying stories of their own mental health, reaching 40,000 community members.

### **The Family Resource Center**

The Family Resource Center is a place for families raising children with special needs to find knowledge and support as they navigate through their health care journey. The Family Resource Center provided parent-to-parent support, workshops and trainings, referrals to community resources, and informational books, brochures, and videos.

Programs and activities included:

- Language disorder parent training was offered online to 415 individuals. Five sessions covered language disorders, diagnosis, language development, pragmatics, and strategies to increase language use.
- Parents were provided strategies and techniques to improve communication skills.
- Reading with Dr. Rosie promoted health literacy for 19 children and their parents. Books and activities were provided at three sessions.
- The Family Resource Center offered a series of classes designed to provide education on understanding one’s rights and protections for special needs children under the law, Sessions included Understanding Your Child’s Special Education Evaluations, Federal Laws and the Process of Referrals and Evaluations, and Navigating IEPs (Individual Educational Plans). There were 96 parents that attended these classes.

### **Outpatient Specialty Centers**

The Outpatient Specialty Centers at Miller Children’s are a major referral center for outpatient pediatric specialty care, offering more than 30 subspecialties. Some of the clinics include: hematology, oncology, food allergy, developmental, cardiology, endocrine, neurology, renal, pulmonary, orthopedics, and rheumatology. Children are seen at the Outpatient Specialty Centers

for consultations, as well as treatments for acute, chronic or surgical conditions. Outpatient Specialty Centers are known for serving as the medical home for many patients who will need ongoing follow-up care and support. Each specialty center, or clinic within the center, has a multi-specialty care team, with subspecialists, fellows, residents, advanced practice nurses, registered nurses, child life specialists, social workers, nutritionists and other health professionals.

The Chereese Mari Laulhere Children’s Village opened in 2021. It is the only building of its kind in Los Angeles and Orange Counties to offer a one-stop-shop approach to specialty care for kids. In one kid-friendly location, families have access to specialty clinics and pediatric doctors in more than 25 specialties, as well as a range of health care services, such as a laboratory, pharmacy, imaging and rehabilitation gyms. Family support services, including an Education Center and Family Resource Center, are also available at this location.

The Stramski Children's Developmental Center is an outpatient special needs center that helps children and families deal with conditions, such as autism, ADHD, birth defects, learning problems, and other developmental delays. This location also offers specialized care for sleep disorders and Fragile X syndrome.

Miller Children’s has 18 California Children Services (CCS) approved specialty care centers. This is comprised of a multi-disciplinary, multi-specialty providers who evaluate the patient’s medical condition and develop a family-centered care plan to facilitate coordinated and timely care. These Centers provide specialized care for children with conditions such as asthma, irritable bowel syndrome, bone deformities, congenital heart defects, rehabilitation, autism, cancer and serious blood disorders. Patients typically qualify for CCS by medical diagnosis, complexity of their disease, and financial status.

## Vaccines

Miller Children’s provided 1,180 vaccinations at Back-to-School events, National Night Out, and at the Summer Family Fun Festival. In addition, an Immunizations Tips video reached 11,626 community members.

## Support Services

The hospital offered services to increase access to care and support preventive health care.

- Transportation was provided to families who could not easily access medical care and appointments.
- The Compassionate Care program provided free prescriptions, home health medications, recuperative care and/or transportation for community members in need.

## **Chronic Diseases**

Chronic diseases are long-term medical conditions that tend to progressively worsen. Chronic diseases, such as asthma, cancer, heart disease, diabetes and lung disease, are major causes of disability and premature death.

## **Response to Need**

### **Jonathan Jaques Children's Cancer Institute**

The Jonathan Jaques Children's Cancer Institute at Miller Children's provided comprehensive, family centered care to children with cancer, sickle cell disease and other serious blood disorders. Children had access to the latest clinical trials and research initiatives, leading to improved cure rates and breakthroughs in treatments of childhood cancers and blood disorders.

### **Long Beach Alliance for Children with Asthma (LBACA)**

The Long Beach Alliance for Children with Asthma (LBACA) is a community coalition that is dedicated to improving the lives of children with asthma in the greater Long Beach area. LBACA provided education and outreach using *promotora* community health workers. They provided asthma control education to health care professionals and community members. The efforts of LBACA helped reduce asthma hospitalizations and children gained reasonable control over their asthma symptoms. LBACA worked with schools, after-school programs, parks and recreational centers to develop asthma-friendly environments and policies. They mobilized the community to respond to indoor and outdoor air quality issues.

The Fight Asthma Tracker, a new online tool, was developed by SmartAirLA with guidance from LBACA. Using an interactive website and phone text messages, the tool alerted asthma patients to manage their health when asthma danger was high. Real time tools with coordinated education equipped community members to make informed decisions about their daily outdoor activities and improved asthma self-management.

### **Primary Ciliary Dyskinesia Clinic**

Primary ciliary dyskinesia is a rare, inherited genetic disorder that is caused by abnormal cilia that don't move. Miller Children's opened a Ciliary Dyskinesia clinic, one of only four in the Western US and the only one in Southern California. The clinic is part of the Children's Pulmonary Institute.

### **Health Education, Resources and Community Outreach**

Miller Children's provided health education classes, special events, videos, social media posts, newsletters, and information flyers that focused on chronic disease prevention, management, and treatment. Presentations and information were provided on spine health, asthma, and nutrition that provided 10,350 encounters. In addition, Miller Children's participated in 7 health fairs and

community events, reaching over 4,000 individuals with chronic disease prevention information and resources.

### **Support Groups**

Support groups were provided for families and caregivers of children with asthma, autism, cancer and those with special needs. *Unidad y Fuerza* (Unity and Strength), a Spanish support group provided 225 encounters that included support, education, and resources for families with special needs children.

### **Tichenor Clinic for Children**

The Miller Children’s community benefit grant program provided funding for the Youth Fitness program for youth, ages 10-18, who have developmental, musculoskeletal, or neurological limitations. Classes provided physical health and social-emotional support by allowing participants to connect socially with their peers. Tichenor provided six, eight-week sessions of Youth Fitness Group.

- 22 children and youth participated in the Youth Fitness Group.
- Over 60% of participants improved their balance and flexibility.
- 92% of participants reported continuing to engage in additional physical activity outside of the classes.

### **Bickerstaff Pediatric Family Center**

The Bickerstaff Pediatric Family Center at Miller Children’s cared for infants, children, adolescents, and pregnant women who were at risk for, or infected with, HIV/AIDS, acute community-acquired illnesses, chronic infections, and other immunological disorders. Board-certified infectious disease physicians and the care team also advised on immunization and infectious disease prevention.

### **Behavioral Health (Mental Health and Substance Use)**

Positive mental health is associated with improved health outcomes. The need to access mental and behavioral health services was noted as a high priority among community members.

### **Response to Need**

#### **SilverCloud**

In response to the unprecedented need for mental health and mental wellbeing services, MemorialCare offered a free online resource to the entire community. SilverCloud is an on-demand, virtual mental health platform that offers digital behavioral health care via evidence-based content, programs and support. The online psychoeducational and therapeutic program aims to help manage anxiety, depression, stress and sleep. Using online programs, the platform is customizable and designed to meet a person’s unique mental health goals. The program does not



require a doctor's order, can be completed at any pace by participants and is accessible any time on smartphone, tablet and computer devices.

### **Increasing Mental Health Services**

Miller Children's & Women's has increased its capacity to provide critically needed mental health screening, assessment and targeted mental health intervention by licensed psychologists. This collaboration between Miller Children's & Women's and The Guidance Center (TGC), a community-based organization that provides comprehensive mental health treatment to the community's most disadvantaged children and their families, is being funded by local nonprofit foundation grant.

Patients who visit the outpatient centers for neurological, pulmonary, and endocrine related needs typically visit their physician regularly to receive follow-up treatment or to monitor their chronic health condition, which can be a lot for a growing child or adolescent. The health issues faced by patients of these clinics are very impactful and many have an increased risk of developing mental health needs.

### **Boys & Girls Clubs of Long Beach**

The Miller Children's grant program provided funding for the Boys & Girls Clubs of Long Beach (BCGLB) Wellness Coaches Program. In partnership with California State University Long Beach, the program provided individualized case management, 1:1 counseling, and group sessions for children categorized as high-risk in anxiety, depression, and/or suicidal ideation. Many of the program participants faced significant obstacles, which may include housing instability, health issues, challenges at home, and language barriers.

Through the Wellness Coaches Program:

- The BGCLB completed assessments for 178 Club members, resulting in 51 members receiving individual case management, including 1:1 counseling, group sessions, and access to Wellness Coaches.
- 178 club members participated in weekly workshops focused on conflict resolution and ways to combat stress and anxiety.

### **Mental Health Education and Resources**

Outreach, education classes and support groups increased awareness of mental health issues and connected area residents with available resources. Blog and article posts on anxiety reached 19,099 individuals.

- A Youth Mental Health Awareness expert panel provided information and support for parents and caregivers.

- 522 children and youth received psychotherapy by licensed clinical psychologists.
- 104 neuropsychological assessments were completed by psychologists.
- 164 students received school reintegration assistance through school visits and recommendation letters.
- 435 art therapy sessions were provided at the Jonathan Jaques Children’s Cancer Institute.
- The ABCs of ACEs (Adverse Childhood Experiences) workshop focused on research and how ACEs can have implications for the child and family. 18 community members participated.

### **The Guidance Center**

The Miller Children’s community benefit grant program provided funding for two Guidance Center clinicians to receive training in Assessing and Managing Suicide Risk (AMSR) to help community practitioners identify those at risk in the community. The clinicians who received certification in AMSR trained an additional 90 mental health professionals and 35 paraprofessionals to better understand suicidal risk, learn how to ask skilled questions to assess for subjective experience of suicide, develop a crisis response plan, and develop written treatment plans.

### **Long Beach Bar Foundation**

The Miller Children’s grant program provided funding to the Long Beach Bar Foundation for the Juvenile Emotional Management (JEM) Program. JEM taught at-risk youth and underserved youth how to recognize emotion and express it appropriately, eliminating a root cause of youth violence. In addition, the program supported parents with strategies to address mental health and overall social and emotional wellbeing. Parents were counseled to have a stronger voice in the lives of their children, reduce stress and high-risk behaviors such as substance abuse, mental illness, school problems and underlying health conditions.

- 69 youth and their parents completed the JEM program.
- 90% of clients demonstrated an increased ability to identify and appropriately anticipate the consequences of their actions.
- 87% of clients have increased their knowledge through interactive activities, group discussions, role-playing and outdoor activities.
- 87% of clients demonstrated an increased ability to resolve conflict in non-violent manner.
- 100% of youth and parents identified personal anger triggers and increased their knowledge of non-violent communications.

### **Pregnancy and Birth Outcomes**

Pregnancy complications and adverse birth outcomes are growing public health concerns. Birth outcome measures show the status of reproductive health across populations and can be used to

examine disparities in maternal and child health. Important pregnancy and birth outcomes include neonatal mortality, stillbirth, long-term neurologic problems, and maternal mortality.

## **Response to Need**

### **Birth Equity**

Maternal morbidity and mortality data in California show persistently higher rates among Black mothers when compared to mothers from all other racial groups. Miller Children's teams have participated in building a birth equity toolkit with the California Maternal Quality Care Collaborative (CMQCC). Miller Children's implemented an evidence-based implicit bias program for its health care providers involved in perinatal care of patients. In addition, a patient survey tool is used to inform and monitor equity work with a focus on awareness and reduction of implicit bias.

### **Cherished Futures for Black Moms & Babies**

Miller Children's joined the second phase of Cherished Futures for Black Moms & Babies, a two-year cohort, with three other LA County hospitals, Communities Lifting Communities, the Public Health Alliance of Southern California, and the Hospital Association of Southern California, a collaborative effort to reduce Black maternal and infant health inequities in LA County. Guided by data and grounded in Black women's experiences, this cohort brings together decision makers from local birth hospitals, public health departments, health plans and Black community leaders to co-design systems-change solutions across clinical, institutional and community systems.

### **BreastfeedLA**

The Miller Children's grant program provided funding for BreastfeedLA to increase access to lactation support, especially for underserved community members.

- Established the lactation clinic at My Pediatric Clinic in Long Beach.
- Lactation support was provided to 340 Black, Filipino and Latinx individuals through Dede Diner (Filipino families), Chichi Lounge (Hispanic and Chicanx families), Lactation Clinic (Black families), and Titties N' Tea (Black families).
- 100% of families were assessed for necessary referrals and those needed were provided with resources for mental health support, information on Black Infant Health, and fatherhood support as needed.
- Partnered with My Pediatric & Respiratory Care Clinic to ensure referrals for pediatric dentists as needed. Established a referral process with a local pediatric dentist for tongue tie evaluations and releases.
- Five lactation students were placed at the Baby Cafes and clinic and accrued clinical lactation hours.

## Welcome Baby

Welcome Baby provides pregnant women and new moms with information, support and a trusted partner to help them through the journey of pregnancy and early parenthood. Available at no cost to women who reside in Los Angeles County, the Welcome Baby continuum of care included breastfeeding support, referrals to community resources and in-home visits from a registered nurse. Welcome Baby is a program of Best Start, an effort funded by First 5 LA. Long Beach is a targeted community and the Welcome Baby program and Miller Children's are programmatic strategic partners. In FY23, 1,450 new mothers and their families accessed resources.

## Health Education, Resources and Community Outreach

Miller Children's provided health information and services for community residents that removed barriers to prenatal and postnatal care and increased access to maternal and infant health care.

- A board-certified lactation consultant discussed breastfeeding preparation and success factors with 484 individuals.
- 5,691 pregnant women and their families participated in preparation for childbirth and prenatal classes, regardless of where they chose to deliver, and accessed maternal health materials.
- Nurturing the New You weekly support group taught infant massage techniques, transitioning into motherhood, and increasing a parent's ability to respond optimally to baby's needs, 855 community encounters were provided.
- A Perinatal Bereavement support group met twice a month for parents who had lost an infant during pregnancy (through miscarriage or stillbirth) or shortly after birth. 240 encounters were provided.

## Other Community Benefit Services

Miller Children’s provided community benefit services in addition to those programs that focused on addressing priority health needs.

### Health Professions Education

#### Graduate Medical Education

Miller Children’s offered a pediatric residency training program in partnership with the University of California, Irvine, University of California, Los Angeles, the University of the Southern California and various other local medical schools. Over 200 residents and fellows provided specialized care to infants, children, and adolescents. Miller Children’s offered resident training and fellowship, sub-specialty training.

#### Resident Training Rotations

- General Pediatrics
- Medical Genetics and Genomics
- Physical Medicine and Rehabilitation
- Pediatric Dentistry

#### Fellowship and Sub-Specialty Training Rotations

- Child Abuse Pediatrics
- Hospice and Palliative Care
- Internal Medicine - Pediatric
- Neonatal-Perinatal Medicine
- Pediatric Anesthesiology
- Pediatric Emergency Medicine
- Pediatric Endocrinology
- Pediatric Hematology Oncology
- Pediatric Orthopedic Surgery
- Pediatric Pulmonology

#### Nursing Education

At Miller Children’s, 124 undergraduate and graduate student nurses participated in precepted clinical rotations. The hospital supported the Trimester BSN program at CSULB.

Health education programs were made available to nursing professionals in the community. Topics included:

- Southern California Association of Pediatric Hematology Oncology Nurses (SCAPHON) Finding Your Oasis: Reimagine and Reflect Conference
- National Hemophilia Foundation’s Bleeding Disorders Conference
- Clinical Pediatric Nutrition

### **Other Health Professions Education**

125 students received precepted training in their professions at Miller Children’s.

- Child life interns
- Family life interns
- Patient care assistants
- Pediatric dietetic interns
- Pediatric rehabilitation students
- RD interns

Miller Children’s also offered stipends to assist with the cost of school for four California State University, Dominguez Hills health sciences students.

### **Research**

Miller Children’s is committed to basic science, translational and clinical research. The hospital participated in national research studies in collaboration with other national children’s hospitals to ensure the pediatric health care community stays at the forefront of leading treatments, patient care best practices and new technology. Miller Children’s continued to partner with the National Institutes of Health (NIH), Children’s Hospitals Association (CHA) and the Children’s Oncology Group (COG) nationally, and with University of Southern California (USC), University of California Los Angeles (UCLA) and University of California Irvine (UCI) locally on cutting edge research. The hospital’s clinical research programs supported clinical trials in many subspecialties allowing physicians to provide state-of-the-art treatment options to children who have illnesses where there is no standard therapy or where conventional therapy is failing. There are currently more than 100 ongoing research projects at Miller Children’s. Studies focus on cancer, heart disease, infectious diseases, lung/respiratory, perinatal care and more.

Some research projects were supported by grants and other philanthropic backing. In compliance with Federal regulations, research expenses were reported after applying the restricted research specific offsetting funding revenue.

## Cash and In-Kind Donations

### Cash Donations

Miller Children's supported community organizations through cash donations that addressed community health needs, health equity and the social determinants of health.

### In-Kind Donations

- Hospital employees represented the hospital on community boards and collaborative committees that focused on increased access to health and social services, improved safety, and children's health issues.
- Donated Covid testing supplies.
- Provided a land lease, below fair market value, to the Long Beach Ronald McDonald House charity, which supports a 23-room Ronald McDonald House.
- Rented office and dental clinic space to TCC Family Health at below fair market value.

### Community Benefit Grant Program

In FY23, Miller Children's provided \$50,000 in grant funds to support community-based organizations that addressed identified health needs and served vulnerable populations within the hospital service area. Grants were provided to:

- Boys & Girls Clubs of Long Beach
  - Wellness Coaches program provided individualized case management, 1:1 counseling, and group sessions for children categorized as high-risk in anxiety, depression, and/or suicidal ideation.
- Breastfeed LA
  - Provided lactation support to Black, Filipino and Latinx individuals.
- Long Beach Bar Foundation
  - Juvenile Emotional Management (JEM) Program focused on at-risk youth and underserved youth.
- The Guidance Center
  - Train the trainer in Assessing and Managing Suicide Risk (AMSR).
- Tichenor Clinic
  - Youth Fitness Group for youth who have developmental, musculoskeletal, or neurological limitations.

### Community Benefit Operations

In FY23, community benefit operations included:

- Administrative support for community benefit
- Community benefit consultants

## **Community Building Activities**

### **Leadership Development**

Parent Leadership training focused on teaching parents to become leaders of their households and in the community. 27 parents participated.

### **Health Improvement Advocacy**

Participated in meetings and collaborative efforts to advocate for improved health and safety.

### **Economic Development**

The hospital supported economic development groups that focused on issues that impacted community health improvement and safety, including:

- Cerritos Chamber
- Long Beach Chamber
- Los Alamitos Chamber
- Redondo Beach Chamber
- Seal Beach Chamber
- South Bay Chamber



## Financial Summary of Community Benefit

Miller Children’s and Women’s Hospital Long Beach’s financial summary of community benefit for FY23 (July 1, 2022 to June 30, 2023) is summarized in the table below. The Hospital’s community benefit costs comply with Internal Revenue Service instructions for Form 990 Schedule H. Costs are determined as part of the VHA Community Benefit package and are based on the Hospital's overall cost to charge ratio.

Community Benefit Categories	Net Benefit
Charity Care/Financial Assistance <sup>1</sup>	\$935,841
Unpaid Costs of Medi-Cal <sup>2</sup>	\$68,174,121
Others for the Economically Disadvantaged	\$284,942
Education and Research <sup>3</sup>	\$5,225,279
Other for the Broader Community <sup>4</sup>	\$1,899,801
<b>Total Community Benefit Provided Excluding Unpaid Costs of Medicare</b>	<b>\$76,519,984</b>
Unpaid Costs of Medicare <sup>3</sup>	\$246,658
<b>Total Quantifiable Community Benefit</b>	<b>\$76,766,642</b>

<sup>1</sup> Financial Assistance includes traditional charity care write-offs to eligible patients at reduced or no cost based on the individual patient’s financial situation.

<sup>2</sup> Unpaid costs of public programs include the difference between costs to provide a service and the rate at which the hospital is reimbursed.

<sup>3</sup> Costs related to health professions education programs and medical research that the hospital sponsors.

<sup>4</sup> Includes non-billed programs such as community health education, screenings, support groups, support services, cash and in-kind donations and community benefit operations.

## Community Benefit Plan FY24

As a result of the FY22 Community Health Needs Assessment (CHNA), Miller Children's selected significant health needs it will address through its FY23-FY25 Implementation Strategy. The plan outlines the health needs the hospital will and will not address and the strategies it will use to address the selected health needs.

### Significant Needs the Hospital Intends to Address

Miller Children's intends to take actions to address the following health needs:

- Access to care
- Behavioral health (mental health and substance use)
- Chronic diseases
- Pregnancy and birth outcomes
- Preventive practices

Using the lens of the social determinants of health and health equity, Miller Children's will provide some additional attention to food insecurity as well as bringing community awareness to environmental pollution, housing and homelessness, and racism and discrimination as applied to these priority health needs.

#### Health Need: Access to Care

**Goal:** Increase access to health care for medically underserved children.

#### Strategies and Programs

##### Financial Assistance

Provide financial assistance through free and discounted care for health care services, consistent with the hospital's financial assistance policy.

##### Transportation and Prescription Medication Support

Provide transportation support for patients who cannot access health services because of lack of transportation.

##### Professional Education and Specialty Clinics

Train residents and fellows in pediatric specialties. Support pediatric specialty clinics.

##### CCS Specialty Care Centers

Provide specialty care for children through California Children's Services (CCS) approved Specialty

Care Centers at Miller Children’s & Women’s Hospital Long Beach.

**Community Support**

Provide cash and in-kind donations to nonprofit community organizations dedicated to increasing access to health care.

**Social Determinants of Health and Health Equity**

Collaborate with agencies to address the impact that social determinants of health and health equity have on health care access.

**Health Need: Behavioral Health (Mental Health and Substance Use)**

**Goal:** Increase access to mental health and substance use services in the community.

**Strategies and Programs**

**Health Education and Awareness**

Increase community awareness of prevention efforts and availability of resource to address mental health and substance use and misuse concerns. Offer community health education, lectures, presentations, and workshops focused on mental health and substance use topics.

**Support Groups and School Reintegration**

Provide support groups for parents and children to address unique health needs. Promote the school reintegration program for children with long-term mental illness in order to prevent and reduce school absenteeism.

**Community Support**

Provide cash and in-kind donations to nonprofit community organizations dedicated to increasing behavioral health awareness and access to services.

**Collaborations**

Support multisector collaborative efforts to increase access to behavioral health services.

**Social Determinants of Health and Health Equity**

Work in collaboration with community agencies to address the impacts that the social determinates of health and health equity have on behavioral health services.

**Health Need: Chronic Diseases**

**Goal:** Reduce the impact of chronic diseases on health and increase the focus on chronic disease prevention and treatment education.

## **Strategies and Programs**

### **Health Education, Health Fairs, and Preventive Screenings**

Offer health education workshops and presentations on chronic disease prevention, treatment, and management, including physical activity, exercise, and nutrition. Participate in health and wellness fairs and offer preventive screenings.

### **Media and Health Awareness**

Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases.

### **Support Groups**

Offer support groups to assist children and their families with chronic diseases.

### **Special Care Center**

Provide care for children with chronic diseases and disabilities through the Outpatient Specialty Center at Miller Children's & Women's Hospital Long Beach - a California Children's Services (CCS) approved Special Care Center.

### **Collaborations**

Work in collaboration with community agencies to address chronic disease prevention and treatment among older adults. Continue work through the Long Beach Alliance for Children with Asthma, which provides education, clinician training, community health workers, and advocacy related to asthma in the greater Long Beach community.

### **Community Support**

Provide cash and in-kind donations to nonprofit community organizations dedicated to chronic disease prevention and treatment.

### **Social Determinants of Health and Health Equity**

Work in collaboration with community agencies to address the impacts that the social determinates of health and health equity have on chronic diseases.

### **Health Need: Pregnancy and Birth Outcomes**

**Goal:** Improve the health of new mothers and their babies through preventive and postpartum practices.

## **Strategies and Programs**

### **Health Education, Support Groups, and Breastfeeding Initiatives**

Provide health education and support group services for new and expecting mothers. Support breastfeeding initiatives for new and expecting mothers.

### **Media and Health Awareness**

Provide public health education in the media and community health awareness events to encourage healthy behaviors in pregnancy and in the post-partum period.

### **Community Support**

Provide cash and in-kind donations to nonprofit community organizations dedicated to improving birth outcomes.

### **Track Birth Outcomes**

Track birth outcomes in partnership with infant health programs.

### **Welcome Baby Program**

Continue providing education and other services to mothers and babies as part of the Welcome Baby program.

### **Social Determinants of Health and Health Equity**

Work in collaboration with community agencies to address the impacts that the social determinates of health and health equity have on pregnancy and birth outcomes.

## **Health Need: Preventive Practices**

**Goal:** Improve community health through preventive health practices.

## **Strategies and Programs**

### **Health Education and Screenings**

Provide education and resources focused on healthy living and disease prevention. Provide free health screenings.

### **Flu Vaccinations**

Provide flu and Covid vaccinations, free to the public, in areas easily accessible to the general public.

### **Media and Health Awareness**

Provide public health education in the media and community health awareness events to encourage healthy behaviors and promote preventive health.

### **Injury Prevention**

Reduce injuries and accidents among children by providing safety programs, bicycle helmets and car seats.

### **Community Support**

Provide cash and in-kind donations to nonprofit community organizations dedicated to increase/expand preventive health.

### **Social Determinants of Health and Health Equity**

Work in collaboration with community agencies to address the impacts that the social determinates of health and health equity have on children's access to preventive practices.

### **Evaluation of Impact**

Miller Children's is committed to monitoring and evaluating key initiatives to assess the programs and activities outlined in this Implementation Strategy. We have implemented a system for the collection and documentation of tracking measures, such as the number of people reached or served, and collaborative efforts to address health needs. In addition, through our grants program, we track and report program outcomes. An evaluation of the impact of Miller Children's actions to address these significant health needs will be reported in the next scheduled CHNA.

### **Health Needs the Hospital Will Not Address**

Since Miller Children's cannot directly address all the health needs present in the community, we will concentrate on those health needs that can most effectively be addressed given our areas of focus and expertise. Taking existing hospital and community resources into consideration, Miller Children's will not directly address the remaining health needs identified in the CHNA, including economic insecurity, overweight and obesity, and violence prevention.

## Contact Information

Miller Children's & Women's Hospital Long Beach

2801 Atlantic Avenue

Long Beach, California 90806

[www.memorialcare.org/locations/miller-childrens-womens-hospital-long-beach](http://www.memorialcare.org/locations/miller-childrens-womens-hospital-long-beach)

## Community Benefit Contact

Kristen L. Pugh, MPA

Vice President, Advocacy & Government Relations

MemorialCare Health System

[kpugh@memorialcare.org](mailto:kpugh@memorialcare.org)