



**Annual Report and Plan for Community Benefit
MemorialCare Long Beach Medical Center
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
November 2023

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About Long Beach Medical Center

MemorialCare

MemorialCare Long Beach Medical Center (LBMC) 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.

Long Beach Medical Center

Long Beach Medical Center has been providing the community with compassionate, quality health care for more than 100 years. While leading in specialized care, research, and education, LBMC has an outstanding record of innovation and medical advances. Established as Seaside Hospital in 1907, LBMC is a 453 bed, state-of-the-art regional medical center. The Medical Center is located on a 54-acre campus that it shares with Miller Children’s & Women’s Hospital Long Beach. These hospitals function under the same tax identification number but are separately licensed hospitals.

As a regional medical center, LBMC provides health care through many specialties and services, including the Certified Comprehensive Stroke Center, Long Beach Adult and Pediatric Sleep Center, MemorialCare Breast Center, MemorialCare Heart & Vascular Institute, MemorialCare Imaging Center, MemorialCare Joint Replacement Center, MemorialCare Rehabilitation Institute, MemorialCare Todd Cancer Institute, Spine Health Center and a Level II Trauma Center.

Awards

Long Beach Medical Center is the recipient of the following awards and accolades:

- 2023-2024 *U.S. News & World Report* Best Hospitals
 - Top 12 in California
 - Named one of “America’s Best Hospitals” for Orthopedics and Obstetrics and Gynecology
 - Among Top 3% of all California acute care hospitals
 - High Performance status in: Cancer, Colon Cancer Surgery, Congestive Heart Failure, Diabetes, Gastroenterology and GI Surgery, Geriatrics, Heart Attack, Hip Replacement, Hip Fracture, Kidney Failure, Knee Replacement, Leukemia, Lymphoma and Myeloma, Lung Surgery and Pulmonology, Neurology and Neurosurgery, Pneumonia and Stroke.

- Healthgrades 2023 Awards include:
 - American’s 100 Best Hospitals for Prostate Surgery
 - Excellence Award for Joint Replacement and Prostate Surgery
 - 5-Star Ranking for:
 - Back Surgery
 - Cranial Neurosurgery and Treatment of Stroke
 - Total Hip Replacement
 - Treatment of Bowel Obstruction
 - Total Knee Replacement
 - Treatment of Heart Failure
 - Pacemaker Procedures
 - Treatment of Respiratory Failure
 - Treatment of Sepsis
- American Heart Association/American Stroke Association’s Get with the Guidelines® Heart Failure Gold Plus Quality Achievement Award as well as the Get with the Guidelines® Stroke Gold Plus Quality Achievement Award and Target Type 2 Diabetes Honor Roll.
- Magnet® designation by the American Nurses Credentialing Center’s (ANCC) Magnet Recognition Program® for nursing excellence.
- For the fifth year in a row, MemorialCare Long Beach Medical Center achieved a ranking on *Newsweek’s* list of World’s Best Hospitals 2023. Long Beach Medical Center ranked in the top 20% nationwide, the top 15% statewide, and is the only hospital in Long Beach to be recognized by *Newsweek*.

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

Long Beach Medical Center 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 LBMC is fulfilling its mission to improve the health and wellbeing of our community and provide extraordinary care. LBMC provides financial assistance to those who cannot afford services, or whose health insurance does not cover all services rendered. In addition, LBMC invests in the community to increase access to health care services and improve health.

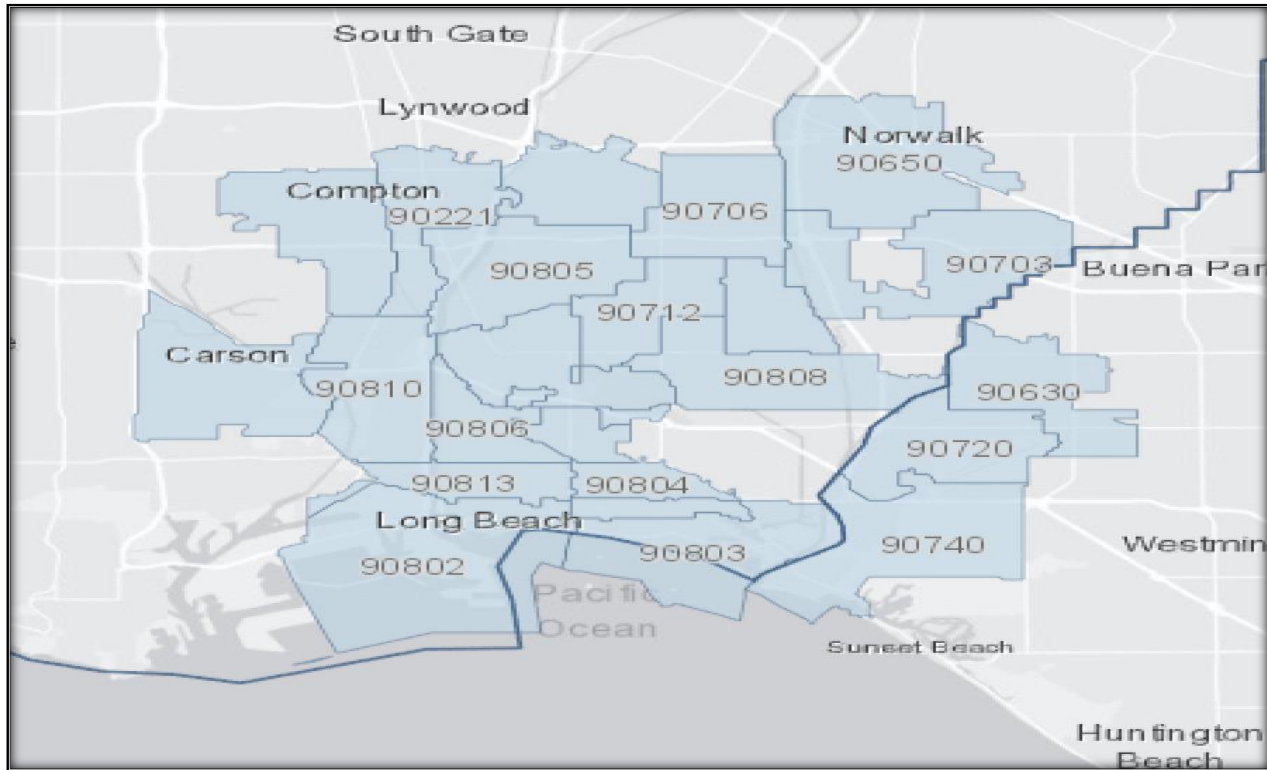
Service Area

Long Beach Medical Center is located at 2801 Atlantic Avenue, Long Beach, California in Los Angeles County, California. The primary service area includes 24 ZIP Codes, representing 12 cities in Orange County and Los Angeles County. The service area comprises portions of Los Angeles County Services Planning Areas (SPAs) 6, 7 and 8. This primary service area was determined by averaging total inpatient ZIP Codes over three years and represents 76% of ZIP Codes of patient origin.

Long Beach Medical Center Service Area

Geographic Areas	ZIP Codes
Bellflower	90706
Carson	90745
Cerritos	90703
Compton	90220, 90221
Cypress	90630
Lakewood	90712, 90713
Long Beach	90802, 90803, 90804, 90805, 90806, 90807, 90808, 90810, 90813, 90814, 90815
Los Alamitos	90720
Norwalk	90650
Paramount	90723
Seal Beach	90740
Signal Hill	90755

Map of the Long Beach Medical Center Service Area



Community Snapshot

The population of the LBMC service area is 1,092,245. Children and youth, ages 0-17, are 23.2% of the service area population. 63.9% are adults, and 12.9% are seniors, 65 years and older. The service area is very diverse and hosts the largest Cambodian community in the United States. Latinos or Hispanic residents make up 46.5% of the service area population, White residents comprise 22.6% of the population, Asian residents make up 15.8% of the population and Black or African American residents comprise 11.2% of the population in the service area. Among the area population, 48.9% speak only English in the home, 36.8% speak Spanish in the home, 11.5% speak an Asian or Pacific Islander language, and 2.8% speak an Indo-European language or other language in the home.

In the service area, 13.7% of individuals are at or below 100% of the poverty level and 33.6% are at 200% or below. In the service area, 20.1% of adults, age 25 and older, have less than a high school diploma and 36.7% of adult residents hold a college degree.

Community Health Needs Assessment

LBMC completed a Community Health Needs Assessment (CHNA) in FY22 as required by state and federal law. The CHNA is a primary tool used by LBMC 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. LBMC 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, California and were compared to the Healthy People 2030 objectives.

Targeted interviews and focus groups were used to gather information and opinions from individuals 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 alphabetical 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 . Please send your feedback to communitybenefit@memorialcare.org .

Addressing Priority Health Needs

In FY23, LBMC engaged in activities and programs that addressed the priority health needs identified in the FY23-FY25 Implementation Strategy. LBMC has committed to community benefit efforts that address access to care and preventive practices, behavioral health (mental health and substance use), and chronic diseases with a focus on the social determinants of health and health equity. Selected activities and programs that highlight LBMC'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. Additionally, 2,144 uninsured or underinsured persons were assisted with health insurance enrollment.

Health Education, Resources and Community Outreach

LBMC 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: women's health, men's health, accident prevention, Respiratory syncytial virus (RSV), advance directives, proper use of urgent care and Emergency Departments, nutrition, weight loss, exercise, and successful aging. Over 56,300 community encounters 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.

LBMC 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.

LBMC participated in health fairs in many communities throughout the year. Health information materials were distributed, and resources were provided to over 6,000 people to increase access to health care services and improve healthy living.

Sports Physicals

Sports physicals were provided free of charge for a total of 898 students at Lakewood High School, Cabrillo High School and Cypress College.

Senior Programs

93,364 encounters were provided through senior center events, articles, briefings, and health education and demonstrations. Topics included glaucoma, nutrition and exercise, incontinence, and understanding Medicare and Social Security.

Senior medical transportation assisted 164 older adults with transportation services to needed medical appointments. Additionally, shuttle service was provided for Leisure World residents to travel to the hospital and surrounding outpatient clinics.

Filipino Migrant Center

The LBMC community benefit grant program provided funding to the Filipino Migrant Center to train Bayanihan Community Health leaders. Fourteen Bayanihan Health Leader Advocates were trained to become community advocates and support health equity efforts on a local level in the Long Beach service area, including the City of Carson. They were trained on health resources, their community’s health conditions, and were empowered to share health information with their neighbors. Outreach included:

- 500 health resource guides were provided to community members.
- Over 1,000 people received community health education.
- Over 3,000 community members accessed online resources about the rights and protections for caregivers, issues related to social determinants of health, and the promotion of healthy living.
- 50 community members received screenings for vision, hearing, diabetes, and blood pressure at a mobile clinic.

Support Services

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

- Transportation was provided to individuals who could not easily access medical care and appointments.
- Provided durable medical equipment, infusion services, home health support and medication prescriptions to individuals who could not afford the cost of these health services.
- Provided clothing and transportation to people experiencing homelessness.
- A social worker provided 900 community members with resources and health information.

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

Behavioral Health Integration Program

MemorialCare health system recognized that physical and mental health should be coordinated in primary care settings. As a result, the Behavioral Health Integration (BHI) program was launched in 2018. The project has grown to include nine MemorialCare Medical Group Primary Care sites of care throughout our service areas. The primary care physicians screen for mental health conditions and coordinate care options for patients with behavioral health needs. The program includes:

- An embedded clinical social worker at each location
- Instant referral to needed services
- Access to a trained psychiatrist via telehealth
- Tele-video visits to patients enrolled in the program
- Online patient self-management tools through SilverCloud

SilverCloud

In response to the unprecedented need for mental health wellbeing services, MemorialCare offered a free online app-based 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.

Mental Health Education and Resources

Outreach, education classes and support groups increased awareness of mental health issues and connected area residents with available resources. Over 8,200 encounters for mental health education and outreach were provided. A bereavement support group provided 384 encounters for support, education and resources for adults grieving the loss of a loved one.

Family Medicine Clinic

The MemorialCare Family Medicine Clinic provided a Behavioral Health Clinic to train Family Medicine residents in a team-based approach. At the clinic, residents participated in a multidisciplinary approach to treating anxiety and depression, as they worked alongside a Family Medicine attending physician, a community psychiatrist, a social worker, and a psychologist. In FY23, 382 counseling sessions were provided.

Jewish Family & Children's Services

The LBMC grant program provided funding to Jewish Family & Children's Services to provide low-income mental health counseling services to 193 individuals. Of those individuals, 65% of the counseling clients had a reduction in negative symptoms and high-risk behaviors and had continued treatment for at least 90 days. Additionally, gift cards for gas and groceries were provided to families as well as Emergency Financial Assistance funds.

Harbor Community Health Centers

The LBMC grant program provided funding to Harbor Community Health Centers to provide behavioral care treatment services to low-income individuals. There were 207 community members that received behavioral care services through 491 visits. 56% of these community members also received additional linkages and referrals to other needed resources and support services.

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 death.

Response to Need

Health Education, Resources and Community Outreach

LBMC provided health education classes, special events, videos, social media posts, newsletters, and information flyers that focused on chronic disease prevention, management, and treatment. Targeted health awareness campaigns, which focused on heart health, prostate health, obesity,

immunotherapy, pelvic health, pain management, healthy habits, diabetes, spine health, and Alzheimer's disease provided 44,485 community encounters.

Heart and stroke awareness programs included Having a Stroke Plan, Congenital Heart Disease, Advanced Cardiac Plans, Stroke Awareness, Automatic External Defibrillator (AED), and a Stroke Support Group. These activities provided 602,205 community encounters.

At the Women's Heart and Stroke Event, 150 people listened to seven presenters speak about lifestyle changes and how to manage risk factors for heart disease and stroke. Preventive screenings were offered that included blood pressure, carotid ultrasound, glucose, and cholesterol checks.

B.E. F.A.S.T. stroke awareness materials were distributed and available in English and Spanish.

Cancer Support

Cancer awareness efforts included lung cancer screenings, education sessions and social media postings. Cancer information and resources were distributed at the American Cancer Society, Flames of Hope, and the Team Spirit Cancer Walk. 65,281 community members were reached.

Additionally:

- Breast cancer education, mammogram information and videos reached over 1,000 people.
- A cancer support group provided 394 encounters.
- The cancer survivor walking group met twice a week and provided 324 encounters.
- The weekly Yoga and Pilates classes for cancer survivors provided 618 encounters.
- The Cancer Answers help line provided needed prevention and treatment information to the public.
- Oncology social workers provided care management, referrals, and information to 126 persons with cancer and their families.

Diabetes Support

- Diabetes management education, news articles, information and resources were offered to the community.
- 1:1 consultation with a nurse practitioner was provided to persons with diabetes and their families.
- An adult diabetes support group met remotely and engaged 45 people.

Smoking Cessation

Smoking cessation materials were provided to community members and a smoking cessation event focused on reasons to stop smoking and included helpful strategies to quit smoking. 19 people participated in the Freedom from Smoking classes.

Project Angel Food

The LBMC community benefit grant program provided funding to Project Angel Food to support low-income people of color with medically tailored meals. 465 community members received 184,410 meals in Long Beach. Nearly 60% were over the age of 60. Individuals received a one-on-one nutritional assessment with a Registered Dietician and a menu tailored to their chronic disease diagnoses and co-morbidities. 98% individuals reported reduced food insecurity stress and 97% reported their meals helped them maintain a healthy weight.

ÓRALE: Organizing Rooted in Abolition, Liberation, and Empowerment

The LBMC grant program provided funding for ÓRALE (formally the Long Beach Immigrant Rights Coalition) to promote increased food accessibility for immigrant and undocumented families in Long Beach. Outreach included:

- 1,209 families received healthy fresh foods at community care hubs, including dairy and meat products.
- This additional support allowed community members to pay for other essential necessities such as health care co-pays and medicine.

Other Community Benefit Services

Long Beach Medical Center provided community benefit services in addition to those programs that focused on addressing priority health needs.

Health Professions Education

Graduate Medical Education

LBMC is a professional teaching hospital accredited by the Accreditation Council for Graduate Medical Education (ACGME) to sponsor post-MD medical training programs. LBMC is also accredited by the Council on Podiatric Medical Education (CPME), an independent accrediting agency for podiatric medical education. The hospital trained physicians from several universities. They oversaw 33 programs with approximately 200 residents and fellows.

The LBMC Family Medicine Residency Program trained family medicine physicians. The residents were trained by board-certified family medicine specialists who closely supervised their training. Residents received hands-on experience with the most up-to-date medical school training. The program has six areas of concentration: community medicine, global health, health policy, LGBT medicine, maternity medicine, and sports medicine. A primary care Sports Medicine Fellowship was also offered.

LBMC has a Master Affiliation Agreement with the University of California, Irvine (UCI) School of Medicine that allowed UCI residents in the following programs to train at the institution:

- Anesthesiology
- Emergency Medicine
- Family Medicine
- Female Pelvic Medicine
- Internal Medicine
- Obstetrics and Gynecology
- Orthopedic Surgery
- Palliative Medicine
- Pathology
- Pediatrics
- Physical Medicine and Rehabilitation
- Psychiatry
- Radiation Oncology
- Surgery
- Plastic Surgery
- Pediatric Surgery

- Urology

From the University of Southern California, LBMC trained residents in:

- Emergency Medicine
- Pediatric Dentistry

From PIH Health, LBMC received residents in Family Medicine.

From Harbor-UCLA, LBMC trained residents in:

- Emergency Medicine
- Pediatrics

From UCLA, LBMC trained residents in:

- Anesthesiology/Obstetrics
- Child Neurology
- Pediatrics Physical Medicine and Rehabilitation

From LAC+USC, LBMC trained residents in Emergency Medicine.

A Master Affiliation Agreement with the University of California Irvine (UCI) School of Medicine also allowed fellows in the following fellowship programs to train at LBMC:

- Cardiology
- Gynecologic Oncology
- Maternal/Fetal Medicine
- Neonatology
- Pediatric Pulmonology
- Pulmonary/Critical Care

From Harbor-UCLA, LBMC received fellows in:

- Pediatric Emergency Medicine
- Pulmonary
- Vascular Surgery

From UCLA, LBMC received fellows in Neuroradiology.

Nursing Education

At LBMC, 571 undergraduate and graduate student nurses participated in precepted clinical rotations. The hospital supported the Trimester BSN program at California State University,

Long Beach (CSULB).

Health education programs on bereavement and loss were presented to nursing students at Long Beach City College.

Other Health Professions Education

LBMC provided precepting for 117 health professionals. Students were educated and performed their clinical hours and/or internship rotations for:

- Dietetics
- Occupational therapy
- Patient care assistants
- Pharmacy
- Physical therapy
- Physical therapy assistants
- Social work

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

Research

In FY23, there were more than 300 ongoing research projects at MemorialCare. Studies focused on cancer, heart disease, orthopedics, infectious diseases, gynecology, obstetrics, urology, pediatrics, neonatology and many other areas. Support was also provided for staff to develop research projects, write research papers and present findings at professional conferences.

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

LBMC supported community organizations through cash donations that addressed community health needs, health equity and the social determinants of health.

In-Kind Donations

- LBMC provided in-kind donations of shoes, clothing, blankets and hygiene kits for people experiencing homelessness.

- LBMC employees represented the hospital on community boards and collaboratives that focused on improved health equity and the social determinants of health.
- Donated Covid testing supplies.

Community Benefit Grant Program

In FY23, LBMC 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:

- Filipino Migrant Center
 - Bayanihan Community Health Educators
- Harbor Community Health Centers
 - Behavioral Care Treatment
- Jewish Family & Children’s Services
 - Mental Health Counseling Services
- ÓRALE: Organizing Rooted in Abolition, Liberation, and Empowerment
 - Food Accessibility for Immigrants and the Undocumented
- Project Angel Food
 - Medically Tailored Meal Delivery

Community Benefit Operations

In FY23, community benefit operations included:

- Administrative support
- Community benefit consultants

Community Building Activities

Leadership Development

Participated in the work of the LBCC Foundation Lifetime Learning Center.

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

Workforce Development

LBMC collaborated with CSULB through the Neighborhood Med Program to educate and mentor 91 pre-med students from underserved minority communities. Six LBUSD high school students participated in a mentorship program. Family Medicine residents mentored 129 high school students interested in medical school through the *Doc is In* Program. Through the LBUSD Healthcare Simulation Program, 60 students participated in 3 separate 6-week programs for hands-on hospital clinical experience.

Financial Summary of Community Benefit

The Long Beach Medical Center 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 ¹	\$6,505,130
Unpaid Costs of Medi-Cal ²	\$91,591,756
Others for the Economically Disadvantaged	\$3,421,211
Education and Research ³	\$6,210,591
Other for the Broader Community ⁴	\$1,616,544
Total Community Benefit Provided Excluding Unpaid Costs of Medicare	\$109,345,232
Unpaid Costs of Medicare ³	\$58,395,738
Total Quantifiable Community Benefit	\$167,740,970

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

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

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

⁴ 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), Long Beach Medical Center 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

Long Beach Medical Center intends to take actions to address the following health needs:

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

Using the lens of the social determinants of health and health equity, LBMC 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 the medically underserved.

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 Support

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

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.

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 determinants of health and health equity have on behavioral health services.

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 and Screenings

Offer health education workshops and presentations on chronic disease prevention, treatment, and management, including physical activity, exercise, and nutrition. Provide wellness fairs for older adults, including screenings.

Cancer Support

Provide support for persons with cancer and caregivers with exercise programs, education, counseling, peer mentoring, support groups and life coaches.

Support Groups

Provide support groups to assist those with chronic diseases and their families.

Media and Health Awareness

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

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 determinants of health and health equity have on chronic diseases.

Preventive Practices

Goal: Improve community health through preventive health practices.

Strategies and Programs

Health Education

Offer health education and resources focused on healthily living and disease prevention.

Screenings and Vaccines

Provide free health screenings to promote preventive care. Provide Covid and flu vaccinations, free to the public, in areas easily accessible to the general public.

Older Adult Services and Injury Prevention

Reduce injuries and falls among older adults through balance improvement and fall prevention classes.

Youth

Offer sports physical clinics for high school students.

Media and Health Awareness

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

Community Support

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

Social Determinants of Health and Health Equity

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

Evaluation of Impact

LBMC 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 LBMC's actions to address these significant health needs will be reported in the next scheduled CHNA.

Health Needs the Hospital Will Not Address

Since LBMC 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, LBMC will not directly address the remaining health needs identified in the CHNA, including economic insecurity, overweight and obesity, pregnancy and birth outcomes, and violence and injury. While LBMC will not address pregnancy and birth outcomes, MemorialCare Miller Children's & Women's Hospital Long Beach will address pregnancy and birth outcomes as a priority health need.

Contact Information

Long Beach Medical Center

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Community Benefit Contact

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