



## Implementation Strategy

2020-2022

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## Implementation Strategy

### Introduction

MemorialCare Saddleback Medical Center (Saddleback) is a nonprofit hospital and member of MemorialCare, an integrated health care delivery system. Saddleback is a full service, nonprofit hospital in Laguna Hills, California. It provides a wide range of services and innovative specialty programs through its Centers of Excellence, which include the MemorialCare Heart & Vascular Institute, the MemorialCare Cancer Institute, the MemorialCare Breast Center, the MemorialCare Joint Replacement Center, Spine Health Center, robotic-assisted surgery program and The Women's Hospital at MemorialCare Saddleback Medical Center.

In FY19, Saddleback conducted a Community Health Needs Assessment (CHNA) to assess the significant health needs for the hospital service area. The CHNA and the resulting Implementation Strategy identify and address significant community health needs. These documents help guide the hospital's community health improvement programs and community benefit activities, as well as its collaborative efforts with organizations that share a mission to improve health. This Implementation Strategy explains how Saddleback plans to address the significant health needs identified by the CHNA.

### Report Adoption, Availability and Comments

This Implementation Strategy was adopted by the MemorialCare Orange County Boards of Directors on June 10, 2019. This report is widely available to the public on the hospital's web site, <https://www.memorialcare.org/content/community-benefit>. Written comments on this report can be submitted to [communitybenefit@memorialcare.org](mailto:communitybenefit@memorialcare.org).

### 2019 Community Health Needs Assessment Summary

Saddleback conducted a Community Health Needs Assessment (CHNA) to comply with state and federal regulations guiding tax exempt hospitals. The Community Health Needs Assessment incorporated demographic and health data for the communities served by the hospital. Significant health needs were identified from issues supported by primary and secondary data sources gathered for the CHNA. The needs were indicated by secondary data sources, focus groups and community stakeholder interviews. Health indicators were considered significant health needs when they exceeded benchmark data, specifically county or state rates or Healthy People 2020 objectives. A brief description of the significant health needs listed in priority order follows:

1. Mental health – In Orange County, 6.5% of adults, 18 years and older, experienced serious psychological distress in the past year. 15.6% of adults

needed help for emotional, mental health, alcohol or drug issues; however, 85.5% of those who sought or needed help did not receive treatment. Stakeholders noted there continues to be a stigma associated with mental health.

2. Access to health care – Health insurance coverage is considered a key component to accessing health care. The service area insurance rate is 92.5%. Among children, ages 0-17, in the service area, 97% have insurance coverage, 85.9% of non-senior adults are insured and 99.3% of seniors, ages 65 and older, have health care insurance. A community stakeholder noted health care coverage and access are two separate things. We've seen improved coverage for a large part of the population. But we still have challenges obtaining access to specialists and to providers who accept Medi-Cal.
3. Preventive practices – 40.9% of Orange County residents have received a flu shot. 37.0% of children age 0-17, and 68.4% of seniors, ages 65 and older, in Orange County received flu shots. The Healthy People 2020 objective is for 70% of the population to receive a flu shot. Most Orange County school districts have high rates of compliance with childhood immunizations upon entry into kindergarten (95.7%). A community provider noted for the populations who do not have access to health coverage, there are gaps to get preventive services and they tend to only seek help when there is an urgent need.
4. Substance use and misuse – 7.5% of teens, ages 12-17, in Orange County had tried marijuana, cocaine, sniffing glue, other drugs and 3.8% had used marijuana in the past year. These rates of reported drug use are less than state rates of teen drug use. Opioid overdose deaths in Orange County were 7.5 per 100,000 persons, which was a higher death rate than in the state (4.5 per 100,000 persons). Stakeholders noted vaping among teens is becoming widespread and that opioid use is contributing to the substance misuse problem in Orange County.
5. Senior health – Among Orange County Medicare beneficiaries (adults 65 and older), 31.4% have been treated for arthritis or osteoarthritis. 19.4% of seniors have been treated for chronic kidney disease. 10.9% have been treated for Alzheimer's disease or dementia and 9.1% have been treated for osteoporosis. These rates are higher than in the state. Stakeholders noted the lack of transportation for seniors limits their ability to access health and social services. In addition, limited transportation contributes to seniors experiencing social isolation, which impacts mental and physical health outcomes.
6. Heart disease/stroke – In the service area, the age-adjusted mortality rate, for all population age distributions, for ischemic heart disease (a sub-category of heart disease) was 80.5 deaths per 100,000 persons. The age-adjusted rate of death from stroke was 32.2 deaths per 100,000 persons. A co-morbidity factor for diabetes, heart disease and stroke is hypertension (high blood pressure). In

Orange County, 22.4% of adults have been diagnosed with high blood pressure, which is an indicator for heart disease.

7. Diabetes – Diabetes is a leading cause of death. Diabetes disproportionately affects minority populations and the elderly. In the service area, the diabetes death rate was 7.9 per 100,000 persons. This was lower than the county rate (15.1 per 100,000 persons). In the service area, the rates of adults with diabetes range from 5.2% in San Clemente 92673 to 9.2% in Laguna Woods.
8. Dental care – In Orange County, 69.0% of adults, ages 18 and over, saw a dentist within the past six months compared to the state (73.5%). Among children, ages 2-12, in Orange County, 77.5% saw a dentist within the past six months compared to the state (79.5%). Stakeholders noted the cost of dental care is high. Denti-Cal does not cover many procedures.
9. Overweight and obesity – In Orange County, 33.3% of the adult population reported being overweight. The county adult rate of overweight is lower than the state rate of 34.8%. 17.7% of Orange County teens, ages 12-17, are overweight compared to the state (18.1%). 23.3% of adults and 28.3% of teens are obese. The Healthy People 2020 objectives for obesity are 30.5% of adults aged 20 and over, and 16.1% of teens. The rate of obese teens living in Orange County exceeds the state rate (22.6%) and the Healthy People 2020 objective.
10. Asthma/Lung disease – In Orange County, 15.2% of the population has been diagnosed with asthma and 14.8% of the population in the state has been diagnosed with asthma. Among county youth, 22.0% have been diagnosed with asthma, and 8.5% have visited the ER as a result of their asthma. In the service area, the rates of adults with asthma range from 11.8% in Lake Forest to 17.9% in Laguna Beach.
11. Liver disease – In the service area, the liver disease death rate was 6.9 per 100,000 persons. This rate met the Healthy People 2020 objective for liver disease death (8.2 per 100,000 persons).

## Definition of the Community Service Area

Saddleback Medical Center is located at 24451 Health Center Drive, Laguna Hills, California 92653. The service area is located in Orange County and includes 40 ZIP Codes, representing 17 cities or communities.

### Saddleback Medical Center Service Area

City	ZIP Code
Aliso Viejo	92656, 92698
Capistrano Beach	92624
Dana Point	92629
Foothill Ranch	92610
Irvine	92602, 92603, 92604, 92606, 92612, 92614, 92616, 92617, 92618,

City	ZIP Code
	92619, 92620, 92623, 92650, 92697
Ladera Ranch	92694
Laguna Beach	92651, 92652
Laguna Hills	92653, 92654
Laguna Niguel	92677, 92607
Laguna Woods	92637
Lake Forest	92630
Mission Viejo	92690, 92691, 92692
Rancho Santa Margarita	92688
San Clemente	92672, 92673, 92674
San Juan Capistrano	92675, 92693
Trabuco Canyon	92678, 92679
Tustin	92782

The population in the Saddleback service area is 919,008 persons. Children (ages 0-17) make up 20.5% of the population and seniors (65 years and older) account for 15.9% of the population. In the service area, more than half of the population (56.7%) is White. At 20% of the population, Asian/Pacific Islanders are the second largest race/ethnic group in the service area. In terms of educational attainment, 5.2% of service area residents, who are 25 years old and older, have less than a high school diploma. 10.6% of the population is at or below 100% of the federal poverty level and 18% of service area residents live below 200% of the federal poverty level.

## Significant Health Needs the Hospital Will Address

This Implementation Strategy provides additional details on how Saddleback plans to address the significant health needs identified in the 2019 CHNA. The hospital plans to build on previous CHNA efforts and existing initiatives, while also considering new strategies and efforts to improve health. The following criteria were used by the hospital's Community Benefit Oversight Committee to determine the significant health needs Saddleback will address in the Implementation Strategy:

- Existing Infrastructure: There are programs, systems, staff and support resources in place to address the issue.
- Established Relationships: There are established relationships with community partners to address the issue.
- Ongoing Investment: Existing resources are committed to the issue. Staff time and financial resources for this issue are counted as part of our community benefit effort.
- Focus Area: Has acknowledged competencies and expertise to address the issue and the issue fits with the organizational mission.

As a result of the review of needs and application of the above criteria, Saddleback will address: access to health care/preventive care, chronic diseases, and mental health/behavioral health through a commitment of community benefit programs and charitable resources. Programs and funding will focus on the senior population identified through the CHNA process as a population in need of additional community based services.

For each health need the hospital plans to address, the Implementation Strategy describes: actions the hospital intends to take, including programs and resources it plans to commit, anticipated impacts of these actions, and planned collaboration between the hospital and other organizations.

### Access to Care/Preventive Care

Saddleback will address access to care by taking the following actions:

- Provide financial assistance through both free and discounted care for health care services, consistent with the hospital's financial assistance policy.
- Provide transportation support to increase access to health care services.
- Provide grant funding and in-kind support to community organizations to support access to health care and preventive care.

### Anticipated Impact

Saddleback will conduct these strategies with the overarching goal in mind to increase access to health care for the medically underserved and improve community health

through preventive practices.

Saddleback anticipates the following impact from these efforts:

- Increase availability and access to health care and preventive care services.
- Provide financial assistance to qualified patients.
- Reduce the percentage of residents who delay obtaining needed preventive screenings.
- Aid access to health care services by providing transportation assistance.
- Provide low-income seniors with low-cost or no cost pharmacy assistance.

### **Planned Collaboration**

In order to accomplish the planned activities above, Saddleback anticipates collaborating with:

- Age Well Senior Services
- Family Assistance Ministries
- Florence Sylvester Memorial Senior Center
- Orange County Health Care Agency
- The Illumination Foundation

### **Chronic Diseases (Alzheimer’s Disease, Cancer, Diabetes, Heart Disease, Liver Disease, Lung Disease, and Stroke)**

Saddleback will address these chronic diseases by taking the following actions:

- Offer community health education, community lectures, presentations and workshops.
- Host health and wellness fairs for seniors, including screenings.
- Offer flu shot clinics.
- Provide support groups to assist those with chronic diseases and their families.
- Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases.
- Provide grant funding and in-kind support to community organizations to support chronic disease prevention and treatment.

### **Anticipated Impact**

Saddleback will conduct the above referenced strategies with the overarching goal in mind to reduce the impact of chronic diseases on health and increase the focus on chronic disease prevention and treatment education.

Saddleback anticipates the following impact from these efforts:

- Increase the identification and treatment of chronic disease.



- Increased public awareness of chronic disease prevention.
- Increase individuals' compliance with chronic disease prevention and management recommendations.

### **Planned Collaboration**

In order to accomplish the planned activities above, Saddleback anticipates collaborating with:

- Age Well Senior Services
- Alzheimer's Association Orange County Chapter
- American Cancer Society
- American Heart Association
- Family Caregiver Resource Center Orange County
- Orange County Health Care Agency
- Orange County Office on Aging
- Orange County's Healthier Together
- SeniorServ
- Skilled Nursing Facilities
- South County Senior Centers

### **Mental Health and Behavioral Health**

Saddleback will address mental health and behavioral health by taking the following actions:

- Offer community health education, community lectures, presentations and workshops.
- Participate in health and wellness fairs that include screenings for anxiety and depression.
- Support multisector collaborative efforts that support access to mental and behavioral health services.
- Increase community awareness of prevention efforts and availability of resources to address mental and behavioral health concerns.
- Provide grant funding and in-kind support to community organizations to support mental and behavioral health awareness and access to care.

### **Anticipated Impact**

Saddleback will conduct the above referenced strategies with the overarching goal in mind to increase access to mental and behavioral health services.

Saddleback anticipates the following impact from these efforts:

- Increased availability of mental health and behavioral health services in community settings.

- Improved screening and identification of mental and behavioral health needs.
- Improved coordination among health care providers and community resources and programs.

### **Planned Collaboration**

In order to accomplish the planned activities above, Saddleback anticipates collaborating with:

- Be Well OC
- Family Assistance Ministries
- NAMI – National Alliance on Mental Illness
- OC Mind
- Orange County Health Care Agency
- School districts
- Senior centers
- Tobacco Use Prevention Program

### **Evaluation of Impact**

Saddleback will monitor and evaluate the programs and activities outlined above. The hospital anticipates the actions taken to address significant health needs will improve health knowledge, behaviors, and status, increase access to care, and help support good health. The hospital is committed to monitoring key initiatives to assess impact and has implemented a system to track the implementation of the activities and documents the anticipated impact. Our reporting process includes the collection and documentation of tracking measures, such as the number of people reached/served, increases in knowledge or changes in behavior as a result of planned strategies, and collaborative efforts to address health needs. Through our grants program, community partners track and report program outcomes. An evaluation of the impact of the hospital's actions to address these significant health needs will be reported in the next scheduled Community Health Needs Assessment.

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

Taking existing hospital and community resources into consideration, Saddleback will not directly address the remaining health needs identified in the CHNA including: dental health, and overweight and obesity. Saddleback has chosen to concentrate on those health needs that can most effectively be addressed given the organization's areas of focus and expertise.