



MemorialCare™
Miller Children's & Women's
Hospital Long Beach



**Implementation Strategy
Community Benefit Plan**

FY2020-FY2022

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Implementation Strategy

Introduction

Miller Children's & Women's Hospital Long Beach (Miller Children's) is a pediatric teaching hospital that provides specialized care for children and young adults, as well as maternity care for expectant mothers. Miller Children's is located on a 54-acre campus that it shares with Long Beach Medical Center.

Miller Children's has seven major inpatient care centers within the hospital and comprehensive outpatient specialty centers that feature more than 40 sub-specialties, and include 16 California Children Services (CCS) approved special care centers. These Centers provide specialized care for children with chronic conditions, such as asthma, irritable bowel syndrome, bone deformities, congenital heart defects, rehabilitation, autism, cancer and serious blood disorders.

In FY19, Miller Children's 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 Miller Children's plans to address the significant health needs identified by the CHNA.

Report Adoption, Availability and Comments

This Implementation Strategy was adopted by the Miller Children's Board of Directors on September 17, 2019. This report is widely available to the public on the web site, <https://www.memorialcare.org/content/community-benefit>. Written comments on this report can be submitted to communitybenefit@memorialcare.org.

2019 Community Health Needs Assessment Summary

Miller Children's conducted a Community Health Needs Assessment 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. The significant health needs are listed here in priority order:

1. Housing and homelessness
2. Mental health
3. Economic insecurity
4. Public safety
5. Access to health care
6. Chronic diseases
7. Exercise, nutrition and weight
8. Food insecurity
9. Environment
10. Substance use and misuse
11. Pregnancy and birth outcomes
12. Preventive practices
13. Sexually transmitted infections
14. Oral health/dental care

Focus group participants were also asked to identify the most important significant health needs. The top five priorities were calculated by tallying all focus group participant votes and selecting the five significant health needs with the highest scores.

The top priorities were:

1. Access to health care
2. Mental health and mental health conditions
3. Housing and homelessness
4. Public safety
5. Chronic diseases

Definition of the Community Service Area

Miller Children’s and Women’s Hospital is located at 2801 Atlantic Avenue, Long Beach, CA 90806. The service area includes 39 ZIP Codes, representing 22 cities in Los Angeles County. The service area also includes parts of Los Angeles County Service Planning Area (SPA) 6, SPA 7, and SPA 8.

Miller Children’s Service Area

City	ZIP Code	LA County Service Planning Area
Bell/Cudahy	90201	SPA 7
Bellflower	90706	SPA 7
Carson	90745	SPA 8
Cerritos	90703	SPA 7
Compton	90220, 90221, 90222	SPA 6
Downey	90241, 90242	SPA 7
Gardena	90247	SPA 8
Hawaiian Gardens	90716	SPA 7
Hawthorne	90250	SPA 8
Huntington Park	90255	SPA 7
Lakewood	90712, 90713, 90715	SPA 7
Long Beach	90802, 90803, 90804, 90805, 90806, 90807, 90808, 90810, 90813, 90814, 90815	SPA 8
Lynwood	90262	SPA 6
Norwalk	90650	SPA 7
Paramount	90723	SPA 6
Signal Hill	90755	SPA 8
San Pedro	90731	SPA 8
South Central LA	90001, 90002, 90003, 90044	SPA 6
South Gate	90280	SPA 7
South Los Angeles	90059	SPA 6
Wilmington	90744	SPA 8

Significant Health Needs the Hospital Will Address

This Implementation Strategy provides additional details on how Miller Children's 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 and Strategy Committee to determine the significant health needs Miller Children's 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, Miller Children's will focus on: access to health care, chronic diseases, mental health, pregnancy and birth outcomes, preventive practices, sexually transmitted infections and substance use and misuse. The hospital will consider the Social Determinants of Health (SDOH) as they address the identified priority needs. There may be ways to address SDOH items (housing, food insecurity, safety, transportation, etc.), when implementing proven strategies to impact the priority needs of the community.

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

Miller Children's 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, for the uninsured and underinsured.
- Provide transportation support to increase access to health care services.
- Train residents and fellows in pediatric specialties.
- Support specialty care clinics.

- Provide specialty care for children through the Outpatient Specialty Center at Miller Children’s & Women’s Hospital Long Beach (a California Children’s Services (CCS) approved Special Care Center).
- Provide grant funding and in-kind support to increase access to health care.
- Work in collaboration with community agencies to help address the impact that the social determinants of health have on health care access.

Anticipated Impact

Miller Children’s will conduct these strategies with the overarching goal in mind to increase access to health care for medically underserved children.

Miller Children’s anticipates the following impact from these efforts:

- Increase access to health care and reduce barriers to care.
- Provide financial assistance to qualified patients.
- Support access to health care services by providing transportation assistance.
- Increase awareness of the impact that social determinants of health have on access to health care services.

Planned Collaboration

In order to accomplish the planned activities above, Miller Children’s anticipates collaborating with:

- Best Start Central Long Beach
- Black Infant Health Program
- Cambodian Advocacy Center
- Children’s Dental Health Clinic
- City of Long Beach
- Department of Health Care Services, California Children’s Services (CCS)
- Long Beach Department of Health and Human Services
- Long Beach Forward
- Long Beach Multi-Service Center
- Long Beach Unified School District
- Seaside Health Plan
- The Children’s Clinic Serving Children and Their Families
- United Cambodian Association
- University of California Irvine, School of Medicine
- Welcome Baby Program

Chronic Diseases

Miller Children’s will address chronic disease by taking the following actions:

- Offer health education, community lectures, presentations and workshops on chronic disease prevention, treatment and management.
- Provide health education focused on activity, exercise and nutrition.
- Continue its work through the Long Beach Alliance for Children with Asthma (LBACA), which provides education, clinician training, community health workers, and advocacy related to asthma in the greater Long Beach community.
- Participate in health and wellness fairs and offer preventive screenings.
- Provide support groups to assist children with chronic diseases and their families.
- 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).
- Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases.
- Provide funding and in-kind support to encourage chronic disease prevention and treatment.

Anticipated Impact

Miller Children's 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.

Miller Children's 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, Miller Children's anticipates collaborating with:

- American Cancer Society
- American Diabetes Association
- American Heart Association
- American Lung Association
- City of Long Beach
- Department of Health Care Services, California Children's Services (CCS)
- Healthy Active Long Beach
- Long Beach Alliance for Children with Asthma (LBACA)
- Long Beach Department of Health and Human Services
- School districts

- The Children’s Clinic Serving Children and Their Families
- Walk Bike Long Beach

Mental Health

Miller Children’s will address mental health by taking the following actions:

- Offer health education, community lectures, presentations and workshops.
- Support multisector collaborative efforts that increase access to mental health services.
- Promote the school reintegration program for children with long-term mental illness in order to prevent school absenteeism.
- Provide support groups for parents and children to address unique health needs and increase social support.
- Provide mental health screening and counseling for children and their families who access care at the MemorialCare Family Medicine Clinic.
- Increase community awareness of prevention efforts and availability of resources to address mental health concerns.
- Provide funding and in-kind support to increase mental health awareness and access to care.

Anticipated Impact

Miller Children’s will conduct the above referenced strategies with the overarching goal in mind to increase access to mental health services.

Miller Children’s anticipates the following impact from these efforts:

- Increased access to mental health services in community settings.
- Improved screening and identification of mental health needs.
- Improved coordination among health care providers and community resources and programs.

Planned Collaboration

In order to accomplish the planned activities above, Miller Children’s anticipates collaborating with:

- Long Beach Department of Health and Human Services
- Long Beach Multi-Service Center
- Long Beach Unified School District
- Los Angeles County Department of Mental Health
- Mental Health America of Los Angeles
- NAMI – National Alliance on Mental Illness
- Pacific Asian Counseling Services (PACS)
- SPIRITT Family Services

- The Guidance Center
- The LGBTQ Center

Pregnancy and Birth Outcomes

Miller Children's will address pregnancy and birth outcomes by taking the following actions:

- Provide health education and support group services for new and expecting mothers.
- Track birth outcomes in partnership with the Black Infant Health program.
- Continue providing education and other services to mothers and babies as part of its Welcome Baby program.
- Support breastfeeding initiatives for new and expecting mothers.
- Provide public health education in the media and community health awareness events to encourage healthy behaviors in pregnancy and in the post-partum period.
- Provide funding and in-kind support to improve birth outcomes.

Anticipated Impact

Miller Children's will conduct the above referenced strategies with the overarching goal in mind to improve the health of new mothers and their babies through preventive and post-partum practices.

Miller Children's anticipates the following impacts from these efforts:

- Increase access to supportive services for new and expecting mothers.
- Increase rates of breastfeeding.
- Improve birth outcomes.

Planned Collaboration

In order to accomplish the planned activities above, Miller Children's anticipates collaborating with:

- Best Start Central Long Beach
- Black Infant Health Program
- Cambodian Advocacy Center
- City of Long Beach
- Family Resource Center Network of Los Angeles County
- First 5 LA
- For The Child
- Harbor Regional Center
- Home Visitation Collaborative Partnership
- Long Beach Breastfeeds

- Long Beach Department of Health and Human Services
- Long Beach Forward
- Long Beach Unified School District
- Regional Hospital Breastfeeding Consortium
- The Children’s Clinic Serving Children and Their Families
- United Cambodian Association
- Welcome Baby Program
- Women, Infant and Children (WIC) program

Preventive Practices

Miller Children’s will address preventive practices by taking the following actions:

- Provide free health screenings.
- Provide education and resources focused on healthy living and disease prevention.
- Reduce injuries and accidents among children by providing safety programs, bicycle helmets and car seats.
- Provide public health education in the media and community health awareness events to encourage healthy behaviors and promote preventive health care.
- Provide funding and in-kind support to increase preventive health services.

Anticipated Impact

Miller Children’s will conduct the above referenced strategies with the overarching goal in mind to improve community health through preventive practices.

Miller Children’s anticipates the following impact from these efforts:

- Increase availability and access to preventive care services.
- Increase compliance with preventive care recommendations (screenings, immunizations, and injury prevention).

Planned Collaboration

In order to accomplish the planned activities above, Miller Children’s anticipates collaborating with:

- Black Infant Health Program
- Cambodian Advocacy Center
- City of Long Beach
- Injury Prevention Alliance of Los Angeles County
- Junior League of Long Beach
- Latinos in Action
- Long Beach Abuse and Neglect Network (LBCANN)
- Long Beach Department of Health and Human Services

- Long Beach Early Intervention Council
- Long Beach Forward
- Long Beach Multi-Service Center
- Long Beach Unified School District
- Safe Long Beach
- Safety Belt Safe
- Suspected Child Abuse and Neglect Partnership
- The Children’s Clinic Serving Children and Their Families
- United Cambodian Association
- Walk Bike Long Beach
- Walk Long Beach
- Welcome Baby Program

Sexually Transmitted Infections

Miller Children’s will address sexually transmitted infections by taking the following actions:

- Support community health education, community lectures, presentations and workshops.
- Encourage screening in primary care settings.
- Provide funding and in-kind support to prevent and treat sexually transmitted infections.

Anticipated Impact

Miller Children’s will conduct the above referenced strategies with the overarching goal in mind to reduce the transmission of sexually transmitted infections.

Miller Children’s anticipates the following impact from these efforts:

- Increased knowledge about prevention and treatment of sexually transmitted infections.
- Reduced transmission of sexually transmitted infections.

Planned Collaboration

In order to accomplish the planned activities above, Miller Children’s anticipates collaborating with:

- Long Beach Department of Health and Human Services
- Long Beach Multi-Service Center
- Los Angeles Department of Public Health
- Planned Parenthood
- The Children’s Clinic Serving Children and Their Families
- The LGBTQ Center

Substance Use and Misuse

Miller Children's will address substance use and misuse by taking the following actions:

- Offer health education, community lectures, presentations and workshops.
- Increase community awareness of prevention efforts and availability of resources to address substance use and misuse concerns.
- Provide funding and in-kind support to increase substance use awareness and access to care.

Anticipated Impact

Miller Children's will conduct the above referenced strategies with the overarching goal in mind to increase access to substance use services.

Miller Children's anticipates the following impact from these efforts:

- Increased availability of substance use services in community settings through collaboration with community partners.
- Improved screening and identification of substance use needs.
- Improved coordination among health care providers and community resources and programs.

Planned Collaboration

In order to accomplish the planned activities above, Miller Children's anticipates collaborating with:

- Long Beach Department of Health and Human Services
- Long Beach Multi-Service Center
- Long Beach Unified School District
- Los Angeles Department of Public Health
- The Children's Clinic Serving Children and Their Families

Evaluation of Impact

Miller Children's 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 and collaborative efforts to address health needs. Through our grants program, we 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, Miller Children's will not directly address the remaining health needs identified in the CHNA including: exercise/nutrition/weight and oral health. Miller Children's has chosen to concentrate on those needs that can most effectively be addressed given the organization's areas of focus and expertise.