

2015 Community Benefit Report

Caring for Our Community



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Submitted to Michael Nelson, Compliance Auditor Office of
Statewide Health Planning and Development, 400 R Street, Room
250, Sacramento, CA 95811

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MISSION

To improve the health of our community through compassion and excellence in healthcare services.

VISION

To create the ideal patient-centered environment to surpass expectations.

VALUES

- Quality
- Safety
- Teamwork
- Accountability
- Integrity
- Respect

CARING FOR OUR COMMUNITY

Henry Mayo's impact in the community is felt in many ways, including providing financial assistance to uninsured patients, offering prevention and awareness programs that help keep the community healthy, and providing education and training to current and future healthcare professionals.

As a not-for-profit community hospital, we conduct a needs assessment study every three years to better understand the community's needs and to assist Henry Mayo with community planning activities; develop a community benefit plan to improve the health of the community; and annually submit a copy of the plan to the Office of Statewide Health Planning and Development.

Henry Mayo's mission, vision and values, and its role in the community, serve as the foundation for everything the hospital does.

PROGRESS REPORT | FY 2015

During FY 2015, Henry Mayo continued to focus on its community imperative of facilitating people and resources to come together to meet critical healthcare needs. Top goals included having exceeded over 1500 community members receive health education and awareness through lectures and outreach events.

As part of its education goals, Henry Mayo provided lectures and brought two new conferences to the community. Henry Mayo provided more than nine screening opportunities for the community and participated in a number of outreach events.

Community Imperative:

In line with our mission to improve the health of our community through compassion and excellence in healthcare services, Henry Mayo is committed to improving healthcare access.

- Providing financial assistance that supports access to care for uninsured and underinsured patients who do not have the resources to pay for their care.
- Enrollment assistance with federal, state and county programs, including in-home enrollment assistance.
- Support the local homeless in providing financial assistance and access to medical supplies.
- Exploring partnerships with area community clinics.
- Offering medical expert speakers for area community partners.

Cardiovascular Disease:

To address the identified health need of cardiovascular disease, Henry Mayo will offer:

- Care for Your Heart health screenings will be offered to include cholesterol and glucose tests, blood pressure monitoring, height and weight analysis, body fat and body composition, carotid artery screenings, heart risk assessments, and nutritional education.

- Community health education offered on topics related to heart health, nutrition, warning signs of strokes and other related topics.
 - A stroke support group, which is open to the community.
- Provide carotid artery screening to seniors at the SCV Senior Center as well as a quarterly heart fairs.
- Implement a sponsorship of American Heart Association community awareness programs and events.
- Partner with the SCV Senior Center and Canterbury Village- a local low-income senior housing facility- to provide stroke education to homebound seniors.

Diabetes:

To address the identified health need of diabetes, Henry Mayo will offer:

- An established community diabetes program.
- Community health education and support group on topics related to diabetes management, nutrition, prevention and other related topics.
- Promote healthy lifestyles and healthcare services available in the community through participation in Health and Wellness Fairs the annual Diabetes walk, and speaking/lecture opportunities.
- Partner with community organizations to address diabetes self-management (health fairs or lecture series).
- Continue sponsorship of American Diabetes Association community awareness events.

COMMUNITY BENEFIT PLAN | FY 2014-2016

Following our 2013 Community Health Needs Assessment, Henry Mayo developed an Implementation Strategy, and through a commitment of resources facilitated by the hospital's community benefit program, is addressing three priority health needs: Access to Care; Cardiovascular Disease; and Diabetes.

Community Imperative: Facilitate people and resources to come together to meet critical healthcare needs.

Strategy: Ensure that community benefit efforts yield measurable outcomes for the Santa Clarita Valley

GOALS:

HEART HEALTH - Provide opportunities to more than 800 uninsured and underinsured patients to manage and improve heart health through regular screenings and education in English and Spanish. Host four heart health fairs. Participate in two community fairs. Provide educational materials in English and Spanish. Engage bilingual staff. Heart Fair attendance was increased by 10 percent. More than 800 screenings were provided to community. English and Spanish materials were available along with additional bilingual staff.

MENTAL HEALTH - Host hospital-based grief support group every two weeks. Baseline to be established. Grief Support group was launched in March 2013. Also started Cancer Care Support group in 2013.

SENIOR HEALTH - Increase audience participation at monthly Senior Center education sessions through lectures. Average attendance: 20-25.

LATINO OUTREACH - Generate increase in participation from Latino community through education and screenings staffed by bilingual clinical and health education professionals from June 1 to September 30, 2016. Baseline established in Oct. 2013 with 30 attendees at two outreach events.

STROKE EDUCATION/AWARENESS - Increase the percentage of patients arriving to the ED within two hours of symptom onset from 35% in FY15 to 50% or more in FY 2016

SUMMARY OF COMMUNITY BENEFIT ACTIVITIES

Henry Mayo was involved with a number of activities to improve the community's health and well-being, ranging from offering preventive health screenings, and education and awareness events, to helping those who were underinsured or lacked insurance. Many of these activities will continue in FY 2016.

Medical Care Services

As a not-for-profit community hospital, Henry Mayo has an obligation to serve everyone — regardless of an individual's ability to pay. In FY 2015, the hospital provided \$6,193,229 in charity care.

- Funding received from a grant from the Susan G. Komen Foundation totaling \$40,000 allowed the Sheila R. Veloz Breast Imaging Center to provide breast cancer screening and diagnostic procedures to help those who cannot afford them. Henry Mayo also offered referrals to Northeast Valley Health Corporation and Samuel Dixon Family Health Centers as well as Circle of Hope, Inc., a local nonprofit that offers financial and emotional assistance to uninsured and underinsured breast cancer patients who live, work, or receive treatment in the Santa Clarita Valley.

- In FY 2015, Henry Mayo's Behavioral Health Unit (BHU) continued to provide medical and psychological treatment to help patients re-enter society and function at a higher level.

The unit's multidisciplinary team comprised of psychiatrists, psychiatric-certified registered nurses, marriage and family therapists, social workers, activity therapists and others, helped BHU patients afflicted with a variety of acute psychiatric illnesses. These include schizophrenia, schizoaffective disorder, bipolar disorder, and major depression. During the year, the unit continued to offer online mental health screenings through the hospital's website. The screenings, which include Spanish-language versions, allowed visitors to participate in anonymous screenings for depression, general anxiety, adolescent depression, post-traumatic stress and bipolar disorder.

Community Engagement, Education and Screenings

Throughout the year, Henry Mayo offered a number of activities to benefit the broader community. These included:

- Free, quarterly Care for Your Heart health screenings, which included cholesterol and glucose tests, blood pressure monitoring, height and weight analysis, body fat and BMI measurement, carotid artery screening, and heart risk assessment. Spanish-speaking materials and translators were available.
- During FY 2015, just over 800 area residents took advantage of these free screenings, with each heart fair attracting about 200 attendees, a significant increase from the nearly 60 who attended the first fair in 2007.
- A study of the results from past year's heart fairs found that the health screenings are making a difference in the community. It revealed that 56 percent of those who attended three or more heart fairs showed improvement in their cholesterol; 56 percent of those who attended three or more heart fairs showed an improvement in the glucose; 48 percent of those who attended three or more heart fairs improved their BMI; and there was an average of 40 percent improvement in blood pressures among those who attended three or more heart fairs.
- In 2015, Henry Mayo continued its monthly spine education class series, with complimentary classes offered at both the Henry Mayo campus and at its Golden Valley location. Taught by a Henry Mayo physical therapist, the class covers correct posture, body mechanics, daily living activities, and the role of exercise to maintain strong backs. These classes attracted almost 50 people in FY 2015 and were focused on lifestyle changes that can help with pain management and prevent future back injuries.
- Henry Mayo nurses shared information about warning signs, symptoms of stroke, Diabetes Management, nutritional information and the importance of a healthy diet and exercise to reduce risk factors at the Care for Your Heart health screenings.

- In May 2015, during Stroke Awareness Month, Stroke Education was provided to the SCV Senior Center as part of the monthly lecture series. More than 20 seniors participated in the program and learned about the signs and symptoms of a stroke.
- Free, monthly one-hour CPR classes on the hospital's campus in partnership with Superior Life Support. Approved by the American Heart Association, the Family & Friends CPR program is designed to educate participants on how to recognize and care for an adult or child who is choking and how to perform CPR. Taught voluntarily by a Los Angeles County firefighter, classes are open to anyone who wants to learn CPR but does not need to be certified.
- In conjunction with the local Sherriff Department and community safety advocates, Henry Mayo continued its participation in White Ribbon Week to promote awareness of safe driving habits for teen drivers and encourage high school seniors to have fun during their graduation celebrations without engaging in high-risk activities, such as impaired driving. More than 5,000 ribbons were purchased and distributed to teens during their senior assemblies and proudly worn during graduation ceremonies as a reminder to drive safely. Five hundred ribbons were also made available throughout the city for parents and others to show their support for the program.
- Also as part of the Drive Safe program, Henry Mayo's trauma nurses led the City of Santa Clarita Community Court's diversion classes where they presented graphic images of car crashes caused by teens, followed by candid discussions on what young drivers can do to prevent collisions and make positive life choices.
- The hospital also continued its collaboration with the William S. Hart Union High School District; the Santa Clarita station of the Los Angeles County Sheriff's Department, AMR, and other agencies to produce the Every 15 Minutes presentation. The presentation includes a reenactment of a traffic collision and an Emergency Room visit, providing a harsh real-life lesson designed to educate high school students about the dangers of driving while being distracted or under the influence of drugs or alcohol.
- As an umbrella hospital capable of providing assistance and resources to other hospitals in the event of an emergency, Henry Mayo showed some of its resources and preparedness skills at the Emergency Expo at the Valencia Hyatt, which attracted several thousand attendees. Henry Mayo's Disaster Resources Center displayed and demonstrated its potential in the event of an earthquake, hazardous spill, or other major catastrophe.

- Emergency room physicians also took their educational messages on the road in 2015 as they addressed a number of topics with a goal of reducing ER visits and preventable deaths. Some of these public lectures and media opportunities included the dangers of spider and snake bites at the Emergency Expo; and the dangers of illegal drugs presented in conjunction with the City of Santa Clarita.
- Back by popular demand, Henry Mayo's Enormous Educational Colon returned to the SCV Relay For Life 2015, hosting more than 1,500 visitors who came to see the educational tunnel – 12 feet high, 18 feet wide, and 30 feet long. Physicians and staff were on hand to help visitors tour the colon and answer their questions.
- The cancer museum focused on education, prevention and action. After visitors toured the colon, they were asked to take a brief survey on the educational impact of their experience. There were a total of 331 participants. Surveys revealed a significant educational impact on the participants when it comes to identifying various stages of cancer, and the awareness and importance of early testing.
- Relay for Life visitors could also participate in a series of recreational activities promoting a healthy, active lifestyle. Children attending the event were taught about skin care and proper sunscreen application as a mean of skin cancer prevention.
- Relay for Life celebrates cancer survivorship and raises money for research and programs for the American Cancer Society. The event was held at Central Park in May and raised nearly \$500,000, with Henry Mayo providing a \$10,000 sponsorship. Money raised is used to help fight cancer in the community.
- Returning to Relay, the popular Cancer Pathology Museum presented visual samples of malignant and healthy organs. More than 1500 Cancer Pathology Museum visitors toured the museum and viewed healthy and malignant organs. Hospital staff and volunteers were on hand to talk about the organs and provide prevention tips and screening information.
- In November, Team Henry Mayo was out at the local Light the Night Leukemia/Lymphoma walk at Bridgeport Park where we provided information about our infusion center and services providing support to patients.
- Henry Mayo also participated in the Diabetes Walk, where Henry Mayo Diabetes Management staff provided nutrition education and engaging games on carb counting and identifying healthy food alternative. Participants were asked to take a

brief survey to measure how effective the games and information were in furthering their knowledge of Diabetes. Baseline: 100% of participants indicated that they felt the education game was effective in teaching them the difference between good/bad carbs. A total of 80 surveys were completed.

- At the Kids Expo, hosted by the Child and Family Center, trauma nurses spoke about bicycle safety and instructed booth visitors on how to properly fit a bicycle helmet.
- Addressing approximately 20 seniors each month, Henry Mayo provided a series of clinical experts to engage with seniors at the SCV Senior Center about health topics ranging from eye care to heart health to stroke education and colorectal cancer.
- Filling a void at the SCV Senior Center, Henry Mayo provided flu shots to seniors after Los Angeles County Department of health was no longer able to provide the immunization. Approximately 80 flu shots were administered.
- Henry Mayo participated in Day of the Child at College of the Canyons, where people visited our booth and were educated about our NICU and care of babies.
- At the Caregiver Resource Fair, Henry Mayo provided seniors and their caregivers information about hospital resources and learned about hospital support groups.
- As the Title and Presenting sponsor of the Golden Years Expo, Henry Mayo showcased multiple hospital services focused on seniors in the community, including Cardiovascular Services; Rehabilitation Services; Certified Stroke Center; and free flu shots. During the six-hour event, the Hospital provided cholesterol/glucose/blood pressure, body composition screenings and carotid artery screenings. Educational brochures were provided to attendees.
- Henry Mayo participated in the Val Verde Health Fair and Back to school event where staff and nutritionist were present to educate kids about eating healthy and reducing sugar intake. Kids volunteered to take an exercise pledge. We had approximately 32 participants.
- For the first time, Henry Mayo held a Concussion Conference highlighting the growing concern and importance of addressing concussion incidents early on as a prevention of long term brain injury. The conference was open to physicians, school athletic administrators and therapists in the Santa Clarita Valley. We had approximately 120 attendees.

- Also for the first time, Henry Mayo hosted a Pain Conference for Santa Clarita physicians, pharmacists, nurses, and residents. Speakers from the DEA, the California Board of Registered Nurse, Los Angeles County Sherriff's department, and the California State Board of Pharmacy were invited. The conference focused on Opioids overdose, over prescription, and how to identify abuse of pain killers. The conference had 175 attendees and shed light on this area of growing concern.
- As the presenting sponsor of the first Maternity and Baby Expo here in the SCV valley, Henry Mayo nurses where available to answer questions on labor and delivery and the importance of breastfeeding.
- Henry Mayo participated in the Taste of the Town event where attendees were served samples of healthy salads and snacks served at the hospital's café.

INVENTORY AND ECONOMIC VALUATION

Henry Mayo offers financial assistance to patients meeting certain criteria in relationship to the Federal Poverty Level (FPL) and/or those who may face or who have catastrophe circumstances during the year. We offer financial assistance to patients whose family incomes are 100% of the federal poverty level and allow variable discount amounts to families up to 400% of the federal poverty level.

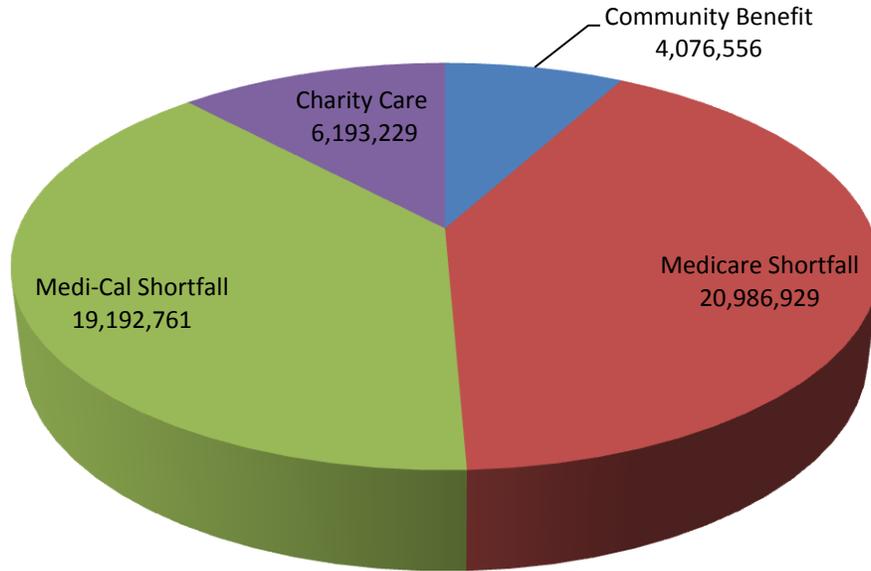
Patients who meet the FPL guidelines with high medical costs may also receive additional financial support. This can include assistance with out-of-pocket costs exceeding 10% of the patient's income in the prior 12 months or uninsured patients whose family income meets the FPL and whose out-of-pocket expenses do not exceed 10% of the patient's family income. These patients may qualify under the extended charity or discount policy. Patients may also be eligible for health benefits through Medicare, Medi-Cal, CCS or Healthy Families.

The Sheila R. Veloz Breast Imaging Center provides breast cancer screenings and diagnostics to women regardless of their ability to pay. Through the Circle of Hope, we offer referrals for financial and emotional assistance to uninsured and underinsured breast cancer patients.

The breast imaging center also serves uninsured and underinsured individuals over the age of 40 through the hospital's Foundation and takes part in the state-subsidized program for women over 40. In addition, a grant from the Susan G. Komen for the Cure Foundation subsidizes costs for symptomatic women and men under 40.

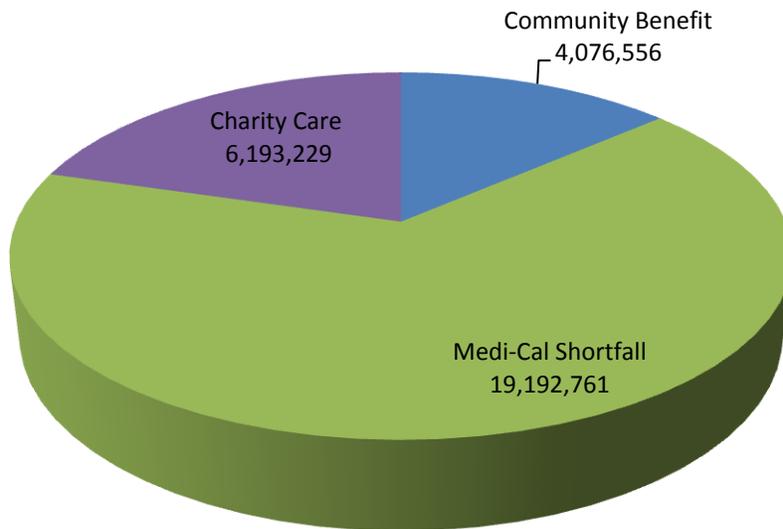
FY15 Community Benefit Costs

Community Benefit Medicare Shortfall Medi-Cal Shortfall Charity Care



FY15 Community Benefit Costs without Medicare Shortfall

Community Benefit Medi-Cal Shortfall Charity Care



EXECUTIVE TEAM

Roger E. Seaver
President,
Chief Executive Officer

John V. Schleif
Senior Vice President,
Chief Operating Officer

C.R. Bob Hudson
Senior Vice President,
Chief Financial Officer

Larry R. Kidd, RN, NEA-BC
Vice President, Patient Care Services,
Chief Nursing Officer

Cindy Peterson
Vice President,
Chief Information Officer

Mark Puleo
Vice President,
Chief Human Resource Officer

Richard Frankenstein, MD
Vice President, Professional Services,
Chief Medical Officer

Jonathan Miller
Vice President,
Ancillary and Support Services

Marlee Lauffer
President, Henry Mayo Newhall Hospital Foundation
Vice President, Marketing and Communications
Henry Mayo Newhall Hospital

MEDICAL STAFF INVOLVEMENT

Members of the medical staff members work with hospital staff to provide guidance for health fairs and wellness screenings in Henry Mayo's service area, including preventive health activities, such as colorectal cancer screenings and the American Cancer Society's Relay for Life, and speaking on public forums to promote health education and awareness.

PUBLIC REVIEW

This report is intended to provide an overview of Henry Mayo's activities to improve the health of the community. The report is accessible through the hospital's website, www.henrymayo.com.

COMMUNITY BENEFIT REPORT CONTACT

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HENRY MAYO BOARD OF DIRECTORS -FY 2015

Henry Mayo is governed by a volunteer Board of Directors. The selection and ultimate election of new board members begins with the recommendations of the Governance Committee that consists of respected local business or civic leaders. Most of the hospital's board members live or work in the Santa Clarita Valley and, because they know their families, friends, and neighbors depend on Henry Mayo, they hold the administration, and themselves, to the highest performance standards possible.

OFFICERS AND MEMBERS FY 2015

Don Kimball, Board Chair
EVP/Operations and Financial Affairs and Secretary, Newhall Land

Judy Fish, PhD, Board Vice Chair
Retired Superintendent -Saugus Union School District

John Barstis, MD
Physician

Robert Benjamin
Owner, Western Airparts Corp.

Richard Corlin, MD
Physician

Dale Donohoe
Owner, Intertex Companies

James D. Hicken , President & CEO, State Bank of India

Cheri Fleming
Owner, Valenica Acura

Lakhbinder Dhanda, MD
Chief of Staff

Mark Chamberlain
COO, Alfred Mann Foundation

Richard Corlin, MD
Physician

Chris Luechtefeld
VP, Wealth Management Morgan Stanley

Mark Liker, MD
Physician

Roscoe Marter, MD
Physician

Craig Peters
EVP, CB Richard Ellis

Roger E. Seaver
President & CEO, Henry Mayo Newhall Hospital

ABOUT HENRY MAYO NEWHALL HOSPITAL

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Henry Mayo Newhall Hospital has been the center of Santa Clarita Valley health care since 1975. With almost 400 board-certified physicians on the medical staff, this 238-bed not-for-profit facility provides such specialty services as emergency and trauma care, stroke care, spine surgery, joint replacement, neonatal intensive care and a full range of cardiovascular care. Whether caring for the most fragile infants or patients at the bedside; sharing resources beyond hospital walls; or performing life-saving surgeries, Henry Mayo's physicians, employees and volunteers create the ideal patient-centered environment for every patient, every time. Since its inception, the hospital has inspired a community of grateful patients and philanthropists who continue to invest in and provide tremendous support for the hospital's mission, vision and values.

Henry Mayo is located at 23845 McBean Parkway, Valencia, CA 91355-2083. For more information, please visit www.henrymayo.com or call (661) 253-8000.