



# **2017-2019 Implementation Strategy**

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# Implementation Strategy

## Introduction

Henry Mayo Newhall Hospital (Henry Mayo) is a 238-bed nonprofit hospital that serves the Santa Clarita Valley in Los Angeles County, California. Founded in 1975, Henry Mayo is a fully accredited, acute care hospital and level II trauma center that provides inpatient and outpatient services. The mission of the hospital is to improve the health of our community through *compassion* and *excellence* in health care services.

In 2016, Henry Mayo 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 and help guide the hospital's community health improvement programs and community benefit activities, as well as its collaborative efforts with other organizations that share a mission to improve health. This Implementation Strategy explains how Henry Mayo plans to address the significant health needs identified by the CHNA.

## 2016 Community Health Needs Assessment Summary

Henry Mayo conducted a CHNA to comply with state and federal regulations guiding tax exempt hospitals. The CHNA is posted on the hospital website and can be accessed at <http://www.henrymayo.com/our-community/our-community>. Public comment on the CHNA and Implementation Strategy are encouraged and are used to inform this work.

The CHNA 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 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 following significant health needs were identified:

- Access to health care
- Asthma
- Cancer
- Dental Care
- Diabetes
- Heart disease
- Mental health
- Overweight/obesity
- Preventive practices (screenings, vaccines)
- Substance abuse (alcohol, drugs, tobacco)

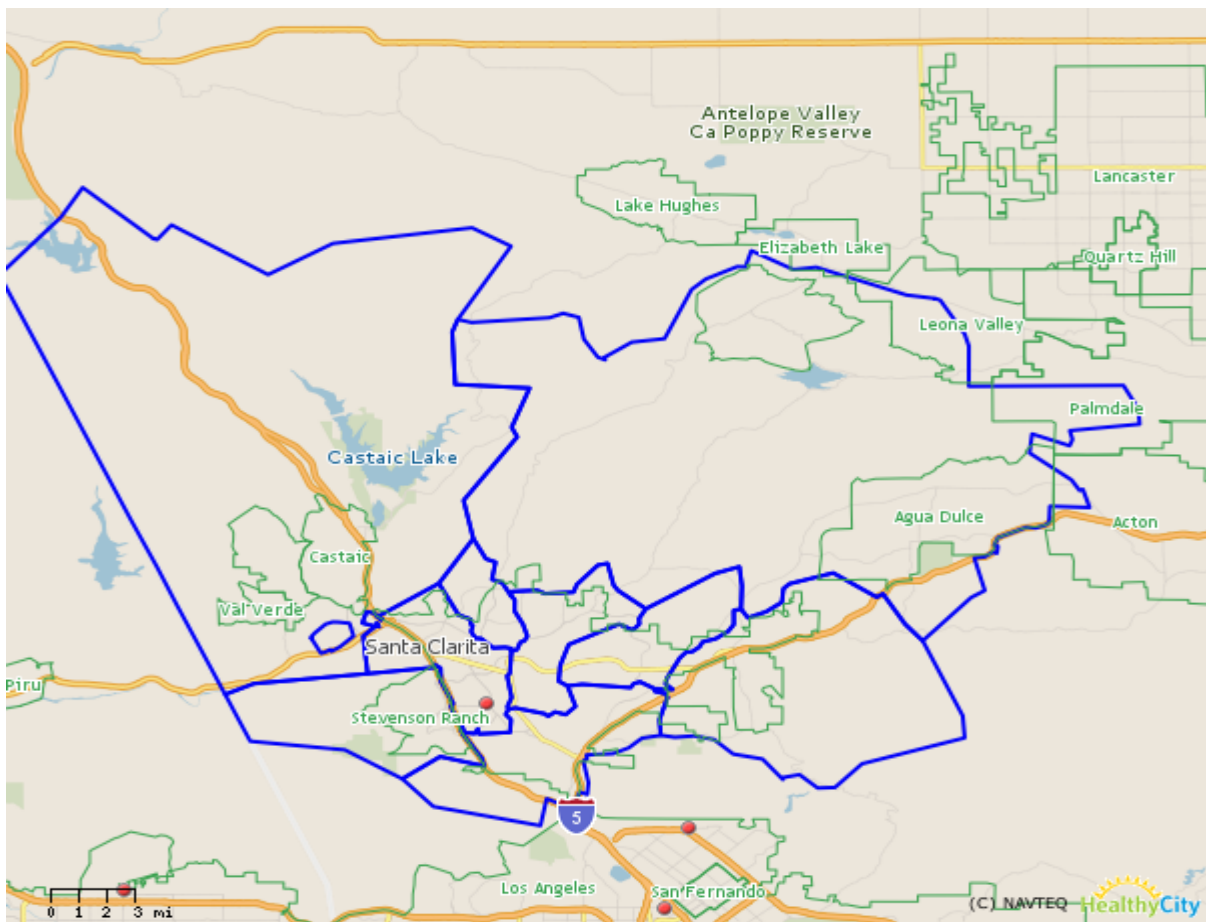
## Definition of the Community Service Area

Henry Mayo Newhall Hospital is located at 23845 McBean Parkway, Valencia, California 91355. The service area includes portions of Service Planning Area (SPA) 2 (San Fernando) in Los Angeles County. The hospital service area includes 10 zip codes, representing 9 cities or communities. The Henry Mayo Hospital service area is presented below.

**Henry Mayo Newhall Hospital Service Area**

Geographic Area	Zip Code	SPA/County
Agua Dulce / Saugus	91350, 91390	SPA 2, Los Angeles County
Canyon Country	91351, 91387	SPA 2, Los Angeles County
Castaic / Val Verde	91384	SPA 2, Los Angeles County
Newhall	91321, 91322	SPA 2, Los Angeles County
Santa Clarita	91354	SPA 2, Los Angeles County
Stevenson Ranch	91381	SPA 2, Los Angeles County
Valencia	91355	SPA 2, Los Angeles County

**Map of the Henry Mayo Hospital Service Area**



The population for the Henry Mayo service area is 276,958. Children and youth, ages 0-17 make up 26.8% of the population; 63.9% are 18-64 years of age; and 9.3% of the population are seniors, 65 years and older. In the service area, 50.8% of the population is White; 30.4% is Hispanic/Latino; 10.6% of the residents are Asian; 3.4% are Black/African American; 0.1% is American Indian/Alaskan Native; 0.1% are Native Hawaiian/Pacific Islander; and 4.6% are another race or multiple race/ethnicity. English is spoken in the home among 69.5% of the service area population. Spanish is spoken at home among 19.1% of the population; 6.6% of the population speaks an Asian language. In the service area, 8.7% of the population is at or below 100% of the federal poverty level (FPL) and 20.7% of the population in the service area is considered low-income, living at or below 200% of FPL. Among adults, ages 25 and older, 10.9% of area adults lack a high school diploma, 45.4% of service area adults are high school graduates and 43.7% are college graduates.

## Significant Health Needs the Hospital Will Address

This Implementation Strategy provides details on how Henry Mayo plans to address the significant health needs identified in the 2016 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 leadership team to determine which significant health needs Henry Mayo will address in the Implementation Strategy:

- **Organizational Capacity:** There is capacity to address the issue.
- **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, Henry Mayo will address: access to care; cancer; diabetes; heart disease; and preventive practices. 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

Henry Mayo will address access to care by taking the following actions:

- Offer support to Northeast Valley Health Corporation to establish a new primary care clinic in Newhall.
- Provide financial assistance through both free and discounted care for health care services, consistent with the hospital's financial assistance policy.
- To address health care access issues, the hospital will offer information and enrollment assistance for free and low-cost insurance programs.

### Anticipated Impact

Henry Mayo will conduct these strategies with the overarching goal in mind to increase access to health care for the medically underserved.

The hospital anticipates the following impact from these efforts:

- Increase access to health care.
- Provide financial assistance to qualified patients.
- Support access to health care services by providing transportation assistance.

### **Planned Collaboration**

In order to accomplish the planned activities, Henry Mayo anticipates collaborating with:

- Community health centers
- School districts and schools

### **Cancer**

Henry Mayo will address cancer by taking the following actions:

- Host community health and wellness fairs, including screenings.
- Provide support groups to assist those with cancer and their families.
- Provide health education and community health awareness events to encourage healthy behaviors and prevent cancer.

### **Anticipated Impact**

Henry Mayo will conduct the above referenced strategies with the overarching goal in mind to promote cancer awareness and prevention.

The hospital anticipates the following impact from these efforts:

- Increase the identification and treatment of cancer.
- Increase public awareness of cancer prevention.

### **Planned Collaboration**

In order to accomplish the planned activities, Henry Mayo anticipates collaborating with:

- American Cancer Society

### **Diabetes**

Henry Mayo will address diabetes by taking the following actions:

- Offer free diabetes prevention and management classes in English and Spanish.
- Partner with community groups to offer diabetes education.
- Provide community health awareness events to encourage healthy behaviors and prevent diabetes.

### **Anticipated Impact**

Henry Mayo will conduct the above referenced strategies with the overarching goal in mind to promote diabetes prevention and treatment.

The hospital anticipates the following impact from these efforts:

- Increase the identification and treatment of diabetes.
- Increase public awareness of diabetes prevention.

### **Planned Collaboration**

In order to accomplish the planned activities, Henry Mayo anticipates collaborating with:

- American Diabetes Association
- Community health centers

### **Heart Disease**

Henry Mayo will address heart disease by taking the following actions:

- Host community health education and wellness fairs, including screenings.
- Offer a cardiac rehabilitation program.
- Provide community health awareness events to encourage healthy behaviors and prevent cancer.

### **Anticipated Impact**

Henry Mayo will conduct the above referenced strategies with the overarching goal in mind to promote heart disease prevention and treatment.

The hospital anticipates the following impact from these efforts:

- Increase the identification and treatment of heart disease.
- Increase public awareness of heart disease prevention.

### **Planned Collaboration**

In order to accomplish the planned activities, Henry Mayo anticipates collaborating with:

- American Heart Association
- Community Health Centers
- City of Santa Clarita

### **Preventive Practices**

Henry Mayo will address preventive practices by taking the following actions:

- Provide free health screenings.
- Offer education and resources at Henry Mayo Fitness and Health focused on healthy living, nutrition, exercise and fitness, and disease prevention.
- Offer free immunizations and flu shots.

### **Anticipated Impact**

Henry Mayo will conduct the above referenced strategies with the overarching goal in mind to improve community health through preventive practices.



The hospital anticipates the following impact from these efforts:

- Increase availability and access to preventive care services.
- Increase compliance with preventive care recommendations (screenings, immunizations, lifestyle and behavior changes).

### **Planned Collaboration**

In order to accomplish the planned activities, Henry Mayo anticipates collaborating with:

- City of Santa Clarita
- Community-based organizations
- School districts and schools
- Senior centers

### **Evaluation of Impact**

Henry Mayo will monitor and evaluate the programs and activities outlined above. The hospital has implemented a system that tracks the implementation of activities. 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. 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, Henry Mayo will not directly address the remaining health needs identified in the CHNA including: asthma, dental care, mental health, overweight and obesity, and substance abuse. Knowing that there are not sufficient resources to address all the community health needs, Henry Mayo chose to concentrate on those health needs that can most effectively be addressed given the organization's areas of focus and available resources. Henry Mayo will continue to look for opportunities to address community needs where we can make a meaningful contribution.