



Annual Report and Plan for **COMMUNITY BENEFIT**

Fiscal Year 2016 (October 1, 2015 – September 30, 2016)

Submitted to:
Office of Statewide Health Planning & Development
Healthcare Information Division
Accounting and Reporting Systems Section
Sacramento, California

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MISSION

To improve the health of our community through compassion and excellence in health care 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 health care professionals. As a nonprofit community hospital, we conduct a Community Health Needs Assessment every three years to better understand the community's needs and to assist 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.

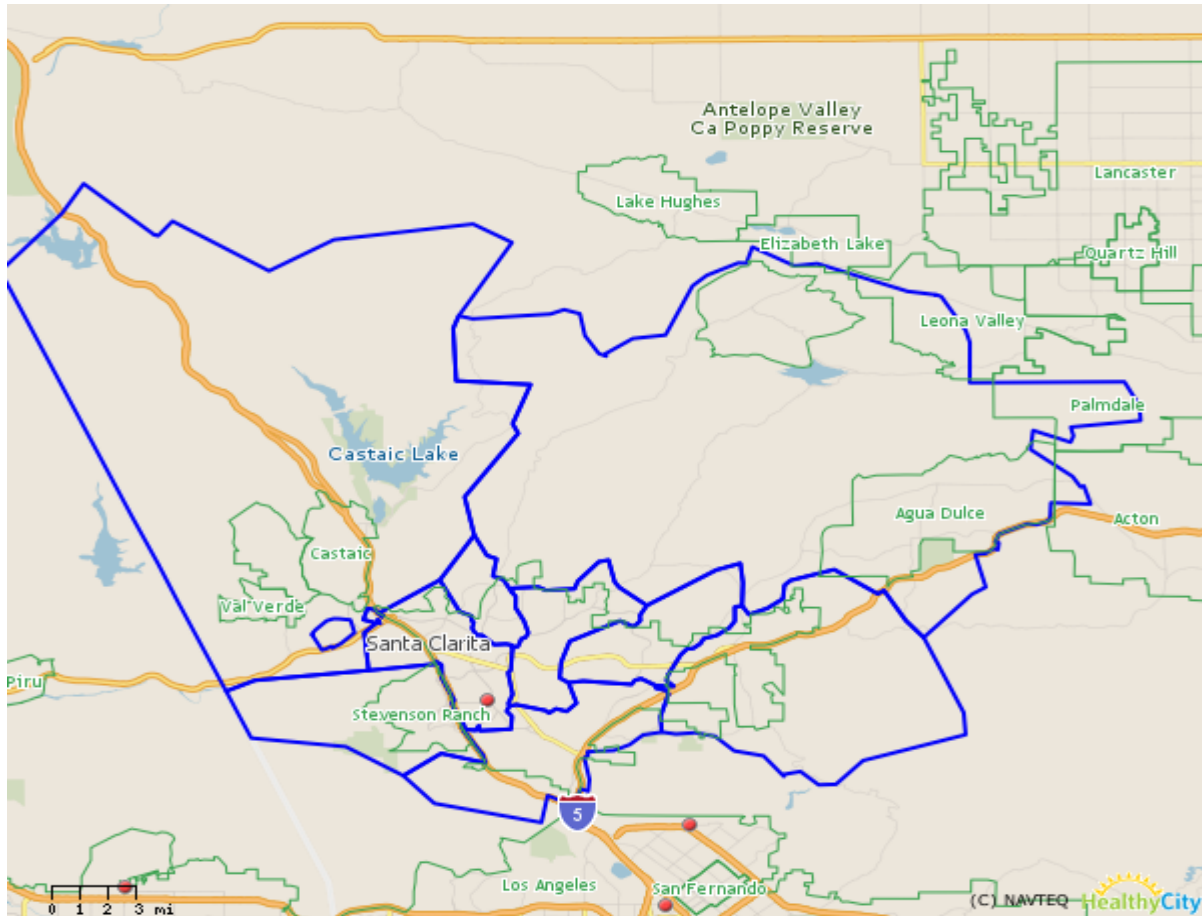
ABOUT HENRY MAYO NEWHALL HOSPITAL

Henry Mayo Newhall Hospital (Henry Mayo) is a 238-bed nonprofit hospital that serves the Santa Clarita Valley in Los Angeles County, California. The Santa Clarita Valley has experienced tremendous growth and an aging population. As a result, the need for expanded health care services has dramatically increased. To grow with the community, the hospital has embarked on a major long-term planning project, which includes the construction of a new inpatient hospital building that will add up to 140 new beds, new medical office buildings designed to support hospital programs and services, a new central plant, new parking structures and a life-saving helipad. Recent improvements include the complete renovation and expansion of the intensive care unit (ICU), and a new operating room. In the last five years, the hospital also expanded and updated its entire emergency and imaging departments, adding new and replacement technologies to improve the quality of your care.

SERVICE AREA

Henry Mayo Newhall Hospital is located at 23845 McBean Parkway, Valencia, California 91355. The service area includes Agua Dulce, Saugus, Canyon Country, Castaic, Val Verde, Newhall, Santa Clarita, Stevenson Ranch and Valencia. The service area includes portions of Service Planning Area (SPA) 2 (San Fernando) in Los Angeles County.

Map of the Henry Mayo Hospital Service Area



Source: *HealthyCity.org*

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.

COMMUNITY HEALTH NEEDS ASSESSMENT

Henry Mayo Newhall Hospital completed a Community Health Needs Assessment (CHNA) in 2016 as required by state and federal law. California Senate Bill 697 and the Patient Protection and Affordable Care Act and IRS section 501(r)(3) direct tax exempt hospitals to conduct a Community Health Needs Assessment and develop an Implementation Strategy every three years. The Community Health Needs Assessment is a primary tool used by the hospital 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.

Data Collection

This assessment incorporated components of primary data collection and secondary data analysis that focused on the health and social needs of the service area. The CHNA examined up-to-date data sources to present community demographics, social and economic factors, health care access, birth characteristics, leading causes of death, chronic disease, health behaviors, mental health and substance abuse, and preventive practices. These data are presented in the context of Los Angeles County and California State, framing the scope of an issue as it relates to the broader community.

Input from Persons who Represent the Community

Targeted interviews were used to gather information and opinions from persons who represented the broad interests of the community served by the hospital. Twenty-two interviews were completed from June through September, 2016. Interviewees included individuals who are leaders and representatives of medically underserved, low-income, and minority populations, or regional, state or local health or other departments or agencies that have current data or other information relevant to the health needs of the community served by the hospital facility.

Priority Health Needs

The CHNA identified significant health needs in the hospital service area. These needs were prioritized with input from the community. A survey with community stakeholders was used to gather input on the significant health needs. Participants were asked to use quantitative rating scales to prioritize each of the health issues; the four scales measured perceptions of the importance of addressing the issue, the severity of the consequences of each issue, the adequacy of the existing resources to address each issue, and the overall trend of the issue over time.

The importance scores from the community stakeholder interviews resulted in the following prioritization of the significant health needs:

1. Mental health
2. Access to health care
3. Substance abuse (alcohol, drugs, tobacco)
4. Heart disease
5. Overweight/obesity
6. Cancer
7. Diabetes
8. Preventive practices (screenings, vaccines)
9. Asthma
10. Dental Care

The Community Health Needs Assessment can be accessed at:

<http://www.henrymayo.com/our-community/our-community>. Comments from community members are welcome.

COMMUNITY BENEFIT SERVICES SUMMARY

Community benefit services promote health and healing and are focused on addressing the identified unmet health needs of the community. For a program or service to be counted as a community benefit it must: improve access to health care; or enhance the health of the community; or advance medical or health care knowledge; or reduce the burden of government or other non-profit community efforts.

Accomplishments in FY16 (October 1, 2015 – September 30, 2016)

In FY16, Henry Mayo provided community benefit activities within its service area. A summary of these activities follows:

Community Health Improvement Services

Definition: activities carried out to improve community health, available to the public, which address a community need.

Health Fairs

- Henry Mayo hosted quarterly heart health fairs that reached 388 persons. The fair offered blood pressure checks, height and weight analysis, body composition analysis, carotid artery, cholesterol and glucose checks, healthy nutrition and diet tips, and stroke education.
- At the Caregiver Resource Fair, Henry Mayo provided seniors and their caregivers information about available resources and learned about hospital support groups.
- 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.
- As the presenting sponsor of the first Maternity and Baby Expo in the Santa Clarita Valley, Henry Mayo nurses were available to answer questions on labor and delivery and the importance of breastfeeding and nutrition. A 3-D ultrasound session was also available free to the community.
- Henry Mayo participated in Day of the Child at College of the Canyons, where people visited our booth and were educated about the care of infants and children.

Health Education

- Reaching 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.
- The hospital provided community health education on a number of topics related to chronic disease management, healthy lifestyles and nutrition.
- *It's Your Health Radio*, presented a bi-monthly podcast providing health information and topics. The *It's Your Health* magazine was mailed to residents in the Santa Clarita Valley and featured healthy lifestyles information.
- The hospital funds a health information library that is available to patients, families and the public.
- Physical therapists from the hospital are active in the community to provide lectures and training to senior centers, schools and local organizations.

Community Safety

- 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.
- 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.
- At the Water Safety Expo our Trauma department and physicians participated in educating the community about water safety and drowning prevention.
- Athletic trainers are provided to the Hart School District to assist in injury prevention among student athletes.

Preventive Care

- Vascular screening was provided for 48 persons and 29 persons received stroke screening.

- Filling a void at the Santa Clarita Valley Senior Center, Henry Mayo provided flu shots to seniors after Los Angeles County Department of health was no longer able to provide the immunization.
- The hospital hosted six blood drives that facilitated blood donation from 541 donors.
- Henry Mayo provides free health risk assessments.

Community Walks, Awareness and Information

- Henry Mayo sponsored American Diabetes Association and American Cancer Society community awareness events. They participated in the Diabetes Walk and Relay for Life.
- Participated in community events: National Parkinson Foundation; American Heart Association Heart Walk; Leukemia and Lymphoma Society Walk; Alzheimer Walk; Domestic Violence Center Color Purple Walk; and the Arthritis Walk.
- Provided assistance to enroll low-income patients in public programs for low-cost or no-cost insurance.

CPR Event

- Our Cardiovascular Team participated in the Tri-counties sidewalk CPR day and facilitated one-on-one hands only CPR lessons and education at multiple locations throughout the community. A total of 80 community members participated in the walk up and learn event.
- CPR classes were provided free to 200 community members.

Support Groups

- Support groups were offered to free for community members. The support groups included: cancer, Look Good Feel Better (women with cancer), Bosom Buddies (breast cancer), caregivers, grief, perinatal loss and bereavement, stroke and brain injury, Healthy Transitions (parenting), and Mommy Time.

Health Professions Education

Definition: education programs for physicians, medical students, nurses, nursing students, and other health professionals.

- Henry Mayo serves as a health education training site for student precepting. The hospital works with students in nursing, respiratory therapy, pharmacy, laboratory and radiology.
- In response to the shortage of nurses in our community, Henry Mayo provides salary for a nursing instructor at the College of the Canyons.

Subsidized Health Services

Definition: clinical programs that are provided despite a financial loss. Negative margins remain after removing charity care, bad debt and shortfalls from Medi-Cal. The services meet a community need and if not offered would be unavailable in the area or become the responsibility of the government or another non-profit organization.

- Behavioral Health Unit – an LPS designated acute psychiatric care facility (Sections 5150, 5151 and 5152 of the California Welfare and Institutions Code) for adult male or female patients in psychological crisis. We treat a wide range of acute psychiatric illnesses, including major depression, bipolar disorder, schizoaffective disorder and schizophrenia. Patient services include assessment of emotional and psychological issues, initial health screening, case management, medication management, treatment planning, community integration planning and referrals.

Cash and In-Kind Contributions

Definition: funds and in-kind services donated to community groups and non-profit organizations.

- Donations provided for health care organizations and non-profit community organizations.
- Support for projects that increase awareness around disease prevention and treatment including: Relay for Life, Heart Walk, Diabetes Walk, Parkinson's Walk, Alzheimer's Disease Walk and Arthritis Walk.

Community Benefit Operations

Definition: direct and indirect costs associated with assigned staff, community health needs assessments, community benefit planning, tracking, reporting, evaluating and operations.

- Community benefit staff salary, benefits and expenses.
- Administrative support.
- Consultants for the CHNA and Implementation Strategy.

Community Building Activities

Definition: activities that support community assets by offering the expertise and resources of the hospital. These activities may address the root causes of health problems or the determinants of health, such as education, homelessness, poverty and environmental concerns.

Community Support

Staff members at Henry Mayo are active community members. They participate in and hold leadership positions in community agencies and serve on community boards.

Coalition Building and Advocacy

Hospital representatives serve on a number of local, regional and state level organizations and committees that address health improvement and support professional health organizations.

FINANCIAL SUMMARY OF COMMUNITY BENEFIT FY16

Henry Mayo community benefit funding for FY16 (October 2015 – September 2016) is summarized in the table below.

Community Benefit Summary

Community Benefit Categories		Net Benefit
1.	Charity Care ¹	\$4,998,257
2.	Unpaid Costs Of Medi-Cal ²	\$17,211,933
3.	Subsidized Services ³	\$2,172,550
4.	Education And Research ⁴	\$2,896,712
5.	Other For The Broader Community ⁵	\$991,127
	Total Quantifiable Community Benefit Less Unpaid Cost Of Medicare	\$28,220,579
6.	Unpaid Costs Of Medicare ²	\$23,981,996
	Total Quantifiable Community Benefit	\$52,252,575

¹Charity Care includes financial assistance to eligible patients for care at reduced or no cost based upon the individual patient's financial situation.

²Unpaid costs of public programs include the difference between costs to provide a service and the rate at which costs are determined and are based on the overall cost to charge ratio. Includes Provider Fee.

³Includes clinical programs that are provided despite a financial loss where negative margins remain after removing Medi-Cal shortfall, bad debt and financial assistance.

⁴ Costs related to the health professions education programs and research that the hospital sponsors.

⁵ Includes non-billed activities such as community education, screenings, and health support services. Also included are cash and in-kind donations, and community benefit operations expense.

COMMUNITY BENEFIT PLAN FOR FY17

Henry Mayo addresses the identified health needs in our service area through our community benefit commitment. As a result of the 2016 Community Health Needs Assessment process, priority health needs were identified that the hospital will focus on through its Implementation Strategy. The Implementation Strategy spans the period 2017-2019. Henry Mayo will undertake the following strategies to address these health needs:

1. Access to health care
2. Cancer
3. Diabetes
4. Heart disease
5. Preventive practices

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.

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.

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.

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 heart-related diseases.

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.

Community Partnerships

Henry Mayo engages with community organizations to address the identified community health needs. We will maintain our current partnerships as we explore opportunities to work with new partners.

Evaluation of Impact

Henry Mayo will monitor and evaluate the programs and activities outlined above. The hospital has adopted 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.

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