



**Annual Report and Plan for Community Benefit  
MemorialCare Long Beach Medical Center  
Fiscal Year 2024 (July 1, 2023 - June 30, 2024)**

Submitted to:  
Department of Health Care Access and Information  
Accounting and Reporting Systems Section  
Sacramento, California  
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## About Long Beach Medical Center

### MemorialCare

MemorialCare is a nonprofit integrated health system that includes leading hospitals – Long Beach Medical Center, Saddleback Medical Center, Miller Children’s & Women’s Hospital Long Beach, and Orange Coast Medical Center, award winning medical groups – MemorialCare Medical Group and Greater Newport Physicians MemorialCare, Select Health Plan, and outpatient health centers, urgent care centers, imaging centers, breast centers, surgical centers, physical therapy centers and dialysis centers throughout Orange and Los Angeles Counties.

### Long Beach Medical Center

Long Beach Medical Center (LBMC) has been providing the community with compassionate, quality health care for more than 115 years. Established as Seaside Hospital in 1907, LBMC is a 453 bed, state-of-the-art regional medical center. The Medical Center is located on a 54-acre campus that it shares with Miller Children’s & Women’s Hospital Long Beach. These hospitals function under the same tax identification number but are separately licensed hospitals.

As a regional medical center, LBMC provides health care through many specialties and services, including the Certified Comprehensive Stroke Center, Long Beach Adult and Pediatric Sleep Center, MemorialCare Breast Center, MemorialCare Heart & Vascular Institute, MemorialCare Imaging Center, MemorialCare Joint Replacement Center, MemorialCare Rehabilitation Institute, MemorialCare Todd Cancer Institute, Spine Health Center and a Level II Trauma Center.

### Awards

Long Beach Medical Center is the recipient of the following awards and accolades:

- 2023-2024 *U.S. News & World Report* Best Hospitals
  - Top 12 in California
  - Ranked top 26 hospital in the nation for Obstetrics & Gynecology
  - Best U.S. Hospital in Orthopedics
  - Among top 3% of all California acute care hospitals
  - High Performance status in: Cancer, Colon Cancer Surgery, Congestive Heart Failure, Diabetes, Gastroenterology & GI Surgery, Geriatrics, Heart Attack, Hip Replacement, Hip Fracture, Kidney Failure, Knee Replacement, Leukemia, Lymphoma & Myeloma, Lung Surgery & Pulmonology, Neurology & Neurosurgery, Pneumonia and Stroke
- 2024 Healthgrades Awards include:
  - Excellence Award for Prostate Surgery
  - 5-Star Ranking for:

- Back and Neck Surgery
  - Cranial Neurosurgery
  - Treatment of Stroke
  - Treatment of Bowel Obstruction
  - Total Knee Replacement
  - Treatment of Heart Failure
  - Gastrointestinal Bleed
  - Treatment of Respiratory Failure
- American Heart Association/American Stroke Association's Get with the Guidelines® Heart Failure Gold Plus Quality Achievement Award as well as the Get with the Guidelines® Stroke Gold Plus Quality Achievement Award and Target Type 2 Diabetes Honor Roll.
  - Magnet® designation by the American Nurses Credentialing Center's (ANCC) Magnet Recognition Program® for nursing excellence.
  - Blue Distinction Center by Blue Cross Blue Shield for Spine Surgery and Knee and Hip Replacement.
  - 2023 Press Ganey Human Experience Guardian of Excellence Award
  - For the sixth year in a row, MemorialCare Long Beach Medical Center achieved a ranking on *Newsweek's* list of World's Best Hospitals 2023. Long Beach Medical Center ranked in the top 100 hospitals nationwide, the top 15 hospitals statewide, and is the only hospital in Long Beach to be recognized by *Newsweek*.
  - *Newsweek* Best-in-State Hospital
  - Long Beach Medical Center and Miller Children's & Women's Hospital Long Beach had 80 physicians named Super Doctors and 9 as Rising Stars by the 2024 Southern California Super Doctors Report.

## Mission and Values

### Mission

To improve the health and well-being of individuals, families and our communities.

### Vision

Exceptional People. Extraordinary Care. Every Time.

### Values

#### *The iABCs of MemorialCare*

The iABCs are a statement of our values—Integrity, Accountability, Best Practices, Compassion and Synergy. They remind us of our commitment to the highest standard of patient care and the active communication of clinical outcomes.

- **Integrity**  
Always holding ourselves to the highest ethical standards and values. Doing the right thing, even when no one is watching.
- **Accountability**  
Being responsible for meeting the commitments we have made, including ethical and professional integrity, meeting budget and strategic targets, and compliance with legal and regulatory requirements.
- **Best Practices**  
Requires us to make choices to maximize excellence, and to learn from internal and external resources about documented ways to increase effectiveness and/or efficiency.
- **Compassion**  
Serving others through empathy, kindness, caring and respect.
- **Synergy**  
A combining of our efforts so that together we are more than the sum of our parts.

## Governance

The MemorialCare Long Beach Medical Center and Miller Children's & Women's Hospital Long Beach Board of Directors guides the direction of community benefit, with assistance from the Community Benefit Oversight Committee (CBOC).

### FY24 Board of Directors

Barry Arbuckle, PhD

Jane Close Conoley

Gary DeLong  
Marcelle Epley  
John Fielder(Governing Chair)  
Cynthia Herzog, MD  
Jennifer McNulty, MD  
Braden Phillips  
Robert Schack  
Darick Simpson  
Barry Steinmetz, MD  
Mike Van Dyke  
James Wells, MD  
Susan E. Anderson Wise  
Andrew Wittenberg, MD

### **Community Benefit Oversight Committee**

The CBOC (Community Benefit Oversight Committee) is an advisory committee for the hospital's community benefit programs and reports to the Strategy Committee and the Board of Directors. The CBOC reviews and validates legal and regulatory compliance specific to community benefit mandates, assures community benefit programs and services are effectively meeting identified community health needs, with emphasis on populations with unmet health needs; and increases transparency and awareness of community benefit activities.

The members of the CBOC included:

- Lynnette Bello, Welcome Baby Program, Miller Children's & Women's Hospital Long Beach
- Sylvia Betancourt, Long Beach Alliance for Children with Asthma
- Odrin Castillo, DO, MPH, Long Beach Memorial Family Medicine Residency Program
- John Fay, MSG, MemorialCare Health System
- Wilma Figueroa, MPH, Long Beach Department of Health & Human Services
- Romeo Hebron, Jr., Filipino Migrant Center
- Ha Nguyen, Long Beach Department of Health & Human Services
- Patti Pilgrim, Long Beach Medical Center and Miller Children's & Women's Hospital Long Beach
- Kristen Pugh, MPA, MemorialCare Health System
- Nancy Riano, RN, PHN, MSN, FNP-BC, Long Beach Department of Health & Human Services
- James Suazo, Long Beach Forward
- Shiraya Thompson, MS, Long Beach Department of Health & Human Services

## Caring for our Community

This report demonstrates tangible ways in which LBMC is fulfilling its mission to improve the health and wellbeing of our community and provide extraordinary care. LBMC provides financial assistance to those who cannot afford services, or whose health insurance does not cover all services rendered. In addition, LBMC invests in the community to increase access to health care services and improve health.

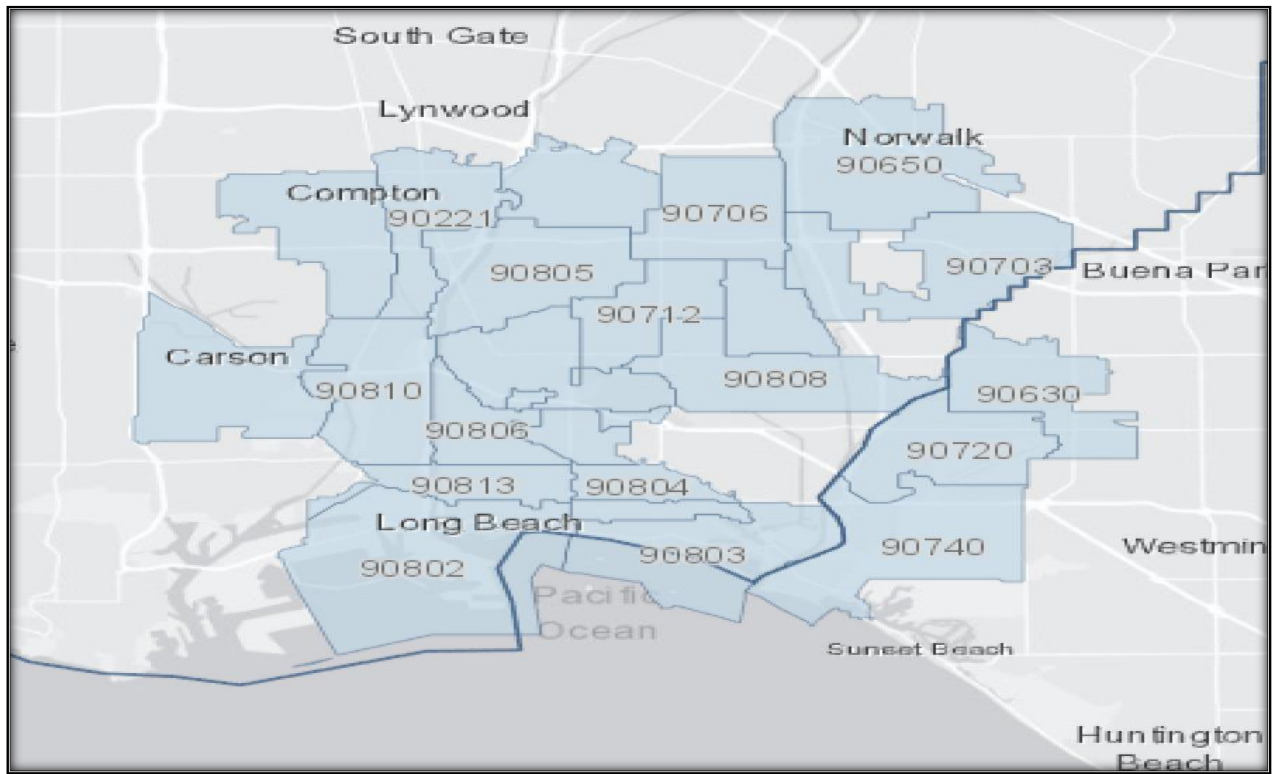
### Service Area

Long Beach Medical Center is located at 2801 Atlantic Avenue, Long Beach, California in Los Angeles County, California. The primary service area includes 24 ZIP Codes, representing 12 cities in Orange County and Los Angeles County. The service area reported on comprises portions of Los Angeles County Service Planning Areas (SPAs) 7 and 8. This primary service area was determined by averaging total inpatient ZIP Codes over three years and represents 76% of ZIP Codes of patient origin.

**Long Beach Medical Center Service Area**

Geographic Areas	ZIP Codes
Bellflower	90706
Carson	90745
Cerritos	90703
Compton	90220, 90221
Cypress	90630
Lakewood	90712, 90713
Long Beach	90802, 90803 90804, 90805, 90806, 90807, 90808, 90810, 90813, 90814, 90815
Los Alamitos	90720
Norwalk	90650
Paramount	90723
Seal Beach	90740
Signal Hill	90755

**Map of the Long Beach Medical Center Service Area**



### **Community Snapshot**

*(Based on data from the FY22 Community Health Needs Assessment.)*

The population of the LBMC service area is 1,092,245<sup>1</sup>. Children and youth, ages 0-17, are 23.2% of the service area population. 63.8% are adults, and 12.9% are seniors, 65 years and older<sup>2</sup>. The service area is very diverse and hosts the largest Cambodian community in the United States. Hispanic or Latino residents make up 46.5% of the service area population, White residents comprise 22.6% of the population, Asian residents make up 15.8% of the population, and Black or African American residents comprise 11.2% of the population in the service area<sup>3</sup>. Among the area population, 48.9% speak only English in the home, 36.8% speak Spanish in the home, 11.5% speak an Asian or Pacific Islander language, and 2.9% speak an Indo-European language or other language in the home<sup>4</sup>.

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<sup>1</sup> U.S. Census Bureau, American Community Survey, 2010-2014 & 2015-2019, DP05. <http://data.census.gov/>

<sup>2</sup> U.S. Census Bureau, American Community Survey, 2015-2019, DP05. <http://data.census.gov/>

<sup>3</sup> *Ibid*

<sup>4</sup> U.S. Census Bureau, American Community Survey, 2015-2019, DP02. <http://data.census.gov/>



In the service area, 20.1% of adults, age 25 and older, have less than a high school diploma and 36.7% of adult residents hold a college degree<sup>5</sup>. In the service area, 91.7% of the civilian, non-institutionalized population in the service area have health insurance<sup>6</sup>.

### Vulnerable Populations

- In the service area, 13.7% of individuals are at or below 100% of the poverty level and 33.6% are at 200% or below<sup>7</sup>.
- In the Los Angeles County Service Planning Area 7 (SPA 7), 2% of the population identifies as gay, lesbian or homosexual and in SPA 8, 3% of the population identifies as gay, lesbian or homosexual<sup>8</sup>.
- Of the 2,034 homeless people in Long Beach in 2020, 86.8% were adult individuals, 12.9% were family members (with at least one child, under age 18, and one adult, ages 18 and older), and 0.25% were unaccompanied minors (under age 18). The percentage of Long Beach homeless individuals who are sheltered has dropped from 2013 (34%) to 2020 (22.2%)<sup>9</sup>.
- Disability is defined as having limited activity because of physical, mental or emotional problems, having a health problem requiring the use of special equipment, or a self-perception of being disabled. Utilizing this description, 28.4% of SPA 8 residents and 20.4% of SPA 7 residents reported having a disability. 28.6% of Long Beach Health District residents had a disability<sup>10</sup>.

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<sup>5</sup> U.S. Census Bureau, American Community Survey, 2015-2019, DP02. <http://data.census.gov/>

<sup>6</sup> U.S. Census Bureau, American Community Survey, 2015-2019, DP03. <http://data.census.gov/>

<sup>7</sup> U.S. Census Bureau, American Community Survey, 2015-2019, S1701 & S1702. <http://data.census.gov/>

<sup>8</sup> California Health Interview Survey, 2016-2020 combined. <http://ask.chis.ucla.edu/>

<sup>9</sup> Long Beach Health and Human Services, Homeless Services Division (HSD), 2020 Homeless Count.

<https://www.longbeach.gov/health/services/directory/homeless-services/homeless-count/> Source for 2013 & 2017: U.S. Department of Housing and Urban Development (HUD) <https://www.hudexchange.info/programs/coc/coc-homeless-populations-and-subpopulations-reports>

<sup>10</sup> U.S. Census Bureau, American Community Survey, 2015-2019, DP02. <http://data.census.gov/>

## Community Health Needs Assessment

LBMC completed a Community Health Needs Assessment (CHNA) in FY22 as required by state and federal law. The CHNA is a primary tool used by LBMC 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. LBMC participated in a collaborative process for the CHNA, as part of the Long Beach CHNA Collaborative, which included the Long Beach Department of Health and Human Services, MemorialCare Long Beach Medical Center, MemorialCare Miller Children's & Women's Hospital Long Beach, Dignity Health St. Mary Medical Center and TCC Family Health. Given that these partners share an overlapping service area, a collaborative effort reduced redundancies and increased data collection efficiency.

The CHNA examined up-to-date data sources for the service area to present community demographics, social determinants of health, health care access, birth indicators, leading causes of death, acute and chronic disease, COVID-19, health behaviors, mental health, substance use and preventive practices. When applicable, these data sets were presented in the context of the City of Long Beach, Los Angeles County, California and were compared to the Healthy People 2030 objectives (<https://odphp.health.gov/healthypeople>).

Targeted interviews and focus groups were used to gather information and opinions from individuals who represented the broad interests of the community served by the hospital. The hospital engaged ninety (90) community members through six (6) virtual focus groups conducted from November 2021 to February 2022. Focus groups included Latino residents, Black or African American residents, Cambodian or Pacific Islander residents, LBGTQIA+ residents, persons living with disabilities, veterans, and older adults. Additionally, twenty-seven (27) key stakeholder interviews were conducted by phone from September 2021 to January 2022. Interviewees included individuals who are leaders and/or representatives of medically underserved, low-income, and minority populations, local health or other departments or agencies that have current data or other information relevant to the health needs of the community. Input was obtained from the Los Angeles County Department of Public Health and the City of Long Beach Department of Health and Human Services.

### Priority Health Needs

Health needs were identified from secondary data using the size of the problem (relative portion of population afflicted by the problem) and the seriousness of the problem (impact at individual, family, and community levels). The analysis of secondary data yielded a preliminary list of significant health needs, which then informed primary data collection. The primary data collection

process was designed to validate secondary data findings, identify additional community issues, solicit information on disparities among subpopulations, ascertain community assets to address needs and discover gaps in resources.

The identified significant needs included (in alphabetical order):

- Access to health services
- Chronic diseases
- COVID-19
- Economic insecurity
- Environment
- Food insecurity
- Housing and homelessness
- Mental health
- Overweight and obesity
- Pregnancy and birth outcomes
- Preventive practices
- Racism and discrimination
- Substance use
- Violence and injury

The identified significant health needs were then prioritized with input from the community. The community stakeholders were asked to rank order the health needs according to highest level of importance in the community. Among key stakeholder interviewees, mental health, access to care, housing and homelessness, substance use, and chronic disease were ranked as the top five priority needs in the service area.

The complete CHNA report and the prioritized health needs can be accessed at [www.memorialcare.org/about-us/community-benefit](http://www.memorialcare.org/about-us/community-benefit). Feedback may be sent to: [communitybenefit@memorialcare.org](mailto:communitybenefit@memorialcare.org).

## Addressing Priority Health Needs

In FY24, LBMC engaged in activities and programs that addressed the priority health needs identified in the FY23-FY25 Implementation Strategy. LBMC has committed to community benefit efforts that address access to care and preventive practices, behavioral health (mental health and substance use), and chronic diseases with a focus on the social determinants of health and health equity. Selected activities and programs highlighting LBMC's commitment to the community are detailed below.

### **Priority Health Need: Access to Care and Preventive Practices**

Access to care is a key determinant of health that provides preventive measures and disease management, reducing the likelihood of hospitalizations and emergency room admissions. Preventive health care includes screenings, check-ups, and counseling to prevent illness, disease, or other health problems. Individuals, who receive services in a timely manner, have a greater opportunity to prevent or detect disease during earlier, treatable stages.

#### **Response to Need**

##### **Financial Assistance**

The Patient Financial Assistance Program was available to everyone in the community. This included people without health insurance and patients with insurance who were unable to pay the portion of their bill that insurance did not cover. Patient Financial Services assisted community members with the financial assistance programs.

##### **Health Education, Resources and Community Outreach**

LBMC provided support and services for community residents that removed barriers to care, increased access to health care, and promoted preventive measures. General health and wellness education, social media postings, blogs, podcasts, and informational articles were presented on topics that included: women's health, nutrition, gastroesophageal reflux disease (GERD), immunizations, wellness, trauma, virtual care, preventive health, and successful aging. Over 57,430 community encounters were provided.

##### **LGBTQ Center Long Beach**

Through the LBMC community benefit grant program, the LGBTQ Center Long Beach provided health care services to 94 patients. Services included HIV testing, STI screening, and provider treatment, when necessary. Participants also received health education, sexual health and wellness products, and PrEP or PEP information.

## Lutheran Social Services of Southern California

The LBMC community benefit grant program provided funding to the Healthy California Families project, which provided interagency service linkages to community-family events to improve engagement and eliminate barriers to care. Over 1,480 households were reached at each of the 8 community events (totaling 11,800 households). Bilingual workshops were provided on insurance eligibility, food pantry resources, and linkages to mental health education and life skills classes.

## Safety Education

LBMC participated in community events that promoted swimming, fireworks, and playground safety, as well as injury prevention and CPR education. Over 670,190 community members received safety education.

The Trauma team taught Stop the Bleed programs for community members training them on skills to stop bleeding in a severely injured person. Unfortunately, the number one cause of preventable death after injury is bleeding. In FY24, LBMC educated 2,415 community members on proper life-saving protocols.

The *CareConnection* quarterly newsletter was made available to community residents to provide health education messages and notify the community of free classes, support groups, and screenings offered at the hospital and in the community. Newsletters were mailed to households and the information was also posted on <https://www.memorialcare.org/blog>.

LBMC participated in health fairs throughout the year. Health information materials were distributed, and resources were provided to over 35,805 people to increase access to health care services and improve healthy living.

## Senior Programs

Senior center events, articles, briefings, health education and demonstrations provided 14,525 encounters. Topics included influenza, Medicare, nutrition absorption in seniors, senior safety, and advanced directives.

Senior medical transportation assisted 229 older adults who lacked transportation to needed medical appointments. Additionally, shuttle service was provided for Leisure World residents to travel to the hospital and surrounding outpatient clinics.

## Sports Physicals

Sports physicals were provided free of charge to 510 high school and college students at

Lakewood High School, Ocean View High School, Millikan High School and California State University, Long Beach (CSULB).

### **Support Services**

The hospital offered services to increase access to care and support preventive health care.

- Provided transportation to individuals who could not easily access medical care and appointments.
- Provided durable medical equipment, infusion services, home health support and medication prescriptions to individuals who could not afford the cost of these health support services.
- Provided clothing and transportation to people experiencing homelessness.
- A social worker provided 1,351 community members with resources and health information.
- Provided Drug Take Back boxes in the community to reduce access to harmful medication and ensure unused and expired medications were properly disposed of.

### **Priority Health Need: Behavioral Health (Mental Health and Substance Use)**

Positive mental health is associated with improved health outcomes. The need to access mental and behavioral health services was noted as a high priority among community members.

### **Response to Need**

#### **Behavioral Health Integration Program**

MemorialCare recognizes that physical and mental health should be coordinated in primary care settings. As a result, the Behavioral Health Integration (BHI) program is provided at MemorialCare Medical Group Primary Care sites of care throughout our service area. Primary care practitioners screen for mental health conditions and coordinate care options for patients with behavioral health needs. The program includes:

- An embedded clinical social worker at each location
- Referral to needed services
- Access to a trained psychiatrist via telehealth
- Tele-video visits to patients enrolled in the program
- Online patient self-management tools through SilverCloud

### **Century Villages at Cabrillo**

The LBMC community benefit grant program provided funding for the Pathways to Health program. The program increased access to mental health services, as well as physical health and wellness services, and exposure to healthy lifestyles and nutrition at an affordable housing

complex. 124 individuals received crisis intervention and management, clinical support and community engagement activities through a behavioral health specialist. 39 individuals met with an occupational therapist to support individuals to age in place with simple modifications.

### **Family Medicine Clinic**

The MemorialCare Family Medicine Clinic provided a Behavioral Health Clinic to train Family Medicine residents in a team-based approach. At the clinic, residents participated in a multidisciplinary approach to treating anxiety and depression, as they worked alongside a Family Medicine attending physician, a community psychiatrist, a social worker, and a psychologist. In FY24, 339 counseling sessions were provided.

### **Mental Health Education and Resources**

Outreach, education classes and support groups increased awareness of mental health issues and connected area residents with available resources. A bereavement support group provided 836 encounters for support, education and resources for adults grieving the loss of a loved one.

### **SilverCloud**

In response to the unprecedented need for mental health and mental wellbeing services, MemorialCare offered a free online resource to the entire community. SilverCloud is an on-demand, virtual mental health platform that offers digital behavioral health care via evidence-based content, programs and support. The online psychoeducational and therapeutic program aims to help manage anxiety, depression, stress and sleep. Using online programs, the platform is customizable and designed to meet a person's unique mental health goals. The program does not require a doctor's order, can be completed at any pace by participants and is accessible any time on smartphone, tablet and computer devices.

### **Priority Health Need: Chronic Diseases**

Chronic diseases are long-term medical conditions that tend to progressively worsen. Chronic diseases, such as asthma, cancer, heart disease, diabetes and lung disease, are major causes of disability and death.

### **Response to Need**

#### **Cancer Support**

Cancer awareness efforts included skin cancer, breast cancer, lung cancer, lymphedema, genetic counseling, and prostate cancer awareness, reaching 116,128 individuals. Colorectal screening information was provided to 30,265 individuals. Genetic counseling reached 47,523 community members.

- A cancer support group provided 241 encounters.
- The cancer survivor walking group met twice a week and provided 301 encounters.
- A weekly Yoga and Pilates class for cancer survivors provided 756 encounters.
- The Cancer Answers help line provided needed prevention and treatment information to the public.
- Oncology social workers provided care management, referrals, and information to 131 persons with cancer and their families.

### **Diabetes Support**

Diabetes management education, news articles, information and resources were offered to the community, reaching 4,019 community members.

### **Health Education, Resources and Community Outreach**

LBMC provided health education classes, special events, videos, social media posts, newsletters, and information flyers that focused on chronic disease prevention, management, and treatment.

Targeted health awareness campaigns reached 180,262 community members and focused on pelvic health, pain management, joint health, healthy habits, diabetes, spine health, managing medications, and Alzheimer's disease provided.

Heart and stroke awareness programs included an Intermittent Fasting and Knowing Your Numbers Campaign, support groups, and a cardiac health blog that included heart safety, stroke awareness, imaging, aortic dissection, aneurysms, and signs of stroke. These activities provided 266,367 community encounters.

At the Women's Heart and Stroke Event, 150 people heard presenters speak about lifestyle changes and how to manage risk factors for heart disease and stroke. Preventive screenings were offered for blood pressure, carotid ultrasound, glucose, and cholesterol checks.

B.E. F.A.S.T. stroke awareness materials were distributed and available in English and Spanish.

### **My Sister My Friend Breast Cancer Support (MSMF)**

The LBMC community benefit grant program provided funding to the MSMF Peer Professional & Transportation Assistance Program. MSMF is a locally based, culturally relevant support service that connects African American women, who are either low income or experiencing loss of income due to cancer treatment or cancer related disability, with a professional counselor, a social worker, a meeting coordinator, and transportation assistance, to help them with their breast cancer journey. 58 women received comprehensive services.



## Other Community Benefit Services

Long Beach Medical Center provided community benefit services in addition to those programs that focused on addressing priority health needs.

### Health Professions Education

#### Graduate Medical Education

LBMC is a professional teaching hospital accredited by the Accreditation Council for Graduate Medical Education (ACGME) to sponsor post graduate medical training programs. LBMC is also accredited by the Council on Podiatric Medical Education (CPME), the accrediting agency for podiatric medical education. The hospital partners with over 40 programs and serves as a training facility for approximately 1,000 residents and fellows and 260 medical students annually.

LBMC serves as the sponsor for 2 residency programs, Family Medicine and Podiatry, as well as a Sports Medicine fellowship. LBMC also partnered with University of California, Irvine (UCI) to serve as the primary training location for the Pediatric Pulmonary fellowship:

The [LBMC Family Medicine Residency](#) program trained family medicine physicians. The residents were trained by board-certified family medicine specialists who closely supervised their training. Residents received hands-on experience with the most up-to-date medical school training. The program has areas of concentration: community medicine, global health, health policy, maternity medicine, and sports medicine. A primary care Sports Medicine Fellowship was also offered.

The LBMC Sports Medicine Fellowship is focused on training primary care physicians to work in a primary care setting while obtaining additional focused experience with a Division 1 university, action sports industry, and the local community.

The LBMC Podiatry Residency program provides comprehensive surgical education through work with podiatric and orthopedic faculty. The program provides services to the community with emphasis on wound care, limb salvage and orthopedic trauma. Residents learn from a vast array of podiatric and orthopedic surgeons daily.

LBMC has affiliation agreements with clinical departments as well as the Department of Graduate Medical Education (GME) at various institutions, which allowed residents and fellows in the following programs to train at the institution.

## **Residencies**

From University of California, Irvine (UCI):

- Anesthesiology
- Emergency Medicine
- Family Medicine
- Internal Medicine
- Obstetrics and Gynecology
- Orthopedic Surgery
- Pediatric Genetics
- Pediatrics
- Physical Medicine and Rehabilitation
- Plastic Surgery
- Surgery
- Urology

From the University of Southern California (USC):

- Emergency Medicine
- Pediatric Dentistry

From PIH Health:

- Family Medicine

From Harbor-UCLA:

- Anesthesiology
- Emergency Medicine
- Orthopedic Surgery
- Pediatrics

From University of California, Los Angeles (UCLA):

- Anesthesiology
- Pediatrics

From Loma Linda:

- Radiation Oncology

## **Fellowships**

From UCI:

- Cardiology
- Gynecologic Oncology
- Interventional Cardiology
- Maternal Fetal Medicine
- Neonatal Perinatal
- Palliative Medicine

- Pediatric Pulmonary
- Pulmonary/Critical Care

From Harbor-UCLA:

- Pediatric Emergency Medicine
- Pediatric Child Abuse
- Pediatric Infectious Disease
- Pulmonary Critical Care
- Vascular Surgery

From UCLA:

- Anesthesiology
- Neuroradiology
- Pediatric Endocrinology
- Pediatric Hem/Onc
- Pediatric Infectious Disease

From St. Joseph:

- Surgical Oncology

From USC:

- Neonatal-Perinatal Medicine

### **Medical Schools**

- UCI
- UCLA
- USC
- Podiatric Medical Schools:
  - Samuel Merritt University
  - Western University
  - New York College
  - Kent State University
  - Rosalind Franklin University
  - Touro College
  - University of Texas Rio Grande Valley (UTRGV) School
  - Arizona College
  - Barry University
  - Des Moines University
  - Temple University

### **Nursing Education**

At LBMC, 650 undergraduate and graduate student nurses participated in precepted clinical rotations. The hospital supported the Trimester BSN program at California State University, Long Beach (CSULB).

## **Other Health Professions Education**

LBMC provided precepting for 146 health professionals. Students were educated and performed their clinical hours and/or internship rotations for:

- Dietetics
- Nutrition
- Occupational therapy
- Patient care assistants
- Pharmacy
- Physical therapy
- Physical therapy assistants
- Respiratory Students
- Social work

LBMC also offered stipends to assist with the cost of school for four California State University, Dominguez Hills health sciences students.

## **Research**

In FY24, there were more than 300 ongoing research projects at MemorialCare. Studies focused on cancer, heart disease, orthopedics, infectious diseases, gynecology, obstetrics, urology, pediatrics, neonatology and many other areas. Support was also provided for staff to develop research projects, write research papers and present findings at professional conferences.

Some research projects were supported by grants and other philanthropic backing. In compliance with Federal regulations, research expenses were reported after applying the restricted research specific offsetting funding revenue.

## **Cash and In-Kind Donations**

### **Cash Donations**

LBMC supported community organizations through cash donations that addressed identified community health needs, health equity and the social determinants of health.

### **In-Kind Donations**

LBMC employees represented the hospital on community boards and collaboratives that focused on improved health equity and the social determinants of health.

## **Community Benefit Grant Program**

In FY24, LBMC provided grant funds to support community-based organizations that addressed

identified health needs and served vulnerable populations within the hospital service area. Grants were provided to:

- Century Villages at Cabrillo
  - Provided Pathways to Health, through mental health services and life skills education at an affordable housing complex. 126 individuals met with a behavioral health specialist. 39 individuals met with an occupational therapist.
- Long Beach Bar Foundation
  - Provided 35 youth and their families with services to recognize emotions and express them appropriately, eliminating a root cause of youth violence.
- Lutheran Social Services
  - Supported the Healthy California Families project, where multiple agencies come together to provide resources to families. 11,800 households were aided.
- My Sister My Friend Breast Cancer Support
  - Provided Peer Professional & Transportation Assistance to 58 African American women to help them with their breast cancer journey.
- The LGBTQ Center Long Beach
  - Provided access to safe, affirming, and informed health care to 94 individuals.

### **Community Benefit Operations**

In FY24, community benefit operations included administrative support and community benefit consultants.

### **Community Building Activities**

#### **Coalition Building**

Hospital staff representation on community coalitions throughout the service area.

#### **Leadership Development**

Supported the Leadership Long Beach program.

#### **Health Improvement Advocacy**

Participated in meetings and collaborative efforts to advocate for improved health and safety.

#### **Economic Development**

The hospital supported economic development groups that focused on issues that impacted community health improvement and safety, including:

- Carson Chamber
- Cerritos Chamber

- Long Beach Chamber
- Long Beach Economic Partnership
- Los Alamitos Chamber
- Rossmoor Community Services District Board
- Seal Beach Chamber

**Workforce Development**

LBMC collaborated with CSULB through the Neighborhood Med Program to educate and mentor 156 students from underserved minority communities in the pre-med pipeline program. Seven LBUSD high school students participated in a mentorship program and 40 students participated in a Career Pathways meeting. Family Medicine residents mentored 227 high school students interested in medical school through the *Doc is In* Program. Through the LBUSD Healthcare Simulation Program, 6,000 students observed a simulation video.

## Financial Summary of Community Benefit

The Long Beach Medical Center financial summary of community benefit for FY24 (July 1, 2023 to June 30, 2024) is summarized in the table below. The Hospital's community benefit costs comply with Internal Revenue Service instructions for Form 990 Schedule H. Costs are determined as part of the VHA Community Benefit package and are based on the Hospital's overall cost to charge ratio.

Community Benefit Categories	Net Benefit
Charity Care/Financial Assistance <sup>11</sup>	\$6,933,120
Unpaid Costs of Medi-Cal <sup>12</sup>	\$81,806,490
Others for the Economically Disadvantaged <sup>13</sup>	\$3,267,014
Education and Research <sup>14</sup>	\$5,207,547
Other for the Broader Community <sup>15</sup>	\$1,978,448
<b>Total Community Benefit Provided Excluding Unpaid Costs of Medicare</b>	<b>\$99,192,620</b>
Unpaid Costs of Medicare <sup>12</sup>	\$53,147,979
<b>Total Quantifiable Community Benefit</b>	<b>\$152,340,598</b>

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<sup>11</sup> Financial Assistance includes traditional charity care write-offs to eligible patients at reduced or no cost based on the individual patient's financial situation.

<sup>12</sup> Unpaid costs of public programs include the difference between costs to provide a service and the rate at which the hospital is reimbursed.

<sup>13</sup> Includes other payors for which the hospital receives little or no reimbursement.

<sup>14</sup> Costs related to health professions education programs and medical research that the hospital sponsors.

<sup>15</sup> Includes non-billed programs such as community health education, screenings, support groups, support services, cash and in-kind donations, and community benefit operations.

## Community Benefit Plan FY25

As a result of the FY22 Community Health Needs Assessment (CHNA), Long Beach Medical Center (LBMC) selected significant health needs it will address through its FY23-FY25 Implementation Strategy. The plan outlines the health needs the hospital will and will not address and the strategies it will use to address the selected health needs.

### Significant Needs the Hospital Intends to Address

Long Beach Medical Center intends to take actions to address the following health needs:

- Access to care
- Behavioral health (mental health and substance use)
- Chronic diseases
- Preventive practices

Using the lens of the social determinants of health and health equity, LBMC will provide some additional attention to food insecurity as well as bringing community awareness to environmental pollution, housing and homelessness, and racism and discrimination as applied to these priority health needs.

### Priority Health Need: Access to Care

**Goal:** Increase access to health care for the medically underserved.

### Strategies and Programs

#### Community Support

Provide cash and in-kind donations to nonprofit community organizations dedicated to increasing access to health care.

#### Financial Assistance

Provide financial assistance through free and discounted care for health care services, consistent with the hospital's financial assistance policy.

#### Social Determinants of Health and Health Equity

Collaborate with agencies to address the impact that social determinants of health and health equity have on health care access.

#### Transportation Support

Provide transportation support for patients who cannot access health services because of lack of transportation.



**Priority Health Need: Behavioral Health (Mental Health and Substance Use)**

**Goal:** Increase access to mental health and substance use services in the community.

**Strategies and Programs****Collaborations**

Support multisector collaborative efforts to increase access to behavioral health services.

**Community Support**

Provide cash and in-kind donations to nonprofit community organizations dedicated to increasing behavioral health awareness and access to services.

**Health Education and Awareness**

Increase community awareness of prevention efforts and availability of resource to address mental health and substance use and misuse concerns. Offer community health education, lectures, presentations, and workshops focused on mental health and substance use topics.

**Social Determinants of Health and Health Equity**

Work in collaboration with community agencies to address the impacts that the social determinants of health and health equity have on behavioral health services.

**Priority Health Need: Chronic Diseases**

**Goal:** Reduce the impact of chronic diseases on health and increase the focus on chronic disease prevention and treatment education.

**Strategies and Programs****Cancer Support**

Provide support for persons with cancer and caregivers with exercise programs, education, counseling, peer mentoring, support groups and life coaches.

**Community Support**

Provide cash and in-kind donations to nonprofit community organizations dedicated to chronic disease prevention and treatment.

**Health Education and Screenings**

Offer health education workshops and presentations on chronic disease prevention, treatment, and management, including physical activity, exercise, and nutrition. Provide wellness fairs for older adults, including screenings.

### **Media and Health Awareness**

Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases.

### **Social Determinants of Health and Health Equity**

Work in collaboration with community agencies to address the impacts that the social determinants of health and health equity have on chronic diseases.

### **Support Groups**

Provide support groups to assist those with chronic diseases and their families.

### **Priority Health Need: Preventive Practices**

**Goal:** Improve community health through preventive health practices.

### **Strategies and Programs**

#### **Community Support**

Provide cash and in-kind donations to nonprofit community organizations to increase/expand preventive health services.

#### **Health Education**

Offer health education and resources focused on healthy living and disease prevention.

### **Media and Health Awareness**

Provide public health education in the media and community health awareness events to encourage healthy behaviors and promote preventive health care.

### **Older Adult Services and Injury Prevention**

Reduce injuries and falls among older adults through balance improvement and fall prevention classes.

### **Screenings and Vaccines**

Provide free health screenings to promote preventive care. Provide flu vaccinations, free to the public, in areas easily accessible to the general public.

### **Social Determinants of Health and Health Equity**

Work in collaboration with community agencies to address the impacts that the social determinants of health and health equity have on access to preventive practices.

## Youth

Offer sports physical clinics for students.

## Evaluation of Impact

LBMC is committed to monitoring and evaluating key initiatives to assess the programs and activities outlined in this Implementation Strategy. We have implemented a system for the collection and documentation of tracking measures, such as the number of people reached or served, and collaborative efforts to address health needs. In addition, through our grants program, we track and report program outcomes. An evaluation of the impact of LBMC's actions to address these significant health needs will be reported in the next scheduled CHNA.

## Health Needs the Hospital Will Not Address

Since LBMC cannot directly address all the health needs present in the community, we will concentrate on those health needs that can most effectively be addressed given our areas of focus and expertise. Taking existing hospital and community resources into consideration, LBMC will not directly address the remaining significant health needs identified in the CHNA, including economic insecurity, overweight and obesity, pregnancy and birth outcomes, and violence and injury. While LBMC will not address pregnancy and birth outcomes, MemorialCare Miller Children's & Women's Hospital Long Beach will address pregnancy and birth outcomes as a priority health need.

## Contact Information

Long Beach Medical Center

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Long Beach, California 90806

[www.memorialcare.org/locations/long-beach-medical-center](http://www.memorialcare.org/locations/long-beach-medical-center)

## Community Benefit Contact

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