



**Annual Report and Plan for Community Benefit
Miller Children's & Women's Hospital Long Beach
Fiscal Year 2024 (July 1, 2023 - June 30, 2024)**

Submitted to:
Department of Health Care Access and Information
Accounting and Reporting Systems Section
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About Miller Children's & Women's Hospital Long Beach

MemorialCare

MemorialCare is a nonprofit integrated health system that includes leading hospitals – Miller Children's & Women's Hospital Long Beach, Saddleback Medical Center, Long Beach Medical Center, 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.

Miller Children's & Women's Hospital Long Beach

Miller Children's & Women's Hospital (Miller Children's & Women's) is a nonprofit, pediatric teaching hospital that provides specialized pediatric care for children and young adults, and maternity care for expectant mothers. It is one of only eight free-standing children's hospitals in the state of California. The hospital has 357 licensed beds and is located on a 54-acre campus it shares with Long Beach Medical Center. These hospitals function under the same tax identification number but are separately licensed hospitals.

Patient and family-centered care is a cornerstone of Miller Children's & Women's. It is the only hospital in the region to have a level IV maternity center and a comprehensive level IV NICU to provide specialized care for expectant mothers and their babies. Miller Children's & Women's also has comprehensive outpatient specialty centers that feature more than 30 sub-specialties and include 18 California Children Services (CCS) approved specialty care centers. These centers provide specialized care for children with conditions such as asthma, irritable bowel syndrome, bone deformities, congenital heart defects, autism, cancer and blood disorders.

Awards

Miller Children's & Women's is the recipient of the following awards and accolades:

- Only one of a few hospitals in the nation to receive the Disease Specific Certification in Pediatric Asthma from The Joint Commission.
- Baby-Friendly® designation – ranked in top 10% of US hospitals and birth centers by Baby-Friendly USA, Inc.
- Miller Children's & Women's Hospital Long Beach and Long Beach Medical Center and had 80 physicians named Super Doctors and 9 as Rising Stars by the 2024 Southern California Super Doctors Report.
- U.S. Green Building Council – LEED (Leadership in Energy and Environmental Design) Gold Certified.
- EEG Laboratory Accreditation Board of ABRET (LAB-EET) – Five-Year Accreditation

- Press Ganey NDNQI Award for Outstanding Nursing Quality
- Magnet® designation by the American Nurses Credentialing Center's (ANCC) Magnet Recognition Program® for nursing excellence.

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 Miller Children's & Women's is fulfilling its mission to improve the health and wellbeing of our community and provide extraordinary care. Miller Children's & Women's provides financial assistance to those who cannot afford services, or whose health insurance does not cover all services rendered. In addition, Miller Children's & Women's invests in the community to increase access to health care services and improve health.

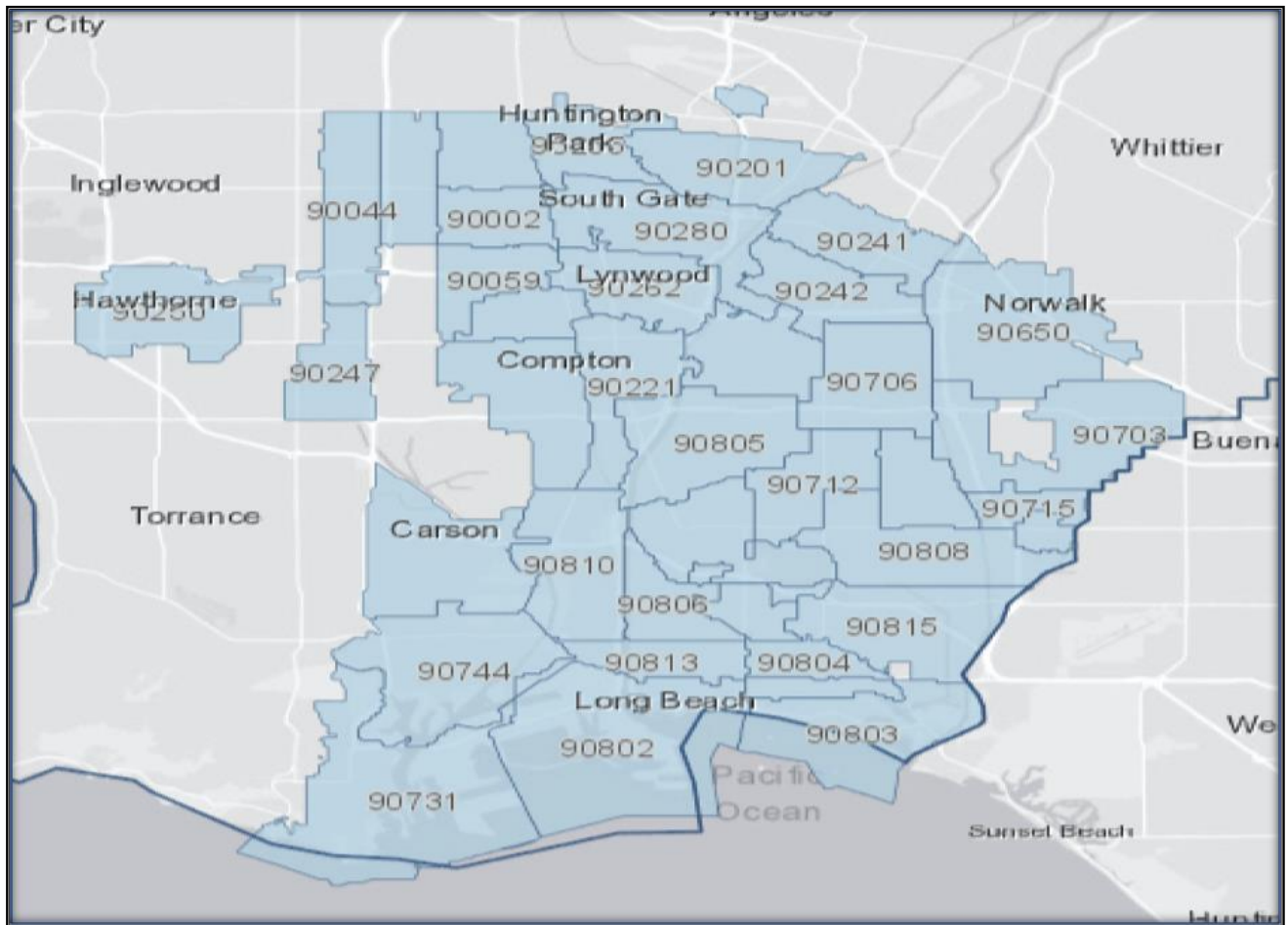
Service Area

Miller Children's & Women's is located at 2801 Atlantic Avenue, Long Beach, CA. The service area includes 44 ZIP Codes, representing 24 cities in Los Angeles County and Orange County. The service area comprises portions of Los Angeles County Service Planning Areas (SPAs) 6, 7 and 8. This primary service area was determined by averaging total inpatient ZIP Codes over three years and represents 80% of ZIP Codes of patient origin.

Miller Children's & Women's Hospital Long Beach Service Area

Geographic Areas	ZIP Codes
Artesia	90701
Bell Gardens	90201
Bellflower	90706
Carson	90745, 90746
Cerritos	90703
Compton	90220, 90221, 90222
Cypress	90630
Downey	90241, 90242
Gardena	90247
Hawaiian Gardens	90716
Hawthorne	90250
Huntington Park	90255
Lakewood	90712, 90713, 90715
Long Beach	90802, 90803, 90804, 90805, 90806, 90807, 90808, 90810, 90813, 90814, 90815
Los Alamitos	90720
Los Angeles	90001, 90002, 90003, 90044, 90059
Lynwood	90262
Norwalk	90650
Paramount	90723
San Pedro	90731
Seal Beach	90740
Signal Hill	90755
South Gate	90280
Wilmington	90744

Map of the Miller Children's & Women's Hospital Long Beach Service Area



Community Snapshot

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

The population of the Miller Children's & Women's service area is 2,227,329¹. Children and youth make up 25.5% of service area population, 63.3% are adults, and 11.2% are seniors, 65 years and older². The largest portion of the population in the service area identifies as Hispanic or Latino residents (61.2%), White residents make up 14% of the population, Blacks or African American residents comprise 12.2% of the population, and 9.9% are Asian residents³. Among service area residents, 37.7% of the population, ages 5 and older, speak only English in the home. Among the area population, 52.6% speak Spanish in the home, 7.3% speak an Asian or Pacific Islander language, and 1.6% speak an Indo-European language in the home⁴.

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

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

³ Ibid

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

In the service area, 28.1% of adults, age 25 and older, lack a high school diploma, which is higher than the county (20.9%) and state (16.7%) rate⁵. In the service area, 95.4% of children, ages 18 and younger, have health insurance coverage⁶.

Vulnerable Populations

- In the service area, 17.4% of individuals live at or below the 100% of the poverty level, and 41.1% are 200% of poverty level or below (low-income). 25.7% of children live at or below the poverty level. 4% of the civilian population, 18 years and older, are veterans⁷.
- In the Los Angeles County Service Planning Area 6 (SPA 6), 2.9% of the population identifies as gay, lesbian or homosexual. In 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 homosexual⁸.
- Homelessness in Long Beach declined from 2013 to 2017 before rising again from 2017 to 2020. 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 percent of Long Beach homeless individuals who are sheltered declined from 2013 (34%) to 2020 (22.2%)⁹.
- In the service area, 9.6% of the non-institutionalized civilian population identified as having a disability. 15.6% of SPA 6 children, 14.7% of children in SPA 7 and 15% In SPA 8 were reported by their caretakers to meet the criteria of having a special health care need, which is defined as dependency on prescription medications, service use above that considered usual or routine, and/or a functional limitation¹⁰.

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

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

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

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

⁹ 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>

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

Community Health Needs Assessment

Miller Children's & Women's completed a Community Health Needs Assessment (CHNA) in FY22 as required by state and federal law. The CHNA is a primary tool used by Miller Children's & Women's 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. Miller Children's & Women's 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 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, and 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 persons 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 alpha 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. Feedback may be sent to: communitybenefit@memorialcare.org.

Addressing Priority Health Needs

In FY24, Miller Children's & Women's engaged in activities and programs addressing the priority health needs identified in the FY23-FY25 Implementation Strategy. Miller Children's & Women's has committed to community benefit efforts addressing access to care, chronic diseases, behavioral health (mental health and substance use), pregnancy and birth outcomes, and preventive practices with a focus on the social determinants of health and health equity. Selected activities and programs highlighting Miller Children's & Women'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

Miller Children's & Women's provided support and services for community residents that removed barriers to care and increased access to health care and preventive measures. General health and wellness education, back to school events, social media postings, blogs, podcasts, and informational articles were presented on topics that included: anxiety, speech therapy, asthma, child health, nutrition, childhood obesity, immunization tips, preventive check-ups, autism, cardiac care, orthopedics, surgical considerations, and injury prevention. In FY24, over 452,240 community encounters were provided.

Provided Easy Readers informational booklets to 826,859 community members on dehydration, whooping cough, seasonal allergies, Ewing's sarcoma and seizure disorders.

A health care transition presentation reached 22 foster youth on topics that included navigating the health system successfully, life skills, adulting and health choices, reproductive health, and medical education training.

Miller Children's & Women's participated in community events that promoted family safety, car seat literacy, water safety, pedestrian information, and bicycle and helmet safety. Information was available in English and Spanish. Over 489,115 community received information on injury prevention. A blog on Jaywalking Laws reached 31,568 community members.

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.millerchildrens.memorialcare.org/blog>.

KinderFest

Miller Children's & Women's provided education and outreach to 1,400 families at 2 local elementary schools. Additionally, 500 staff members and families were educated on the importance of early intervention for developmental delays.

Outpatient Specialty Centers

The Chereese Mari Laulhere Children's Village opened in 2021. It is the only building of its kind in Los Angeles and Orange Counties to offer a one-stop-shop approach to specialty care for kids. In one kid-friendly location, families have access to specialty clinics and pediatric doctors in more than 25 specialties, as well as a range of health care services, such as a laboratory, pharmacy, imaging, occupational therapy, physical therapy, and speech therapy. Family support services, including an Education Center and Family Resource Center, are also available at this location.

The Outpatient Specialty Centers at Miller Children's & Women's are a major referral center for outpatient pediatric specialty care. Some of the clinics include hematology, oncology, food allergy, developmental, cardiology, endocrine, neurology, renal, pulmonary, orthopedics, and rheumatology. Children are seen at the Outpatient Specialty Centers for consultations, as well as treatments for acute, chronic or surgical conditions. Outpatient Specialty Centers are known for serving as the medical home for many patients who will need ongoing follow-up care and support. Each specialty center, or clinic within the center, has a multi-specialty care team, with subspecialists, fellows, residents, advanced practice nurses, registered nurses, child life specialists, social workers, nutritionists and other health professionals.

Another example is the Stramski Children's Developmental Center, an outpatient special needs center that helps children and families deal with conditions such as autism, ADHD, birth defects, learning problems, and other developmental delays. This location also offers specialized care for sleep disorders and Fragile X syndrome.

Miller Children's & Women's has 18 California Children Services (CCS) approved specialty care centers. This is comprised of multi-disciplinary, multi-specialty providers who evaluate the patient's medical condition and develop a family-centered care plan to facilitate coordinated and timely care. These Centers provide specialized care for children with conditions such as asthma, irritable bowel syndrome, bone deformities, congenital heart defects, rehabilitation, autism, cancer and serious blood disorders. Patients typically qualify for CCS by medical diagnosis, complexity of their disease, and financial status.

Support Services

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

- Transportation was provided to families who could not easily access medical care and appointments.
- The Compassionate Care program provided free prescriptions, home health medications, recuperative care and/or transportation for community members in need.
- Health care support services were provided for those in need of durable medical equipment.

The Family Resource Center

The Family Resource Center is a place for families raising children with special needs to find knowledge and support as they navigate through their health care journey. The Family Resource Center provided parent-to-parent support, workshops and trainings, referrals to community resources, and informational books, brochures, and videos. Programs and activities included:

- Language disorder parent training was offered online to 385 individuals. Five sessions covered language disorders, diagnosis, language development, pragmatics, and strategies to increase language use.
- Parents were provided strategies and techniques to improve communication skills.
- Two workshops covered the foundation of speech and language development. Parents were given the opportunity to create activities to take home. 12 families participated.
- The Family Resource Center offered a series of classes designed to provide education on understanding one's rights and protections for special needs children under the law, sessions included Understanding Your Child's Special Education Evaluations, Federal Laws and the

Process of Referrals and Evaluations, and Navigating IEPs (Individual Educational Plans). There were 21 parents who attended these classes.

- Partnered with a local non-profit agency to provide housing tenant rights training to 45 community members.

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 premature death.

Response to Need

Bickerstaff Pediatric Family Center

The Bickerstaff Pediatric Family Center at Miller Children's & Women's cared for infants, children, adolescents, and pregnant women who were at risk for, or infected with, HIV/AIDS, acute community-acquired illnesses, chronic infections, and other immunological disorders. Board-certified infectious disease physicians and the care team also advised on immunization and infectious disease prevention.

Health Education, Resources and Community Outreach

Miller Children's & Women's provided health education classes, special events, videos, social media posts, newsletters, and information flyers that focused on chronic disease prevention, management, and treatment. Presentations and information were provided on spine health, asthma, nutrition in critical care, toxic stress, epilepsy, sickle cell, and diabetes to 116,218 encounters. A blog reached 147,225 community members on addressing Thrombocytopenia in Children.

Miller Children's & Women's participated in over 65 Health and Wellness Events, and Community Resource Fairs in FY24, reaching 71,766 individuals with chronic disease prevention information and resources.

Jonathan Jaques Children's Cancer Institute

The Jonathan Jaques Children's Cancer Institute at Miller Children's provided comprehensive, family centered care to children with cancer, sickle cell disease and other serious blood disorders. Children had access to the latest clinical trials and research initiatives, leading to improved cure rates and breakthroughs in treatments of childhood cancers and blood disorders.

Long Beach Alliance for Children with Asthma

The mission of the Long Beach Alliance for Children with Asthma (LBACA) is to improve the health, wellbeing, and lives of children with asthma in the Greater Long Beach Region, and that of their families and communities. Children in the Long Beach region bear a heavier asthma burden than their peers in other areas due to their proximity to pollution-generating infrastructure. This includes low-income communities near the ports of Los Angeles and Long Beach and multiple heavily trafficked freeways, including the 710 Freeway. LBACA's mission is to mitigate negative impacts on health and wellbeing on children with asthma and their families using a child-centered approach that focuses on empowerment through knowledge.

LBACA's goal of improving the quality of life for children and their families includes a reduction in preventable hospitalizations, emergency department visits, and school and work absences due to asthma, along with measurable overall quality of life enhancements.

At the heart of LBACA's work is our Community Health Worker (CHW) program, which provides preventative education to help reduce the negative impacts of uncontrolled asthma on children and families. This education and care is delivered in multiple cultural and linguistic contexts. LBACA also educates medical and school personnel, as well as other community-based groups who interact with children with asthma and their families. This improves basic asthma knowledge, awareness of local resources, effective communication, and the identification of patients eligible for referral to LBACA's program.

From the years 1999 - 2024, LBACA served over 6,000 children and their families, and trained over 800 physicians, nurses, and respiratory therapists. The program results in fewer missed school days due to asthma, translating to fewer missed workdays for adults, reduced use of the ER for asthma care, and a decrease in hospitalizations due to uncontrolled asthma.

Support Groups

Support groups were provided for families and caregivers of children with asthma, autism, cancer and those with special needs. *Unidad y Fuerza* (Unity and Strength), a Spanish support group provided 344 encounters that included support, education, and resources for families with special needs children.

Tichenor Clinic for Children

The Miller Children's & Women's community benefit grant program provided funding for the activities of daily living (ADL) All-Stars, a 14-week pilot program focused on improving ADL for youth with developmental disabilities. The ADL group served children, ages 8-10, who needed occupational therapy interventions to learn and practice self-care activities of daily living- personal

care and hygiene including teeth brushing, hair brushing/combing, hand washing, working with clothing fasteners, etc. The program also served the parents or primary caregivers of these youth. They participated in groups with their youth, to learn new skills and ways to help them practice at home. Four youth and parent pairs were enrolled in the program and 100% demonstrated increased independence and self-confidence. An additional two children received one-on-one therapy.

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

Boys & Girls Clubs of Long Beach

The Miller Children's & Women's community benefit grant program provided funding for the Boys & Girls Clubs of Long Beach (BGCLB) Wellness Coaches Program. The program provided individualized case management, 1:1 counseling, and group sessions for children categorized as high-risk in anxiety, depression, and/or suicidal ideation. Many of the program participants faced significant obstacles, which included housing instability, health issues, challenges at home, and language barriers. Through the Wellness Coaches Program:

- Completed assessments for 185 BGCLB members, resulting in 109 youth categorized as high risk. These high-risk youth received individual case management, including 1:1 counseling, group sessions, and access to Wellness Coaches. In addition, BGCLB extended their support to 14 additional youth who were referred by staff or guardians.
- 7 families were engaged in social work outreach and support initiatives, including mental health support, unhoused assistance, and discussions on sensitive issues like suicidal thoughts.

Long Beach Bar Foundation

The Miller Children's & Women's community benefit grant program provided funding to the Long Beach Bar Foundation for the Juvenile Emotional Management (JEM) Program. JEM is designed to teach at-risk youth and underserved youth how to recognize emotions and express them appropriately, eliminating a root cause of youth violence. In addition, the program supports parents with strategies to address mental health and overall social and emotional wellbeing and to have a stronger voice in the lives of their children, reduce stress and high-risk behaviors such as substance abuse, mental illness, school problems and underlying health conditions. 35 youth and their families completed the JEM program.

Mental Health Education and Resources

Outreach, education classes and support groups increased awareness of mental health issues and connected area residents with available resources. Blog and article posts on anxiety reached 19,099 individuals. The impact of bullying reached 344,550 community members.

- A Youth Mental Health Awareness expert panel provided information and support for 150 parents, caregivers, mental health clinicians, hospital clinicians, and community nonprofit stakeholder organizations.
- 196 children and youth received psychotherapy by licensed clinical psychologists.
- A blog on the impact of Traumatic Events reached 228 individuals.
- 89 neuropsychological assessments were completed by psychologists.
- 130 students received school reintegration assistance through school visits and recommendation letters.
- 196 individuals received psychotherapy by licensed clinical psychologists.
- Fliers promoting the Hematology/Oncology support group were distributed to 1,825 community members at community cancer events including the Komen Walk, Kids with Cancer, and Hope Lives Here.
- 150 art therapy sessions were provided at the Jonathan Jaques Children's Cancer Institute.
- The Autism Misconceptions video reached 494 individuals on Autism Acceptance Day.
- The autism support group met monthly and provided parental support, education and resources via Zoom. 96 parents participated.
- Educated 1,500 community members about relationship building skills at local community events.

Mental Health Services

Miller Children's & Women's increased its capacity to provide critically needed mental health screening, assessment and targeted mental health intervention by licensed psychologists for children who visited the outpatient centers for neurological, pulmonary, and endocrine related needs. The mental health resources were offered through a collaboration between Miller Children's & Women's and The Guidance Center (TGC). TGC is a community-based organization that provides comprehensive mental health treatment to the community's most disadvantaged children and their families.

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.

The Guidance Center

The Miller Children's & Women's community benefit grant program provided funding for a licensed mental health clinician to provide daily support to enhance social and community support for quality behavioral health care to at risk children in North Long Beach. Additionally, case management and linkage services were provided to parents, enabling them to better support their children, ages 0-5, ensuring access to mental health and other health care resources. The program also provided:

- 36 individual and family therapy sessions.
- 2 parent skills training sessions.
- 4 coffee talks using the Nurturing Parent series, an evidence-based competency and family-centered trauma informed program.
- 55 teacher support sessions and consultations at Long Beach Unified School District (LBUSD).

Priority Health Need: Pregnancy and Birth Outcomes

Pregnancy complications and adverse birth outcomes are growing public health concerns. Birth outcome measures show the status of reproductive health across populations and can be used to examine disparities in maternal and child health. Important pregnancy and birth outcomes include neonatal mortality, stillbirth, long-term neurologic problems, and maternal mortality.

Response to Need

Birth Equity

Maternal morbidity and mortality data in California show persistently higher rates among Black mothers when compared to mothers from all other racial groups. Miller Children's & Women's teams have participated in building a birth equity toolkit with the California Maternal Quality Care Collaborative (CMQCC). Miller Children's & Women's implemented an evidence-based implicit bias program for its health care providers involved in perinatal care of patients. In addition, a patient survey tool is used to inform and monitor equity work with a focus on awareness and reduction of implicit bias.

BreastfeedLA

The Miller Children's & Women's community benefit grant program provided funding for

BreastfeedLA to increase access to lactation support, especially for underserved community members. 829 encounters occurred in English and Spanish.

- Black, Filipino and Latinx individuals were supported through the Dede Diner (Filipino families), the Chichi Lounge (Hispanic and Chicanx families), the Lactation Clinic (Black families), and the Titties N’ Tea (Black families).
- 100% of families were assessed for necessary referrals and were provided with resources for mental health support, information on Black Infant Health, and fatherhood support as needed.
- Five lactation students were placed at the Baby Cafes and clinic where they accrued clinical lactation hours.

Cherished Futures for Black Moms & Babies

Miller Children’s & Women’s joined the second phase of Cherished Futures for Black Moms & Babies, a two-year cohort, with three other LA County hospitals, Communities Lifting Communities, the Public Health Alliance of Southern California, and the Hospital Association of Southern California, a collaborative effort to reduce black maternal and infant health inequities in LA County. Guided by data and grounded in black women’s experiences, this cohort brings together decision makers from local birth hospitals, public health departments, health plans and black community leaders to co-design systems-change solutions across clinical, institutional and community systems.

Health Education, Resources and Community Outreach

Miller Children’s & Women’s provided health information and services for community residents that removed barriers to prenatal and postnatal care and increased access to maternal and infant health care. A Breastfeeding Advice Blog reached 36,286 individuals.

- A board-certified lactation consultant discussed breastfeeding preparation and success factors with 291 individuals.
- Welcome Baby program posts, Her Story, Safe Sleep for Newborns, and a Birthcare Tour Video reached 27,793 individuals.
- 1,384 pregnant women and their families participated in childbirth preparation and prenatal classes, regardless of where they chose to deliver, and accessed maternal health materials.
- Nurturing the “New You” weekly support group taught infant massage techniques, transitioning into motherhood, and increasing a parent’s ability to respond optimally to baby’s needs. 120 community members participated.
- A Perinatal Bereavement support group met twice a month for parents who had lost an infant during pregnancy (through miscarriage or stillbirth) or shortly after birth. 240 encounters were provided.

Welcome Baby

Welcome Baby provides pregnant women and new moms with information, support and a trusted partner to help them through the journey of pregnancy and early parenthood. Available at no cost to women who reside in Los Angeles County, the Welcome Baby continuum of care included breastfeeding support, referrals to community resources and in-home visits from a registered nurse. Welcome Baby is a program of Best Start, an effort funded by First 5 LA. Long Beach is a targeted community and the Welcome Baby program and Miller Children's & Women's are programmatic strategic partners. In FY24, 989 new mothers and their families accessed resources. In addition, Miller Children's & Women's participated in two Community Resource Fairs promoting Welcome Baby, reaching 28,427 individuals and families.

Other Community Benefit Services

Miller Children's & Women's provided community benefit services in addition to those programs that focused on addressing priority health needs.

Health Professions Education

Graduate Medical Education

Miller Children's & Women's offered a pediatric residency training program in partnership with the University of California, Irvine, University of California, Los Angeles, the University of Southern California and various other local medical schools. Over 200 residents and fellows provided specialized care to infants, children, and adolescents. Miller Children's & Women's offered resident training and fellowship, sub-specialty training.

Resident Training Rotations

- General Pediatrics
- Medical Genetics and Genomics
- Physical Medicine and Rehabilitation
- Pediatric Dentistry

Fellowship and Sub-Specialty Training Rotations

- Child Abuse Pediatrics
- Hospice and Palliative Care
- Internal Medicine - Pediatric
- Neonatal-Perinatal Medicine
- Pediatric Anesthesiology
- Pediatric Emergency Medicine
- Pediatric Endocrinology
- Pediatric Hematology Oncology
- Pediatric Orthopedic Surgery
- Pediatric Pulmonology

Nursing Education

At Miller Children's & Women's, 618 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

139 students received precepted training at Miller Children's & Women's.

- Child life interns
- Patient care assistants
- Pediatric dietetic interns
- Pediatric rehabilitation students
- Pharmacy Students

Miller Children's & Women's also offered stipends to assist with the cost of school for four California State University, Dominguez Hills health sciences students.

Research

Miller Children's & Women's is committed to basic science, translational and clinical research. The hospital participated in national research studies in collaboration with other national children's hospitals to ensure the pediatric health care community stays at the forefront of leading treatments, patient care best practices and new technology. Miller Children's & Women's continued to partner with the National Institutes of Health (NIH), Children's Hospitals Association (CHA) and the Children's Oncology Group (COG) nationally, and with University of Southern California (USC), University of California Los Angeles (UCLA) and University of California Irvine (UCI) locally on cutting edge research. The hospital's clinical research programs supported clinical trials in many subspecialties allowing physicians to provide state-of-the-art treatment options to children who have illnesses where there is no standard therapy or where conventional therapy is failing. There are currently more than 100 ongoing research projects at Miller Children's & Women's. Studies focus on cancer, heart disease, infectious diseases, lung/respiratory, perinatal care and more.

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

Miller Children's & Women's supported community organizations through cash donations that addressed community health needs, health equity and the social determinants of health.

In-Kind Donations

- Hospital employees represented the hospital on community boards and collaborative

committees that focused on increased access to health and social services, improved safety, and children's health issues.

- Provided a land lease, below fair market value, to the Long Beach Ronald McDonald House charity, which supports a 23-room Ronald McDonald House.
- Rented office and dental clinic space to TCC Family Health at below fair market value.

Community Benefit Grant Program

In FY24, Miller Children's & Women's provided \$50,000 in 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:

- Boys & Girls Clubs of Long Beach
 - Wellness Coaches program provided individualized case management, 1:1 counseling, and group sessions for children categorized as high-risk in anxiety, depression, and/or suicidal ideation.
- Breastfeed LA
 - Provided lactation support to Black, Filipino and Latinx parents.
- Long Beach Bar Foundation
 - Juvenile Emotional Management (JEM) Program focused on at-risk youth and underserved youth.
- The Guidance Center
 - Licensed mental health clinician provided daily support to enhance social and community support for quality behavioral health care for 36 families.
- Tichenor Clinic
 - ADL All-Stars, a pilot program focused on improving activities of daily living (ADL) for youth, ages 8 to 10, with developmental disabilities.

Community Benefit Operations

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

Community Building Activities

Leadership Development

Parent Leadership training focused on teaching parents to become leaders of their households and in the community. 150 parents participated. The hospital also supported multicultural literacy at the Long Beach Library.

Coalition Building

Hospital representatives participated in coalitions that addressed community building and community revitalization initiatives.

Health Improvement Advocacy

Participated in meetings and collaborative efforts to advocate for improved pediatric 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
- Long Beach Chamber
- Los Alamitos Chamber
- Rossmoor Community Services District Board
- Seal Beach Chamber

Workforce Development

In the Long Beach Unified School District (LBUSD), education pathways are designed to create a "school within a school" environment for students through a rigorous academic course of study, real-world learning experiences, caring adults who provide guidance and advising, and social-emotional and learning support to prepare students for college and careers. The hospital supported the LBUSD Career Pathways program by providing on-site learning for health care pathways students.

Financial Summary of Community Benefit

The Miller Children’s 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 ¹¹	\$1,254,129
Unpaid Costs of Medi-Cal ¹²	\$38,442,607
Others for the Economically Disadvantaged ¹³	\$894,232
Education and Research ¹⁴	\$6,839,586
Other for the Broader Community ¹⁵	\$2,114,609
Total Community Benefit Provided Excluding Unpaid Costs of Medicare	\$49,545,163
Unpaid Costs of Medicare ¹²	\$115,567
Total Quantifiable Community Benefit	\$49,660,730

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

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

¹³ Includes other payors for which the hospital receives little or no reimbursement.

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

¹⁵ 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), Miller Children's & Women's Hospital Long Beach (Miller Children's & Women's) 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

Miller Children's Hospital Long Beach intends to take actions to address the following health needs:

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

Using the lens of the social determinants of health and health equity, Miller Children's & Women's 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 medically underserved children.

Strategies and Programs

CCS Specialty Care Centers

Provide specialty care for children through California Children's Services (CCS) approved Specialty Care Centers at Miller Children's & Women's Hospital Long Beach.

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.

Professional Education and Specialty Clinics

Train residents and fellows in pediatric specialties. Support pediatric specialty clinics.

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

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.

Support Groups and School Reintegration

Provide support groups for parents and children to address unique health needs. Promote the school reintegration program for children with long-term mental illness to prevent and reduce school absenteeism.

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**Collaborations**

Work in collaboration with community agencies to address chronic disease prevention and treatment among older adults. Continue to work through the Long Beach Alliance for Children with Asthma, which provides education, clinician training, and community health workers related to asthma in the greater Long Beach community.

Community Support

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

Health Education, Health Fairs, and Preventive Screenings

Offer health education workshops and presentations on chronic disease prevention, treatment, and management, including physical activity, exercise, and nutrition. Participate in health and wellness fairs and offer preventive 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.

Specialty Care Centers

Provide care for children with chronic diseases and disabilities through the Outpatient Specialty Centers at Miller Children's & Women's Hospital Long Beach and in the community.

Support Groups

Offer support groups to assist children and their families with chronic diseases.

Priority Health Need: Pregnancy and Birth Outcomes

Goal: Improve the health of new mothers and their babies through preventive and postpartum practices.

Strategies and Programs

Community Support

Provide cash and in-kind donations to nonprofit community organizations dedicated to improving birth outcomes.

Health Education, Support Groups, and Breastfeeding Initiatives

Provide health education and support group services for new and expecting mothers. Support breastfeeding initiatives for new and expecting mothers.

Media and Health Awareness

Provide public health education in the media and community health awareness events to encourage healthy behaviors in pregnancy and in the post-partum period.

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 pregnancy and birth outcomes.

Track Birth Outcomes

Track birth outcomes in partnership with infant health programs.

Welcome Baby Program

Continue providing education and other services to mothers and babies as part of the Welcome Baby program.

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 dedicated to increase and expand preventive health.

Flu Vaccinations

Provide flu vaccinations, free to the public, in areas easily accessible to the general public.

Health Education and Screenings

Provide education and resources focused on healthy living and disease prevention. Provide free health screenings.

Injury Prevention

Reduce injuries and accidents among children by providing safety programs, bicycle helmets and car seats.

Media and Health Awareness

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

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 children's access to preventive practices.

Evaluation of Impact

Miller Children's & Women's 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 Miller Children's & Women's actions to address these significant health needs will be reported in the next scheduled CHNA.

Health Needs the Hospital Will Not Address

Since Miller Children's & Women's 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, Miller Children's & Women's will not directly address the remaining significant health needs identified in the CHNA, including economic insecurity, overweight and obesity, and violence prevention.

Contact Information

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