

# Annual Report and Plan for **Community Benefit**

**Fiscal Year 2022** ( January 1, 2022 - December 31, 2022)





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Department of Health Care Assessment and Information (HCAI)  
Accounting and Reporting Systems Section  
Sacramento, California



## Mission

Beverly Hospital's mission is to provide compassionate and quality health care.

## Vision

Our vision is to be a quality driven, patient centered, community-based health system focused on growth, collaboration, and innovation.

## Values

- Teamwork
- Integrity
- Innovation
- Respect
- Excellence
- Service

## About Beverly Hospital

Located in Montebello, Beverly Hospital has 192 licensed beds. It is an award-winning nonprofit hospital that serves Montebello, East Los Angeles, Pico Rivera, and the surrounding communities. A medical staff of over 375 physicians, representing a wide spectrum of specialties, is supported by experienced and dedicated employees and volunteers. As part of our team, they strive to deliver high-tech, high-touch services, preventive education, and quality patient care.

Beverly Hospital is accredited by Det Norske Veritas (DNV) and is an ISO 9001:2015 compliant organization. We provide services driven by the health needs of the community. Having a strong presence in our community has been critical to our success for over 74 years. Over time we have not only updated the way we deliver basic health care, but by reaching beyond the walls of our hospital and working with other like-minded organizations, we seek to continuously meet the changing needs of our community.

## Services Offered

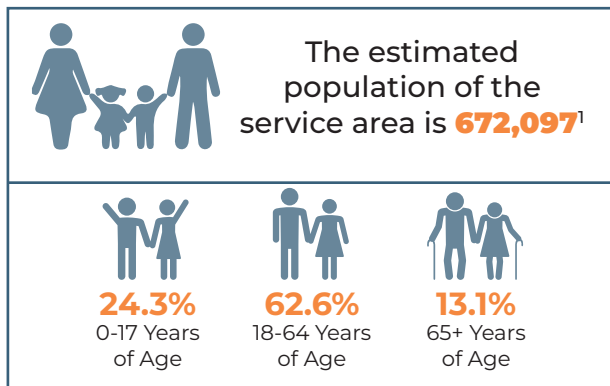
- Cardiac Care
- Emergency Care Center
- Intensive Care
- Medical and Surgical Services
- Radiology Diagnostic Services
- Senior Services
- Wound Care and Hyperbaric Medicine



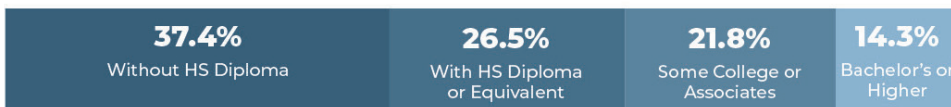
## Service Area

Beverly Hospital is located at 309 West Beverly Boulevard, Montebello, California 90640. Its service area includes 13 ZIP Codes which include 11 cities or neighborhoods. The service area covers portions of Service Planning Areas (SPAs) 3 (San Gabriel), 4 (East LA) and, 7 (South and East LA) in Los Angeles County.

CITY	ZIP CODE	SPA
Bell/Bell Gardens	90201	SPA 7
Commerce	90040	SPA 7
East Los Angeles	90022, 90023, 90063	SPA 7 & 4
El Monte	91732	SPA 3
Montebello	90640	SPA 7
Monterey Park	91754, 91755	SPA 3
Pico Rivera	90660	SPA 7
Rosemead	91770	SPA 3
South El Monte	91733	SPA 3
Whittier	90606	SPA 7



### Education Attainment Ages 25+



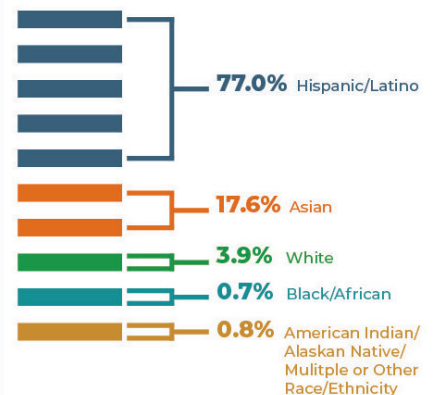
### Languages Spoken at Home Ages 5+



### Poverty Level



### Population Ethnicities



<sup>1</sup>All information came from the U.S. Census Bureau, American Community Survey, 2010-2014, 2015-2019, DP05 <https://data.census.gov/cedsci/>



## Community Health Needs Assessment

As required by state and federal law, Beverly Hospital completed a Community Health Needs Assessment (CHNA) in 2022. California Senate Bill 697 and the Patient Protection and Affordable Care Act through IRS section 501(r)(3) regulations direct nonprofit hospitals to conduct a Community Health Needs Assessment and develop an Implementation Strategy every three years. The purpose of the Community Health Needs Assessment is to identify and prioritize the significant health needs of the community served by Beverly Hospital. The health needs identified in the CHNA help guide the hospital's community benefit activities.

### Data Collection

Secondary and primary data were collected to complete the CHNA. Secondary data were collected from a variety of local, county and state sources to present community demographics, social determinants of health, health care access, birth indicators, leading causes of death, acute and chronic disease, health behaviors, mental health, substance use and misuse, and preventive practices.

Primary data were obtained through interviews with 10 key community stakeholders, public health, and service providers, members of medically underserved, low-income, and minority populations in the community, and individuals or organizations serving or representing the interests of such populations. 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 potentially available to address needs and discover gaps in resources.

Significant needs were identified through a review of the secondary health data and validation through stakeholder interviews. The identified significant needs included:

- Access to care
- Birth indicators
- Chronic diseases
- COVID-19
- Economic insecurity
- Education
- Housing and homelessness
- Mental health
- Overweight and obesity
- Preventive practices
- Substance use
- Violence and community safety

### Priority Health Needs

The stakeholder interviewees were asked to rank order the health needs identified in the CHNA according to highest level of importance in the community. Among the community stakeholders, mental health, housing and homelessness, chronic diseases, economic insecurity and access to health care were ranked as the top five priority needs in the service area.

Beverly Hospital then undertook a process to identify the priority needs the hospital would address. Applying the following criteria, the organization was able to assess its ability to impact the prioritized health needs: organizational capacity, established relationships, ongoing investment, and acknowledged competencies and expertise. Beverly Hospital chose to address the following health needs through a commitment of community benefit programs and charitable resources.

- Access to health care
- Chronic diseases (including healthy eating and active living)
- Mental health
- Preventive care



## Community Benefit Review of Progress

In 2022, Beverly Hospital engaged in activities and programs that addressed the priority health needs identified in the 2020-2022 Implementation Strategy. The review of progress provides an overview of activities that addressed these health needs.

### Access to Care and Preventive Practices

- Health insurance enrollment
- Transportation support
- Cancer screenings
- Preventive screenings
- Fitness classes for seniors
- Community health fairs
- Breastfeeding support services

### Chronic Diseases (including Overweight and Obesity)

- Diabetes education programs
- Community CPR and first aid
- Wound care
- Preventive health and community lectures
- Nutrition education

### Mental Health

- Support groups
- Mental health services
- Tele-psychiatric services



## Community Benefit Services Summary

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

In 2022 (January 1, 2022 – December 31, 2022), Beverly Hospital provided community benefit activities within its service area. A summary of these activities follows.

### Community Health Improvement Services:

*Activities carried out to improve community health made available to the public which address a community need.*



Ara Kelekian, DPM, educating community members on foot health.

## Community Health Education

### 50+ Connection Program for Seniors

Beverly Hospital's 50+ Connection Program offered diverse lectures, exercise classes, and social activities to increase healthy habits and reduce isolation among seniors. Services were offered in partnership with various organizations and covered a wide range of topics. In 2022, topics included: stroke education, disaster preparedness, foot health, nutrition education and wound care education. Approximately 589 seniors participated in this program in 2022.

### Breastfeeding

Beverly Hospital is designated as a Baby-Friendly hospital. The Baby Friendly Hospital Initiative (BFHI) is a global program sponsored by the World Health Organization to encourage hospitals to promote breastfeeding as a best practice for newborn nutrition.

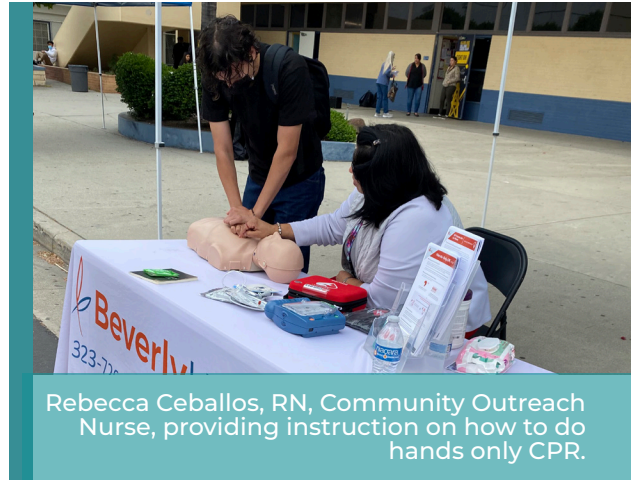
The hospital has an ongoing training program that includes lactation consultants, nurse training, and patient education. In addition to providing education and support to every new mom delivering at Beverly's Hensel Maternity center, Beverly hosted 2 breastfeeding education classes which reached 6 breastfeeding moms.



## Community Health Fairs

The hospital participated in community health fairs and events to connect with the community and provide health education, health screenings, and information about available resources. Over 1,100 individuals were reached.

The hospital participated in the Montebello High School Wellness Day, City of Montebello Night Out, Maravilla Community Center Health Day, Montebello-Commerce YMCA Senior Health Fair, and Montebello Senior Center Senior Health Fair.



Rebecca Ceballos, RN, Community Outreach Nurse, providing instruction on how to do hands only CPR.

## Community CPR and First Aid

CPR and First Aid classes were offered at the Hospital, at health fairs, and in partnership with local organizations such as schools and community groups. As a result, 382 people received CPR and/or first aid training.

## Diabetes Education Programs

Accredited by the American Association of Diabetes Educators, Beverly Hospital provided education on prevention, management, and treatment of diabetes to the community through the Sweet Success Program and the Diabetes Wellness Hour lecture series. The hospital provided diabetes education to 12 individuals.

## Maternal and Infant Health Education

A wide range of classes on prenatal and infant care were offered at Beverly Hospital. Classes were offered in English and Spanish. These included: childbirth preparation, infant care, and infant CPR. In 2022, these classes had 166 participants.

## Support Groups

Beverly Hospital offered a support group for caregivers for people with Alzheimer's disease or dementia. The hospital also offered a Breast Cancer Support group in collaboration with the Cancer Support Community Greater San Gabriel Valley. In 2022, a total of 199 persons attended support groups.

## Community Based Clinical Services

### Blood Drives

In partnership with the American Red Cross, Beverly hosted quarterly blood drives. In 2022, the hospital collected 179 pints of blood.

### Preventive Screenings

The hospital provided free blood pressure, foot, and glucose screenings and health education at local community sites, the Montebello Senior Center, Pico Rivera Senior Center, Montebello Senior Villas, and Potrero Heights Community Center. In 2022, 204 blood pressure, 57 foot, and 219 glucose screenings were provided.





## Women's Breast Health Screenings

Beverly Hospital offered breast health screenings at low and no-cost through the Every Woman Counts program. The hospital offered diagnostic and screening mammograms, breast ultrasounds, breast biopsies, and others. In 2022, 338 screenings were provided.

## Health Care Support Services

### Insurance Enrollment

In partnership with the Los Angeles County Department of Public Health, Beverly Hospital provided enrollment assistance to patients for no cost or low-cost health insurance coverage programs. In 2022, the hospital assisted 27 people with Medi-Cal enrollment and information on health insurance.

### Mental Health Services

In partnership with BHC Alhambra Hospital, Beverly Hospital covered the cost of care for 61 patients requiring additional mental health services.

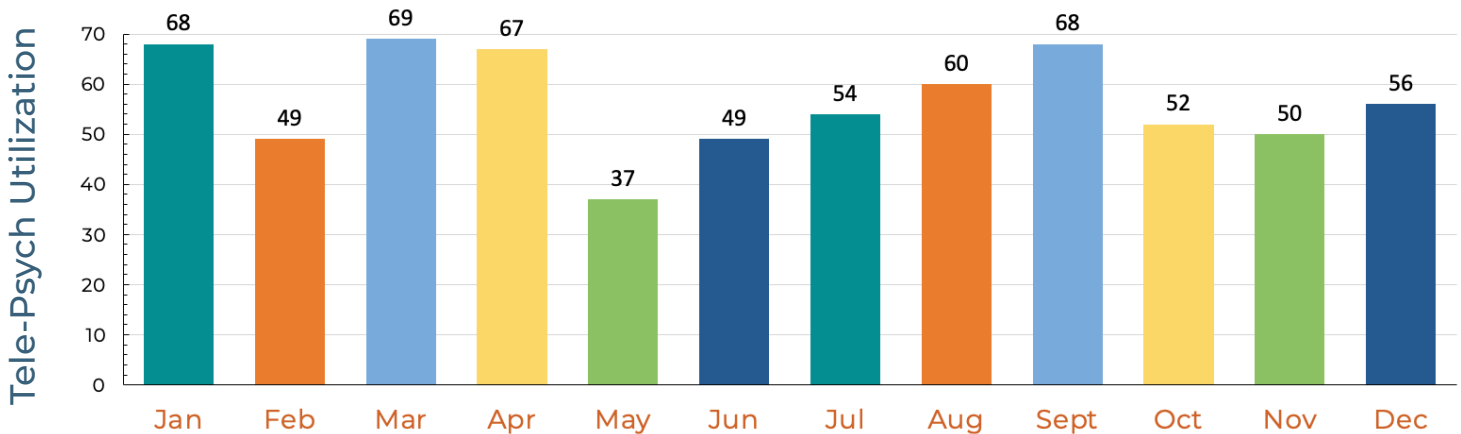
### Transportation

Beverly Hospital offered transportation to support access to care. Individuals from various hospital clinics were eligible for transportation within a 15-mile radius of the hospital. In 2022, the hospital transportation van provided 1,719 rides. The hospital also covered the cost of UberHealth rides as a travel option for individuals. 2,119 Uber rides were provided by Beverly Hospital.

### Tele-Psychiatric Services

Beverly Hospital offered a Tele-Psychiatry Program for persons requiring a psychiatric consult. It allowed for timely access to care and decreased length of stay for many patients. In 2022, the service was utilized 679 times.

## JANUARY - DECEMBER 2022 TELE-PSYCHIATRIC SERVICES UTILIZATION





## Education for Health Professionals:

*Education programs for physicians, nurses, nursing students, and other health professionals offered by the hospital throughout the fiscal year.*



Disaster coordinator educating Beverly staff on active shooter preparedness.

### Health Professions Education

Throughout the year, Beverly Hospital provided continuing education opportunities for health professionals to stay up to date on new medical and safety advancements. As a result, they can better address community health and wellness needs. Examples of education sessions included stroke information updates and safety training.

### Nursing Education

The hospital served as a site for nursing student training. In 2022, hospital staff served as preceptors for nursing students. Students completed a combined 45,468 hours. RN students were from Azusa Pacific University, California State University, Los Angeles, Cerritos College, Concordia University Irvine, Glendale Career College, LA City College, Los Angeles Trade-Tech Community College, Mt. San Antonio College, Rio Hondo, Smith Chason College, or West Coast University. The hospital provided education and training to LVN students from Advanced College, Pacific College, and Premiere College.

### Clinical Education

Hospital staff provided 7,056 hours of 1:1 instruction for 62 students from various health disciplines. Students were from Mt. San Antonio College, North-West College, and Premiere College. Beverly hospital provided preceptors for:

- 26 Surgical Technician students
- 6 Paramedic students
- 26 Emergency Medical Technician (EMT) students
- 4 Radiology Technician students



## **Subsidized Health Services:**

*Clinical programs provided despite a financial loss.*



Subsidized Health Services meet identified community needs. A negative margin existed after removing financial assistance, bad debt and Medi-Cal shortfalls.

### **Outpatient Services**

The Center for Advanced Wound Healing and Hyperbaric Medicine is dedicated to preventing lower limb loss and optimizing outcomes for patients with chronic, non-healing wounds resulting from illnesses such as diabetes, pressure ulcers, and peripheral vascular disease.

A multi-disciplinary team of physicians, registered nurses, hyperbaric technologists, and nutritionists work together to provide patients with the most effective treatment options to relieve pain and promote healing.

### **Women's and Children's Services**

The Hensel Maternity center provided obstetrical services to increase access to quality care for pregnant women and their newborn babies.



## Cash and In-Kind Contributions:

*Funds and in-kind services donated to community organizations or the community for a community benefit purpose.*



Beverly Hospital dropping off school supply donations to Fremont Elementary.

## Community Partnerships

Beverly Hospital extended support, such as services, in-kind donations, financial contributions, and donated space, to like-minded community organizations with similar community health goals.

## Community Building Activities:

*Activities that improve the community's health and safety by addressing the root causes of health problems, such as homelessness, poverty, and environmental concerns. Support includes offering the expertise and resources of the hospital.*



## Economic Development

In 2022, the hospital provided support to the Chambers of Commerce in Montebello, Pico Rivera, Rosemead, and Whittier.



## Financial Summary of Community Benefit 2022

Beverly Hospital community benefit funding for 2022 (January 2022 – December 2022) is summarized in the table below. The hospital's community benefit costs are in compliance with Internal Revenue Service instructions for Form 990 Schedule H. All community benefit expenses are based on actual costs, not charges, in compliance with IRS Form 990 Schedule H instructions using a cost to charge ratio for financial assistance.

Community Benefit Categories	Net Benefit
Charity Care/Financial Assistance <sup>1</sup>	\$472,344
Unpaid Costs of Medi-Cal <sup>2</sup>	\$13,585,676
Health Professions Education	\$1,598,109
Subsidized Health Services <sup>3</sup>	\$1,305,363
Other for the Broader Community <sup>4</sup>	\$363,297
<b>Total Community Benefit Provided Excluding Unpaid Costs of Medicare</b>	<b>\$17,324,789</b>
Unpaid Costs of Medicare <sup>2</sup>	\$23,627,207
<b>Total Quantifiable Community Benefit</b>	<b>\$40,951,996</b>

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

<sup>2</sup> Unpaid costs of public programs include the difference between costs to provide a service and the rate at which costs are determined and are based on the overall cost to charge ratio. Includes Quality Assurance Fee and Disproportionate Share.

<sup>3</sup> Includes clinical programs that address an identified community need and where negative margins remain after removing financial assistance, bad debt, and Medi-Cal shortfalls.

<sup>4</sup> Includes non-billed activities for vulnerable populations and the broader community such as community education, screenings, and health support services. Also included are staffing, cash and in-kind donations, and community benefit operations expense.



## Community Benefit Plan for 2023-2025

*As a result of the 2022 Community Health Needs Assessment process, priority health needs were identified that the hospital will focus on through its Implementation Strategy.*

The Implementation Strategy spans the period 2023-2025. The Implementation Strategy outlines actions the hospital intends to take, including programs and resources it plans to commit, anticipated impacts of these actions, and planned collaboration between the hospital and other organizations for the priority health needs the hospital plans to address:



Gautam Ganguly, MD, FAAN, FANA, FAASM, FAANEM, RPVI, speaking on stroke education at the Pico Rivera Senior Center.

1. Access to health care
2. Chronic diseases (including overweight and obesity)
3. Mental health
4. Preventative practices

### Access to Health Care and Preventive Practices

Beverly Hospital will address access to health care and preventive practices by taking the following actions:

- Provide financial assistance through free and discounted care and government health programs for low-income patients for health care services, consistent with the hospital's financial assistance policy.
- Assist persons who are uninsured or underinsured to enroll in publicly available health insurance programs.
- Provide transportation support to increase access to health care services.
- Offer free health screenings and provide education and resources focused on healthy living and disease prevention.
- Promote breastfeeding through education classes and lactation consultants.
- Provide donations and in-kind support to nonprofit community organizations that address access to health and preventive services.



## Chronic Diseases (including Overweight and Obesity)

Beverly Hospital will address access chronic diseases by taking the following actions:

- Provide education on prevention, management, and treatment of diabetes to the community. Offer diabetes counseling in English and Spanish.
- Offer health education, exercise classes, and social activities to increase healthy habits and reduce isolation among seniors.
- Provide CPR and first aid training at the hospital, health fairs and in partnership with local organizations.
- Through the Center for Advanced Wound Healing and Hyperbaric Medicine, provide education on the prevention and treatment of wounds.
- Provide free flu vaccines in the community.
- Provide community health sessions focused on chronic disease prevention, management, and treatment.
- Provide donations and in-kind support to nonprofit community organizations dedicated to addressing chronic diseases, healthy eating and physical activity.

## Mental Health

Beverly Hospital will address mental health by taking the following actions:

- Partner with the City of Montebello to provide services through the hospital Emergency Care Center.
- Provide a Tele-Psychiatry Program for persons requiring a psychiatric consultation.
- Offer support groups for bereavement and for caregivers who assist people with Alzheimer's disease or dementia.
- Provide education classes to increase knowledge of mental health issues and to increase awareness of prevention and treatment services available in the community.
- Provide donations and in-kind support to nonprofit community organizations that address mental health services.



Fitness instructor Martha Diaz leading a Balance and Agility class over Zoom.



From left to right: Beverly Hospital staff providing free blood pressure and glucose screenings at the Montebello Senior Center Senior Health Fair, Alice Tarango, Community Outreach Coordinator, speaking with community members at the City of Montebello's Night Out, and Jano Boghossian, DPM, providing free foot screenings at Beverly Hospital's Center for Advanced Wound Healing and Hyperbaric Medicine.

### Evaluation of Impact

Beverly Hospital 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. An evaluation of the impact of the hospital's actions to address these significant health needs will be reported in the next scheduled CHNA.

### Needs the Hospital Will Not Address

Beverly Hospital cannot directly address all the health needs present in the community, as a result, we will concentrate on those health needs that we can most effectively address given our areas of focus and expertise. Taking existing hospital and community resources into consideration, Beverly will not directly address the remaining health needs identified in the CHNA, including birth indicators, economic insecurity, education, housing and homelessness, substance use, and violence and community safety. Additionally, the hospital does not intend to directly emphasize COVID-19 interventions in the Implementation Strategy but will continue to deliver acute medical care to address COVID-19.





**Contact Information**

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## **Credits**

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**Alice Tarango**, Coordinator, Community Outreach  
**Maianh Nguyen**, Project Manager, Marketing