

2023

COMMUNITY BENEFIT REPORT/
PROGRESS ON 2021-2023 COMMUNITY HEALTH IMPROVEMENT PLAN

Providence Mission Hospital

Mission Viejo, CA





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EXECUTIVE SUMMARY

Providence continues its mission of service in Orange County through Providence Mission Hospital. Mission Hospital is an acute-care hospital with 523 licensed beds, founded in 1971 and located in Mission Viejo, CA. It serves the communities of Mission Viejo, Laguna Beach, Laguna Niguel, San Juan Capistrano, San Clemente, Rancho Santa Margarita, Rancho Mission Viejo, Lake Forest, Laguna Hills, Dana Point, Ladera Ranch, Trabuco Canyon, Capistrano Beach and Aliso Viejo. The hospital's service area is in South Orange County and includes 590,000 people.

Providence Mission Hospital dedicates resources to improve the health and quality of life for the communities it serves, with special emphasis on the needs of the economically poor and vulnerable. In FY23, the hospital provided **\$66,650,234** in Community Benefit in response to unmet needs. For FY23, Providence Mission Hospital had an unpaid cost of Medicare of **\$120,272,588**.

2021-2023 Providence Mission Hospital Community Health Improvement Plan Priorities

As a result of the findings of our [2021 CHNA](#) and through a prioritization process aligned with our Mission, resources, and hospital strategic plan, Providence Mission Hospital focused on the following areas for its 2021-2023 Community Benefit efforts:

PRIORITY 1: MENTAL HEALTH/SUBSTANCE USE

Mental Health and substance use continue to be priorities across our communities. Mental health challenges can impede people's abilities to realize their potential, cope with stresses, work productively and fruitfully, and make contributions to their communities. We will be focusing on increasing services to South Orange County residents and reducing the rates of substance use among youth in our coastal communities.

2023 Accomplishments

- Increased our therapy services to support 599 unique individuals.
- Nearly 80% of clients with a moderate PHQ-9 score showed a significant decrease in depression by the end of treatment.
- Our stigma reduction program, Promise to Talk, achieved 156,000 encounters with nearly 3,000 promises across Orange County and over 4 million impressions through our social media and web platforms.
- Significant decreases in teens reporting alcohol and other drug use in the last 30 days at two local school districts compared to 2016 rates.
- Released Spanish-language website, www.crianza-positiva.org to support Spanish-speaking parents in speaking with their teens about mental health and substance use.

PRIORITY 2: AFFORDABLE HOUSING & HOMELESSNESS

Affordable housing and homelessness are significant concerns in our communities. Homelessness has a ripple effect throughout the community; it impacts the availability of healthcare resources, crime and safety, the workforce, and the use of tax dollars. Affordable housing benefits our communities and creates stronger outcomes – in employment, health, and education. We have been working to reduce chronic homelessness, support the number of persons entering bridge and supportive housing, and strengthen affordable housing policies in the 2021-2028 housing element plans.

2023 Accomplishments

- Our close partnerships with local housing providers provided bridge and supportive housing solutions to 77 vulnerable residents without a home. Many of these individuals were connected to some type of supportive or long-term housing solution, the remaining were provided much-needed social and medical services that provided stability and access to care.
- The Community Care Navigator program supported 289 individuals with over 4,168 supportive contacts and case management services. 68% of these clients successfully transitioned out of intensive case management due to stabilization in social and health care needs as well as significant reductions in their emergency department visits.
- South Orange County witnessed a decrease in the number of persons experiencing homelessness compared to the 2019 Point in Time count. Our Care Navigation program and relationships with local non-profits who serve the unhoused has impacted this outcome.

PRIORITY 3: EQUITY/RACIAL DISPARITIES

We believe that everyone should have a fair and just opportunity to attain their full potential and that no one should be disadvantaged, excluded, or dismissed from achieving that potential based on inherent characteristics such as race, ethnicity, or gender identity.

2023 Accomplishments

- Mission Hospital provided over 17,000 encounters to low-income limited English residents in FY23, connecting this isolated group to relief services and access to health care services.
- We continued providing events promoting inclusion, diversity, and multiculturalism for residents. Diversity awareness, public witness events, listening circles and participation in the Interfaith Justice Collaborative were key activities.
- Mission Hospital actively participated in the strategic process with Orange County Health Care Agency's Equity Task Force to identify three countywide focus areas: 1) Housing, 2) Food, 3) Health & Well-Being. The South Orange County Equity Collaborative, supported by Mission Hospital, continued its planning and development process in FY23.
- 213 Cope Health Scholars completed rotations in many hospital clinical units to provide exposure to the medical field and ultimately grow the future workforce of hospital providers. 41% of the scholars identify themselves as BIPOC (compared to 35% in 2019) and 68% speak a language other than English.

Providence

At Providence, we use our voice to advocate for vulnerable populations and needed reforms in health care. We are also pursuing innovative ways to transform health care by keeping people healthy, and making our services more convenient, accessible and affordable for all. In an increasingly uncertain world, we are committed to high-quality, compassionate health care for everyone – regardless of coverage or ability to pay. We help people and communities benefit from the best health care model for the future – today.

Together, our 120,000 caregivers (all employees) serve in 52 hospitals, 1,085 clinics and a comprehensive range of health and social services across Alaska, California, Montana, New Mexico, Oregon, Texas and Washington.

Providence across five western states:

- [Alaska](#)
- [Montana](#)
- [Oregon](#)
- [Northern California](#)
- [Southern California](#)
- [Washington](#)

The Providence affiliate family includes:

- [Covenant Health in West Texas](#)
- [Facey Medical Foundation in Los Angeles, CA.](#)
- [Kadlec in Southeast Washington](#)
- [Pacific Medical Centers in Seattle, WA.](#)
- [Swedish Health Services in Seattle, WA.](#)

As a comprehensive health care organization, we are serving more people, advancing best practices and continuing our more than 100-year tradition of serving the poor and vulnerable. Delivering services across seven states, Providence is committed to touching millions of more lives and enhancing the health of the American West to transform care for the next generation and beyond.

INTRODUCTION

Who We Are

Our Mission	As expressions of God’s healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.
Our Vision	Health for a Better World.
Our Values	Compassion — Dignity — Justice — Excellence — Integrity

Providence Mission Hospital is an acute-care hospital founded in 1971 by a group of physicians, partnered in 1993 with Children’s Hospital of Orange County (CHOC) to provide pediatric services. In 1994, the hospital became a member of St. Joseph Health. In 2009, Mission Hospital acquired South Coast Medical Center in Laguna Beach. In 2016 Mission Hospital joined the Providence family of 51 hospitals. Mission Hospital has two locations, one in Mission Viejo and the other in Laguna Beach, California. The hospital has 504 licensed beds, a staff of 2,700, and professional relationships with more than 700 local physicians. Major programs and services offered to the community include the following: a Level II Trauma Center, cardiac care, critical care, neuroscience, diagnostic imaging, emergency medicine, and obstetrics.

Our Commitment to Community

Providence Mission Hospital dedicates resources to improve the health and quality of life for the communities we serve. During Fiscal Year 2023 (July 1, 2022 – June 30, 2023), Providence Mission Hospital provided \$66,650,234 in Community Benefit¹ in response to unmet needs and to improve the health and well-being of those we serve in South Orange County.

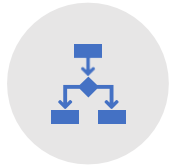
Health Equity

At Providence St. Joseph Health, we acknowledge that all people do not have equal opportunities and access to living their fullest, healthiest lives due to systems of oppression and inequities. We are committed to ensuring health equity for all by addressing the underlying causes of racial and economic inequities and health disparities. Our Vision is “Health for a Better World,” and to achieve that we believe we must address not only the clinical care factors that determine a person’s length and quality of life, but also the social and economic factors, the physical environment, and the health behaviors that all play an active role in determining health outcomes.

¹ Per federal reporting and guidelines from the Catholic Health Association.

To ensure that equity is foundational to our CHIP, we have developed an equity framework that outlines the best practices that each of our hospital will implement when completing a CHIP. These practices include, but are not limited to the following:

Figure 1. Best Practices for Centering Equity in the CHIP



Address root causes of inequities by utilizing evidence-based and leading practices



Explicitly state goal of reducing health disparities and social inequities



Reflect our values of justice and dignity



Leverage community strengths

Community Benefit Governance

Providence Mission Hospital demonstrates organizational commitment to the community benefit process through the allocation of staff time, financial resources, participation and collaboration with community partners. The Director of Community Health Investment is responsible for coordinating implementation of State and Federal 501r requirements.

A charter approved in 2007 and revised in 2020 established the formation of the Providence Mission Hospital Community Health Committee. The role of the Community Health Committee is to support the Ministry Board in overseeing community benefit issues. The Committee acts in accordance with a Board-approved charter. The Community Health Committee is charged with developing policies and programs that address identified needs in the service area particularly for underserved populations, overseeing development and implementation of the Community Health Needs Assessment (CHNA) and Community Health Improvement Plan (CHIP), and overseeing and directing the Community Benefit (CB) activities.

The Community Health Committee has a minimum of eight members including members of the Community Ministry Board. Current membership includes two members of the Community Ministry Board and seven community members. A majority of members have knowledge and experience with the populations most likely to have disproportionate unmet health needs. The Community Health Committee meets bi-monthly.

Roles and Responsibilities

Senior Leadership

- Chief Philanthropy and Health Equity Officer for Providence South Division has accountability for CB performance
- Locally, the Chief Executive and senior leaders including the hospital's Chief Mission Integration Officer, are directly accountable for CB performance.

Community Health Committee (CHC)

- CHC serves as an extension of the Community Ministry Board to Oversee and advise upon the commitment to serve and address our community's health needs. The committee ensures that Providence's Mission and Core Values are fulfilled and integrated through our service and investment in the community and that we pay special attention to poor and vulnerable populations in South Orange County. It includes diverse community stakeholders. Ministry Board members on CHC serve as 'board level champions.'
- The Committee provides recommendations to Mission Hospital's Ministry Board regarding budget, program targeting and program continuation or revision.

Community Health Investment (CHI) Department

- Manages CB efforts and coordination between CHI and Finance departments on reporting and planning.
- Manages data collection, program tracking tools and evaluation.
- Develops specific outreach strategies to access identified Disproportionate Unmet Health Needs (DUHN) populations.
- Coordinates with clinical departments to reduce inappropriate ER utilization.
- Advocates for CHI to senior leadership and invests in programs to reduce health disparities.

Local Community

- Partnership to implement and sustain collaborative activities.
- Formal links with community partners.
- Provide community input to identify community health issues.
- Engagement of local government officials in strategic planning and advocacy on health-related issues on a city, county or regional level.

Planning for the Uninsured and Underinsured

Our Mission is to provide quality care to all our patients, regardless of ability to pay. We believe that no one should delay seeking needed medical care because they lack health insurance. That is why Providence Mission Hospital has a Financial Assistance Program (FAP) that provides free or discounted services to eligible patients.

One way Providence Mission Hospital informs the public of FAP is by posting notices. Notices are posted in high volume inpatient and outpatient service areas. Notices are also posted at locations where a patient may pay their bill. Notices include contact information on how a patient can obtain more information on financial assistance as well as where to apply for assistance. These notices are posted in English and Spanish and any other languages that are representative of 5% or greater of patients in the hospital's service area. All patients who demonstrate lack of financial coverage by third party insurers are offered an opportunity to complete the Patient Financial Assistance Application and are offered information, assistance, and referral as appropriate to government sponsored programs for which they may be eligible. For information on our Financial Assistance Program click <https://www.providence.org/obp/ca>. In FY23, Providence Mission Hospital provided \$2,986,768 in free (charity care) and discounted care and 1,505 encounters.

Medi-Cal (Medicaid)

Providence Mission Hospital provides access to the uninsured and underinsured by participating in Medicaid, also known as Medi-Cal in California. In FY23, Providence Mission Hospital provided \$58,634,839 in Medicaid shortfall.

Community Demographics

POPULATION AND AGE DEMOGRAPHICS

The population in Mission Hospital’s total service area makes up 19% of Orange County. The male-to-female distribution is roughly equal across the geographies. The high need service area has a higher percentage of people over the age of 65 and between ages 18 and 34. People ages 35 to 54 and under the age of 18 are less likely to live in high need census tracts.

POPULATION BY RACE AND ETHNICITY

Individuals identifying as Hispanic had a higher percentage living in high need service areas, 27.3% versus the broader service area, 15.2%. The same was noted for individuals identifying as “other” race, 10.5% versus 4.0%.

People identifying as white were less likely to live in high need census tracts, 71% lived in high need service areas, and 76.8% in the broader community.

SOCIOECONOMIC INDICATORS

Table 1. Income Indicators for Orange County Service Area

Indicator	Broader Service Area	High Need Service Area	Orange County
Median Income Data Source: American Community Survey Year: 2019	\$126,947	\$85,526	\$88,453
Percent of Renter Households with Severe Housing Cost Burden Data Source: American Community Survey Year: Estimates based on 2013 – 2017 data	25.4%	30.3%	28.0%

The high need service area’s median household income is approximately \$40,000 **less than** that of the broader service area, and \$3,000 **less than** the Orange County overall.

Severe housing cost burden is defined as households that spend 50% or more of their income on housing costs. In the high need service area, 30% of renter households are severely housing cost burdened. Within the total service area there are census tracts in which over 50% of households are experiencing severe housing cost burden.

Full demographic and socioeconomic information for the service area can be found in the [2021 CHNA for Mission Hospital](#).

COMMUNITY NEEDS AND ASSETS ASSESSMENT PROCESS AND RESULTS

Summary of Community Needs Assessment Process and Results

Improving the health of our communities is foundational to our Mission and deeply rooted in our heritage and purpose. Our Mission calls us to be steadfast in serving all, with a special focus on our most economically poor and vulnerable neighbors. This core belief drives the programs we build, investments we make, and strategies we implement.

Knowing where to focus our resources starts with our Community Health Needs Assessment (CHNA), an opportunity in which we engage the community every three years to help us identify and prioritize the most pressing needs, assets, and opportunities. The 2021 CHNA was approved by the MH Community Health Committee on May 11, 2021.

Significant Community Health Needs Prioritized

Through a collaborative process engaging Community Health Committee members and the Director of Community Health Investment, the hospital worked from a list of the thirteen (13) health and social needs identified by data from the Orange County Health Improvement Partnership, 2019 Kaiser Permanente CHNA, 2019 University California, Irvine Medical Center CHNA, CalOptima Member Survey, morbidity and mortality data; and hospital-level data. Staff developed a point system to assign each of the thirteen (13) identified needs to gain perspective and develop a hierarchy of which top needs have the potential to offer the highest impact in the High Desert. Each need was listed, and assessed based on the following:

- Trend over time (Getting “Worse” or “Better”)
- Impact on low-income or communities of color (“Very High” to “Very Low”)
- Are “High Need Areas” worse off than state averages? (“Yes” or “No”)
- Opportunity for Impact (“Low” to “Very High”)
- Alignment with System Priorities (“Yes” or “No”)
- Community Vital Signs Priority (“Yes” or “No”)
- Attorney General Requirement (“Yes” or “No”)

Based upon the scoring system and discussion, MH’s Community Health Committee identified the following priorities:

PRIORITY 1: MENTAL HEALTH/SUBSTANCE USE

Mental Health & Substance Use continues to be a priority across our communities. Mental health challenges can impede people's abilities to realize their potential, cope with stresses, work productively and fruitfully, and make contributions to their communities. We have been focusing on increasing services to South Orange County residents and reducing the rates of

substance use among youth in our coastal communities.

PRIORITY 2: AFFORDABLE HOUSING & HOMELESSNESS

Affordable housing and homelessness are significant concerns in our communities. Homelessness has a ripple effect throughout the community; it impacts the availability of healthcare resources, crime and safety, the workforce, and the use of tax dollars. Affordable housing benefits our communities and creates stronger outcomes – in employment, health and education. We are working to reduce chronic homelessness, support the number of persons entering bridge and supportive housing, and strengthening affordable housing policies in the 2021-2028 housing element plans.

PRIORITY 3: EQUITY/RACIAL DISPARITIES

We believe that everyone should have a fair and just opportunity to attain their full potential and that no one should be disadvantaged, excluded, or dismissed from achieving that potential based on inherent characteristics such as race, ethnicity or gender identity. We are working on strategies that increase inclusion, diversity and equity, both within our organization as well as the broader communities of South Orange County.

Needs Beyond the Hospital's Service Program

No hospital facility can address all of the health needs present in its community. We are committed to continue our Mission through Community Health Investment Programs and by funding other non-profits through the Community Partnership Fund. Organizations that receive funding provide specific services and resources to meet the identified needs of underserved communities throughout Mission Hospital service areas.

The following community health needs identified in the ministry CHNA will not address and an explanation is provided below:

- **Cancer:** Given other priorities, this issue was not selected.
- **Diabetes:** Local Federally Qualified Health Centers provide primary medical care to residents with low incomes who have diabetes.
- **Early Childhood Education:** Given other priorities, resource constraints, and lack of expertise to offer this program, this issue was not selected.
- **Economic Mobility:** Given other priorities, resource constraints and lack of expertise to offer this program, this issue was not selected.
- **Environment/Climate:** [Providence St. Joseph Health has committed to being carbon negative by 2030](#). This effort will involve all hospital staff. The Regional Director, Community Health Investment has been appointed to the System Environmental Justice Work Group
- **Food Security:** Given other priorities raised during our most recent CHNA, this need became a lower priority compared to others when reviewing the impact Mission Hospital could have to resolve this issue.
- **Health Care Access:** Local Federally Qualified Health Centers provide primary care services to residents of South Orange County with low incomes. We will maintain many of the programs currently in place through Community Health Investment to continue supporting access to care such as health insurance enrollment, care navigation and medical transportation services.

- **Obesity:** Given other priorities raised during our most recent CHNA, this issue became a lower priority compared to others.
- **Safety:** Given other priorities raised during our most recent CHNA, this issue became a lower priority compared to others.
- **Senior Health:** Given other priorities raised during our most recent CHNA, this issue became a lower priority compared to others.

In addition, Mission Hospital will collaborate with local organizations that address the aforementioned community needs to coordinate care and referrals to address these unmet needs.

COMMUNITY HEALTH IMPROVEMENT PLAN

Summary of Community Health Improvement Planning Process

Providence Mission Hospital developed a three-year Community Health Improvement Plan (CHIP) to respond to these prioritized needs in collaboration with community partners, considering resources, community capacity, and core competencies.

The Regional Director and local Program Director developed strategies based on insight from the quantitative and qualitative data as well as local Community Health Investment caregivers, and input and feedback were provided by the Community Health Committee.

The 2021-2023 Community Health Improvement Plan (CHIP) process was impacted by the SARS-CoV-2 virus and COVID-19, which has impacted all our communities. While we have focused on crisis response, it required a significant re-direction of resources and reduced community engagement in the CHIP process.

This CHIP is currently designed to address the needs identified and prioritized through the 2021 CHNA, though COVID-19 has had substantial impacts on our community needs. These impacts have exacerbated some of the needs identified and caused others to rise in level of priority. We are committed to supporting, strengthening, and serving our community in ways that align with our Mission, engage our expertise, and leverage our Community Benefit dollars in the most impactful ways.

Addressing the Needs of the Community: 2021- 2023 Key Community Benefit Initiatives and Evaluation Plan

2023 Accomplishments

COMMUNITY NEED ADDRESSED #1: MENTAL HEALTH/SUBSTANCE USE

Population Served

- Low-income residents (adults and children) in South Orange County.
- 9th and 11th graders from targeted high schools who report using alcohol or other drugs within the last 30 days.

Long-Term Goal(s)/ Vision

- Improve the mental health of low-income residents (adults and children) in South Orange County, through participation in mental health services (e.g. therapeutic, psychoeducational, or support groups) offered at the Family Resource Centers.
- Reduce the percent of 9th and 11th graders in select South Orange County schools who report using alcohol or other drugs within the last 30 days.

Outcome Measures

- Increase the number of unique clients participating in mental health services (e.g. individual, child, family or couple's therapy; case management; psychiatric evaluation and medication management; and therapeutic, psychoeducational and support groups) offered at the Family Resource Centers
- Increase the number of residents who are engaged in Each Mind Matters stigma reduction program
- Reduction in the percent of 9th and 11th graders in select South Orange County schools who report using alcohol or other drugs within the last 30 days.

Table 2. Strategies and Strategy Measures for Addressing Mental Health Challenges and Youth Substance Use

Strategy	Population Served	Strategy Measure	Baseline	FY23 Accomplishments
1. Provide mental health services (including therapeutic, psychoeducational, or psychiatric, or support group services)	Low-income South Orange County Residents	Increase # of unique clients participating in mental health services (including therapeutic, psychoeducational, psychiatric, or support group services)	430 (FY19)	641
2. Utilize evidence-based practices to demonstrate changes in depression	Residents engaged in therapy	Clients with a PHQ-9 score of 10 or greater show a significant decrease in depression by the end of treatment (5 points or greater)	75% (FY20)	79.4% 65.2% of therapy clients met or partially met their treatment plan goals, which is consistent from prior year. 72.9% of the total clients improved their scores in the GAD-7. (Each 5 points designates a level between mild-moderate-severe anxiety.)

Strategy	Population Served	Strategy Measure	Baseline	FY23 Accomplishments
3. Adapt the Each Mind Matters/Promise to Talk campaign in response to COVID-19	Residents with low incomes, particularly Spanish speaking	# of promises made	2,064	Each Providence hospital in Orange County obtained 53,215 total encounters and 995 total promises, with a county-wide total of 156,674 encounters and 2,997 promises
4. Reduce youth substance use at targeted South Orange County schools	Youth, parents, and youth-serving org	Alcohol & Other Drug Usage, as reported through California Healthy Kids Survey in select South Orange County schools	LBUUSD**: 9 th : 21% 11 th : 45% (2016) CUSD***: 9 th : 21% 11 th : 38% (2016)	LBUUSD (2019/2020*): 9 th : 20% 11 th : 36% CUSD: 9 th : 11% 11 th : 27%
<p>* Figures are based on CHKS data from 2019/20 vs 2021/22 as figures reported for 2021/22 show significantly lower usage resulting from COVID and social distancing.</p> <p>**LBUUSD - Laguna Beach Unified School District, comprised of 1 high school.</p> <p>***CUSD - Capistrano Unified School District, comprised of 6 comprehensive high schools.</p>				

Evidence Based Sources

PHQ9: The Validity of a Brief Depression Severity Measure:

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1495268/>

GAD: Validation and standardization of the Generalized Anxiety Disorder Screener (GAD-7) in the general population - PubMed (nih.gov) <https://pubmed.ncbi.nlm.nih.gov/18388841/>

Mental Health: The Importance Of Psychiatry | The Fox Magazine <https://thefoxmagazine.com/dreaming-bigger/mental-health-the-importance-of-psychiatry/>

Preventing Drug Use among Children and Adolescents (In Brief) Prevention Principles https://nida.nih.gov/sites/default/files/preventingdruguse_2.pdf

Resource Commitment

\$869,564 for all mental health and substance use prevention services.

Key Community Partners

Camino Health Center, Human Options, Children’s Bureau, Orange County Mental Health, Orange County Health Care Agency, MOMS OC, Friendship Shelter, Strong Families Strong Children, Family Assistance Ministries (FAM), Capistrano Unified School District, Laguna Beach Unified School District, Laguna Beach Presbyterian Church, Child Guidance Center, Boys & Girls Club of Laguna Beach, Caregiver Resource Center OC.

2023 Accomplishments:

Mental Health Services

Workforce staffing after COVID-19 was a pressing issue. Despite changes in staff, we were able to serve 641 clients through all counseling modalities (individual, couples, and groups). There was an increase in the number of clients receiving individual, child, couple, or family therapy; case management; psychoeducational or support groups; and psychiatric evaluation and medication management from a CY19 baseline of 430 to 641 individuals, a 67% increase. Several groups were offered, including parenting, teen, women’s art group, grief and loss groups for adults and children, innovative classes were offered such as a Father-Child group, a Mother’s Day workshop, grief and loss support groups and a variety of groups for children and teens. The option to have virtual sessions made it possible for more clients to attend counseling sessions and be more open to receiving counseling services.

The COVID-19 pandemic left the community needing of basic resources such as basic hygiene needs, food, utility bill assistance and rental assistance. As the community recovers from COVID –19, there continues to be a need for these items, which contributed to an increase in signs and symptoms of depression and anxiety. In FY23, we hosted 14 graduate-level interns from

universities across the country. In addition to counseling, the Interns also assisted with case management for adults and led several support groups for men, women, teens and children.

A new collaboration with Capistrano Unified School District was established in FY23, in an effort to teach students skills in supporting better mental health and increasing positive relationships and behavior. The Alternative to Suspension Program consisted of teens and children who have been suspended from school. We led weekly workshops to support students with goal setting, communication, healthy relationships, communication, conflict mediation, and stress management.

Measurable Improvement in Mental Health

Our clients presented with significant stressors, and continued consequences of the pandemic. We though clients shared the many stressors facing them, we were able to successfully address symptoms of depression and anxiety. 79.4% of therapy clients with a PHQ-9 score of 10 or greater showing a significant decrease in depression by the end of treatment. (PHQ-9 scores between 10-14 points indicates moderate depression). 65.2% of therapy clients met or partially met their collaborative treatment plan goals, which is consistent with the prior year. Client retention increased with a total of only 3.38% of clients terminating services. We found that 72.9% of the total clients improved their scores in the GAD-7. (Each 5 points designates a level between mild-moderate-severe anxiety.)

Mental Health Stigma Reduction

The Promise to Talk campaign uses communication strategies such as local outreach programs, community events, public relations, and social media to reduce mental health stigma in target communities within Orange County. Promise to Talk acquired 4.4 million impressions across all social media and web platforms during the FY23. The year ended with 156,674 total encounters and 2,997 total promises across our three Orange County Providence hospitals, which equates to 52,220 encounters and 995 promises per hospital.

Building lasting partnerships with local organizations is key for making strong connections and a positive impact within the community. In 2022, Promise To Talk partnered with Tiger Woods (TGR) Learning Lab to participate in their Community Fest and Family Conversations about Mental Health. The success from this event led the TGR organization to install a green bench on their campus and celebrated the unveiling at the Empowered Wellness Fair in May 2023. The Promise To Talk team staffed a booth at the event and provided attendees with resources and giveaway items to spark conversation about mental health. Promise To Talk's participation in events such as the Wellness Fair, Día Del Niño hosted by UNIDOS South OC, and the Mission Hospital Employee BBQ has resulted in meaningful conversations with community members who talk to us about their own struggles with mental health and make a promise to talk about these issues with a trusted friend or family member. These events also provide media coverage opportunities which help spread awareness with our target audiences.

We took the Promise to Talk campaign to a new level in 2023 by launching www.GreenBenchOC.org as part of Promise to Talk's regional initiative. GreenBenchOC aims to raise awareness about mental health by painting benches lime green and encouraging

conversations about mental health. Our website offers information about the initiative and how to get involved. In the first six months since its launch, the website garnered nearly 3,500 visits and fourteen green benches were installed throughout North and South Orange County between July 2022 and June 2023.

A proactive social media presence maximizes the campaign's reach and impact by prompting open conversations about mental health through positive and relatable content geared towards our multi-cultural audiences. Promise To Talk channels deliver a consistent message of encouragement for followers to feel comfortable expressing their feelings openly and honestly. From July 2022 to June 2023, we tracked over 156,000 encounters from in-person conversations, digital likes, and social media shares, as well as nearly 3,000 commitments from people who made a promise to talk about mental health.

Youth Substance Use Prevention Program

Background: In Orange County, drug and alcohol-related deaths have been on the rise since 2009 resulting in a sharp increase in substance-related deaths. Young adults between the ages 15-24 years old have had the largest increase in substance related deaths from 2019 to 2020 with a 165% increase. (1) Orange County has higher hospitalization rates due to alcohol or substance use compared to 75% of California counties. (2) Additionally, the communities served by this initiative have been identified as having among the highest rate of drug and alcohol hospitalizations resulting from overdose. (3) By targeting prevention efforts during the formative years, we are improving the long-term health of our community. Ninety percent of substance use begins during adolescence underscoring the importance of supporting community stakeholders in implementing evidence-based prevention strategies.

Our approach: The 2020-2023 three-year strategic initiative has continued to build on the progress made during the previous strategic plan. The rates of substance use reported in the California Healthy Kids survey have declined year over year compared to 2016, the baseline used for this comparison. Using the 2019/20 survey data for Past 30-day Use of Alcohol and Other Drugs, LBUSD 9th and 11th graders decreased by 5% and 20% respectively, while CUSD 9th and 11th graders decreased by 42% and 31% respectively.

The strategic initiative places an emphasis on serving South Orange County communities and in particular, schools within the Capistrano Unified School District and Laguna Beach Unified School District as drug and alcohol use for these local high school districts exceeds that of neighboring public high school districts and is well above the state average of 23% (2017/19) and the county average of 19% (2017/18) for 11th graders.

Our Raising Healthy Teens and Strength In Numbers OC behavior change campaigns are the cornerstone of the youth prevention initiative.

Raising Healthy Teens has resulted in parents being better able to understand the pivotal role they play in safeguarding their children and has increased their ability to discuss substance use

with their children through social media, a monthly digital newsletter, and parent guidebooks in English and Spanish. These resources have created a network of support and foster connections among parents who share similar concerns.

We revamped the Raising Healthy Teens website to serve as a comprehensive resource hub, offering guidance, prevention strategies, effective communication techniques, and tips for creating a supportive environment for young people to thrive. (www.raisinghealthyteens.org)

To support the underserved monolingual households in our community, we launched a Spanish-language parent website as few resources exist in South Orange County to support these families. (www.crianza-positiva.org)

In collaboration with the Capistrano Unified District and the Laguna Beach Unified School District, the Raising Healthy Teens Parent Resource Guide was distributed to over 1,200 middle and high school parents. The guide provides tips for helping students transition to middle and high school and how to have age-appropriate conversations about drugs and alcohol. We also provided educational content for school communications including PTA and principal newsletters.

As of June 30, Raising Healthy Teens has:

- 1,608 subscribers to the digital newsletter (an increase of 24% from prior year)
- 43% newsletter open rate (well above industry standards)
- 2,662 number of Facebook followers (an increase of 42%)
- 2,798 Instagram followers (an increase of 85%)
- 12,053 Visits to Raisinghealthyteens.com

Strength In Numbers OC is specifically tailored to address the needs of teens in South Orange County. The high pressure to excel is taking a significant toll on teens and student clubs provide a space for teens to support each other while learning substance use prevention strategies. There are established clubs at Capistrano Valley, San Clemente, and Laguna Beach High School. In year-end student surveys, club member's reported learning the negative effects of drugs and alcohol and positive ways to deal with stress and anxiety.

250 club members from 3 high schools participated in drug and alcohol prevention activities throughout the school year. Students actively engaged in the club gained leadership skills and became advocates for change.

22 Student-led events were held with over 3,000 participants at the targeted schools.

1,100+ students participated in the Perfection is an Illusion campaign, a campaign to reduce drug and alcohol use.

3000+ Instagram followers receive substance-use prevention messaging throughout the school year using a messaging strategy designed to resonate with teens and gently nudge them toward

healthy decision making.

Drug and alcohol prevention messaging appeared on the 3 targeted school campuses including football programs, student newspapers and high school athletic fields.

As of June 30, Strength In Numbers OC has:

- 3,086 Instagram followers (an increase of 35%)
- 95,000 Total Reach
- 11,200 Content Interactions (shares, likes)
- 794 Visits to www.StrengthInNumbersOC.com

Together, Raising Healthy Teens and Strength in Numbers provided substance use prevention education to 6,600 unique students, parents, and youth-serving adults in South Orange County through 7,480 encounters during the last fiscal year. The two social media campaigns combined have garnered over 683,117 impressions (number of ad exposures) and 46,674 encounters (number of clicks across all digital ads and social shares).

COMMUNITY NEED ADDRESSED #2: HOMELESSNESS AND AFFORDABLE HOUSING

Population Served

South Orange County residents and individuals experiencing chronic homelessness

Long-Term Goal(s)/ Vision

Reduce chronic homelessness, support the number of persons entering bridge and supportive housing and strengthen affordable housing policies in the 2021-2028 housing elements.

Outcome Measures

- Reduce chronic homelessness in South Orange County by 2023 as measured by the rate of individuals experiencing chronic homelessness in the Annual Point in Time Count (2019 = 763)
- Continue securing bridge and permanent supportive housing solutions for identified residents in South Orange County
- Strengthen affordable housing policies in the 2021-2028 housing elements in at least 2 target South Orange County cities by 2023.

Table 3. Strategies and Strategy Measures for Addressing Homelessness and Affordable Housing

Strategy	Population Served	Strategy Measure	Baseline	FY23 Accomplishments
1. Train a minimum of 100 housing champions in South Orange County cities to support affordable housing projects	Residents	# of housing champions trained	0	807 residents have been trained across Orange County 43,044 people engaged in public awareness and education
2. Engage with housing champions in local city housing element process to promote stronger policies in the 2021-2028 housing elements that will result in more affordable housing	Residents	Residents engaged in Planning and City Council meetings	0	The OC Housing Finance Trust continues to work with existing city members engaged since FY22

Strategy	Population Served	Strategy Measure	Baseline	FY23 Accomplishments
3. Secure bridge and permanent supportive housing solutions for residents in South Orange County	Residents	Clients receiving bridge and supportive solutions	0 (no solutions existed at baseline)	77 clients
4. Continue the Care Navigation program and implement best practices identified in the region	Individuals experiencing chronic homelessness	Patients in custodial care	Not available	17 patients in custodial care
		Provide care navigation services for unstably housed individuals who have been patients of Mission Hospital	FY21: 43 clients	215 clients

Evidence Based Sources

Insights from Housing Policy Research: The Impacts of Affordable Housing on Health: <https://www.rupco.org/wp-content/uploads/pdfs/The-Impacts-of-Affordable-Housing-on-Health-CenterforHousingPolicy-Maqbool.etal.pdf>

Housing and Family Economic Well-Being: https://www.hcd.ca.gov/policy-research/plans-reports/docs/pb02housing_economic_well_being0214.pdf

Resource Commitment

\$600,000 to support this effort and our partners, which include two Community Care Navigators (CCNs) and grants to partner organizations.

Key Community Partners

Kennedy Commission, Family Assistance Ministries, Families Forward, Family Solutions Collaborative, Friendship Shelter, Habitat for Humanity, Illumination Foundation, Mercy House, South County Outreach, United Way OC, Homes for All OC

2023 Accomplishments

Strategy 1: Train a minimum of 100 housing champions. The Orange County Housing Advocacy Collaborative led by Orange County United Way, named the **Housing Champions Advocacy Network**, developed a strategic workplan in partnership with Providence St. Joseph Health, YIMBY/People for Housing OC, and Kennedy Commission to advocate for affordable and permanent supportive housing (PSH) policies and programs.

Strategy 2: Engage with housing champions. In FY23, local resident coalitions in the cities of Laguna Beach, Lake Forest, Mission Viejo, and San Juan Capistrano have advocated to promote stronger policies that will result in affordable housing. Mission Hospital participated through advocacy to local elected officials and collaborating in local efforts to support resident needs in South Orange County. Our Director of Community Health Investment was appointed to the Orange County Commission to End Homeless, as the hospital representative. The OC Housing Finance Trust continues to work with existing city members.

Strategy 3: Continue securing bridge and permanent supportive housing solutions. Providence Mission Hospital continued its housing mitigation program with Family Assistance Ministries (FAM) and Friendship Shelter. Our Mission Hospital Community Care Navigators (CCNs) referred a total of 77 clients to these short-term programs to support our clients who are unhoused. The FAM program took in 66 clients in FY23. These clients had a total of 1,093 nights at a hotel. The CCNs supported 11 clients to the partnership with Friendship Shelter. Clients in that program were provided with 1,877 total nights at the shelter.

During their stay, the CCNs, with other community partners, provided supportive services that included coordinating medical care appointments, mental health services, substance use program referrals, transportation, crisis management, SSA/SSI services, and bridging clients to transitional housing options or shelters. Both the FAM and Friendship Shelter programs help to reduce avoidable emergency

department visits, provide temporary shelter to residents who are unhoused in South Orange County, and connect residents to multiple social and medical services that enable them to reach a higher level of independence.

Strategy 4: Continue the Care Navigation program. The Care Navigation Program continued for its 5th year to create a continuum of services for patients who are homeless. In FY23, the Care Navigators spent most of their time focusing on patients who were homeless, resulting in significantly more patients being served than in prior years (in FY21, our navigators served 43 unhoused patients and in FY22, this increased to 77 patients). In FY23, Community Care Navigators engaged with 289 patients after discharging from the hospital. This includes people who are uninsured or under-insured, homeless, experiencing chronic medical problems, and demonstrate severe mental illness or substance use. 4,168 encounters were provided for these clients over the course of FY23.

- 215 clients out of the 289 clients (74%) were homeless individuals. 157 of those (73%) were referred to a hotel, recuperative care, or shelters for transitional, temporary or long-term care housing. This provides stabilization and a safe place to be while bridging the clients to other options and community resources.
- 48 individuals were referred to Mission Hospital's Family Resource Centers for mental health, legal, health care coverage, income and or community involvement to provide stabilization and a sense of community.
- 140 individuals were provided transportation through CalOptima transportation or Uber services and bus passes to access services through DMV, SSA, Medical appts, and housing opportunities. This increases access to services that address basic needs, medical care services, and to obtain documentation needed for housing options.
- Over FY23, our navigators referred 119 clients to the new Cal Aim program for supportive services, housing navigation, and recuperative care, a nearly 300% increase over FY22. All these supportive services are provided to improve the quality of life for residents who have access to care issues while also reducing unnecessary emergency department visits and admissions.

Of the 289 clients served in FY23, 198 clients (68%) were successfully discharged from the program because they received services that addressed their social and health care needs and showed significant improvement in access services and reducing their ED visits. The remaining clients continue to receive services until they are socially and medically stable.

A Regional Care Navigator work group has been convened to share best practices and collect common metrics across the three Providence hospitals in Orange County. This effort is still in progress, and we were able to establish a baseline in FY23 for patients in custodial care (where patients do not need acute hospital services but are unable to be discharged due to lack of outside placement). In FY23, Mission Hospital had 17 patients in custodial care.

Finally, according to the 2022 Orange County Point in Time (OC PIT) report, a total of 5,718 persons experiencing homelessness were counted through the 2022 effort. Of those, 2,661 persons were sheltered while 3,057 persons were unsheltered. In South Orange County, 585 persons were identified during the OC PIT event. This represents a 24% decrease from the 2019 OC PIT (763 persons). The South Orange County cities with the largest numbers of homelessness were San Clemente, Laguna Beach, and Lake Forest. We believe that while our efforts are not exclusively responsible for the decrease, our efforts to partner with housing agencies, focus on patients without a home, and work with local cities to create affordable housing solutions are making a difference in reducing unsheltered individuals in South Orange County.

COMMUNITY NEED ADDRESSED #3: EQUITY/RACIAL DISPARITIES

Population Served

- Limited English Proficient (LEP) Residents with low incomes in South Orange County
- Young adults from diverse backgrounds interested in medical careers

Long-Term Goal(s)/ Vision

Improve the health outcomes of uninsured and underinsured residents.

Table 4. Strategies and Strategy Measures for Addressing Equity & Racial Disparities

Strategy	Population Served	Strategy Measure	Baseline	2023 Accomplishment
1. Serve LEP adults with low-incomes through efforts coordinated by the Community Health Investment Department	LEP Residents with low-incomes	# of participants at events	18,535 (FY19)	17,000 encounters
2. Host diversity, equity and inclusion efforts in South Orange	Residents	# participants attending events	160 (2019)	421

Strategy	Population Served	Strategy Measure	Baseline	2023 Accomplishment
3. Develop and implement a plan to reduce the health disparity in alignment with local feedback and PSJH efforts	Residents	To be determined	No baseline	See narrative below
4. Empower LEP adults with low-incomes to reduce isolation and improve resiliency through Community Health Investment programs	LEP Residents with low-incomes	# of participants at events	165 (FY19)	1,109
5. Implement the COPE Health Scholars Program	College students in South Orange County	# of scholars participating per year	68 (2019)	213
		% of COPE Scholars that are racially & ethnically diverse	35% (2019)	41%

Evidence Based Sources

Why Place Matters: Understanding the Role of Social Determinants of Health: www.societyhealth.vcu.edu

Confronting Racism by Achieving Health Equity: www.chausa.org

Building Bridges: The Strategic Imperative for Advancing Health Equity and Racial Justice: www.preventioninstitute.org

Resource Commitment

\$782,000 in staff time and operational expenses

Key Community Partners

Boys and Girls Club-Laguna Beach, Coalition for Immigrant Rights (CHIRLA), Community Health Initiative OC (CHIOC), Congregation of the Sisters of St. Joseph, Clergy & Laity United for Economic Justice (CLUE), COPE Health Scholars Program, Family Assistance Ministries, Families Forward, Friendship Shelter, Latino Health Access, Interfaith Justice Collaborative, Mission Basilica Immigration Ministry, OC

Human Relations, OC Civic Engagement Table, OC Opportunity Initiative Funders Collaborative, Orange County Community Foundation, OC Resilience, Our Lady of Fatima Catholic Church, Public Law Center, Saddleback College, Saint Joseph Justice Center, St. Edward Church Social Justice Ministry, Second Harvest Food Bank OC, South County Outreach, UNIDOS, 211 OC

2023 Accomplishments

Strategy 1. Serve LEP adults with low incomes through efforts coordinated by the Community Health Investment Department.

In FY23 the CHI team served a total of 6,415 unduplicated and 17,000 duplicated low income, limited English Proficient (LEP) individuals through 3 activity efforts: Relief services and programs, Access and Health Promotion programs, and the Retention and Utilization model for health care access coordination for the uninsured and newly insured.

The relief services and programs served 2,938 unique and 9,417 encounters for low income, limited English Proficient (LEP) individuals through immigrants' rights community forums and workshops, legal services, Mexican Consulate Mobile events, adult English as a second language classes, and food and financial assistance programs.

The Community Health Investment team implemented Access and Health Promotion programs serving 2,322 unique and 4,912 encounters for low income, Limited English Proficient (LEP) individuals. Efforts focused on disease prevention education on COVID-19 and chronic disease, coordination of Covid and Flu Clinics, Nurse Community Education and Nurse navigation in community settings; and Community Based Outreach & Service Education promoting the Family Resource Center and connecting clients to services.

The Outreach, Enrollment, Retention and Utilization model for health care access coordination for the uninsured and newly insured served 1,155 unique persons and 6,759 encounters with income, Limited English Proficient (LEP) individuals. 1,007 individuals were enrolled for the first time in Medi-Cal, Covered California, Cal-Fresh, Cal-works and other social programs. 349 individual renewed applications. 3,818 education and counseling services on how to access and use health insurance and other social service benefits were provided.

Strategy 2. Increase participants attending events promoting inclusion, diversity and multiculturalism in South Orange County

The Community Health Investment team implemented events, where 421 participants attended diversity, inclusion and multicultural activities such as Inclusion and Diversity Awareness and Education activities, Public Witness events, Listening Circles with under-represented individuals. We participated in the Interfaith Justice Collaborative of South Orange County comprised of faith-based and community leaders promoting inclusion and belonging, and advocating for immigrants and other vulnerable groups rights in South Orange County.

Strategy 3. Develop and implement a plan to reduce health disparities in alignment with local feedback and PSJH efforts

PSJH is collaborating with multiple agencies in Orange County to develop an equity approach that aligns with efforts across the region. In FY23, three emerging activities occurred:

1. COVID-19 education & vaccinations: Providence Mission Hospital worked with Orange County and Providence stakeholders to distribute supplies and host COVID-19 vaccination clinics in hard-to-reach communities. Our team worked in the most vulnerable areas in South OC to increase access and vaccination rates.
2. Equity in OC: Providence Mission Hospital participated in the decision-making process in identifying priority issues across Orange County. As part of the Equity in OC Task Force, Providence votes with over 100 other community and non-profit members to identify the three priority topics of focus for the coming two years:
 - a. Housing is Health
 - b. Food as Medicine
 - c. Health & Well-Being

We continue to participate in these important county-wide efforts to create change in our communities that supports the upstream efforts of equity in Orange County.

3. South Orange County Equity Collaborative: In 2020, Providence brought together key leaders in South Orange County to discuss how collectively we can create change that supports low-income residents. In January 2021 the South Orange County Equity Collaborative (SOCEC) was established with 11 agencies in Mission Hospital's service area, with Mission Hospital acting as the backbone agency for this effort. The SOCEC has been actively engaging with county-wide efforts and participated in the Community Health Improvement Plan convening in June 2023 to learn key strategies within the [Equity in OC](#) effort and collaborate with others engaged in this work.

The trajectory of the collaborative has evolved significantly during 2022-23. Core infrastructure development based on the 2022 American Hospital Association's Hospital Community Collaborative program laid the foundation for the collaborative's formation and collective impact efforts.

Since then, county-wide engagement between partner agencies and organizations through the 2022 Community Health Improvement Plan convening led to mobilization around the collaborative's first project. With the award of a CDC grant, implemented through OC United Way on behalf of OC Health Care Agency, the **Equity in OC Health Equity grant** was awarded to the collaborative in November 2022, where we are collectively tackling multiple strategies corresponding to Social Determinants of Health as part of their "Housing is Health: Addressing Housing Disparities" grant project.

With Mission Hospital as the backbone agency, community partner organizations are actively engaged in a targeted plan through May of 2024 to increase housing stability in the Capistrano Villas neighborhood of San Juan Capistrano. We renamed our collaborative to **South OC For All** in May 2023. The collaborative leverages stakeholder relationships to increase sustainable infrastructure, create funding and investment strategies supporting historically underserved neighborhoods, provide increased access to Social Services that support residents' wellness, and drive city and county-wide advocacy efforts on behalf of South County residents.

The Equity in OC grant project provides the template, tools and resources to extend South OC For All's long-term reach as a community centered and locally activated network. Residents play a central role in directing local advocacy efforts to create community and systems change and provide ongoing insight and feedback on collaborative initiatives.

4. Addressing health disparities at Mission Hospital: While not a community benefit activity, Mission Hospital created a multidisciplinary Health Equity Committee as a learning space for the hospital to address equity in care. The committee began in January 2023 and met monthly to discuss how to improve processes in serving a diverse community.

Strategy 4. Empower LEP individuals with low incomes to reduce isolation and improve resiliency through Community Health Investment outreach.

In FY23, efforts to empower residents focused on civic engagement education and community building efforts. We served 280 unique Limited English Proficient individuals with low incomes and provided 1,109 encounters over the course of the fiscal year.

Mission Hospital's Community Health Investment team provided civic engagement education to 195 unique individuals with 269 encounters. In partnership with the OC Social Service Agency Families and Communities Together Network, we provided leadership and community building support to 30 unique community leaders and volunteers of the Community Engagement Action Councils at Mission Hospital sponsored Family Resource Centers, which resulted in a total of 669 encounters over the year. Two Prayer walks were completed which resulted in 118 encounters. Additionally, we facilitated 4 listening circles with Faith Based groups to discuss the needs in the community and opportunities for involvement, strategies to remove barriers to access COVID-19 vaccines, and inclusion and belonging efforts activities with Community leaders, which resulted in 33 encounters.

Strategy 5. Increase the number of enrollees into the COPE Health Scholars Program

Providence Mission Hospital hosted 213 Health Scholars through the COPE Health Solutions Health Scholars program in FY23 with a total of 4,719 encounters. 41% of our Scholars identified as Asian, Black or African America, Pacific Islander, American Indian, or two or more races and 68% of our scholars spoke a language other than English.

During this fiscal year, COPE Health Solutions made significant strides in enhancing the various aspects of the extensive program. Beginning with training, the leader-led Training Revamp 2.0 comprised of returning and new leaders to further the Mission Orientation geared towards a more interactive, site-specific session to better prepare new Health Scholars to engage in patient initiatives and for a successful journey in the program. All of our Scholars reached full compliance with Mission Orientation post-test, a Joint Commission requirement, and will continue to renew this annually. Kopitzee Parra-Thornton, Director of Care Experience, started off the 2023 year presenting data surrounding patient satisfaction and patient fall data at the All Scholars Meeting in March. She led out an interactive activity for Scholars to brainstorm ideas on how Health Scholars impact intentional check-ins for the 5 Ps and these responses were synthesized by Amanda De La Torre, Director of Training and Education, to create the COPE Health Scholars Intentional Check-Ins sheet. Now, in every Health Scholar binder, this reference sheet reminds Scholars of how Mission Hospital conducts patient safety and provides key words and phrases to utilize during rounds, thereby enhancing the quality of care as an integral part of the patient care team. June 2023 also marked the beginning of the integration of hand hygiene training by the Providence Mission Hospital Infection Prevention team to support with audits for Leapfrog scores.

The departments and projects team also increased educational opportunities, showcasing the endless appreciation for the caregivers who create an unforgettable program experience, and furthering the unique learning opportunities offered within the program. Jemma Lawrence, Acute Rehabilitation Unit (ARU) Department Coordinator, developed a mobility log to bring attention to the unique cases Scholars could encounter in this department and furthered the educational component of our program by encouraging Scholars to submit reflections and research into these conditions. The projects team took the lead in a series of staff appreciation treats from Halloween to Thanksgiving, and finally Christmas to celebrate the amazing caregivers and the hard work they put into mentoring our next generation of health care professionals. We also began the process of deploying strategic support to the Emergency Department (ED) Lobby through ED Lobby Ambassadors. The most exciting highlight was the launch of the Physician Shadowing Program, made possible by David Young, an incredible leader who stepped in to complete all the preparation with Athena Pascua, Director of Internal Operations, and Adam Good, Patient Experience Department Coordinator, for a soft launch in May 2023. Four physicians participated in this and took five Scholars under their mentorship.

The COPE Health Solutions team also revamped the recruitment strategy, completing a total of 61 recruitment events, which even included being on the Community Cares radio show hosted by Tammy Trujillo, and 171 social media posts. Ellie Maruna, Recruitment Coordinator, landed a position in the College and Career Advantage (CCA) Advisory Committee, leading to four classroom presentations with CCA classes at San Juan Hills High School, and an opportunity to speak at the Silverado High School Career Fair, all furthering our ties to the local high school community.

It has also been an incredible year of diversifying hires, as we know of three new Health Scholar Alumni additions to the Providence Mission Hospital hires list, which now includes an Acute Rehabilitation Therapy Physical Therapy Aide and Neuroscience and Spine Institute Operating Room Assistant. One Health Scholar hire from our very first cohort of Health Scholars in August 2018 also recently completed nursing school. Since his graduation from the program, he has been a PCT at Mission Hospital, first in Cardiac Telemetry, and now will be an upcoming nurse in this new fiscal year at Mission Hospital.

Other Community Benefit Programs

Table 5. Other Community Benefit Programs in Response to Community Needs

Initiative (Community Need Addressed)	Program Name	Description	Population Served (Low Income, Vulnerable or Broader Community)
Access to Care	Camino Health Center	<p>In 2022, despite the challenges posed by the COVID-19 pandemic, Camino Health Center continued to provide quality care for its patients while taking necessary precautions. The clinic successfully achieved its unique patient goal by serving a total of 15,673 patients. Among these patients, 61% were female and 39% were male. Of the total, 9,162 patients identified their ethnicity as Hispano/Latino, 5,865 as non-Hispano/Latino, and 646 chose not to disclose their ethnicity. It is not surprising that 49% of the patients' primary language is Spanish, considering that almost all of the staff at Camino are bilingual. Additionally, Camino served 11,791 patients who lived at or below 100% of the poverty level, accounting for 75% of the clinic's patient population. Furthermore, with the introduction of the 50+ Medi-Cal Expansion in 2022, over 600 self-pay patients received health insurance that year.</p> <p>In the same calendar year, Camino recorded a total of 63,848 visits across its medical, dental, behavioral, and optometry departments. This represents an increase of over 6,000 encounters compared to 2021. The clinic also provided care to a total of 2,679 children under the age of 18. Notably, the dental department saw an improvement in the percentage of children between 6 and 9 years old who were at moderate to high risk of caries and received a sealant on their first permanent molar. This percentage increased from 76% in 2021 to 82% in 2022. Camino's Prenatal Program demonstrated its effectiveness, as 82% of pregnant women received</p>	Low-income and vulnerable

Initiative (Community Need Addressed)	Program Name	Description	Population Served (Low Income, Vulnerable or Broader Community)
		<p>care during their first trimester, ensuring the well-being of both mother and unborn baby. Additionally, the pandemic has affected people's mental health, and Camino addressed this issue by screening and following up with 90% of patients aged 12 or older. For those who screened positive, a follow-up plan was documented. The medical department also did an excellent job screening for cervical cancer, achieving a rate of 68% in 2022. Overall, Camino Health Center continues to serve the underserved population in South Orange County.</p>	
Access to Care	Community Nurse Navigator Program	<p>Community nursing program services ranged from working with seniors to reduce isolation and depression, to supporting 21 individuals who are frequent ED visitors to manage chronic their medical conditions.</p> <p>Nurse Navigator collaborated with churches and community partners to administer flu vaccinations for 294 low-income residents at four events.</p> <p>Nurse Navigator provided 774 encounters with community members. Followed up with 117 clients recently discharged from the hospital who were at high risk of readmission or death within 30 days, and with patients who had received treatment for congestive heart failure. Nurse Navigators assessed needs, provided resources and education, coordinated care to decrease chances of readmission, and accompanied clients to medical appointments for a total of 225 encounters.</p> <p>The Community Nurse Navigator provided education to 1,353 community members and served as preceptor for 2 RN-BSN first and second semester students for a total of 290 hours of training and community support services.</p>	Low-income vulnerable

Initiative (Community Need Addressed)	Program Name	Description	Population Served (Low Income, Vulnerable or Broader Community)
<p>Equity & Racial Disparities /Mental Health</p>	<p>Family Resource Centers</p>	<p>Two Family Resource Centers (FRC) are managed in the community to provide access to social services for community members with limited resources. Both FRCs are part of the Families and Communities Together (FaCT) platform. FaCT is a network of 16 Family Resource Centers located throughout Orange County’s highest-risk communities providing essential family support services, education and resources.</p> <p>Our services are aimed at addressing current community needs. Both FRCs are family-friendly, community-based sites that provide access to comprehensive services for all families.</p> <p>The following services are provided: Mental Health services, Skills for Life programs, Health Insurance and Social Programs Enrollment and Counseling, Parenting Support & Education, Parent/Child classes, Family Advocacy, Information & Resource Referral Services, Personal Empowerment Programs, Community Engagement and Leadership, Legal Counseling, Adult English as a Second Language classes, Limited emergency financial assistance, Children's Programming, Support Groups, Family Bonding workshops, Food Distributions, and seasonal programs.</p> <p>These centers are lifelines for many people in the community and serve as a much-needed linkage to community programs. Just with our monthly food distribution we provide a highly needed service to 140-180 families every month. Partnerships continue with non-profit agencies, including newer relationships with: Children Bureau, Community Health Initiative of Orange County, Families Assistance Ministries, Human Options, Public Law Center, Olive Crest, Saddleback College, the Coalition of Community Health Centers, Orange County Social</p>	<p>Low-income Vulnerable</p>

Initiative (Community Need Addressed)	Program Name	Description	Population Served (Low Income, Vulnerable or Broader Community)
		<p>Services and we continue to seek new partnerships based on community needs.</p> <p>Total Encounters: 46,848 (both Centers combined): SOC FRC: 33,155 CHEC FRC: 13,693</p>	

FY23 COMMUNITY BENEFIT INVESTMENT

In FY23 Providence Mission Hospital invested a total of \$66,619,089 in key community benefit programs. \$3,978,927 was invested in community health programs for the poor. \$2,986,768 in charity care was provided, \$58,634,839 in unpaid cost of MediCal and \$1,049,700 in community benefits for the broader community. Providence Mission Hospital applies a ratio of cost to charge to quantify financial assistance at cost, unreimbursed Medicaid, other means-tested government programs. The cost to charge ratio is aligned with the IRS Form 990, Schedule H Worksheet

Our community benefit program expenses are reported in alignment with the total cost incurred to run our programs, and we offset any restricted revenue received to arrive at our net community benefit expense.

FY2023 PROVIDENCE MISSION HOSPITAL (July 1, 2022 - June 30, 2023)

CA Senate Bill (SB) 697 Categories	Community Benefit Program Categories	Net Benefit
Medical Care for Vulnerable Populations	Financial Assistance at cost	\$2,986,768
	Unpaid cost of Medicaid	\$58,634,839
	Unpaid other govt. programs	\$0
Other Benefits for Vulnerable Populations	Community Health Improvement Services	\$1,949,013
	Subsidized Health Services	\$575,589
	Cash and In-Kind Contributions	\$1,182,305
	Community Building	\$28,846
	Community Benefit Operations	\$243,174
	Total Benefits for Vulnerable Populations	\$65,600,534
Other Benefits for the Broader Community Populations	Community Health Improvement Services	\$685,357
	Subsidized Health Services	\$0
	Cash and In-Kind Contributions	\$0
	Community Building	\$334,343
	Community Benefit Operations	\$0
Health Profession Education, Training and Research	Health Professions Education and Research	\$30,000

Medical Care Services for the Broader Community	Total Benefits for the Broader Community	\$1,049,700
	Total Community Benefit	\$66,650,234
	Total Medicare shortfall	\$120,272,588

Telling Our Community Benefit Story: Non-Financial Summary of Accomplishments

In addition to the financial investments made by Providence Mission Hospital, there are non-quantifiable benefits that are provided by the organization. Going out into the community and being of service to those in need is part of the tradition of our founders and is carried out by our staff and physicians every day.

Community Participation: Our leaders serve on the Boards of Directors of many non-profit organizations, including Camino Health Center, Friendship Shelter, Family Assistance Ministries, and the Boys & Girls Club of San Clemente to name a few. Caregivers support many special events with their time, including Service Days, Public Witness events, Race for the Cure and the Heart Walk. When there is a need in the community, our staff respond with their time, expertise and financial support.


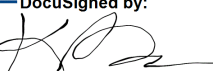
Angel Program: Angel Program: Every year, Mission Hospital coordinates the “adoption” of families during Back to School and the holiday season. In FY23, 120 students from the community received much needed school supplies during our Back-to-School Angel Program in August, and 90 families (representing 123 adults and 198 children) were generously provided with individualized gifts for the 2022 holiday season. Over 40 hospital departments participated in this program, purchasing clothing, supplies, and gift cards for these families. We continued close partnerships with several outside organizations who adopted families in need including Cross Country Mortgage, LLC; In Spirit Center and Mission Heritage Medical Group.

St. Joseph Day Food & Clothing Drive:

As part of our celebration of St. Joseph, our Patron Saint, Mission Hospital hosts a food and clothing drive to help local non-profits who serve the vulnerable residents in South County. While this tradition was interrupted due to the COVID-19 outbreak, our caregivers created safe protocols in March 2023 to collect donations for local pantries.

2023 COMMUNITY BENEFIT REPORT GOVERNANCE APPROVAL

This 2023 Community Benefit Report was adopted by the Community Health Committee of the hospital on November 14, 2023. The final report was made widely available by November 27, 2023.

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Virginia Ripslinger Chair, Community Health Committee, Providence Mission Hospital	Date
DocuSigned by:  A0817163047C474...	11/20/2023
Kenya Beckmann Chief Philanthropy and Health Equity Officer, Providence South Division	Date

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Providence

At Providence, we use our voice to advocate for vulnerable populations and needed reforms in health care. We are also pursuing innovative ways to transform health care by keeping people healthy, and making our services more convenient, accessible and affordable for all. In an increasingly uncertain world, we are committed to high-quality, compassionate health care for everyone – regardless of coverage or ability to pay. We help people and communities benefit from the best health care model for the future – today.

Together, our 120,000 caregivers (all employees) serve in 52 hospitals, 1,085 clinics and a comprehensive range of health and social services across Alaska, California, Montana, New Mexico, Oregon, Texas and Washington.

Providence across five western states:

- [Alaska](#)
- [Montana](#)
- [Oregon](#)
- [Northern California](#)
- [Southern California](#)
- [Washington](#)

The Providence affiliate family includes:

- [Covenant Health in West Texas](#)
- [Facey Medical Foundation in Los Angeles, CA.](#)
- [Kadlec in Southeast Washington](#)
- [Pacific Medical Centers in Seattle, WA.](#)
- [Swedish Health Services in Seattle, WA.](#)

As a comprehensive health care organization, we are serving more people, advancing best practices and continuing our more than 100-year tradition of serving the poor and vulnerable. Delivering services across seven states, Providence is committed to touching millions of more lives and enhancing the health of the American West to transform care for the next generation and beyond.