

Providence South Bay Community

2022 Update to the Community Benefit Plan



 **Providence**
Little Company of Mary
Medical Center
Torrance


 **Providence**
Little Company of Mary
Medical Center
San Pedro

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PREFACE

In accordance with Senate Bill 697, Community Benefit Legislation, Providence Little Company of Mary Medical Center San Pedro and Providence Little Company of Mary Medical Center Torrance submit this 2022 update to the Joint Annual Community Benefit Plan. Senate Bill 697 requires a not-for profit hospital in California to complete the following activities:

- Review and reaffirm its mission statement to ensure that its policies integrate and reflect the public interest in meeting its responsibilities as a not-for-profit organization.
- Complete a community needs assessment every three years, evaluating the health needs of the community served by the hospital.
- File a community benefit update annually, documenting activities that the hospital has undertaken to address community needs within its mission and financial capacity; and to the extent practicable, assign and report the economic value of community benefit provided in furtherance of its plan.

PROVIDENCE LITTLE COMPANY OF MARY: WHO WE ARE

For the Sisters of Little Company of Mary, the heritage of compassionately caring for the needs of others is reflected in the historical significance of their name: that small group of women who stood with Mary at the foot of the cross as her son, Jesus, lay dying. From the beginning, the Sisters' commitment to the poor and vulnerable has manifested itself through outreach to underserved communities and care for the sick and dying.

In 1982, Little Company of Mary Hospital voluntarily adopted a social accountability budget and, when the organization expanded to include San Pedro Hospital, the commitment continued. During the 1990's, the Sisters of Little Company of Mary recognized that across the American Province their diminishing numbers threatened to undo core mission commitments and, following a period of discernment in 1998, entered into a joint sponsor agreement with Providence. Today, the two Little Company of Mary Medical Centers share a common governing board and leadership team for the South Bay and are both part of Providence.

Providence Little Company of Mary Medical Centers San Pedro and Torrance

Providence Little Company of Mary Medical Center Torrance is located at 4101 Torrance Boulevard, Torrance, CA, 90503. It is an acute care hospital with 327 licensed beds founded in 1960. Providence Little Company of Mary Medical Center San Pedro is located at 1300 West Seventh Street, San Pedro, CA, 90732. It is an acute care hospital with 231 licensed beds founded in 1925. These two Providence South Bay community medical centers share a common service area because of their proximity to each other.

Providence Little Company of Mary Medical Centers San Pedro and Torrance provide the full spectrum of care from birth through the golden years. While each has its own unique character, both hospitals have stellar reputations for providing the South Bay community with clinical excellence, sophisticated technology, and care with a personal touch. In addition to the finest general medical, surgical, and critical care services, the medical centers offer a number of specialty programs.

Serving the community since 1960, Providence Little Company of Mary Medical Center Torrance offers minimally invasive surgical options using the advanced *da Vinci*[®] robotic surgery system; a cardiovascular center of excellence that features advanced cardiac catheterization and angiography equipment, making coronary angioplasty and open-heart surgery available around the clock. It also houses a state-of-the-art maternity unit, complete with the county's first single-family level III neonatal intensive care unit to enhance parent-child bonding for even the most fragile of infants, as well as an on-site perinatal center that provides complete fetal diagnostic testing and genetic counseling.

For over 90 years, Providence Little Company of Mary Medical Center San Pedro has been a landmark, serving the community's needs with invaluable clinical services. In addition to offering a comprehensive Recovery Center to the community, the hospital offers specialty services such as behavioral health and advanced rehabilitation therapy. The hospital's Sub Acute Care Center is one of California's largest sub-acute facilities, while the Center for Optimal Aging provides comprehensive care for the elderly.

Providence Little Company of Mary is proud of the strong partnerships developed in the South Bay. The partnership with Pacific Neuroscience Institute has made Providence Little Company of Mary the leader in treating complex neurosurgical, neurological, and neuro-spine cases. Thanks to a partnership with Keck Medicine of USC, Providence Little Company of Mary is able to offer academic-based complex cardiovascular procedures. Through a partnership with City of Hope, Providence Little Company of Mary can provide State-of-the-art cancer care at the Advanced Care Center. Lastly, in partnership with UCLA, the San Pedro hospital can provide care to heart, liver, and lung transplant patients. These partnerships allow South Bay residents to receive all the care they need right in their backyard.

Finally, in addition to offering advanced services and technology, both medical centers have received several accolades and national recognition. Providence Little Company of Mary Medical Center in Torrance was named a World's Best Hospital by Newsweek four years in a row and was recognized by U.S. News & World Report as one of California's best hospitals.

SECTION 1: EXECUTIVE SUMMARY

Mission and Core Values

Providence’s Mission statement and Core Values guide our commitment to improving the health of individuals and the communities we serve, especially those who are poor and vulnerable. The Mission permeates the everyday life of Providence Little Company of Mary and its Community Benefit Plan.

Definition of Community

The two Providence South Bay Community medical centers, Providence Little Company of Mary Medical Center San Pedro and Providence Little Company of Mary Medical Center Torrance (hereafter Providence Little Company of Mary) share a common geography because of their close proximity to each other. The South Bay Community Service Area is composed of 16 distinct municipalities and is a demographically and geographically diverse region stretching from El Segundo (North), to Carson (East), to the Port of Los Angeles (South), to the Pacific Ocean (West).

For purposes of the Community Benefit Plan, the South Bay Community is divided into the “Community Benefit Service Area” and the “Broader South Bay Service Area.” The Community Benefit Service Area was defined using the Community Need Index (CNI) mapping tool from Dignity Health and Truven Health Analytics. All communities with a score of 4 or greater on the scale were included. Communities identified as having higher need using the scale experience greater barriers to health care including income, cultural, educational, health insurance, and housing barriers. Areas identified as “Community Benefit Service Areas” include the neighborhoods and surrounding areas of Hawthorne, Lawndale, Gardena, Torrance (90501), Harbor City, San Pedro (90731), and Wilmington.

The Broader South Bay Service Area is the balance of communities within the Total Service Area of the two medical centers with a CNI score below 4. These areas are more resource-rich with a population on the higher end of the socioeconomic spectrum.

Identifying and Prioritizing Community Needs

Providence Little Company of Mary (PLCM) conducts a Community Health Needs Assessment every three years, per SB697, and uses this assessment as the basis for identifying health needs. PLCM updated the needs assessment in 2019 using data from governmental and private agencies as well as consultation from the leaders of local non-profit agencies and feedback from local residents. The entire Community Health Needs Assessment is posted on the Providence website at:

<https://www.providence.org/about/annual-report/chna-and-chip-reports>

Community Benefit Plan Activities

We seek to grow a healthier community by partnering and collaborating with residents and organizations in our community. Based on prioritized needs from the 2019 Community Health Needs Assessment, Providence staff developed four strategic initiatives that address eight of the ten prioritized health needs:

- 1) Strengthen Infrastructure of Continuum of Care for Patients Experiencing Homelessness
- 2) Improve Access to Health Care Services
- 3) Invest in Expansion of Community-Based Wellness and Activity Centers

4) Train and Deploy a Workforce of Community Health Workers to Address Social Determinants of Health in Underserved Populations

Notable programs and services provided by PLCM in calendar year 2022 to address community health needs include the following:

- **Wilmington Wellness and Activity Center:** The Wilmington Wellness and Activity Center gives children and adults in the Wilmington area a physical space to participate in free programs run by Providence, local volunteers and community partners that promote social connections among neighbors and help improve the health of the community. While closed for classes and in-person activities during the height of the COVID-19 pandemic, the Wellness Center quickly adapted to be a hub for resources including COVID-19 testing, vaccinations, and produce distributions for food insecure households.
- **Partners for Healthy Kids:** a mobile pediatric clinic that offers free weekly immunizations at elementary and middle schools as well as health insurance enrollment and navigation assistance. In response to COVID-19, PFHK expanded services to include a flu vaccine immunization campaign for adults in the fall of 2020 and focused on providing COVID-19 vaccinations to eligible populations at the outset of 2021 through 2022.
- **CalFresh and Health Insurance Program:** CHWs provide education about health insurance and food insecurity programs and assist with applications for Medi-Cal, Covered California and CalFresh
- **Providence-Charles Drew University CHW Academy:** A workforce development program that trains Community Health Workers and places them in internships at health care organizations across Los Angeles County
- **CHW Homeless Navigators:** Hospital emergency department-based Community Health Workers that assist homeless patients with discharge to shelter and/or linkage to homeless service providers.

Economic Value of Community Benefit Provided

During calendar year 2022, the combined economic value of community benefit provided by both Providence Little Company of Mary Medical Center San Pedro and Providence Little Company of Mary Medical Center Torrance is at \$97,939,800 (includes Charity Care, Medi-Cal Shortfall and Community Benefit Services) with an additional \$91,991,528 in Medicare shortfall.

SECTION 2: MISSION AND CORE VALUES

Providence's Mission Statement and the Core Values guide our organization's commitment to creating a healthier community and permeate the everyday life of the organization. The Mission Statement and Core Values are as follows:

Mission Statement

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.

Core Values

Compassion

Jesus taught and healed with compassion for all. –Matthew 4:24

We reach out to those in need and offer comfort as Jesus did. We nurture the spiritual, emotional, and physical well-being of one another and those we serve. Through our healing presence, we accompany those who suffer.

Dignity

All people have been created in the image of God. –Genesis 1:27

We value, encourage and celebrate the gifts in one another. We respect the inherent dignity and worth of every individual. We recognize each interaction as a sacred encounter.

Justice

Act with justice, love with kindness and walk humbly with your God. –Micah 6:8

We foster a culture that promotes unity and reconciliation. We strive to care wisely for our people, our resources and our earth. We stand in solidarity with the most vulnerable, working to remove the causes of oppression and promoting justice for all.

Excellence

Whatever you do, work at it with all your heart. –Colossians 3:23

We set the highest standards for ourselves and our ministries. Through transformation and innovation, we strive to improve the health and quality of life in our communities. We commit to compassionate, safe and reliable practices for the care of all.

Integrity

Let us love not merely with words or speech but with actions in truth. –1 John 3:18

We hold ourselves accountable to do the right things for the right reasons. We speak the truth with courage and respect. We pursue authenticity with humility and simplicity.

SECTION 3: DEFINITION AND DESCRIPTION OF OUR COMMUNITY

In defining its community for purposes of this report, we used the Providence Little Company of Mary 2019 Community Health Needs Assessment. We considered the location of the hospital and the surrounding communities, and the zip codes reported in addresses of our patients on entry into the hospital for services.

South Bay Community

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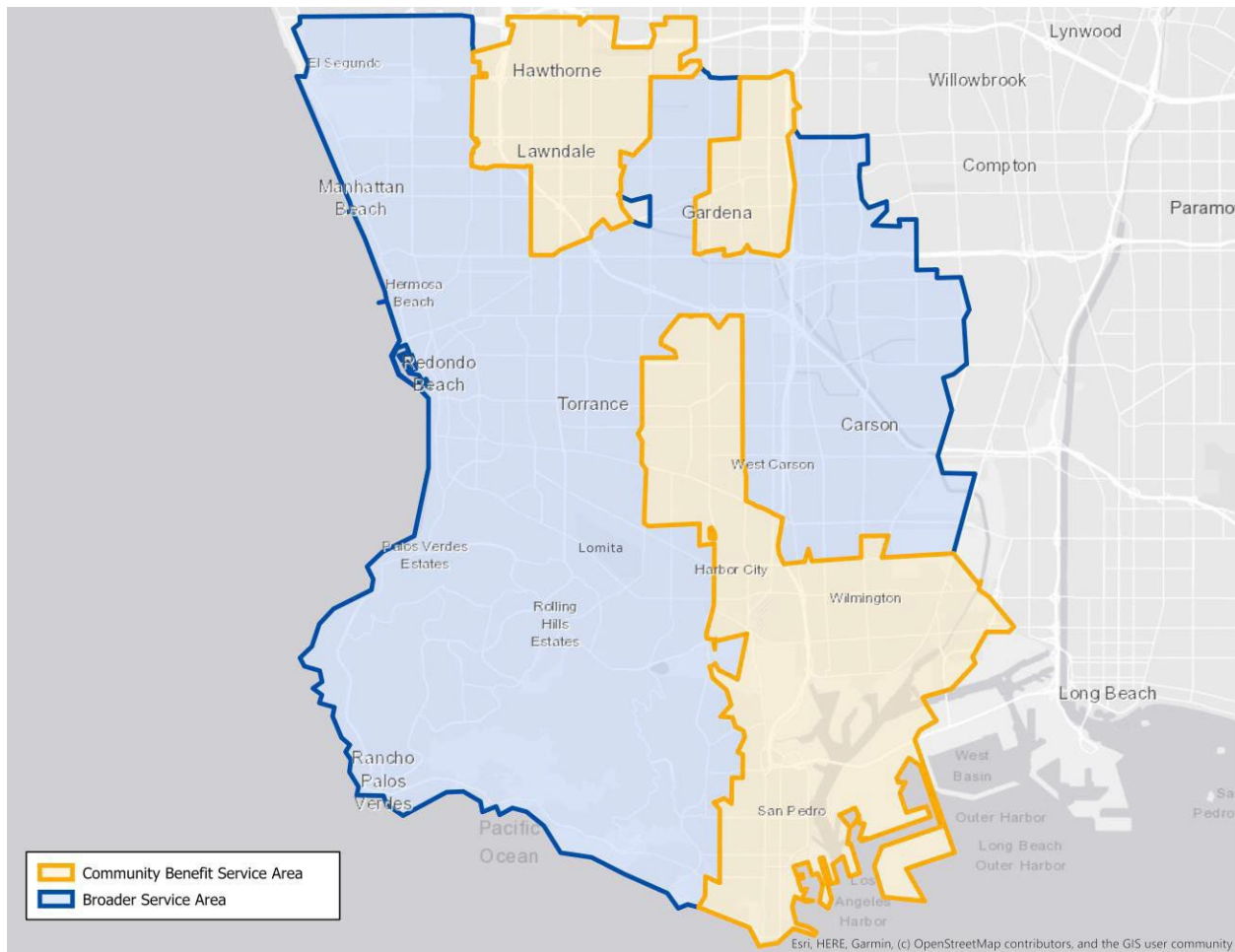


Figure 1 MAP OF PROVIDENCE LITTLE COMPANY OF MARY SERVICE AREA

Demographics¹:

- The total population of the PLCM South Bay Community service area in 2019 is 894,240 persons.
- The South Bay service area is slightly younger, on average, than the total population of the state of California. The majority of residents in the service area are between 10 and 39 years old. Children under the age of 19 make up 29.6% of the population, compared to 22.7% across the state. Adults aged 60 years and older make up 13.7% of the total service area population, which is less than the state population aged 65 and over.
- In 2019, the median household income of the area varied significantly from a low of \$43,717 for the community of Wilmington to \$189,068 for the community of Palos Verdes Peninsula. Although the South Bay contains many affluent communities, the income data show there are areas within the service area with a higher portion of low-income households. The median household income (\$53,598) within the Broader South Bay Service Area is lower than the median of Los Angeles County (\$62,751).
- Approximately 44.7% of households have annual incomes below 200% of the Federal Poverty Level (\$51,500 for a family of 4).

¹ U.S. Census Bureau, 2013-2017 American Community Survey 5-year Estimates

SECTION 4: COMMUNITY BENEFIT PLANNING PROCESS

The 2022 Community Benefit Plan Update is linked to the 2019 Community Health Needs Assessment and 2020-2022 Community Health Improvement Plan, which is posted on Providence's website at: <https://www.providence.org/about/annual-report/chna-and-chip-reports>

Providence Little Company of Mary conducts assessments every three years, and the results are used as the basis of our community benefit planning. As part of this needs assessment process, both qualitative data and quantitative data were used to identify significant community health needs.

Qualitative Data

Providence Little Company of Mary recognizes the value in having community members and community stakeholders share their perspectives during the CHNA process. These elements of qualitative data, or data in the form of words instead of numbers, provide additional context and depth to the CHNA that may not be fully captured by quantitative data alone.

Eight organizational leaders provided input through structured phone interviews. In addition, a total of three listening sessions with 37 participants were conducted with the help of community-based organizations. PLCM chose to conduct listening sessions at Vasek Polak Health Clinic and the Wellness & Activity Center because of their work to promote the health and wellness of all people living in the South Bay. The Vasek Polak Health Clinic in Hawthorne provides affordable primary care services to people who are uninsured or underinsured. PLCM's Wellness and Activity Center, located in Wilmington, provides numerous wellness programs, assistance with applications for food and health benefits, referrals to resources, and space for community building.

Providence Little Company of Mary also worked in collaboration with Kaiser Permanente Medical Center (South Bay), and Torrance Memorial to collect and analyze information. Together, the three hospitals collaborated on several components of the CHNA including:

- Developing a list of key community stakeholders/leaders to be included in the two listening sessions on homelessness and food insecurity
- Compiling the list of questions to be used in the listening sessions to dive into the nuances and contributing factors of these key community needs

Quantitative Data

Secondary data collection included the review of demographic, insurance, mortality, morbidity, mental health, economic and social determinant data from multiple sources. The secondary data sources included the following: the U.S. Census, Los Angeles Homeless Services Authority, Think Health L.A. Database, Community Commons Database, California Health Interview Survey Dataset, L.A. County Department of Public Health, and California Department of Public Health. Truven Analytics/ Dignity Health provided Community Need Index data.

Additionally, primary quantitative data were collected from Providence's electronic health record system to review avoidable Emergency Department use and potentially avoidable inpatient admissions as well as a survey of residents in the Dana Strand community adjacent to the PLCM Wellness Center in Wilmington.

SECTION 5: PRIORITY COMMUNITY NEEDS

Once the information and data were collected and analyzed by staff members, the following ten key areas were identified as community needs for the Community Health Needs Assessment Oversight Committee to prioritize, listed here in alphabetical order:

- Access to Health Care
- Behavioral Health
- Chronic Diseases
- Early Childhood Development
- Economic Insecurity
- Food Insecurity
- Homelessness and Housing Instability
- Oral Health Care
- Services for Seniors
- Social Cohesion

These needs were then discussed and prioritized by a Community Health Needs Assessment Oversight Committee.

Prioritization Process and Criteria

The 2019 CHNA process included a prioritization process involving a facilitated group session that engaged the 2019 Community Health Needs Assessment Oversight Committee representing key community stakeholders (Appendix A). Providence Little Company of Mary staff provided committee members with data packets related to each of the nine health needs identified above. For each identified health need, committee participants were asked to rate the severity of the identified health need, change over time, availability of community resources/assets and community readiness to implement/support programs to address the health need. These criteria formed the initial impressions of committee members. This survey was then followed by a review of the data assembled for each identified health need by Providence staff.

Then in smaller groups, committee members considered the data while discussing and identifying key issues or considerations that were shared with the larger group. During the breakout session, the Committee was divided into three separate groups. The nine health needs identified in the CHNA were split into three sections (three needs per section) and committee members rotated from one section to the next answering the following questions about each need:

- How does this need impact the work of your organization and the clients you serve?
- What are other service gaps?
- What role can Providence Little Company of Mary play in addressing this need?

As a final summary of the discussion, each of the participants was given three dots, or “votes” to assign to the identified topics, resulting in a set of prioritized health needs.

Health Needs in Order of Priority

The significant health needs were then ranked based on score of severity, change over time, resources in the community and Providence Little Company of Mary's ability to respond. The ranking also took into account the stakeholder votes following group dialogue. Results were as follows:

- 1) Homelessness and Housing Instability
- 2) Access to Health Care
- 3) Behavioral Health
- 4) Economic Insecurity and Workforce Development
- 5) Food Insecurity
- 6) Services for Seniors
- 7) Chronic Diseases
- 8) Oral Health
- 9) Early Childhood Development
- 10) Social Cohesion

SECTION 6: COMMUNITY HEALTH IMPROVEMENT PLAN AND MEASURABLE OBJECTIVES

As a result of the findings of our 2019 Community Health Needs Assessment (CHNA) and through a prioritization process aligned with our Mission, resources, and hospital strategic plan, Providence Little Company of Mary focused on the following areas for its 2020-2022 Community Benefit efforts:

Initiative 1: Strengthen Infrastructure of Continuum of Care for Patients Experiencing Homelessness

As hospitals that see a significant number of patients experiencing homelessness that come in through our emergency departments for care, we will partner with our local homeless service providers to strengthen the ability to connect these homeless patients to the rapidly changing environment of resources in LA County. In addition to facilitating better handoffs and coordination of care, we will focus on the gap of available recuperative care/interim shelter beds for homeless patients that are not sick enough to be admitted into a hospital but need a temporary place to heal that is safer than being discharged to their previous unhoused situation.

Initiative 2: Improve Access to Health Care Services

We will continue to provide avenues of health care services for underserved and vulnerable populations. These target populations include uninsured, low-income households (Medi-Cal), victims of sexual assault, new mothers, immigrants, and children. Furthermore, in light of the recent Coronavirus Disease 2019 (COVID-19) pandemic, we will also place an emphasis on alleviating the strain on local healthcare resources from infectious diseases such as flu and COVID-19 by increasing the availability of testing and immunizations in the community.

Initiative 3: Invest in Expansion of Community-Based Wellness and Activity Centers

The Wellness and Activity Center gives children and adults in the Wilmington area a physical space to participate in free programs run by Providence, local volunteers and community partners that promote social connections among neighbors and help improve the health of the community. We plan to continue investing in the growth of this Wellness and Activity Center and replicate it in Lawndale, an additional identified undeserved neighborhood in our service area.

Initiative 4: Train and Deploy a Workforce of Community Health Workers to Address Social Determinants of Health in Underserved Populations

Providence has a long history in employing Community Health Workers in a diverse breadth of roles in programs that address social determinants of health. These roles typically have fallen into three categories: case management, health education, and assistance with enrollment into public benefits (i.e. Medicaid/Medi-Cal and SNAP/CalFresh). These jobs create an entry point for people to work in the healthcare industry while allowing Providence to effectively provide culturally competent care within targeted underserved communities. In addition to continuing our own employment model of CHWs, we will partner with Charles Drew University to develop and implement a CHW Academy. This CHW Academy will provide formal training and facilitate paid internships for CHWs at Providence and other healthcare organizations who have an interest in incorporating a CHW workforce in their companies.

Responding to the COVID-19 Pandemic

The development of the 2020-2022 Community Health Improvement Plan (CHIP) was subsequently followed by the spread of the SARS-CoV-2 virus and the COVID-19 pandemic, which has impacted all of our communities. This CHIP was initially designed to address the needs identified and prioritized through the 2019 CHNA, though COVID-19 has had substantial impacts on the magnitude of each of these community needs. These impacts are likely to have exacerbated some of the needs identified, and caused others to rise in level of priority. The data projections included were crafted based on data collection and project forecasting done prior to the COVID-19 pandemic. Additionally, the ways we have delivered services have changed. For example, much of our in-person classes and services moved to a virtual online format when possible. The pandemic has been a continually dynamic situation. We recognize the needs of our community have changed throughout this 2020-2022 strategic planning cycle, and we have made our best efforts to adapt and respond accordingly.

The following tables provide a summary of the four strategic initiatives and progress towards measurable objectives in 2020:

INITIATIVE 1: STRENGTHEN INFRASTRUCTURE OF CONTINUUM OF CARE FOR PATIENTS EXPERIENCING HOMELESSNESS

Community need addressed:

Homelessness and Housing Insecurity

Goals:

Improve the ability to care for patients experiencing homelessness or at risk of becoming homeless

Initiative 1: Strengthen Infrastructure of Continuum of Care for Patients Experiencing Homelessness				
Scope (Target Population)	Strategies	Strategy Measure	Progress in 2021	Progress in 2022
<i>Patients experiencing homelessness or at risk of becoming homeless</i>	CHW Homeless Navigators Hospital emergency department-based Community Health Workers that assist patients experiencing homelessness with discharge to shelter or homeless service providers	Number of patients screened for homelessness	•643 patients screened for homelessness	•514 patients screened for homelessness
		Number of patients linked to homeless services provider	•656 linkages to services or housing resources	•336 linkages to services or housing resources
		Number of patients discharged to temporary/permanent housing	•282 discharged to a form of housing	•148 discharged to a form of housing
	Coordinated Entry System Hospital Liaison Collaborative workgroup of private non-profit hospitals in the South Bay having a direct, single point of contact with the local lead homeless service agency to coordinate referrals and educate hospital staff on changing resources	Clients referred and served by hospital liaison	•105 clients referred and served by Hospital Liaison	•11 clients referred and served by Hospital Liaison
		CHW/Social Worker attendance at bi-monthly meetings of the South Bay Coalition to End Homelessness Hospital Subcommittee	•Providence CHW/Social Worker in attendance at 100% of meetings	•Providence CHW/Social Worker in attendance at 100% of meetings
	Homeless Prevention Implement screening for risk of homelessness and identify public and private funded resources that focus on prevention	Increase # of families/individuals with confirmed linkage to homeless prevention services	•\$1,500,000 in grants made to local organizations for homeless services (Harbor Interfaith, UniHealth, and Venice Family Clinic)	•\$1,302,691 in grants made to local organizations for homeless services (City of Torrance and UniHealth)
		Increase in the # of organizations identified who provide prevention services in PLCM Service Area		
		Increase grants to non-profits related to services/programs for those living with homelessness in the PLCM Service Area, including crisis response and prevention		
	Recuperative Care Improve the infrastructure of available recuperative care/interim shelter for patients experiencing homelessness that are not medically stable enough to be discharged back to the streets	Identify target population, interventions, and partners to support L.A. Service Area housing initiative	•\$100,000 grant made to National Health Foundation to support increase in access to recuperative care	•\$303,990 grant made to National Health Foundation to support increase in access to recuperative care
		Support local efforts to increase temporary and permanent housing in the South Bay		

INITIATIVE 2: IMPROVE ACCESS TO HEALTH CARE SERVICES

Community need addressed: Access to Care, Behavioral Health

Goals: Improve access to quality health care services for vulnerable populations: reduce the utilization of Emergency Department for "avoidable," non-emergency visits, reduce the rates of uninsured people in the community, and increase the percentage of the population who receive flu shots

Initiative 2: Improve Access to Health Care Services					
Scope (Target Population)	Strategies	Strategic Measure	Progress in 2021	Progress in 2022	
<i>Uninsured and underinsured populations in low-income communities</i>	Vasek Polak Health Clinic A clinic that provides an alternative to the emergency room for people who do not have insurance or have Medi-Cal. The clinic provides access to primary care and also acts as a walk-in clinic for treating uncomplicated minor illnesses.	Patient visits	•3,170 medical visits	•2,634 medical visits	
		% patients screened for anxiety/depression	•43% patients screened	•45% patients screened	
		Patients enrolled in mental health therapy	•256 enrolled in mental health therapy	•192 enrolled in mental health therapy	
	Partners for Healthy Kids A mobile pediatric clinic that offers free weekly immunizations at elementary schools as well as health insurance enrollment and navigation assistance.	Number of immunizations given	•8,857 doses of COVID-19 vaccine •175 doses of other immunizations (flu,Tdap,HPV)	•1,100 doses of COVID-19 vaccine •3,777 doses of other immunizations (flu,Tdap,HPV)	
	Emergency Department Community Health Workers Community health workers that assist uninsured patients in the emergency department, helping them with affordable care options, applications for enrollment in eligible health insurance programs, and coordination of follow-up visits at a clinic in their community.	Primary care appointments made	•1,811 primary care appointments made	•3,115 primary care appointments made	
Health Insurance Enrollment Assistance Our Community Health Insurance Program utilizes community health workers to provide education about affordable health care options and assistance with health insurance and CalFresh applications.	Total # of unduplicated insurance applications assisted	•1,346 applications assisted	•1,810 applications assisted		
Sexual Assault Response Team A multidisciplinary team providing victim-centered response and high quality care to survivors of sexual assault.	Total exams provided	•134 total exams	•146 total exams		

INITIATIVE 3: INVEST IN EXPANSION OF COMMUNITY-BASED WELLNESS AND ACTIVITY CENTERS

Community need addressed: Behavioral Health, Food Insecurity, Services for Seniors, Chronic Diseases, Social Cohesion

Goals: Increase the number of Wellness and Activity Centers in the South Bay and expand breadth of programming at existing Wellness Center in Wilmington: reduction in the prevalence of chronic diseases, increase in community engagement, and increase in the amount of people's daily physical activity

Initiative 3: Invest in Expansion of Community-Based Wellness and Activity Centers				
Scope (Target Population)	Strategies	Strategy Measure	Progress in 2021	Progress in 2022
<i>Residents in two identified higher need municipalities within the PLCM Service Area (Wilmington and Lawndale)</i>	Wilmington Wellness and Activity Center Gives children and adults in the Wilmington area a physical space to participate in free programs run by Providence, local volunteers and community partners that promote social connections among neighbors and help improve the health of the community	Average number of unduplicated monthly participants	<ul style="list-style-type: none"> •Served as a COVID-19 testing and vaccination site during pandemic (7,200 tests provided) •Hosted free grocery distributions for food insecure families •Continued hosting of weekly Wilmington Certified Farmer's Market 	<ul style="list-style-type: none"> •Had 554 households purchase food, fruits, and vegetables at the Farmer's Market using CalFresh. •Provided 365 households with food assistance grants. •Held 126 events at the Wellness Center, including physical activity classes and community building/partnership meetings
		Total number of events available during the year		
	Lawndale Wellness and Activity Center Community Health Workers assigned in the ED assist patients with applying for immediate medical health insurance, make and keep follow up primary care appointments after visiting the ED, and navigating community health resources	Completed construction and opening of the Lawndale Wellness and Activity Center	<ul style="list-style-type: none"> •Design completed and proposed plans submitted to CA Division of the State Architect for approval •CEQA exemption approved 	<ul style="list-style-type: none"> •Plans approved by the CA Division of the State Architect. Construction expected to begin in 2023 with opening of the new center in the Fall.

INITIATIVE 4: TRAIN AND DEPLOY A WORKFORCE OF COMMUNITY HEALTH WORKERS TO ADDRESS SOCIAL DETERMINANTS OF HEALTH IN UNDERSERVED POPULATIONS

Community need addressed: Economic Insecurity and Workforce Development, Access to Care, Behavioral Health, Food Insecurity, Chronic Diseases

Goals: Increase the number of Community Health Workers employed in health care settings in roles that address social determinants of health: reduction in the number of people who are uninsured, reduction in the number of eligible but unenrolled in CalFresh/SNAP benefits

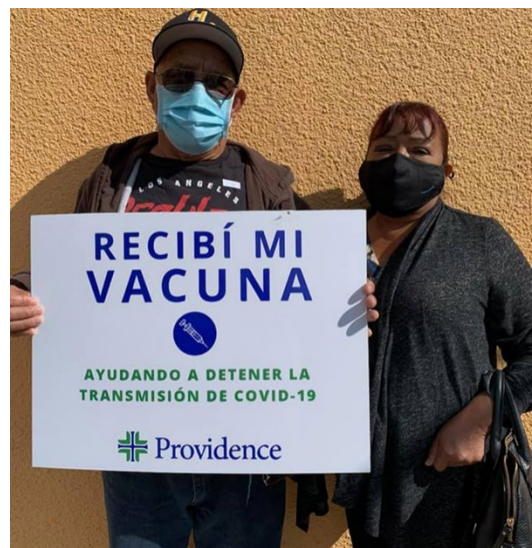
Initiative 4: Train and Deploy a Workforce of Community Health Workers to Address Social Determinants of Health in Underserved Populations				
Scope (Target Population)	Strategies	Strategy Measure	Progress in 2021	Progress in 2022
<i>Workforce development for employees without a college degree, services for residents of low-income neighborhoods, especially Spanish-speaking communities</i>	Create a CHW Academy In collaboration with Charles Drew University, develop an academy for Community Health Workers that focus on integration into health care organizations	# of CHW students who complete program	•11 of the 13 CHW interns from cohort 1 completed their six-month internships. A second cohort of 16 CHW interns began in August and graduates in February 2022.	•Of the 16 interns originally enrolled in Cohort 2, 15 successfully graduated the Academy in February 2022 •Cohort 3 began in September 2022, and all 10 interns who enrolled successfully graduated in January 2023.
	Health Insurance & CalFresh Enrollment Assistance Our Community Health Insurance Program utilizes community health workers to provide education about affordable health care options and assistance with health insurance and CalFresh applications	Total # of unduplicated insurance applications assisted	•1,346 insurance applications assisted	•1,810 insurance applications assisted
		Total # of unduplicated CalFresh applications assisted	•739 CalFresh applications assisted	•1,013 CalFresh applications assisted
	Mental Health Education and Prevention Health Educators and CHWs paired together teach free community-based courses in English and Spanish on mental health awareness and coping skills	# of participants completing Mental Health First Aid (MHFA)	•263 participants completed MHFA	•23 participants completed MHFA
		# of participants completing Creating Healthier Attitudes Today (CHAT)	•64 participants completed CHAT	•48 participants completed CHAT
	Diabetes Self-Management Education and Prevention Programs Health Educators and CHWs paired together teach free community-based courses in English and Spanish to patients who have been diagnosed with diabetes or pre-diabetes	# of participants completing Diabetes Prevention Program (DPP)	•10 participants completed DPP	•15 participants completed DPP
		# participants who complete Get Out And Live (GOAL)	•54 participants completed GOAL	•50 participants completed GOAL
	COVID-19 Outreach and Education CHWs promote information on COVID-19 prevention, testing, and vaccinations. The program focuses on local communities with low vaccination rates and high rates of COVID-19 transmission.	# of outreach contacts made	•127,482 outreach contacts made	•96,249 outreach contacts made

SECTION 7: COMMUNITY BENEFIT PROGRAMS AND SERVICES

This section includes a description of noteworthy programs and services provided by Providence Little Company of Mary in 2022. These programs are highlights of key efforts to accomplish the Community Benefit Plan Strategies and Metrics described above in Section 6 as well as longstanding community benefit programs which address additional identified community health needs.

CHW HOMELESS NAVIGATORS

The CHW Homeless Navigator Program is a new program started at Providence Little Company of Mary in 2020, in response to a growing number of homeless patients seeking care from the hospital. A community health worker has been placed in the emergency department at Providence Little Company of Mary Medical Center Torrance and at Providence Little Company of Mary Medical Center San Pedro with a specific focus on serving patients experiencing homelessness. These two CHWs work alongside PLCM Emergency Department Social Workers to facilitate warm handoffs of homeless patients to case managers from local homeless service providers such as Harbor Interfaith. In addition, they identify openings at interim shelters and assist with navigating these patients to temporary housing after discharge from PLCM.



PARTNERS FOR HEALTHY KIDS

Partners for Healthy Kids is a mobile pediatric clinic that offers free weekly immunizations at elementary and middle schools as well as health insurance enrollment and navigation assistance. We also partner with underserved high schools to provide sports physicals. In response to COVID-19, PFHK expanded services to include a flu vaccine immunization campaign for adults in the fall of 2020, and focused on providing COVID-19 vaccinations to eligible populations at the outset of 2021.

WILMINGTON WELLNESS AND ACTIVITY CENTER

The Wilmington Wellness and Activity Center (Wellness Center) gives children and adults in the Wilmington area a physical space to participate in free programs run by Providence, local volunteers and community partners that promote social connections among neighbors and help improve the health of the community. The Center established and hosts the Wilmington Certified Farmer's Market which is open every Tuesday and gives Wilmington residents access to fresh produce while accepting CalFresh, EBT, and WIC benefits. While closed for classes and in-person activities during COVID-19, the Wellness Center quickly adapted to be a hub for resources including COVID-19 testing, vaccinations, and produce distributions for food insecure households.



CALFRESH AND HEALTH INSURANCE PROGRAM (CHIP)

CHIP partners with local schools, churches, health clinics and other community organizations to provide assistance at convenient sites all throughout the South Bay, while focusing attention on our most vulnerable neighborhoods. Our Community Health Workers meet with clients in person to provide individualized assessments of a client's eligibility, guide them in navigating the complex application process, and follow-up to assist in troubleshooting or advocating for clients who are improperly denied coverage. The Community Health Workers come from within the local community and have similar life experiences which enable them to provide compassionate care for the clients they serve. The time that each one spends with their clients helps consumers understand how to use their new benefits, many of whom have never had health insurance or CalFresh ever before in their lives.



CHW ACADEMY

In response to the growing demand for more Community Health Workers across the healthcare industry, Providence has partnered with Charles R. Drew University School of Medicine and Science to develop an innovative and unique training program with holistic and evidence-based standards called the Community Health Worker Academy (CHW Academy). The CHW Academy features a full-time paid internship for individuals that consists of an online training with curriculum, designed to meet CHW Core Consensus Project core competency standards, paired with on-the-job work experiences in healthcare organizations such as hospitals or community clinics.

CREATING OPPORTUNITIES FOR PHYSICAL ACTIVITY (COPA)

Creating Opportunities for Physical Activity is a peer coach physical education training program for elementary school teachers that promotes independence in instruction, consistent with California grade level standards. COPA provides the following services for our local school district partners:

- *Peer-coach training for teachers.* Physical Education teachers have been eliminated in many urban, public schools. COPA uses a peer coach model to teach elementary classroom teachers how to provide Physical Education using a Providence designed and standards-based Physical Education curriculum.

- *On-campus physical activity events.* Through trainings for before and after school staff, trainings for recess staff, special events such as Cardio-Carnivals and Jog-a-thons, and in-class activities such as Instant Recess®, COPA provides children with numerous opportunities to be active throughout the day.
- *Family activities to promote parents as role models for healthy behavior.* COPA provides exercise classes, health education and special family nights that teach easy, low-cost ways to be healthy.



SECTION 8: ECONOMIC VALUE OF COMMUNITY BENEFIT

PLCM Community Benefit activities are classified into three broad expenditure categories consistent with standards established by the Catholic Health Association²: Charity Care, Community Benefit Services, and Unpaid Costs of Medi-Cal. During calendar year 2022, the total combined economic value of community benefit provided by both Providence Little Company of Mary Medical Center San Pedro and Providence Little Company of Mary Medical Center Torrance is \$97,939,800 (includes Charity Care, Community Benefit Services, and Unpaid Costs of Medi-Cal) with an additional \$91,991,528 in Medicare shortfall³.

Tables 8.1-8.3 summarize the unreimbursed costs of these community benefits according to the framework specifically identified by Senate Bill 697:

- Medical care services
- Other services for vulnerable populations (Poor and underserved; seniors, children and youth)
- Health research, education, and training programs

Tables 8.4-8.6 provide a detailed listing of the economic value of Community Benefit Services provided by Providence Little Company of Mary in addition to the number of persons served.

² *A Guide for Planning and Reporting Community Benefit, 2015 Edition with 2020 Update*, Catholic Health Association of the United States, St Louis, MO, 2015

³ OSHPD issued guidance in 2006, notifying hospitals to report Medicare shortfall. Medicare shortfall is not included in our publicly reported total community benefit expense.

TABLE 8.1 ECONOMIC VALUE OF COMMUNITY BENEFIT PROVIDED BY PROVIDENCE LITTLE COMPANY OF MARY - TORRANCE AND SAN PEDRO JANUARY 1, 2022 THROUGH DECEMBER 31, 2022

Senate Bill 697 Category	Programs and services Included	Expense
Medical Care	Unpaid cost of Medicare program	\$91,991,528
	Charity Care	\$3,935,722
	Subsidized Health Services: Palliative Care Community Based Clinical Services: PFHK	\$1,300,764
	Unpaid cost of Medi-Cal program	\$76,075,523
Other Services for Vulnerable Populations	Grants to agencies that serve persons living in poverty, grants for services to local schools, seniors and children, cost of Community Benefit program	\$11,245,536
Other Services for Broader Community	Paramedic Base Station	\$1,592,790
Health Research, Education and Training Programs	Support for health research, nursing and other education programs	\$3,789,465
	TOTAL—not including Medicare	\$97,939,800
	Medicare	\$91,991,528
	Total including Medicare	\$189,931,328

TABLE 8.2 ECONOMIC VALUE OF COMMUNITY BENEFIT PROVIDED BY PROVIDENCE
LITTLE COMPANY OF MARY-TORRANCE JANUARY 1, 2022 THROUGH DECEMBER 31, 2022

Senate Bill 697 Category	Programs and services Included	Expense
Medical Care	Unpaid cost of Medicare program	\$61,736,107
	Charity Care	\$2,614,321
	Subsidized Health Services: Palliative Care Community Based Clinical Services: PFHK	\$631,950
	Unpaid cost of Medi-Cal program	\$60,014,646
Other Services for Vulnerable Populations	Grants to agencies that serve persons living in poverty, grants for services to local schools, seniors and children, cost of Community Benefit program	\$6,279,385
Other Services for Broader Community	Paramedic Base Station	\$1,592,790
Health Research, Education and Training Programs	Support for health research, nursing and other education programs	\$2,362,444
	TOTAL—not including Medicare	\$73,495,536
	Medicare	\$61,736,107
	Total including Medicare	\$135,231,643

TABLE 8.3 ECONOMIC VALUE OF COMMUNITY BENEFIT PROVIDED BY PROVIDENCE
LITTLE COMPANY OF MARY SAN PEDRO JANUARY 1, 2022 THROUGH DECEMBER 31, 2022

Senate Bill 697 Category	Programs and services Included	Expense
Medical Care	Unpaid cost of Medicare program	\$30,255,421
	Charity Care	\$1,321,401
	Subsidized Health Services: Palliative Care Community Based Clinical Services: PFHK	\$668,814
	Unpaid cost of Medi-Cal program	\$16,060,877
Other Services for Vulnerable Populations	Grants to agencies that serve persons living in poverty, grants for services to local schools, seniors and children, cost of Community Benefit program	\$4,966,151
Health Research, Education and Training Programs	Support for health research, nursing and other education programs	\$1,427,021
	TOTAL—not including Medicare	\$24,444,264
	Medicare	\$30,255,421
	Total including Medicare	\$54,699,685

TABLE 8.4 ECONOMIC VALUE OF COMMUNITY BENEFIT SERVICES – TORRANCE AND SAN PEDRO

Providence Little Company of Mary Medical Centers - San Pedro and Torrance
Detailed Listing of Community Benefit Services
Reporting Period: January 1, 2022 - December 31, 2022

Category	Total Expense	Net Revenue	Net Expense	Persons Served
A. Community Health Improvement Services				
Bereavement & Gathering Place	474,337	74,930	399,407	172
Building Stronger Communities/Local Support Network	646,449	286,367	360,082	65
Creating Healthier Attitudes Today (CHAT)	428,308	118,086	310,222	53
COVID Education and Outreach	676,196	415,396	260,800	47,429
Community Health Insurance Program (CHIP)	703,908	240,690	463,218	1,632
Creating Opportunities for Physical Activity (COPA)	956,482	374,614	581,868	11,752
Community Health Worker Academy	139,121	115,822	23,299	5
Get Out and Live (G.O.A.L.)	183,140	-	183,140	56
Homeless Care Navigation	362,745	-	362,745	514
Linkage to Community Services	191,448	-	191,448	5,196
Mental Health Assessment Team	94,090	23,478	70,612	174
Paramedic Base Station	1,592,790	-	1,592,790	6,880
Partners for Healthy Kids Mobile Clinic (PFHK)	887,872	13,348	874,524	2,684
Physician Case Management (Hospitalists) for Medically Indigent	908,515	-	908,515	23,424
PLCM Wellness and Activity Center	266,879	17,856	249,023	1,799
Post-Discharge for Medically Indigent (including Psych. Patients)	409,934	-	409,934	144
Post-Discharge Pharmacy Medication	240,136	-	240,136	558
Sexual Assault Response Team	246,552	44,364	202,188	17
Specialty Medical Coverage for Medically Indigent	625,154	-	625,154	174
Transportation/Taxi Vouchers for Medically Indigent	151,772	-	151,772	3,408
Welcome Baby Program	2,214,348	1,580,965	633,383	1,269
Total A	12,400,176	3,305,916	9,094,260	107,405

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Providence Little Company of Mary Medical Centers - San Pedro and Torrance (cont.)
Detailed Listing of Community Benefit Services
Reporting Period: January 1, 2022 - December 31, 2022

B. Health Professions Education				
Preceptorships	3,789,465	-	3,789,465	724
Total B	3,789,465	-	3,789,465	724
C. Subsidized Health Services				
Palliative Care	1,045,644	619,404	426,240	2,356
Trinity Kids Care	-	-	-	-
Total C	1,045,644	619,404	426,240	2,356
E. Cash and In-Kind Contributions				
Action Hub Community Services	1,209	-	1,209	-
Grants Supporting Access to Care	1,653,990	-	1,653,990	-
Grants Supporting Homelessness/Housing Insecurity	1,302,691	-	1,302,691	-
Grants Supporting Mental Health Support	750,000	-	750,000	-
Total E	3,707,890	-	3,707,890	-
F. Community Building				
ACHI Internship Program	31,692	-	31,692	-
Total G	31,692	-	31,692	-
G. Community Benefit Operations				
Community Outreach Administration	879,008	-	879,008	-
Total G	879,008	-	879,008	-
TOTAL CATEGORY A-G COMMUNITY BENEFIT	21,853,875	3,925,320	17,928,555	110,485

TABLE 8.5 ECONOMIC VALUE OF COMMUNITY BENEFIT SERVICES – TORRANCE

Providence Little Company of Mary Medical Center - Torrance
Detailed Listing of Community Benefit Services
Reporting Period: January 1, 2022 - December 31, 2022

Category	Total Expense	Net Revenue	Net Expense	Persons Served
A. Community Health Improvement Services				
Bereavement & Gathering Place	284,603	44,958	239,645	86
Creating Healthier Attitudes Today (CHAT)	214,154	59,043	155,111	27
COVID Education and Outreach	338,098	207,698	130,400	23,715
Community Health Insurance Program (CHIP)	351,954	120,345	231,609	743
Community Health Worker Academy	69,560	57,911	11,649	3
Creating Opportunities for Physical Activity (COPA)	478,240	187,307	290,933	5,876
Get Out and Live (G.O.A.L.)	91,570	-	91,570	28
Homeless Care Navigation	181,372	-	181,372	261
Linkage to Community Services	95,724	-	95,724	3,245
Mental Health Assessment Team	47,046	11,739	35,307	87
Paramedic Base Station	1,592,790	-	1,592,790	6,880
Partners for Healthy Kids Mobile Clinic (PFHK)	443,936	6,674	437,262	1,342
Physician Case Management (Hospitalists) for Medically Indigent	654,161	-	654,161	12,438
PLCM Wellness and Activity Center	133,439	8,928	124,511	919
Post-Discharge for Medically Indigent (including Psych. Patients)	184,028	-	184,028	66
Post-Discharge Pharmacy Medication	156,271	-	156,271	225
Sexual Assault Response Team	123,276	22,182	101,094	8
Specialty Medical Coverage for Medically Indigent	348,807	-	348,807	122
Transportation/Taxi Vouchers for Medically Indigent	37,943	-	37,943	852
Total A	5,826,972	726,785	5,100,187	56,923

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Providence Little Company of Mary Medical Center – Torrance (cont.)
Detailed Listing of Community Benefit Services
Reporting Period: January 1, 2022 - December 31, 2022

B. Health Professions Education				
Preceptorships	2,362,444	-	2,362,444	503
Total B	2,362,444	-	2,362,444	503
C. Subsidized Health Services				
Palliative Care	477,605	282,917	194,688	1,076
Trinity Kids Care	-	-	-	-
Total C	477,605	282,917	194,688	1,076
E. Cash and In-Kind Contributions				
Action Hub Community Services	1,209	-	1,209	-
Grants Supporting Access to Care	850,000	-	850,000	-
Grants Supporting Homelessness/Housing Insecurity	1,152,691	-	1,152,691	-
Grants Supporting Mental Health Support	750,000	-	750,000	-
Total E	2,753,900	-	2,753,900	-
F. Community Building				
ACHI Internship Program	15,846	-	15,846	-
Total G	15,846	-	15,846	-
G. Community Benefit Operations				
Community Outreach Administration	439,504	-	439,504	-
Total G	439,504	-	439,504	-
TOTAL CATEGORY A-G COMMUNITY BENEFIT	11,876,271	1,009,702	10,866,569	58,502

TABLE 8.6 ECONOMIC VALUE OF COMMUNITY BENEFIT SERVICES – SAN PEDRO

Providence Little Company of Mary Medical Center - San Pedro
Detailed Listing of Community Benefit Services
Reporting Period: January 1, 2022 - December 31, 2022

Category	Total Expense	Net Revenue	Net Expense	Persons Served
A. Community Health Improvement Services				
Bereavement & Gathering Place	189,734	29,972	159,762	86
Building Stronger Communities/Local Support Network	646,449	286,367	360,082	65
Creating Healthier Attitudes Today (CHAT)	214,154	59,043	155,111	26
COVID Education and Outreach	338,098	207,698	130,400	23,714
Community Health Insurance Program (CHIP)	351,954	120,345	231,609	889
Community Health Worker Academy	69,561	57,911	11,650	2
Creating Opportunities for Physical Activity (COPA)	478,242	187,307	290,935	5,876
Get Out and Live (G.O.A.L.)	91,570	-	91,570	28
Homeless Care Navigation	181,373	-	181,373	253
Linkage to Community Services	95,724	-	95,724	1,951
Mental Health Assessment Team	47,044	11,739	35,305	87
Partners for Healthy Kids Mobile Clinic (PFHK)	443,936	6,674	437,262	1,342
Physician Case Management (Hospitalists) for Medically Indigent	254,354	-	254,354	10,986
PLCM Wellness and Activity Center	133,440	8,928	124,512	880
Post-Discharge for Medically Indigent (including Psych. Patients)	225,906	-	225,906	78
Post-Discharge Pharmacy Medication	83,865	-	83,865	333
Sexual Assault Response Team	123,276	22,182	101,094	9
Specialty Medical Coverage for Medically Indigent	276,347	-	276,347	52
Transportation/Taxi Vouchers for Medically Indigent	113,829	-	113,829	2,556
Welcome Baby Program	2,214,348	1,580,965	633,383	1,269
Total A	6,573,204	2,579,131	3,994,073	50,482

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Providence Little Company of Mary Medical Center - San Pedro (cont.)
Detailed Listing of Community Benefit Services
Reporting Period: January 1, 2022 - December 31, 2022

B. Health Professions Education				
Preceptorships	1,427,021	-	1,427,021	221
Total B	1,427,021	-	1,427,021	221
C. Subsidized Health Services				
Palliative Care	568,039	336,487	231,552	1,280
Total C	568,039	336,487	231,552	1,280
E. Cash and In-Kind Contributions				
Grants Supporting Access to Care	803,990	-	803,990	-
Grants Supporting Homelessness/Housing Insecurity	150,000	-	150,000	-
Total E	953,990	-	953,990	-
F. Community Building				
ACHI Internship Program	15,846	-	15,846	-
Total G	15,846	-	15,846	-
G. Community Benefit Operations				
Community Outreach Administration	439,504	-	439,504	-
Total G	439,504	-	439,504	-
TOTAL CATEGORY A-G COMMUNITY BENEFIT	9,977,604	2,915,618	7,061,986	51,983

APPENDIX A: 2019 COMMUNITY HEALTH NEEDS ASSESSMENT OVERSIGHT COMMITTEE

The Ministry Board authorized the Community Health Needs Assessment Oversight Committee to consider primary and secondary data collected by Providence staff and prioritize the identified community health needs for the 2020- 2022 cycle. The following is a roster of Committee Members.

Name	Internal/ External	Title	Organization
Dolores Bonilla-Clay	External	Chief Executive Officer	Wilmington Community Clinic
Dipa Shah-Patel	External	Director, Nutrition and Physical Activity Program	Los Angeles County Department of Public Health
Juliette Stidd	External	Clinical Director	Richstone Family Center
Louie Mardesich	External	Community of Schools Administrator	LAUSD Local District South
Tom Harney	Internal	Director, Food and Nutrition Services	Providence Little Company of Mary
Gilberto Dorado	Internal	Director, Behavioral Health/Care Management	Providence Little Company of Mary
Ted Wang	Internal	Chief Financial Officer	Providence Little Company of Mary
Kathryn Webster	Internal	Director, Acute Care/Emergency Services	Providence Little Company of Mary
Tim McOsker (Committee Chair)	Internal	CEO Board Member	AltaSea at the Port of Los Angeles Providence Little Company of Mary Community Ministry Board