

Providence Saint John's Health Center

2023 Update to the Community Benefit Plan



Table of Contents

PREFACE.....	3
PROVIDENCE SAINT JOHN’S HEALTH CENTER: WHO WE ARE	4
SECTION 1: EXECUTIVE SUMMARY.....	5
SECTION 2: MISSION, CORE VALUES AND FOUNDATIONAL BELIEFS.....	6
SECTION 3: DEFINITION AND DESCRIPTION OF OUR COMMUNITY	7
SECTION 4: COMMUNITY BENEFIT PLANNING PROCESS.....	10
SECTION 5: PRIORITY COMMUNITY NEEDS	11
SECTION 6: COMMUNITY HEALTH IMPROVEMENT PLAN AND MEASURABLE OBJECTIVES	14
SECTION 7: ADDITIONAL COMMUNITY BENEFIT PROGRAMS AND SERVICES	22
SECTION 8: ECONOMIC VALUE OF COMMUNITY BENEFIT	23
TABLE 8.1 ECONOMIC VALUE OF COMMUNITY BENEFIT PROVIDED BY PROVIDENCE SAINT JOHN’S HEALTH CENTER JANUARY 1, 2023 THROUGH DECEMBER 31, 2023	24
TABLE 8.2 ECONOMIC VALUE OF COMMUNITY BENEFIT SERVICES.....	25
TABLE 8.3 ECONOMIC VALUE OF GRANTS AWARDED BY PROVIDENCE SAINT JOHN’S HEALTH CENTER FOUNDATION COMMUNITY IMPACT FUND.....	27
APPENDIX 1: 2022 COMMUNITY HEALTH NEEDS ASSESSMENT OVERSIGHT COMMITTEE.....	28

PREFACE

In accordance with Senate Bill 697, Community Benefit Legislation, Providence Saint John's Health Center submits this 2023 Update to the 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 SAINT JOHN'S HEALTH CENTER: WHO WE ARE

Providence Saint John's Health Center, located in Santa Monica, CA has been a vital part of the local health care landscape since 1942. With 266 licensed beds, we offer leading-edge, compassionate care to the Santa Monica and westside Los Angeles County communities. Our focus areas include heart and vascular care, oncology, orthopedics, and women's health. Providence Saint John's is also home to the Saint John's Cancer Institute and the Pacific Neuroscience Institute, both noted for groundbreaking research and treatment.

Providence Saint John's has achieved 5-Star recognition from the Centers for Medicare and Medicaid Services. We've also been recognized by Newsweek for the third year in a row as one of the World's Best Hospitals in addition to being named by Newsweek as one of America's Best Maternity Hospitals in 2024. This recent achievement reinforces our efforts to provide high-quality maternity, childbirth and postpartum care.

Saint John's was also named one of America's 250 Best Hospitals for Clinical Excellence by Healthgrades, placing us in the top five percent of hospitals nationwide and among the 100 Best Hospitals for Orthopedic Surgery and Joint Replacement.

In addition, we were recognized as one of the top 10 hospitals in Los Angeles/Orange County and one of the top 20 hospitals in California in U.S. News & World Report's "Best Hospitals" rankings. We also earned "high performance" ratings for nineteen types of specialties and treatments, meaning each was ranked within the top 10 percent nationwide.

Our **Child and Family Development Center** provides mental health, outreach, and educational services for children, adolescents, and families, recognized as a community mental health center by the L.A. County Department of Mental Health.

Our **24-hour Emergency Department** provides essential care delivered by board-certified physicians and certified emergency nurses.

Our **Maternal and Child Health** services encompass obstetrics, neonatal care, lactation services, and breastfeeding support.

In **Cancer Care**, we are approved by the American College of Surgeons Commission on Cancer for our cancer treatment program, which includes specialized centers for melanoma, breast cancer and surgical oncology.

In **Cardiac Care**, we provide diagnostic and therapeutic services, with expertise in transfusion-free medicine, coronary interventions, and cardiac surgeries.

In **Orthopedics**, Saint John's is recognized for joint and spinal surgeries, particularly as a top 100 orthopedic hospital for hip replacements, with expertise in the anterior approach to hip surgeries.

Saint John's remains committed to providing exceptional health care services to our community.

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 – “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.”--permeates the everyday life of our organization and our Community Benefit Plan.

Definition of Community

For community benefit planning purposes, Providence Saint John’s Health Center defines its service area to include the cities and neighborhood areas surrounding the Health Center, and the addresses of patients using the hospital’s services. The service area is identified as Service Planning Area (SPA) 5 which includes communities such as Santa Monica, Malibu, Pacific Palisades, Venice, Marina del Rey, Mar Vista, Playa Vista, Westwood, Brentwood, and parts of West Los Angeles.

Identifying and Prioritizing Community Needs

Providence Saint John’s conducts a Community Health Needs Assessment every three years, per SB697, and uses this assessment as the basis for identifying health needs. PSJHC updated the needs assessment in 2022 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 Health Improvement Plan

We seek to grow a healthier community by partnering and collaborating with residents and organizations in our community. Based on prioritized needs from the 2022 Community Health Needs Assessment, Providence staff developed a three-year Community Health Improvement Plan of strategies to address the top three of the eight identified health needs:

- 1) Homelessness and Housing Instability
- 2) Behavioral Health (Mental Health and Substance Use/Misuse)
- 3) Access to Health Care and Preventive Care

Economic Value of Community Benefit Provided

During calendar year 2023, the economic value of community benefit provided by Providence Saint John’s Health Center is estimated at \$40,758,804 (includes Charity Care, Medi-Cal Shortfall and Community Benefit Services) with an additional \$95,343,782 in Medicare shortfall. Furthermore, the Providence Saint John’s Health Center Foundation’s Community Impact Fund provided \$1,051,000 in separate grant funding to local non-profit agencies that provide programs addressing needs such as access to health care and mental health services, homeless services, wellness programs, and health education to residents in Saint John's Health Center's service area.

SECTION 2: MISSION, CORE VALUES AND PROMISE

Providence's Mission Statement, Core Values, and Promise 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.

Promise

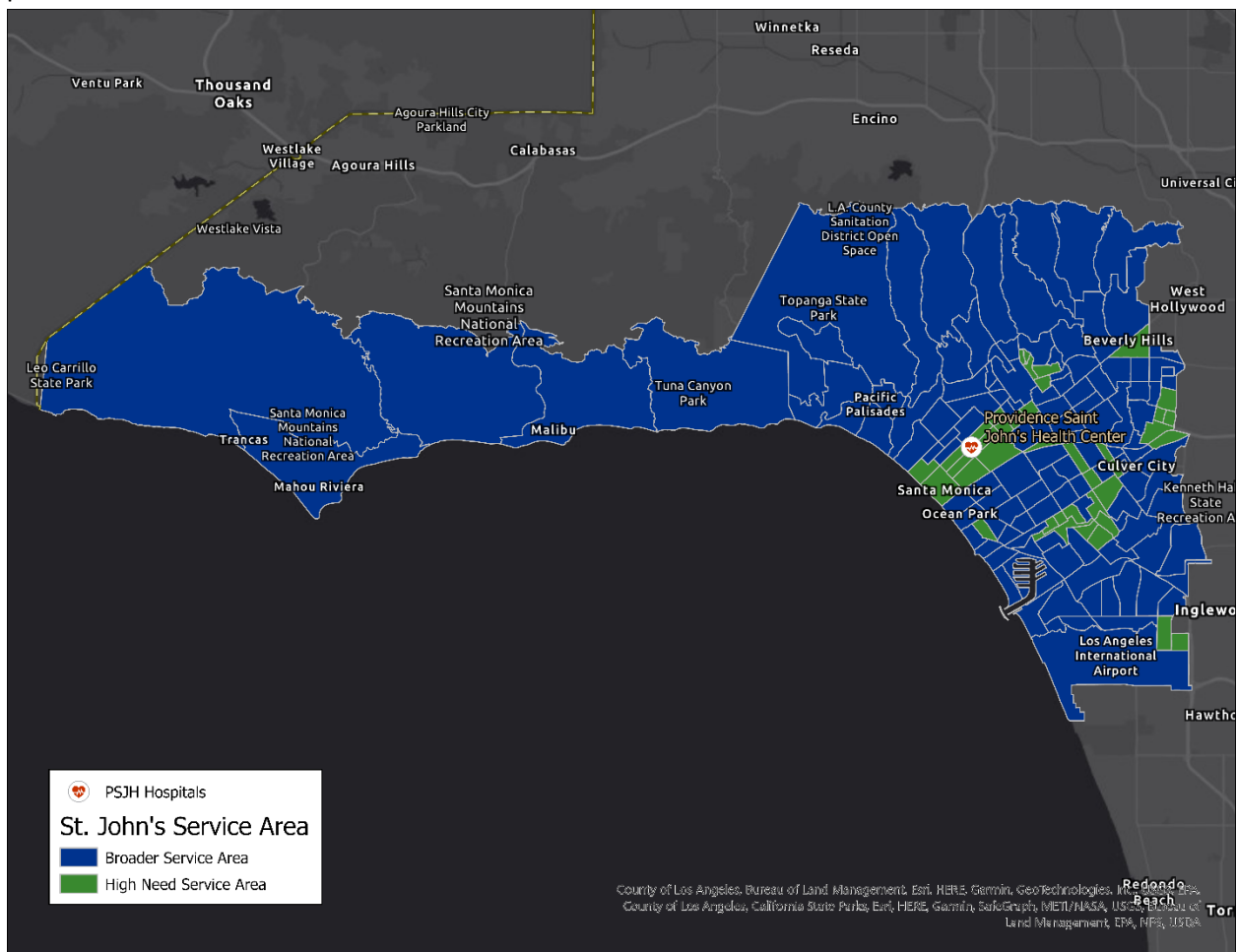
Know me, care for me, ease my way.

SECTION 3: DEFINITION AND DESCRIPTION OF OUR COMMUNITY

For this annual update report, we have continued to use the boundaries and descriptive demographic data of the Providence Saint John’s Health Center community defined in the 2022 Community Health Needs Assessment (CHNA).

Westside Community

The service area defined for the Providence Saint John’s Health Center (PSJHC) CHNA includes the neighborhoods located within Service Planning Area (SPA) 5 of Los Angeles County. The planning area includes the communities located on the west side of the county (referred to as “the Westside” locally, and in this report), and represents the area where a significant portion of the patients served by the hospital resides. SPA 5 was used as the target geographic area for this CHNA because 1) it closely matched where a majority of PSJHC’s patients reside, 2) using the SPA definition aligned data collection to boundaries used by the L.A. County Department of Public Health and other government agencies and 3) it aligned with service areas of other hospitals whom we collaborated with in the needs assessment process. The area includes 20 distinct communities and 30 ZIP codes.



For the 2022 CHNA we identified a high need service area within the total Westside service area, based on the social determinants of health specific to the inhabitants of the service area census tracts. Based on work done by the Public Health Alliance of Southern California and their [Healthy Places Index \(HPI\)](#) tool, the following variables were used to calculate a high need census tract:

- Population below 200% the Federal Poverty Level (American Community Survey, 2019)
- Percent of population with at least a high school education (American Community Survey, 2019)
- Percent of population, ages 5 Years and older in [Limited English Households](#) (American Community Survey, 2020)
- Life expectancy at birth (estimates based on CDC, 2010 – 2015 data)

Of the over 650,000 permanent residents of the Westside, roughly 24% live in the “high need” area, defined by lower life expectancy at birth, lower high school graduation rates, and more households below 200% FPL compared to census tracts across the county. For reference, in 2020, 200% FPL represents an annual household income of \$52,400 or less for a family of four. These households are more likely to regularly make spending tradeoffs regarding utilities, rent, groceries, medicine, and other basic expenses.

Community Demographics

Population and Age Demographics

The age distribution of the population in the Westside skews towards a larger proportion of younger adults (ages 20-39), most notably within the high need service area. Within the high need service area 45.4% of the population are between the ages of 20 to 39, compared to 30.8% in the broader service area. There are more children and youth in the broader service area with 20% of the population between the ages of 0-19 compared to 15.7% in the high need service area. Across the total Westside service area 51.2% of the population is female compared to 48.8% male.

Population by Race and Ethnicity

The majority of residents in the service area are White (69.7%) with Asian populations being the second largest racial group (13.8%). There is a larger percentage of White (72.3%) populations in the broader service area compared to the high need service area (61.1%). The high need service area has a larger percentage of Black or African American population compared to broader service area (6.6% vs. 5.6%), Asian population (16.5% vs. 12.9%) and population that identify as an other race (9.7% vs 3.0%). A larger population in the high need service area are Hispanic (28.0%) compared to only 12.3% of the broader service area.

Socioeconomic Indicators

Table 1. Income Indicators for Westside Service Area

Indicator	Broader Service Area	High Need Service Area	Westside Service Area	Los Angeles County
Median Income Data Source: 2019 American Community Survey, 5-year estimate	\$118,295	\$67,046	\$98,059	\$67,817
Population Below 200% of the Federal Poverty Level Data Source: 2019 American Community Survey, 5-year estimate	16.1% (73,856 persons)	34.8% (52,863 persons)	20.8% (126,719 persons)	34.9% (3,458,721 persons)
Percent of Renter Households with Severe Housing Cost Burden Data Source: 2019 American Community Survey, 5-year estimate	22.3%	28.8%	25.1%	29.04%

Full demographic and socioeconomic information for the service area can be found in the [2022 CHNA for Providence Saint John's Health Center](#).

SECTION 4: COMMUNITY BENEFIT PLANNING PROCESS

The 2023 Community Benefit Plan Update is linked to the 2022 Community Health Needs Assessment and 2023-2025 Community Health Improvement Plan, which is posted on Providence's website at: <https://www.providence.org/about/annual-report/chna-and-chip-reports>

Providence Saint John's Health Center conducts a Community Health Needs Assessment (CHNA) every three years, and the results are used as the basis of our community benefit planning. The Community Health Needs Assessment process was based on the understanding that health and wellness are influenced by factors within our communities, not only within medical facilities. In gathering information on the communities served by the hospital(s), we looked not only at the health conditions of the population, but also at socioeconomic factors, the physical environment, and health behaviors. Additionally, we invited key stakeholders and community members (including LA County Department of Public Health) to provide additional context to the quantitative data through qualitative data in the form of interviews and listening sessions. Providence Saint John's Health Center partnered with Cedars-Sinai Medical Center, Cedars-Sinai Marina del Rey Hospital, Ronald Reagan UCLA Medical Center, UCLA Medical Center Santa Monica, and Resnick Neuropsychiatric Hospital at UCLA, to conduct 33 stakeholder interviews with representatives from community-based organizations during October and November 2021. Additionally, Providence Saint John's Health Center conducted 3 listening sessions with 24 community members in June 2022.

We reviewed data from the American Community Survey and local public health authorities. In addition, we included hospital utilization data to identify disparities in utilization by income and insurance, geography, and race/ethnicity when reliably collected. As often as possible, equity was at the forefront of our presentation of the data, which often have biases based on collection methodology. We recognized that there are often geographic areas where the conditions for supporting health are substantially poorer than nearby areas. Whenever possible and reliable, data was reported at the ZIP Code or census tract level. These smaller geographic areas allow us to better understand the neighborhood level needs of our communities and better address inequities within and across communities.

SECTION 5: PRIORITY COMMUNITY NEEDS

Eight significant community health needs were identified for a prioritization process by the Community Health Needs Assessment Oversight Committee through a review of the secondary health data collected and based on qualitative data collected from interviews and listening sessions.

- Access to Health Care and Preventive Care
- Behavioral Health (Mental Health and Substance Use/Misuse)
- Chronic Diseases
- Community Safety
- COVID-19
- Economic Insecurity
- Food Insecurity
- Homelessness and Housing Instability

Prioritization Process and Criteria

The Community Ministry Board of Directors for Providence Saint John's Health Center authorized an ad hoc Community Health Needs Assessment Oversight Committee to review the ministry's Community Health Needs assessment and the prioritize the identified significant community needs. The Committee was chaired by board member, Dr. Kathryn Jeffery, and composed of external stakeholders and Providence Saint John's leadership (Appendix 1). The Committee met on November 4, 2022 to review key data findings and select the top three Priority Needs.

After a presentation of the key findings from the data on the eight identified significant needs by the Director of Community Health Investment, committee members took a vote on their top three needs for Saint John's to prioritize. The Committee was encouraged to take into consideration the following criteria when making their choices:

- Opportunity to Impact: Current PSJHC Community Health Programs/Services
- Opportunity to Impact: Current Community Benefit Investments (operations and grants)
- Partnerships
- Alignment with existing Providence Regional Strategies
- PSJHC service area rates in comparison to County/State/National Benchmarks
- Impact of the problem on vulnerable populations
- Key Stakeholder Survey Prioritization Score

Based on the vote, the Community Health Needs Assessment Oversight Committee identified three priority areas:

Priority 1: Homelessness and Housing Instability

Homelessness is defined as any individual or family who lacks a fixed, regular, and adequate nighttime residence; an individual or family who will imminently lose their primary nighttime residence; and any individual or family who is fleeing, or is attempting to flee, domestic violence, has no other residence, and lacks the resources or support networks to obtain other permanent housing. Health and homelessness are inextricably linked. Health problems can cause a person's homelessness as well as be exacerbated by the experience. Housing is key to addressing the health needs of people experiencing homelessness.

Housing instability encompasses several challenges such as having trouble paying rent, overcrowding, moving frequently, staying with relatives, or spending the bulk of household income on housing. Households are considered "cost burdened" if spending more than 30% of household income on housing, and "severely cost burdened" if spending more than 50% of household income on housing. Cost-burdened households have little left over each month to spend on other necessities such as food, clothing, utilities, and health care.

Priority 2: Behavioral Health (Mental Health and Substance Use/Misuse)

Mental health is an important part of overall health and well-being. Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we manage stress, relate to others, and make healthy choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood. Mental health programs include the prevention, screening, assessment, and treatment of mental disorders and behavioral conditions.

Substance use/misuse occurs when the recurrent use of alcohol and/or drugs causes clinically significant impairment, including health problems, disability, and inability to meet major responsibilities at work, school, or home. Substance use/misuse includes the use of illegal drugs and the inappropriate use of legal substances, such as alcohol, prescription drugs and tobacco.

Priority 3: Access to Health Care and Preventive Care

Access to care goes beyond medical care, and includes dental, vision, primary care, transportation, culturally appropriate care, and care coordination. People without insurance are less likely to have a primary care provider, and they may not be able to afford the health care services and medications they need. Strategies to increase insurance coverage rates are critical for making sure more people get important health care services, like preventive care and treatment for chronic illnesses.

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 continuing our Mission through programs and grants addressing six of the eight identified health needs from the 2022 Community Health Needs Assessment.

The following community health needs identified in the ministry CHNA will not be addressed as part of the Community Health Improvement Plan and an explanation is provided below:

- COVID-19: This need ranked relatively low on the list of identified needs (7 out of 8) and many of the relevant interventions that would be implemented in addressing this need are already included within efforts to address Access to Health Care and Preventive Care.
- Community Safety: This need ranked relatively low on the list of identified needs (8 out of 8). Our hospital does not have the expertise to effectively address community safety compared to other local stakeholders who are better equipped to address this need and have dedicated resources focused on addressing it as part of their organizational purpose and mission.

SECTION 6: COMMUNITY HEALTH IMPROVEMENT PLAN AND MEASURABLE OBJECTIVES

The 2023-2025 Community Health Improvement Plan (CHIP) was developed by leadership in Providence Saint John’s Health Center’s Community Health Investment department. The CHIP considers 1) existing evidence-based hospital programs and investments, 2) new potential opportunities for additional growth, and 3) partnerships with local organizations committed to addressing the top three needs identified in the 2022 CHNA. The CHIP was presented to and reviewed by the Executive Committee of the Community Ministry Board of Directors on April 26, 2023 and was unanimously approved and adopted by the Committee on behalf of the Community Ministry Board.

While the focus of the 2023-2025 CHIP primarily is centered around efforts to address the top three identified needs, Providence Saint John’s Health Center recognizes there are numerous other programs that address other community needs that the hospitals will remain committed to continuing--particularly those with a long history and reputation of positive and effective impact. Furthermore, in light of the recent COVID-19 pandemic, we recognize that the needs of the community are a dynamically evolving situation and we may need to adapt accordingly to be responsive to those needs. While our CHIP outlines our best intended efforts to meet the community’s needs, we believe that it will be important to maintain a spirit of flexibility in our approach to community benefit throughout the course of this three-year period.

Community Need Addressed #1: Homelessness and Housing Insecurity

Long-Term Goal(s)/ Vision

- A seamless connection between health care and homeless services, ensuring that people experiencing homelessness receive timely and appropriate linkage to community-based homeless services.
- Providence is a dedicated member of local coalitions to ensure coordination of homeless support services, including recuperative care, and that there are increased connections to supportive services for individuals experiencing homelessness.

Strategy	Strategy Measure(s)	2023-2025 Objectives	2023 Impact
<p>CHW Homeless Care Navigators: CHWs placed within our emergency department to specifically care for patients experiencing homelessness. They act as liaisons between homeless service providers and our Medical Centers to reduce avoidable emergency department visits and link patients with permanent and interim housing.</p>	<p>Number of patients experiencing homelessness connected to shelter/housing</p> <p>Number of patients connected to LAHSA Hospital Liaison or Coordinated Entry System</p>	<ul style="list-style-type: none"> • 350 patients approached per year • 50 patients connected to shelter/housing per year • 75 patients connected to LAHSA Hospital Liaison or Coordinated Entry System per year 	<ul style="list-style-type: none"> • 307 unduplicated patients served • 50 patients connected to shelter/housing after discharge • 28 patients referred to LAHSA Hospital Liaison
<p>Partnership Building: Strengthen organizational partnerships to address homelessness and housing insecurity. Stakeholders include homeless service providers, FQHCs, affordable housing providers, and other hospitals.</p>	<p>Participation and engagement in local/regional coalitions on homelessness</p> <p>New potential partnerships identified</p> <p>Number of cooperative and</p>	<ul style="list-style-type: none"> • Increased participation and representation of Providence at two local coalitions on homelessness • <u>Networking & Coordinating:</u> Identify additional community-based organizations for potential partnerships • <u>Collaborating:</u> Strengthen existing partnerships to 	<ul style="list-style-type: none"> • Coalitions: <ul style="list-style-type: none"> ○ Westside Coalition LA Partnership, LA Recuperative Care Learning Network • Affordable Housing Partners <ul style="list-style-type: none"> ○ Community Corporation of Santa Monica • Homeless Services Providers <ul style="list-style-type: none"> ○ The People Concern ○ Salvation Army • Street Medicine Partners <ul style="list-style-type: none"> ○ Venice Family Clinic

	collaborative partnerships	form collaborative relationships	
<p>Grantmaking: Financial support to local partners across the continuum of homeless services, including: recuperative care, street medicine, and interim housing</p>	<p>Number of grants awarded</p> <p>Total \$ value of grants awarded</p>	<ul style="list-style-type: none"> • 2023: Identify organizations and award grants through PSJHC and PSJHC Foundation local ministry grantmaking • 2024-2025: Nominate and advocate for local organizations for funding to Providence’s South Division future grantmaking structure 	<p>Total of \$325,000 awarded to two grantees by PSJHC:</p> <ul style="list-style-type: none"> • The People Concern • Venice Family Clinic <p>Total of \$535,000 awarded to eight grantees by PSJHC Foundation:</p> <ul style="list-style-type: none"> • Catholic Charities: The Landing • Safe Parking LA • Safe Place for Youth • Step Up on Second • The People Concern • Salvation Army – Santa Monic Corps • UCLA VA Family Resource and Well Being Center • US Vets

Community Need Addressed #2: Behavioral Health (Mental Health and Substance Use/Misuse)

Long-Term Goal(s)/ Vision

- To ensure equitable access to high-quality, culturally responsive, and linguistically appropriate mental health services, especially for populations with low incomes.
- An improved workforce of mental health professionals that is representative of the community served and can effectively and compassionately respond to the community’s mental health and substance use needs.

Strategy	Strategy Measure(s)	2023-2025 Objectives	2023 Impact
<p>Child and Family Development Center – Outpatient Therapy: Outpatient mental health services are available to children, teens, young adults and adults with developmental disabilities. Therapists offer targeted evidence-based treatment through a family focused lens that helps address problematic behaviors, thoughts and feelings with achievable goal-oriented strategies.</p>	<p>Number of patients who received therapy (Medi-Cal)</p> <p>Number of uninsured patients who received therapy</p>	<p>601 patients served with Medi-Cal per year</p> <p>15 uninsured/indigent patients served per year</p>	<ul style="list-style-type: none"> • 588 patients served with Medi-Cal • 10 uninsured/indigent patients served
<p>Child and Family Development Center - Perinatal Wellness Program: Bilingual perinatal and infant mental health specialist visit families weekly in their homes to provide individual, dyadic, couple, and/or family therapy. Ongoing weekly perinatal support groups are offered to reduce isolation and promote social engagement.</p>	<p>Number of families served</p> <ul style="list-style-type: none"> • Number of children • Number of adults <p>Number of families served via the warm line referral service</p>	<ul style="list-style-type: none"> • 39 families per year <ul style="list-style-type: none"> • 70 children per year • 41 adults per year • 50 families served via warm line referral service 	<ul style="list-style-type: none"> • 32 families served <ul style="list-style-type: none"> • 50 children • 59 adults • 26 families served via warm line referral services (decrease in services because primary referral partner developed their own home visitation program)

<p>Child and Family Development Center – Child/Youth Development Project: is a school and community-based mental health program serving Santa Monica schools and community sites through direct mental health services, outreach, and school/community collaboration. Priority is given to children, youth and families who have been impacted by community violence, familial discord, poverty, substance abuse and trauma.</p>	<p>Number of children served in group therapy services</p> <p>Number of children served in individual/family therapy services</p> <p>Number of parent training groups/workshops conducted</p>	<ul style="list-style-type: none"> • 50 children/youth served in group therapy services per year • 35 children/youth served in individual therapy services per year • Continue providing two parent training groups 	<ul style="list-style-type: none"> • 60 children/youth served in group therapy services • 60 children/youth served in individual/family therapy • 2 parent training groups provided
<p>Mental Health First Aid: support prevention and early intervention by teaching the evidence-based MHFA curriculum. The skills-based course teaches participants how to identify, understand and respond to signs and symptoms of mental health and substance use challenges</p>	<p>Number of participants trained and certified in Mental Health First Aid</p>	<ul style="list-style-type: none"> • By 2025, average 200 participants trained and certified in MHFA per year 	<ul style="list-style-type: none"> • 216 participants trained and certified in Mental Health First Aid
<p>Grantmaking: Financial support to local non-profit mental health providers to increase access to services</p>	<p>Number of grants awarded</p> <p>Total \$ value of grants awarded</p>	<ul style="list-style-type: none"> • 2023: Identify organizations and award grants through PSJHC and PSJHC Foundation local ministry grantmaking • 2024-2025: Nominate and advocate for local organizations for funding to Providence’s South Division future grantmaking structure 	<p>Total of \$135,000 awarded to three grantees by PSJHC Foundation:</p> <ul style="list-style-type: none"> • Boys and Girls Club of Santa Monica • Cancer Support Community Los Angeles • Santa Monica Education Foundation

Community Need Addressed #3: Access to Health Care & Preventive Care

Long-Term Goal(s)/ Vision

- To improve access to health care and preventive resources for people with low incomes and those uninsured by deploying programs to assist with navigating the health care system.
- To ease the way for people to access the appropriate level of care at the right time.
- To increase the percentage of people with insurance in the community.

Strategy	Strategy Measure(s)	2023-2025 Objectives	2023 Impact
<p>Community Health Action Teams -- Improve Access to Colorectal Cancer Screening: deploy community health action teams (CHATs) to implement a locally designed and operated CRC screening campaign in Santa Monica (90404 zip code)</p>	<p>Number of individuals engaged</p> <p>Number of people screened</p> <p>Number of people referred to primary care or continued services (financial counseling, charity care, etc)</p>	<p>2023-2025 Objective</p> <p>1,109 residents newly screened from Santa Monica 90404 zip code (achieving an 80% screening rate within the population)</p>	<p>The CHAT Project focused on two ethnically diverse zip codes, 90404/Santa Monica (28% Latino/a residents) and 90008/Baldwin Hills (64.1% Black residents) near Providence Saint John’s Health Center with lower rates of colorectal cancer (CRC) screening compliance.</p> <ul style="list-style-type: none"> • 3,000 community members engaged and provided CRC education at 235 community signature events and ministry pop-up events. • 1,182 individuals completed risk screeners • 829 individuals were eligible for Fecal Immunochemical Test (FIT) kits • 14 referrals for CRC screenings completed

<p>Health Equity - Hypertension: Community Health Worker driven outreach and educational campaign to reduce hypertension in communities of color, focusing on at-risk Black and Latinx patient populations</p>	<p>Number of patients engaged</p> <p>Number of patients receiving blood pressure monitor</p>	<p>Baseline (2022)¹ <u>Saint John’s Physician Partners</u></p> <ul style="list-style-type: none"> 53.6% of Black patients diagnosed with hypertension have blood pressure adequately controlled (<140/90 mmHG) 57.7% of Latinx patients diagnosed with hypertension have blood pressure adequately controlled (<140/90 mmHG) <p>2023-2025 Objective <u>Saint John’s Physician Partners</u></p> <ul style="list-style-type: none"> Improve blood pressure control in Black patients by 1% annually Improve blood pressure control in Latinx patients by 1% annually 	<p>2023 <u>Saint John’s Physician Partners</u></p> <ul style="list-style-type: none"> 57.1% of Black patients diagnosed with hypertension have blood pressure adequately controlled (<140/90 mmHG) 59.6% of Latinx patients diagnosed with hypertension have blood pressure adequately controlled (<140/90 mmHG)
<p>Grantmaking: Financial support to local agencies that provide healthcare to underserved populations, including Federally Qualified Health Centers</p>	<p>Number of grants awarded</p> <p>Total \$ value of grants awarded</p>	<ul style="list-style-type: none"> 2023: Identify organizations and award grants through PSJHC and PSJHC Foundation local ministry grantmaking 	<p>Total of \$100,000 awarded to two grantees by PSJHC:</p> <ul style="list-style-type: none"> Westside Family Health Center St. Anne School

¹ Baseline metrics adjusted for accuracy compared to metrics originally reported in 2023-2025 Community Health Improvement Plan

		<ul style="list-style-type: none">• 2024-2025: Nominate and advocate for local organizations for funding to Providence's South Division future grantmaking structure	Total of \$96,000 awarded to three grantees by PSJHC Foundation: <ul style="list-style-type: none">• Claris Health• OPICA• Vision to Learn
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SECTION 7: ADDITIONAL COMMUNITY BENEFIT PROGRAMS AND SERVICES

This section includes a description of additional noteworthy programs and services provided by Providence Saint John’s Health Center in 2023 that addressed identified community needs in the 2023-2025 CHIP.

Program Name	Community Need Addressed	Description	2023 Impact
Child and Family Development Center: Multidisciplinary Assessment Team	Behavioral Health	Mental health assessments for foster children	66 foster children received mental health assessments through the MAT program
Child and Family Development Center: Therapeutic Preschool	Behavioral Health	Mental Health Day Treatment for preschoolers with severe behaviors from trauma/development	14 children and their families received treatment through the Therapeutic Preschool
Child and Family Development Center: Helen Reid Parenting Program	Behavioral Health	Mental health groups for at risk very low income pregnant and postpartum women	49 group sessions per site at two sites for a total of 98 group sessions. Groups averaged 5 participants.
Health Education FEAST classes (Food, Education, Access, Support, Together)	Food Insecurity, Economic Insecurity, Chronic Disease	Nutrition class that provides education on food topics, cooking demo with tasting, food stipend, and support social, emotional and physical wellness.	6 cohorts provided with a total of 33 participants completing the class series

SECTION 8: ECONOMIC VALUE OF COMMUNITY BENEFIT

PSJHC 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 2023, the total economic value of community benefit provided by Providence Saint John's Health Center is estimated at \$40,758,804 (includes Charity Care, Community Benefit Services, and Unpaid Costs of Medi-Cal), with an additional \$95,343,782 in Medicare shortfall³. Furthermore, the Providence Saint John's Health Center Foundation's Community Impact Fund provided \$1,051,000 in separate grant funding to local non-profit agencies that provide programs addressing needs such as access to health care and mental health services, homeless services, food insecurity, youth programs, services for seniors, and health education to residents in Saint John's Health Center's service area.

Table 8.1 summarizes 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)
- Other services for the broader community
- Health research, education, and training programs

Table 8.2 provides a detailed listing of the economic value of Community Benefit Services provided by Providence Saint John's Health Center in addition to the number of persons served.

Table 8.3 identifies nonprofit agencies which were awarded grants by the Saint John's Health Center Foundation's Community Impact Fund, which provided \$900,000 in FY 2021-22, \$846,000 in FY 2022-2023, and \$1,051,000 in FY 2023-2024.

² *A Guide for Planning and Reporting Community Benefit, 2015 Edition with 2017 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 SAINT JOHN'S HEALTH CENTER JANUARY 1, 2023 THROUGH DECEMBER 31, 2023

Senate Bill 697 Category	Programs and services Included	Expense
Medical Care	Unpaid cost of Medicare program	\$95,343,782
	Charity Care	\$1,705,292
	Low Margin service: Child and Family Development Center (CFDC)	\$3,065,607
	Unpaid cost of Medi-Cal program	\$32,720,230
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	1,529,451
Other Services for Broader Community	CFDC Infant Toddler Pre-School Program	1,458,903
Health Research, Education and Training Programs	Support for health research, nursing and other education programs	279,321
	TOTAL—not including Medicare	\$40,758,804
	Medicare	\$95,343,782
	Total including Medicare	\$136,102,586

Source: Providence Saint John's Health Center Finance and other coordinating departments.

TABLE 8.2 ECONOMIC VALUE OF COMMUNITY BENEFIT SERVICES

Providence St. John's Health Center
Detailed Listing of Community Benefit Services
Reporting Period: January 1, 2023 - December 31, 2023

Category	Total Expense	Net Revenue	Net Expense	Persons Served
A. Community Health Improvement Services				
Community Health Programs	661,913	70,009	591,904	1,018
Post-Discharge for Medically Indigent (including Psych Patients)	204,685	-	204,685	63
Total A	866,598	70,009	796,589	1,081
B. Health Professions Education				
Preceptorships	284,156	4,835	279,321	280
Total B	284,156	4,835	279,321	280
C. Subsidized Health Services				
CFDC Special Projects	887,023	561,788	325,235	39
CFDC SVC Child & Family Mental Health Services	1,932,435	458,241	1,474,194	474
CFDC SVC Child Abuse Prevention & Treatment Services	131,960	40,114	91,846	66
CFDC SVC Child/Youth Development	1,153,695	482,019	671,676	40
CFDC SVC Partnership for Families Services- prop10 First 5 LA Grant	355,025	4,657	350,368	27
CFDC SVC Therapeutic Pre-School/Intensive Day Treatment	193,275	40,987	152,288	17
Cleft Palate Center	-	-	-	17
Total C	4,653,413	1,587,806	3,065,607	680

(cont. on next page)

Providence St. John's Health Center (cont.)
Detailed Listing of Community Benefit Services
Reporting Period: January 1, 2023 - December 31, 2023

E. Cash and In-Kind Contributions				
Action Hub Community Services	3,123	-	3,123	-
Free Diagnostic and Therapeutic Services to FQHC Clinics	96,037	-	96,037	707
GLAAACC Sponsorship	2,500	-	2,500	-
OPCC/The People Concern	150,000	-	150,000	-
Saint Anne's Catholic School	50,000	-	50,000	-
Venice Family Clinic	175,000	-	175,000	-
Westside Family Health Center	50,000	-	50,000	-
Total E	526,660	-	526,660	707
F. Community Building Activities				
CFDC SVC Infant, Toddler & Pre-School Program Services	1,989,475	530,572	1,458,903	38
Total F	1,989,475	530,572	1,458,903	38
G. Community Benefit Operations				
Community Benefit Operations	206,202	-	206,202	-
Total G	206,202	-	206,202	-
TOTAL COMMUNITY BENEFIT SERVICES	8,526,504	2,193,222	6,333,282	2,786

TABLE 8.3 ECONOMIC VALUE OF GRANTS AWARDED BY PROVIDENCE SAINT JOHN'S HEALTH CENTER FOUNDATION COMMUNITY IMPACT FUND

Agency	FY 2021-22	FY 2022-23	FY 2023-2024
Bandini Foundation	\$25,000	\$10,000	\$0
Boys and Girls Club of Santa Monica	\$30,000	\$30,000	\$30,000
Cancer Support Community LA	\$0	\$25,000	\$30,000
Catholic Big Brothers Big Sisters	\$25,000	\$10,000	\$0
Catholic Charities of Los Angeles, Inc.	\$50,000	\$50,000	\$75,000
CLARE/MATRIX	\$100,000	\$0	\$0
Claris Health	\$25,000	\$25,000	\$25,000
Growing Hope Gardens	\$0	\$25,000	\$25,000
Meals on Wheels West	\$0	\$25,000	\$37,500
OPICA	\$20,000	\$25,000	\$21,000
Pacific Palisades-Malibu YMCA	\$0	\$25,000	\$25,000
Pacific Palisades Task Force on Homelessness	\$75,000	\$0	\$0
Safe Parking LA	\$45,000	\$60,000	\$10,000
Safe Place for Youth	\$42,000	\$42,000	\$50,000
Saint James Inn	\$0	\$10,000	\$0
Saint Monica Catholic Schools	\$30,000	\$30,000	\$25,000
Santa Monica Family YMCA	\$21,000	\$25,000	\$22,500
Santa Monica Education Foundation	\$50,000	\$39,000	\$75,000
Step Up on Second	\$0	\$0	\$50,000
The People Concern: Sojourn Domestic Violence Program	\$100,000	\$50,000	\$50,000
The People Concern: Westside Interim Housing & Wellness Program	\$0	\$50,000	\$100,000
The Salvation Army – Santa Monica Corps	\$0	\$0	\$75,000
UCLA Veteran Family Wellness Center	\$100,000	\$65,000	\$75,000
U.S. Vets	\$0	\$50,000	\$50,000
Vision to Learn	\$12,000	\$50,000	\$50,000
Westside Food Bank	\$100,000	\$75,000	\$75,000
Wise & Healthy Aging	\$50,000	\$50,000	\$75,000
TOTAL CASH TO NON-PROFIT AGENCIES	\$900,000	\$846,000	\$1,051,000

APPENDIX 1: 2022 COMMUNITY HEALTH NEEDS ASSESSMENT OVERSIGHT COMMITTEE

Community Health Needs Assessment Committee Members

Name	Title	Organization
Kathryn Jeffery, Ph.D. (Committee Chair)	Superintendent/President	Santa Monica Community College District
	Board Member	Providence Saint John's Health Center Board of Directors
Brooke Slusser	Chief Program Officer	The People Concern
Jenny O'Brian	Director of Institutional Giving	Venice Family Clinic
Jim Tehan	Regional Director, Community Health	Providence
Jules Buenabenta	Board Member	Providence Saint John's Health Center Board of Directors
Molly Davies	President & CEO	WISE & Healthy Aging
Paul Makarewicz	Chief Mission Integration Officer	Providence Saint John's Health Center
Ruth Cañas	Executive Director, Child and Family Development Center	Providence Saint John's Health Center
Setareh Yavari	Housing and Human Services Manager	City of Santa Monica
Wendy Merritt	Senior Director	Providence Saint John's Health Center Foundation