

USC Verdugo Hills Hospital

Keck Medicine of USC

A photograph of the USC Verdugo Hills Hospital building, a modern multi-story structure with a mix of grey and light-colored panels, partially obscured by green trees. In the foreground, there is a well-maintained garden with green hedges and various plants.

USC Verdugo Hills Hospital

Part of Keck Medicine of USC

2019

Community **HEALTH**
NEEDS Assessment

IMPLEMENTATION PLAN

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INTRODUCTION

USC Verdugo Hills Hospital (VHH) was established in 1947 as Behrens Memorial Hospital. In 2013, the hospital affiliated with the University of Southern California (USC) and was renamed USC Verdugo Hills Hospital. The association with USC and Keck Medicine has allowed the 158-bed hospital to expand and enhance its services to the Foothill communities with a focus on high quality care, state-of-the-art diagnostic excellence and health enhancement with a focus on health and wellness. Continuing to believe that the human touch is the most important part of the healing process, USC Verdugo Hills Hospital offers an exceptional staff of physicians and hospital professionals who provide excellence in clinical care.

In FY19, USC Verdugo Hills Hospital conducted a Community Health Needs Assessment (CHNA) to assess the significant health needs for the hospital service area. The CHNA and the resulting Implementation Strategy identify and address significant community health needs. These documents help guide the hospital's community health improvement programs and community benefit activities, as well as its collaborative efforts with other organizations that share a mission to improve health. This Implementation Strategy explains how USC Verdugo Hills Hospital plans to address the significant health needs identified by the CHNA.

REPORT ADOPTION, AVAILABILITY AND COMMENTS

This Implementation Strategy was adopted by the Governing Board on September 24, 2019. This report is widely available to the public on the hospital's web site, <https://uscvhh.org/giving/community-outreach>. Written comments on this report can be submitted to deborah.weirick@vhh.usc.edu.

DEFINITION OF THE COMMUNITY SERVICE AREA

USC Verdugo Hills Hospital is located at 1812 Verdugo Boulevard in Glendale, California, 91208. The service area includes 20 ZIP Codes in 14 cities/communities comprising portions of Service Planning Areas (SPAs) 2, 3 and 4.

USC Verdugo Hills Hospital Service Area

| Geographic Area | ZIP Code | SPA |
|-----------------------|--|-----|
| Altadena | 91001 | 3 |
| Glendale | 91201, 91202, 91205, 91206, 91207, 91208 | 2 |
| Highland Park | 90042 | 2 |
| La Cañada Flintridge | 91011 | 3 |
| La Crescenta Montrose | 91214 | 2 |
| LA/Eagle Rock | 90041 | 4 |
| LA/Glassell Park | 90065 | 4 |
| Los Angeles | 90039 | 4 |
| Montrose | 91020 | 2 |
| Pasadena | 91103, 91104 | 3 |
| Sun Valley | 91352 | 2 |
| Sunland | 91040 | 2 |
| Sylmar | 91342 | 2 |
| Tujunga | 91042 | 2 |

The population in the USC Verdugo Hills Hospital service area is 666,468 persons. Children and youth (ages 0-17) make up 20.1% of the population and seniors (65 years and older) account for 15.0% of the population. In the service area, 45.9% of the population is White. At 33%, Hispanics/Latinos are the second largest race/ethnic group in the service area. Asians comprise 14% of the population and African Americans are 4% of the population. In terms of educational attainment, 16% of service area residents, who are 25 years old and older, have less than a high school diploma. Among the residents represented in the hospital service area, 13.6% of families had incomes less than 100% of the federal poverty level and between 11.3% to 12.1% of service area children (SPA 2, 3 and 4) are low-income, living below 200% of the federal poverty level.

2019 COMMUNITY HEALTH NEEDS ASSESSMENT SUMMARY

USC Verdugo Hills Hospital conducted a Community Health Needs Assessment (CHNA) to comply with state and federal regulations guiding tax-exempt hospitals. The CHNA incorporated demographic and health data for the communities served by the hospital. Significant health needs were identified from issues supported by primary and secondary data sources gathered for the CHNA. The needs were indicated by secondary data sources, focus groups and community stakeholder interviews. Health indicators were considered significant health needs when they exceeded benchmark data, specifically county or state rates or Healthy People 2020 objectives. A brief description of the significant health needs, listed in priority order, follows:

1. Access to health care – Health insurance coverage is a key component to accessing health care. The Healthy People 2020 objective is for 100% insurance coverage for all population groups. Among service area residents, 86.4% have health insurance. 94.8% of children, ages 0 to 17, are insured, and 81.1% of area adults have health insurance. Typically, residents find it more difficult to access specialty care than primary care. In SPA 2, 13.1% of adults had difficulty accessing specialty care. 12.8% of adults in SPA 3 and 18.3% of SPA adults had difficulty accessing specialty care.
2. Economic insecurity – Among the residents represented in the hospital service area, 13.6% of families had incomes <100% of the Federal Poverty Level. In the service area, 12.7% of seniors live in poverty. Over half of renters (55.7%) in the service area spend 30% or more of their income on rent. A community stakeholder noted rent is so expensive it takes a large portion of a person's paycheck. The money people are paying for rent takes away money that can be spent on health care and healthy food.
3. Mental health – In SPA 2, 10.1% of adults are at risk for depression and 8% have depression. 11% of SPA 3 adults are at risk for depression and 6.4% have depression. 15.7% of adults in SPA 4 are at risk for depression and 10.8% have depression. 7.1% of adults in SPA 2, 7.9% of adults in SPA 3 and 9.6% of adults in SPA 4 have seriously thought about committing suicide. A community stakeholder noted, "Depression is widespread, under-recognized and under diagnosed. The treatment service system is fragmented and there is poor coordination with medical services."
4. Substance use and misuse – The Healthy People 2020 objective for cigarette smoking among adults is 12%. 10.9% of adults in SPA 2, 11.3% in SPA 3 and 14.2% in SPA 4 smoke cigarettes. For those who had misused prescription drugs, sedatives were the most likely to be misused in SPA 2 (60%), and SPA 4 (57%). In SPA 3, 61% of those who misused prescription drugs used Vicodin. Stakeholders noted substance use is not concentrated with low-income, less advantaged communities. It is also occurring with people who have middle- and

- upper-class incomes who overuse and abuse prescription drugs.
5. Chronic diseases – Heart disease, cancer, and Alzheimer’s disease are the top three causes of death in the service area. Stroke is the fourth leading cause of death and Chronic Lower Respiratory Disease is the fifth leading cause of death. Among adults in SPA 2, 12.2% have been diagnosed as pre-diabetic and 7.2% have been diagnosed as diabetic. 13.9% of adults in SPA 3 have been diagnosed as pre-diabetic and 10% have been diagnosed as diabetic. 11.6% of adults in SPA 4 have been diagnosed as pre-diabetic and 10.1% have been diagnosed as diabetic.
 6. Overweight and obesity – In SPA 2, 36.7% of adults, 8.9% of teens and 14.2% of children are overweight. 35.1% of adults in SPA 3, 19.6% of teens and 19.3% of SPA 3 children are overweight. In SPA 4, 33.7% of adults, 20% of teens and 16.9% of children are overweight. When overweight and obesity are examined by race/ethnicity, African Americans and Latinos have the highest rates in the service area SPAs. Asians have the lowest rates of overweight and obesity. Stakeholders noted issues with accessing healthy and nutritious foods. It is easier and less expensive to purchase fast foods.
 7. Preventive practices – The Healthy People 2020 objective is for 90% of seniors to obtain a pneumonia vaccine. 65.0% of seniors in SPA 2, 59.5% in SPA 3 and 65.8% in SPA 4 received a pneumonia vaccine. The Healthy People 2020 objective for mammograms is 81.1% of women, ages 50-74 years, have a mammogram in the past two years. 77.9% of women in SPA 2, 76.7% in SPA 3 and 78.5% in SPA 4 had a mammogram in the past two years. A stakeholder noted, “If people don’t feel any symptoms of disease, with all the other issues going on in their life, preventive care is not a priority.”
 8. Sexually transmitted infections (STIs) – Among service area SPAs, SPA 4 has the highest rates of sexually transmitted infections. In SPA 4, the rate of chlamydia is 797 per 100,000 persons. The rate of gonorrhea in SPA 4 is 400 per 100,000 persons and the rate of syphilis in SPA 4 is 103 per 100,000 persons. These rates exceed the county rates of sexually transmitted infections. Community stakeholders noted an increase in cases of syphilis in LA County. In particular, there is a spike in congenital syphilis.
 9. Dental care – 6.7% of children in SPA 2, 15.2% in SPA 3 and 12.7% of children in SPA lack dental insurance. 42.9% of adults in SPA 2, 41% of adults in SPA 3 and 50.8% of adults in SPA 4 lack dental insurance. A stakeholder noted a big concern in kids is tooth decay and poor oral health. It’s relatively prevalent and a source of discomfort that can get in the way of learning in school and can adversely impact quality of life overall.
 10. Senior health – Among seniors, falls and injuries from falls were more likely among residents of SPA 2 (30.3%) and SPA 4 (29.9%) than senior residents of

the county (27.1%). Among seniors who fell, 12.8% in SPA 2, 8.4% in SPA 3 and 9.9% in SPA 4 were injured as a result of the fall. A stakeholder commented it is hard for older adults to express their needs and get their questions asked and care for themselves if they are incapacitated.

11. Transportation – In the hospital service area, 76.4% of workers drove alone to work. The average commute time was 29.3 minutes. 4.4% of commuters took public transit to work, which falls below the Healthy People 2020 goal of 5.5%. A community stakeholder stated, “Transportation is a huge challenge when it comes to accessing referrals to specialty care because there are not enough resources in any one community.”

SIGNIFICANT HEALTH NEEDS THE HOSPITAL WILL ADDRESS

This Implementation Strategy provides information on how USC Verdugo Hills Hospital plans to address the significant health needs identified in the 2019 CHNA. The hospital plans to build on previous CHNA efforts and existing initiatives, while also considering new strategies and efforts to improve health.

As a result of the review of needs and application of the above criteria, USC Verdugo Hills Hospital (VHH) will address: access to health care, chronic diseases, mental health, preventive practices and senior health through a commitment of community benefit programs and charitable resources. For each health need the hospital plans to address, the Implementation Strategy describes actions the hospital intends to take, including programs and resources it plans to commit, anticipated impacts of these actions, and planned collaboration between the hospital and other organizations.

In addition to the specific strategies for the selected priority health needs, USC Verdugo Hills Hospital has established a community grants program to provide financial support to community organizations addressing these needs.

ACCESS TO HEALTH CARE

Goal

Increase access to health care for the medically underserved.

Strategies

USC Verdugo Hills Hospital plans to address access to care by taking the following actions:

- Provide financial assistance through both free and discounted care for health care services, consistent with the hospital's financial assistance policy.
- Provide transportation support to increase access to health care services.
- Support primary care providers by offering USC specialty care expertise from the physicians at Keck Medicine of USC.
- Offer free and low-cost health care services (e.g. TB tests, flu shots, mammograms) to reduce disease and disability.

Impact

VHH anticipates the following impact from these efforts:

- Increase access to health care.
- Strengthen availability of financial assistance to qualified patients.
- Support access to health care services by providing transportation assistance.

Planned Collaboration

In order to accomplish the planned activities above, VHH may collaborate with:

- Community clinics
- Community-based organizations
- Primary care providers

CHRONIC DISEASES

Goal

Reduce the impact of chronic diseases and increase the focus on chronic disease prevention and treatment education.

Strategies

USC Verdugo Hills Hospital will address chronic disease by taking the following actions:

- Provide chronic disease education, screening and treatment.
- Offer health information and referrals to needed services at community health events.
- Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases.
- Increase knowledge of and access to resources that address symptoms of chronic diseases such as cardiac rehabilitation and diabetic wound care.

Impact

VHH anticipates the following impact from these efforts:

- Increase the identification and treatment of chronic diseases.
- Increase public awareness of and access to chronic disease prevention strategies such as physical activity and healthy food access and prevention.
- Increase individuals' compliance with chronic disease prevention and management recommendations.

Planned Collaboration

To accomplish the planned activities, VHH may collaborate with:

- American Heart Association
- Community clinics
- Fire and police departments
- Local service organizations
- Schools and school districts
- Senior centers
- YMCA of the Foothills

MENTAL HEALTH

Goal

Increase access to mental health care resources, services and education. Decrease the stigma associated with seeking mental health care.

Strategies

USC Verdugo Hills Hospital plans to address mental health by taking the following actions:

- Provide health education and support groups that offer information, resources and assistance on mental health issues.
- Develop partnerships among USC mental health specialists, primary care providers, addiction counselors and community-based mental health service providers to increase screening and treatment of mental health problems.
- Collaborate with local mental health advocacy groups to provide education to identify and respond to signs of mental illness.

Impact

VHH anticipates the following impact from these efforts:

- Increase awareness and treatment of mental health issues.
- Increase access to available mental health services in the community.

Planned Collaboration

To accomplish the planned activities, VHH may collaborate with:

- Alzheimer's Association
- Assisted living facilities
- Didi Hirsch Mental Health Services
- LA County Department of Mental Health
- Local primary care physicians
- NAMI – National Alliance on Mental Illness
- Schools and school districts
- Senior centers
- Teen Line

PREVENTIVE PRACTICES

Goal

Improve community health through preventive practices.

Strategies

USC Verdugo Hills Hospital plans to address preventive practices by taking the following actions:

- Develop free and low cost educational health-care programming that focuses on:
 - Healthy eating
 - Exercise
 - Smoking cessation
 - Mindfulness
 - Sports injury prevention
 - Hand hygiene
- Educate primary care physicians about preventive practice offerings.
- Provide low cost and no cost immunizations.

Impact

VHH anticipates the following impact from these efforts:

- Decrease illness from preventable conditions.
- Increase individuals' compliance with prevention and management recommendations.

Planned Collaboration

To accomplish the planned activities, VHH may collaborate with:

- Community clinics
- Community-based organizations
- Primary care physicians
- Schools and school districts
- Senior centers
- YMCA of the Foothills

SENIOR HEALTH

Goal

Enhance senior health and wellbeing.

Strategies

USC Verdugo Hills Hospital plans to address senior health by taking the following actions:

- Offer community education focused on issues pertinent to seniors.
- Provide free health screenings for seniors.
- Offer classes for seniors that promote health.

- Explore creating a senior resource center that will connect seniors to other community-based resources.

Impact

VHH anticipates the following impact from these efforts:

- Increase the identification and treatment of senior health issues.
- Increase compliance with care recommendations (screenings, immunizations, lifestyle and behavior changes).
- Increase knowledge of community resources and improve connectivity with these resources.

Planned Collaboration

To accomplish the planned activities, VHH may collaborate with:

- Alzheimer's Association
- City of Glendale
- City of La Canada Flintridge
- Community-based organizations
- Dementia Friendly Montrose
- Sparr Heights Senior Center
- YMCA of the Foothills

EVALUATION OF IMPACT

USC Verdugo Hills Hospital will monitor and evaluate the programs and activities outlined above. The hospital anticipates the actions taken to address significant health needs will improve health knowledge, behaviors, and status, increase access to care, and help support good health. The hospital is committed to monitoring key initiatives to assess impact and has implemented a system to track the implementation of the activities and documents the anticipated impact. An evaluation of the impact of the hospital's actions to address these significant health needs will be reported in the next scheduled CHNA.

NEEDS THE HOSPITAL WILL NOT ADDRESS

Taking existing hospital and community resources into consideration, USC Verdugo Hills Hospital will not directly address the remaining health needs identified in the CHNA: economic insecurity, dental care, overweight and obesity, sexually transmitted infections, substance use and misuse, and transportation. VHH has insufficient resources to effectively address all the identified needs and in some cases, the needs are currently addressed by others in the community. Therefore, USC Verdugo Hills Hospital has chosen to concentrate on those health needs that can most effectively be addressed given the organization's areas of focus and expertise.