

USC Verdugo
Hills Hospital
Keck Medicine of **USC**



**Annual Report and Plan for Community Benefit USC
Verdugo Hills Hospital
Fiscal Year 2024 (July 1, 2023 - June 30, 2024)**

Submitted to:
Department of Health Care Access and Information
Accounting and Reporting Systems Section
Sacramento, California

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About USC Verdugo Hills Hospital

Keck Medicine of USC

Keck Medicine of USC is the University of Southern California’s medical enterprise, one of only two university-based medical systems in the Los Angeles area. Keck Medicine combines academic excellence, world-class research, and state-of-the-art facilities to provide highly specialized care for some of the most acute patients in the country. Our internationally renowned physicians and scientists provide world-class patient care at Keck Hospital of USC, USC Norris Cancer Hospital, USC Verdugo Hills Hospital, USC Arcadia Hospital and more than 100 unique clinics in Los Angeles, Orange, Kern, Tulare, and Ventura counties.

USC Verdugo Hills Hospital

USC Verdugo Hills Hospital, part of Keck Medicine of USC, has been serving residents of Glendale and La Cañada Flintridge, and the surrounding Foothill communities of the San Gabriel Valley, for more than 40 years. With the expertise of physicians from the community and Keck Medicine, we provide exceptional, comprehensive care across a broad spectrum of specialties. Our team also includes patient navigators who offer guidance and education, and coordinate care to ensure our patients are well-informed and prepared every step of the way. Our mission is to provide personalized, high-quality health care relevant to our patient community.

Part of the University of Southern California’s medical enterprise, USC Verdugo Hills Hospital’s services include a 24-hour emergency room, a primary stroke center, bariatric and minimally invasive surgery, orthopaedic surgery, occupational, physical and speech therapy, cardiac rehabilitation, and imaging and diagnostic services.

Awards

USC Verdugo Hills Hospital is nationally recognized as a leader in equity, patient safety, and high-quality care and holds the following awards and accolades for 2023-2024:

- In Spring 2024, the Leapfrog Group recognized USC-VHH for its outstanding commitment to hospital safety and quality patient care with a “B” hospital safety grade. This designation places USC-VHH among top tier hospitals in the nation for safety and quality.
- The Centers for Medicare & Medicaid Services (CMS) rated USC-VHH an overall rating of 4 out of 5 stars, demonstrating excellent performance across different areas of quality, such as treating heart attacks and pneumonia, readmission rates, and safety of care.
- USC-VHH is nationally noted as an LGBTQ+ Healthcare Equity Leader by The Human Rights Campaign (HRC) Foundation, the educational arm of the nation’s largest LGBTQ+ civil rights organization.
- The Geropsychiatric Department was recognized for exceptional performance on the Joint Commission’s Hospital-Based Inpatient Psychiatric Services (HBIPS) quality

measures.

- USC-VHH earned the BETA Heart Award in all five domains (Culture & Safety, Rapid Event Response & Analysis, Communication & Transparency, Care for the Caregiver, and Early Resolution) from the BETA Healthcare Group.
- The Los Angeles County Department of Public Health recognized USC-VHH for achieving over 90 percent influenza vaccination coverage amongst VHH health care personnel, with the innovative “Flu Cart”, during the 2022-2023 influenza season.
- In January 2024, the USC-VHH Nurse Residency Program was awarded the American Nurses Credentialing Center (ANCC) accreditation, demonstrating excellence in transitioning nurses to new practice settings.
- USC-VHH was accredited with a GOLD Beacon Award for Excellence, by the American Association for Critical Care Nurses, a distinction only 5 percent of California hospitals receive.

Mission and Vision

Mission

Our mission is to provide personalized, high-quality health care relevant to our patient community.

Vision

Our vision is to differentiate our hospital by delivering excellent clinical outcomes and superb customer services.

Leadership

Governing Board

The Board of Directors provides organizational leadership for community benefit. The Board functions as an oversight and policy-making body for the hospital’s community benefit commitments, efforts, and strategic alignment with community needs. Below is a complete list of Governing Board members.

Armand Dorian, MD, MMM, President	Emily Lieng, Secretary
Chris Allen	Tina Ito
Todd Andrews	Happy Khanna, MD
Tammy Capretta, RN, MPH	Joseph Ouzounian, MD
Carl R. Chudnofsky, MD	Sunder Ramani
Alexandria Darras, MD	David Sagal
Steven Giannotta, MD	Shawn T. Sheffield
Rod Hanners	Steve Wilder

Community Advisory Board

The Community Advisory Board is an advisory committee for the hospital’s community benefit programs and reports to the Board of Directors. The Advisory Board reviews and validates legal and regulatory compliance specific to community benefit mandates, assures community benefit programs and services are effectively meeting identified community health needs, and increases transparency and awareness of community benefit activities. The members of the Advisory Board include:

Sue Wilder, Chair	Kandi Wopschall, Secretary
Chandnish Ahluwalia, MD	Steven Hartford, MD
Todd Andrews	Deputy Chief Andrew Jenks
Patricia Beauchamp	Tarina Kang, MD
Soo Kim Choi	Vernon McGugan
Robert E. Develle, Jr.	Ayuko K. Siegel
Armand H. Dorian, MD	Battalion Chief Todd Tucker

Caring for our Community

USC-VHH recognizes its obligation to provide community service beyond its role as a healing facility. This report demonstrates tangible ways in which USC-VHH fulfills its mission to improve the health and wellbeing of our community and provide personalized, high quality health care. USC-VHH provides financial assistance to those in the community who cannot afford services, or whose health insurance does not cover all services rendered. In addition, USC-VHH invests in the community to increase access to health care services and improve health.

Service Area Description

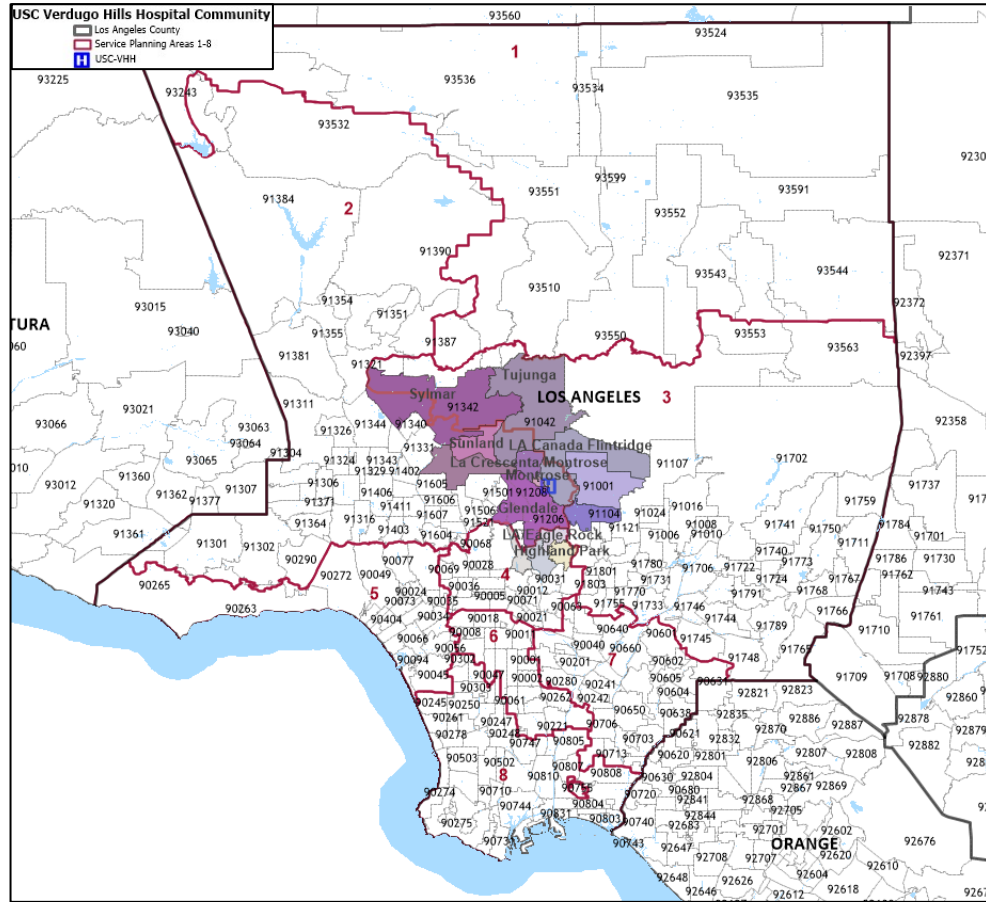
USC-VHH is located at 1812 Verdugo Boulevard, Glendale, California, 91208. The service area is in Los Angeles County and includes 20 ZIP Codes, representing 14 cities or communities comprising portions of Service Planning Areas (SPAs) 2, 3 and 4. The hospital service area was determined from the ZIP Codes that reflect the most patient admissions. The following table lists the cities, communities, and ZIP Codes that comprise the hospital service area.

USC Verdugo Hills Hospital's Service Area by City/Community and ZIP Codes

City/Communities	ZIP Codes
Altadena	91001
Glendale	91201, 91202, 91205, 91206, 91207, 91208
Highland Park	90042
LA Canada Flintridge	91011
La Crescenta Montrose	91214
LA/Eagle Rock	90041
LA/Glassell Park	90065
Los Angeles	90039
Montrose	91020
Pasadena	91103, 91104
Sun Valley	91352
Sunland	91040
Sylmar	91342
Tujunga	91042

The map that follows shows the location of the USC-VHH service area within Los Angeles County.

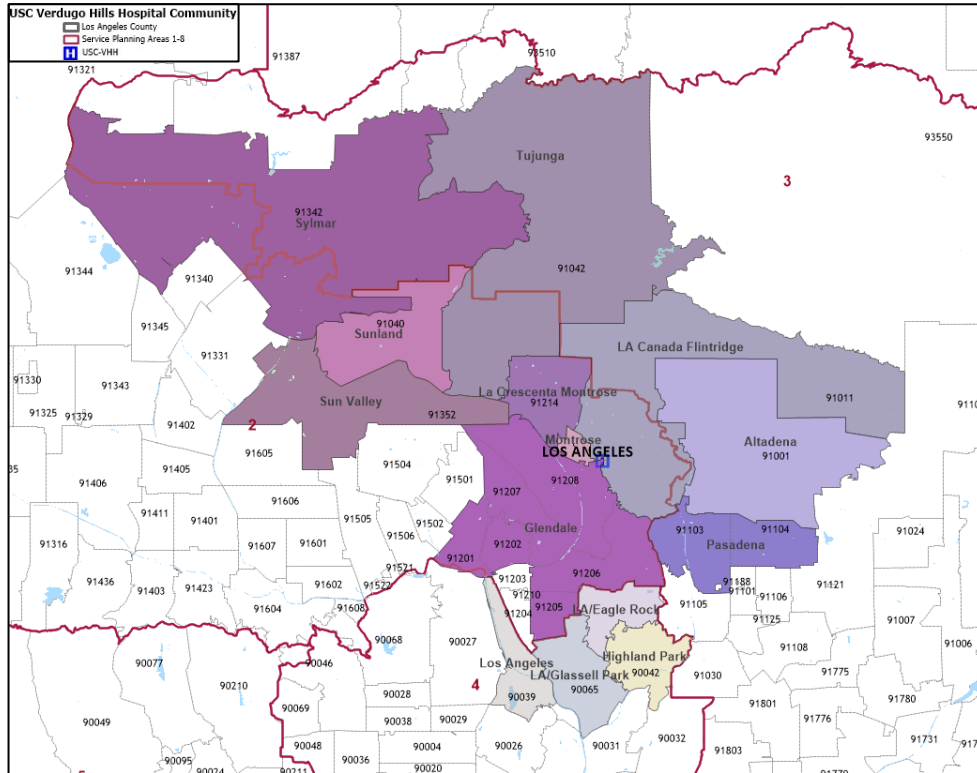
USC Verdugo Hills Hospital Service Area within Los Angeles County



Source: Los Angeles County Department of Public Health and Caliper Maptitude, 2023.

The following map presents the 20 ZIP Codes and 14 cities that comprise the hospital’s service area.

USC Verdugo Hills Hospital Service Area by ZIP Code and City



Source: Los Angeles County Department of Public Health and Caliper Maptitude, 2023.

Community Snapshot

This section presents demographic and socioeconomic characteristics of the people living in the hospital’s primary service area. The following table summarizes data regarding those characteristics.

Demographic and Socioeconomic Characteristics, 2023

Demographics	Verdugo Hills Hospital Service Area	Los Angeles County	California
Total Population	641,304	9,663,345	38,965,193
Gender	Percent		
Female	50.8%	50.1%	50.5%
Male	49.2%	49.9%	49.5%
Age	Percent		
Children (<18 years)	21.8%	21.7%	20.2%
Older Adults (>65 years)	17.2%	16.2%	15.7%
Race	Percent		
White alone	47.8%	69.6%	70.4%
Black alone	3.9%	9.0%	6.5%
American Indian and Alaska Native alone	1.3%	1.5%	1.7%
Asian alone	12.6%	16.0%	16.5%
Native Hawaiian and Other Pacific Islander alone	0.1%	0.4%	0.5%
Some Other Race	17.7%	N/A	N/A
Two or More Races	16.6%	3.4%	4.3%
Ethnicity	Percent		
Hispanic or Latino	39.6%	48.6%	40.4%
Population Characteristics and Socioeconomic Indicators			
Education and Income	Percent		
Adults with a High School Diploma	80.6%	80.7%	84.6%
Persons in poverty (Below 100% FPL)	11.5%	13.7%	12.1%
Other Social and Economic Factors	Percent		
Population with any Disability	7.7%	6.9%	7.3%
Population with Limited English Proficiency	40.1%	22.9%	17.1%
Persons without Health Insurance (under age 65)	8.0%	9.4%	7.4%

Source: U.S. Census Bureau, American Community Survey, 2023.

In 2023, the population of the Verdugo Hills Hospital service area was 641,304. Children and youth (0 to 18 years of age) comprised 21.8% of the population, 17.2% were seniors (65 years of age and older), and 61.0% were adults (19 to 64 years of age).

A lower percentage of the population identified as Hispanic or Latino, Black/African American, and Asian than in Los Angeles County and the state. A higher percentage of the population identified as “Some Other Race” and “Two or More Races” than the county and state. The Verdugo Hills community also had a higher percentage of the population with Limited English Proficiency (LEP).

The Verdugo Hills Hospital service area had fewer people living in poverty and without a high

school diploma than Los Angeles County and California.

In 2023, 8.0% of the service area's population was uninsured, compared to 9.4% in the county and 7.4% in California.

Community Health Needs Assessment

USC-VHH completed a Community Health Needs Assessment (CHNA) in 2022 as required by state and federal law. The CHNA is a primary tool used by USC-VHH to inform its community benefit plan, which outlines how it will address significant community health needs. The CHNA incorporated community input and analysis of secondary data that focused on the health and social needs of the service area.

The CHNA examined up-to-date data sources for the service area to assess community demographics, social determinants of health, access to health care, birth characteristics, leading causes of death, acute and chronic disease, health behaviors, mental health, substance use, and preventive practices. When possible, community health indicators were compared to Los Angeles County, California, and Healthy People 2030 objectives.

Interviews gathered information and opinions from people who represent the broad interests of the community served by the hospital. Twelve (12) key stakeholder interviews were conducted in June 2021. Interviewees included individuals who are leaders and/or representatives of medically underserved, low-income, and minority populations. Staff from the Los Angeles County Department of Public Health and from other local organizations with information about community health needs participated in the process.

Significant Health Needs

Significant health needs were identified based on secondary data that helped establish the size of the problem (relative portion of population experiencing the problem) and the seriousness of the problem (impacts at individual, family, and community levels). That analysis yielded a preliminary list of significant health needs, which then informed the analysis of learnings from community input. That primary data collection process was designed to validate secondary data findings, identify additional community issues, solicit information regarding health disparities experienced by subpopulations, inventory community assets to address needs, and discover resource gaps. The identified significant needs were (in alphabetical order):

- Access to Care
- Chronic Diseases
- COVID-19
- Dental Health
- Economic Insecurity
- Mental Health
- Overweight/Obesity

- Preventive Practices (screenings, vaccines)
- Senior Health
- Sexually Transmitted Infections
- Substance Use

These needs were then prioritized with input from the community. Community stakeholders were asked to rank order the health needs according to the highest level of importance in the community. On that basis, mental health, access to care, chronic diseases, senior health and substance use were ranked as the top five priority needs in the service area.

The complete CHNA report and the prioritized health needs can be accessed at [Community Benefit and Outreach - Keck Medicine of USC](#). Keck Medicine welcomes feedback on the Community Health Needs Assessment and Implementation Strategy. Feedback can be sent to Marie Filipian, MPH at Marie.Filipian@med.usc.edu or by calling 818-952-2228.



One Glendale Afterschool Youth Sports Program

Addressing Priority Health Needs

In FY24, USC Verdugo Hills Hospital engaged in activities and programs that addressed the priority health needs identified in the 2022 CHNA and the FY23-FY25 Implementation Strategy. USC Verdugo Hills Hospital has committed to community benefit efforts that address **access to health care, chronic diseases, mental health, preventive practices (including COVID-19), and senior health**. Selected activities and programs designed to help address these priority health needs are summarized below:

Health Need: Access to Health Care			
Goal: Increase access to health care for the medically underserved.			
Strategy	Description of Activities to Address the Need	Collaborators	Measurable Outcomes and Impact
Provide transportation support to increase access to health care services.	The hospital provided taxi vouchers, ambulance services, and van transportation for low-income patients and families who could not afford transportation to obtain needed health care services.		Over \$39,000 transportation and ambulance services were provided
Offer free and low-cost health care services (e.g. TB tests, flu shots, COVID-19 tests, mammograms) to reduce disease and disability.	Provided low-cost mammograms during the month of October, National Breast Cancer Awareness Month.		14 low-cost mammograms were administered
	Free flu and COVID vaccinations were provided at the USC-VHH community health and wellbeing fair.	USC Pharmacy	84 community members received flu vaccinations/ 24 received COVID vaccinations

Health Need: Chronic Diseases

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

Strategy	Description of Activities to Address the Need	Collaborators	Measurable Outcomes and Impact
Provide chronic disease education, screening, and treatment.	Monthly educational lectures were provided on a variety of health-related and safety topics through the “Doc Talk” program.	YMCA of the Foothills	Over 550 community members participated
	A six-week diabetes education series equipped individuals with diabetes or pre-diabetes with the skills and knowledge needed to manage the condition.		44 participants completed the program
	The annual USC-VHH community health and wellbeing fair offered hands-on CPR training, blood pressure screening, and healthy eating activities.	YMCA of the Foothills Glendale Police Department Glendale Fire Department Community Center of La Cañada	200 community members participated
	The One Glendale Afterschool Youth Sports Program is designed to increase physical activity, reduce screentime, improve consumption of nutritious food and promote healthy body weight amongst 4 th and 5 th grade students from Glendale elementary schools. USC-VHH provided nutrition education training to all eight school sites. Verdugo Hills Hospital staff measured pre and post height, weight, and BMI to track progress for students.	City of Glendale Community Services and Parks Department	~100 youth participate each soccer, volleyball, football, and basketball season (Total ~400 students per year)
	Complete construction and open an interventional radiology catheterization laboratory (IR Cath Lab) to treat heart disease.	The IR Cath Lab at USC-VHH has significantly improved local access to specialized cardiovascular and interventional radiology procedures that require simultaneous radiological imaging. Recently licensed by the Department of Public Health for Coronary Interventions, the lab is reducing the need for patient transfers to other hospitals, minimizing potential treatment delays, and ultimately improving patient outcomes.	

Health Need: Mental Health

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

Strategy	Description of Activities to Address the Need	Collaborators	Measurable Outcomes and Impact
Provide health education and support groups that offer information, resources, and assistance on mental health issues.	The annual Suicide Awareness and Prevention Conference aims to educate and raise awareness, for community members and health care professionals, on the signs, risk factors, causes and impact of suicide as well as available resources for prevention, treatment, and crisis interventions.	Co-hosted by the American Foundation for Suicide Prevention and sponsored by Horizon Healthcare, Los Angeles County Supervisor Kathryn Barger, Senator Anthony Portantino, and USC-VHH Foundation Caduceus Society	Over 300 community members, mental health professionals, and first responders attended 109 health professionals received 6-hours continuing education (CE) credit
Offer Stepping Stones, an inpatient and outpatient geropsychiatric program at USC-VHH, which is designed to help relieve emotional and personal distress for individuals age 50 and older.	The Stepping Stones geropsychiatric program provided assessment, therapies, and a full continuum of care to meet the personalized mental health needs of older adults and their families.	Glendale Police Department Horizon Healthcare	378 patient visits
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.	The annual USC-VHH health and wellbeing fair offered education and resources on mental health and wellbeing.	YMCA of the Foothills Glendale Police Department Glendale Fire Department Community Center of La Cañada National Alliance on Mental Illness (NAMI)	200 community members participated

Health Need: Preventive Practices

Goal: Improve community health through preventive practices.

Strategy	Description of Activities to Address the Need	Collaborators	Measurable Outcomes and Impact
Develop free and low-cost educational health-care programs that focus on health prevention, prenatal care, parenting, and infant care.	A monthly family education program offering babysitting classes tailored for boys and girls ages 11-15. Classes teach infant/child CPR, basic first aid, accident prevention, safety tips, when to call 911, poison control, and fire/earthquake plan.		124 participants completed the program
	As part of the hospital's Family Education Program, Beginnings Early Pregnancy Classes address pregnancy-related health topics, including nutrition, common discomforts of pregnancy, relaxation techniques and baby's development in the womb. Classes were offered monthly and open to the public.		130 community members participated
Provide support groups available to the public at no charge.	Support groups and workshops offered breast feeding advice and support to new mothers as well as fathers. A lactation specialist facilitated the support groups. Open and free to the public, babies in arms were welcomed.		A total of 766 encounters were provided

Health Need: Senior Health			
Goal: Enhance senior health and wellbeing.			
Strategy	Description of Activities to Address the Need	Collaborators	Measurable Outcomes and Impact
Provide free health screenings for seniors.	<p>USC-VHH provided education, screenings, and resources at the following community events:</p> <ul style="list-style-type: none"> • Crescenta Valley Country Fair • Glendale Fire Service Day • GCC Health and Resource Fair 		Over 2,700 community members participated
Offer classes and community education for seniors that promote health.	Annual Brain Health Forum provides community members with the latest in brain research and clinical practice including understanding genetics, dementias, and Alzheimer’s Disease.	USC Alzheimer’s Disease Research Center and California Alzheimer’s Disease Centers at USC and Rancho Los Amigos	95 community members participated
	<p>A variety of classes, workshops, support groups, and other programs were offered to promote health and wellbeing of older adults including:</p> <ul style="list-style-type: none"> • Guided Autobiography Workshops • Grief & Loss: Beyond Blue Support Groups • Caregiver Night Out Activity Programs • Solo Aging Education and Discussion Sessions • Educational Presentations and Community Engagement Events 	<p>Community Resource Center for Aging</p> <p>Glendale Library Arts and Culture (Guided Autobiography Workshops and Solo Aging Education)</p> <p>YMCA of the Foothills (Caregiver Night Out)</p>	3,500 community members participated
Support the Community Resource Center for Aging, which helps older adults improve their quality of life by providing access to resources, community-based services, and support systems that specialize in navigating the unique challenges of aging.	The Community Resource Center for Aging provides free information, referrals and assistance with questions commonly faced with aging. Resource specialists are available to assist with in home care/support, health insurance, caregiver respite, grief and loss, advance directives, and chronic health conditions.		Resource specialists assisted 527 community members (over 1,600 contacts)

Collaboration and Community Engagement

USC Verdugo Hills Hospital collaborates with community non-profit organizations and affiliated USC organizations whose programs align with the strategic priorities identified in the hospital's Community Health Needs Assessment and Implementation Strategy. In FY24, USC Verdugo Hills collaborated with the following organizations to offer programming and services and/or provide financial and in-kind support:

- American Foundation for Suicide Prevention
- American Red Cross
- Armenian American Medical Society
- Crescenta Valley High School
- Glendale Chamber of Commerce
- Glendale College Foundation
- Glendale Educational Foundation
- Glendale Fire Foundation
- Glendale Police Foundation
- Home Again Los Angeles
- Kids Community Dental Clinic
- Kiwanis Club of La Canada
- NAMI Greater LA County
- One Glendale Afterschool Program
- Operation Walk Los Angeles
- YMCA of the Foothills
- YWCA Glendale & Pasadena



USC-VHH also hosts, sponsors, and participates in a variety of initiatives to promote health and wellbeing and community engagement. Several of these initiatives are described below.

Annual Adopt a Family Program

Keck Medicine of USC departments adopted 21 families from Santa Teresita Elementary School and Hazard Park Recreation Center, both in the Boyle Heights neighborhood, to provide material support and to foster a sense of community, unity, and shared responsibility during the holiday season.

USC Good Neighbors Campaign

USC Good Neighbors grants provide financial support to university-community partnerships involving collaboration between USC faculty and staff and local nonprofit organizations that have an impact on the surrounding neighborhoods. USC faculty and staff donated over \$76,000 to support 54 community organizations aiding over 52,000 families (2024-2025).¹ Some of the funded partner programs include:

- 24th Street Theatre
- Neighborhood Music School
- 32nd Street/LAUSD USC Visual & Performing Arts
- F.B. Alliance
- Vermont Avenue Elementary School
- LA Commons
- Redeemer Community Partnership
- Building Skills Partnership
- PUENTE Learning Center
- The Jester & Pharley Phund
- Boys & Girls Club of West San Gabriel Valley and Eastside

Please visit [2024-2025-grantees](#) for a full list of grantees.

Keck Medicine of USC's Toy Drive

Keck Medicine of USC demonstrated its commitment to community well-being by hosting a health system-wide toy drive. The initiative garnered overwhelming support from employees, resulting in the collection of approximately 700 toys. These generous donations aimed to bring joy and comfort to various recipients, including those affiliated with the Hazard Park Recreation Center, Oscar Clinica Romero Marengo and Alvarado Clinics, and the Evergreen Early Education Center.

Other Community Benefits

As described below, USC Verdugo Hills Hospital provides a variety of other community benefits. See “Economic Value of Community Benefits” for net community benefit expenses incurred by USC-VHH in FY24.

¹ <https://sites.usc.edu/goodneighbors/>

Charity Care/Financial Assistance

Keck Medicine of USC, which includes Keck Hospital of USC, USC Norris Cancer Hospital, and USC Verdugo Hills Hospital, provides compassionate, quality care to everyone regardless of their ability to pay. The Financial Assistance Program makes medically necessary services available to community members, including people who don't have health insurance and can't pay their hospital bill and patients who have insurance but are unable to pay the portion of costs not covered by insurance.

Unpaid Cost of Medi-Cal and other Government-Sponsored Means-Tested Health Care

Keck Medicine of USC incurs losses in providing access to health care for Medi-Cal patients and low-income individuals participating in other government sponsored programs. These shortfalls are counted as community benefit because they improve access to care for individuals who are underinsured and cannot afford to pay for services.

Patient Assistance Drug Program

Keck Medicine of USC assists patients in finding financial assistance for hospital administered drugs that are not covered by their insurer or otherwise provided free of charge. Manufacturers offer free drugs to patients whose insurer does not offer coverage to certain high-cost treatments if the patient meets manufacturer specific strict criteria related to a patient's clinicals and financials. Efforts in FY24 allowed the hospital to obtain over \$4,000,000 in free drug assistance for patients who meet these criteria.

Cash and In-Kind Donations

USC Verdugo Hills Hospital supports non-profit community groups and local organizations with funds and in-kind donations that enable them to provide community benefits. Some of the community partners that received donations included:

- American Foundation for Suicide Prevention
- Armenian American Medical Society
- Glendale Chamber of Commerce
- Glendale Educational Foundation
- Glendale Latino Association
- Glendale Police Foundation
- Kids' Community Dental Clinic
- Kiwanis Club of La Cañada
- NAMI Greater Los Angeles
- Senior Citizen's Foundation of South Pasadena

Community Building Activities

Community Building Activities improve health and wellbeing by enhancing social and economic conditions. These activities help address the root causes of health problems or the determinants of health, such as education, homelessness, poverty, neighborhood conditions, and the environment.

USC-VHH representatives participated in several area economic councils and chambers of commerce, addressing issues that impacted community health improvement and safety.

Workforce development is an important community building objective. USC-VHH participated in and supported community programs that encouraged careers in the health professions.

- *Healthcare Day of Discovery* – provides a day-long overview of several health care career paths, the education required to pursue those paths, and a glance into the day-to-day duties of individuals performing those jobs.
- *USC Bovard Scholars VHH Site Visit* – provides outstanding students with financial need to achieve academic and career success.

Health Professions Education

These are educational and training programs for physicians, nurses, nursing students, and other health professionals needed to obtain or maintain licensure or certification to practice in California.

Graduate Medical Education

Keck Medicine of USC Hospitals provide clinical settings for interns, residents, and fellows from the USC Keck School of Medicine. Clinical faculty at the Keck School of Medicine provide supervision and direction.

Nursing Education

Over 540 nursing students and nurse practitioner students participated in clinical rotations at USC-VHH. Students participated from Azusa Pacific University, Pasadena City College, California State University of Los Angeles, California State University of Northridge, College of the Canyons, Glendale Career College, Glendale Community College, Grand Canyon University, Chamberlain University, and West Coast University.

Other Health Professions Education

Health professions students from USC were educated and performed their clinical hours and/or internship rotations in occupational therapy, physical therapy, speech language therapy, nutrition and dietetics, radiology, central processing, and pharmacy.

Economic Value of Community Benefits

The USC Verdugo Hills Hospital economic value of community benefits for FY24 (July 1, 2023 to June 30, 2024) is summarized in the table below. The hospital's community benefit costs comply with Internal Revenue Service instructions for Form 990 Schedule H and are based on the Medicare cost report adjusted for the Form 990 reporting period.

Community Benefit Categories	Net Benefit
Financial Assistance ¹	\$1,352,216
Medi-Cal Shortfall ²	\$8,977,561
Other Means-tested Government Programs ³	-
Community Health Improvement Services ⁴	\$265,349
Health Professions Education ⁵	\$420,734
Subsidized Health Services	\$1,538,410
Research	-
Contributions for Community Benefit ⁶	\$12,627
Community Building	\$123,398
Subtotal: Community Benefits before Medicare	\$12,690,295
Medicare Shortfall ²	\$46,015,848
Total Community Benefits including Medicare	\$58,706,143

¹ Financial Assistance includes traditional charity care write-offs to eligible patients at reduced or no cost based on the individual patient's financial situation.

² Unpaid costs of public programs include the difference between costs to provide a service and the rate at which the hospital is reimbursed.

³ Includes other government payors for which the hospital receives little or no reimbursement (e.g., County indigent program).

⁴ Includes non-billed programs such as community health education, support groups, and support services.

⁵ Costs related to the health professions education programs that the hospital sponsors.

⁶ Includes cash and in-kind donations.

Community Benefit Plan FY25

USC-VHH continues to implement activities and programs to address the priority needs in our service area.

Significant Needs the Hospital Intends to Address

USC-VHH intends to take actions to address the following health needs that were identified in the FY22 CHNA and detailed in the FY23-FY25 Implementation Strategy:

- Access to Care
- Chronic Diseases
- Mental Health
- Preventive Practices
- Senior Health

Access to Care

Goal: Increase access to health care for the medically underserved.

Strategies

1. Provide financial assistance through both free and discounted care for health care services, consistent with the hospital's financial assistance policy.
2. Provide transportation support to increase access to health care services.
3. Support primary care providers by offering USC specialty care expertise from the physicians at Keck Medicine of USC.
4. Provide medications, medical supplies and at-home infusions for indigent persons.
5. Offer free and low-cost health care services (e.g., TB tests, flu shots, COVID-19 testing, mammograms) to reduce disease and disability.

Chronic Diseases

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

Strategies

1. Provide chronic disease education, screening and treatment.
2. Offer health information and referrals to needed services at community health events.
3. Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases.
4. Increase knowledge of and access to resources that address symptoms of chronic diseases.

Mental Health

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

Strategies

1. Provide health education and support groups that offer information, resources and assistance on mental health issues.
2. Offer Stepping Stones, an inpatient and outpatient geropsychiatric program at USC-VHH, which is designed to help relieve emotional and personal distress for individuals age 50 and older.
3. 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.
4. Collaborate with local mental health advocacy groups to provide education to identify and respond to signs of mental illness.

Preventive Practices

Goal: Improve community health through preventive practices.

Strategies

1. Develop free and low-cost educational health-care programs that focus on health prevention, prenatal care, parenting and infant care.
2. Provide support groups available to the public at no charge.
3. Educate primary care physicians about preventive practice offerings.
4. Provide low cost and no cost vaccines (including flu and COVID-19).

Senior Health

Goal: Enhance senior health and wellbeing.

Strategies

1. Offer community education focused on issues pertinent to seniors.
2. Provide free health screenings for seniors.
3. Offer classes for seniors that promote health.
4. Support the Community Resource Center for Aging, which helps older adults improve their quality of life by providing access to resources, community-based services and support systems that specialize in navigating the unique challenges of aging.

Evaluation of Impact

USC-VHH is committed to monitoring and evaluating key initiatives to assess the programs and activities outlined in this Implementation Strategy. We have implemented a system for the collection and documentation of tracking measures, such as the number of people reached/served, and collaborative efforts to address health needs. An evaluation of the impact of USC-VHH's actions to address these significant health needs will be reported in the next scheduled CHNA.

Needs the Hospital Will Not Address

Since USC-VHH cannot directly address all the health needs present in the community, we will concentrate on those health needs that can most effectively be addressed given our areas of focus and expertise. Taking existing hospital and community resources into consideration, USC-VHH will not directly address the remaining health needs identified in the CHNA, including dental health, economic insecurity, overweight and obesity, sexually transmitted infections, and substance use.

Contact Information

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