



*Expert care with a personal touch*

# Implementation Strategy 2013-2015

In Support of Pomona Valley Hospital Medical Center's  
2013 Community Health Needs Assessment



Prepared in Compliance with  
Section 501(r)(3) of the Internal Revenue Code  
and *The Patient Protection and  
Affordable Care Act (2010)*



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# Preface

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## **Federal Requirements**

New federal requirements in Section 501(r)(3) of the Internal Revenue Code, created by *The Patient Protection and Affordable Care Act* (2010), require not-for-profit hospitals and healthcare organizations to conduct a triennial Community Health Needs Assessment (CHNA) and complete a companion Implementation Strategy for addressing those identified community needs. These requirements are a provision to maintaining tax-exempt status under Section 501(c)(3).

In compliance with section 501(r)(3) requirements, Pomona Valley Hospital Medical Center conducted a 2013 CHNA and completed an Implementation Strategy to address the needs identified in our health needs assessment. The Implementation Strategy has been included in our 2014 Community Benefit Plan and PVHMC continuously monitors performance metrics to track progress and gauge the success of our outlined strategies.

# Executive Summary

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Pomona Valley Hospital Medical Center (PVHMC) is a 437-bed, fully accredited, acute care hospital serving eastern Los Angeles and western San Bernardino counties. For over a century, PVHMC has been committed to serving our community and plays an essential role as a safety net provider and tertiary referral facility for the region.

A nationally recognized, not-for-profit facility, the Hospital's services include Centers of Excellence in Cancer Care, Cardiac and Vascular Care, Women's and Children's Services, and Kidney Stones. Specialized services include centers for Breast Health, Sleep Disorders, a Neonatal ICU, a Perinatal Center, Physical Therapy/Sports Medicine, a full-service Emergency Department which includes our Los Angeles County and San Bernardino County STEMI receiving center designation, Robotic Surgery, and the Family Medicine Residency Program affiliated with UCLA. Satellite Centers in Chino Hills, Claremont, Covina, and Pomona provide a wide range of outpatient services including physical therapy, urgent care, radiology and occupational health. Along with being named one of Thomson Reuter's 50 Top Cardio Hospitals in the nation (2011), The Joint Commission has given PVHMC the Gold Seal of Approval™ for certification as a Primary Stroke Center for Los Angeles County, demonstrating what we have been doing all along - providing quality care and services in the heart of our community.

As a community hospital, we continuously reflect upon our responsibility to provide high quality health care services, especially to our most vulnerable populations in need, and to renew our commitment while finding new ways to fulfill our charitable purpose. Part of that commitment is supporting advanced levels of technology and providing appropriate staffing, training, equipment, and facilities. PVHMC works vigorously to meet our role in maintaining a healthy community by identifying health-related problems and developing ways to address them.

In 2013, in compliance with Section 501(r) of the Internal Revenue Code, created by *The Patient Protection and Affordable Care Act* (2010), a Community Health Needs Assessment was completed. This assessment is intended to be a resource for PVHMC to measure and assist with the development of activities and programs that can help improve and enhance the health and well-being of the residents of Pomona Valley. In response to the assessment's findings, an Implementation Strategy was developed to operationalize the intent of PVHMC's community benefit initiatives through documented goals, performance measures, and strategies.

PVHMC demonstrates its profound commitment to its local community and has welcomed this occasion to formalize our Community Benefit Plan and Implementation Strategy. Our community is central to us, and it is represented in all of the work we do. PVHMC has served the Pomona Valley for 110 years, and we value maintaining the health of our community.

# About Pomona Valley Hospital Medical Center

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## Our Mission

Pomona Valley Hospital Medical Center is dedicated to providing high quality, cost effective health care services to residents of the greater Pomona Valley. The Medical Center offers a full range of services from local primary acute care to highly specialized regional services. Selection of all services is based on community need, availability of financing and the organization's technical ability to provide high quality results. Basic to our mission is our commitment to strive continuously to improve the status of health by reaching out and serving the needs of our diverse ethnic, religious and cultural community.

## Our Vision

PVHMC's vision is to:

- **Be the region's most respected and recognized Medical Center and market leader** in the delivery of quality health care services;
- **Be the Medical Center of choice for patients and families** because they know they will receive the highest quality care and service available anywhere;
- **Be the Medical Center where physicians prefer to practice** because they are valued Customers and team members supported by expert health care professionals, the most advanced systems and state-of-the-art technology;
- **Be the Medical Center where health care workers choose to work** because PVHMC is recognized for excellence, initiative is rewarded, self-development is encouraged, and pride and enthusiasm in serving Customers abounds;
- **Be the Medical Center buyers demand (employers, payors, etc.) for their health care services** because they know we are the provider of choice for their beneficiaries and they will receive the highest value for the benefit dollar; and,
- **Be the Medical Center that community leaders, volunteers and benefactors choose to support** because they gain satisfaction from promoting an institution that continuously strives to meet the health needs of our communities, now and in the future.

## Our Values

- C = Customer Satisfaction
- H = Honor and Respect
- A = Accountability: The Buck Stops Here
- N = New Ideas!
- G = Growing Continuously
- E = Excellence: Do the Right Things Right!

## Our Location

1798 N. Garey Avenue  
Pomona, CA 91767

## Our Organizational Structure

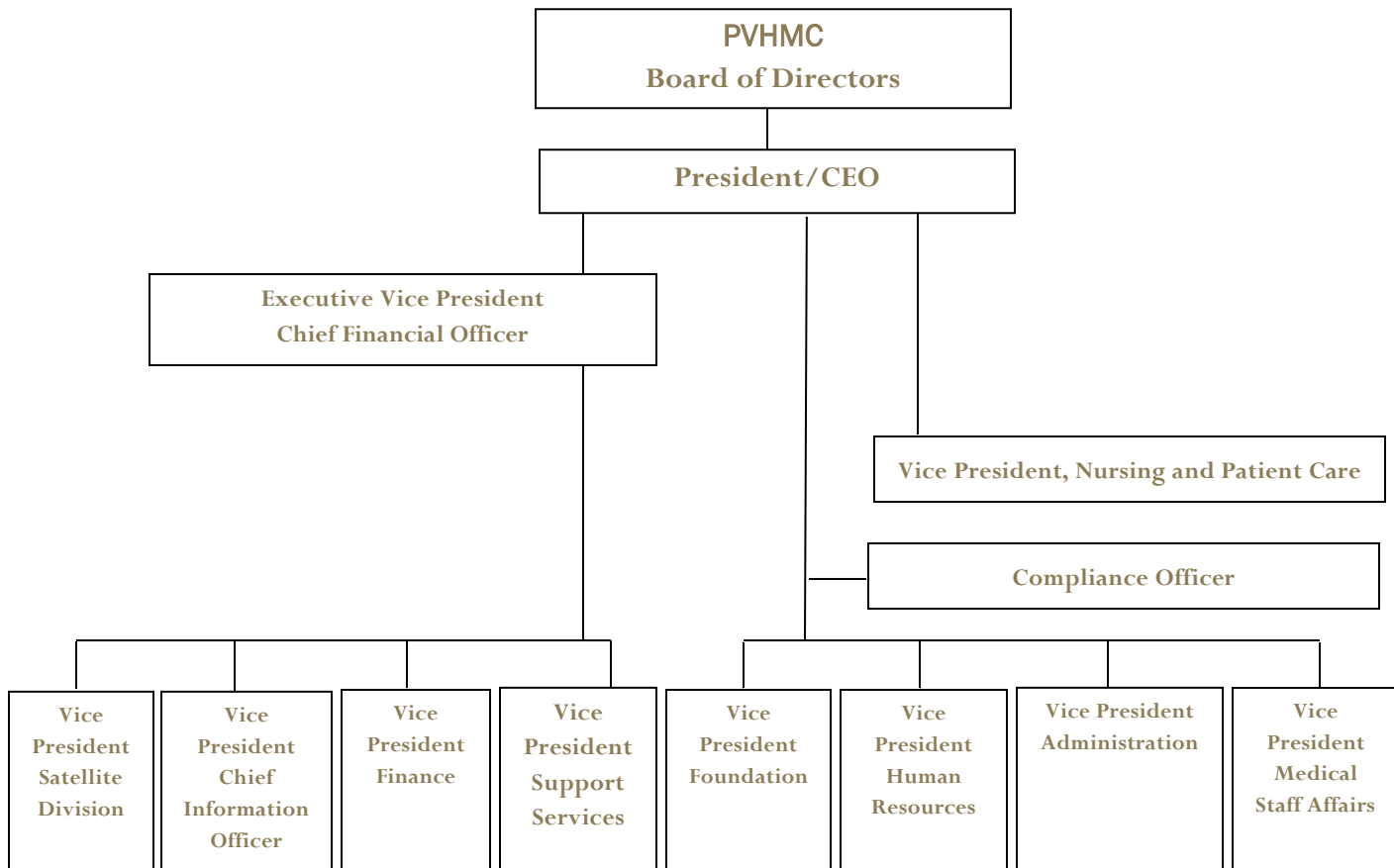
PVHMC is governed by a Board of Directors whose members are representative of the community, hospital and medical staff leadership. The Board of Directors has been integrally involved from the earliest days of the Senate Bill 697 process. The President/CEO is charged with the day-to-day administrative leadership of the organization and is assisted by an executive team of vice presidents who oversee specific departments.

**President/Chief Executive Officer:** Richard E. Yochum, FACHE

**Chairman, Board of Directors:** Jane Goodfellow

**Community Benefit Plan Coordinator:** Leigh C. Cornell, MHA

**Figure 1.** Organization Chart



## Unique Pomona Valley Hospital Medical Center Assets

PVHMC offers the following healthcare services and distinguished designations to our community:

### Services

- **Emergency Care Services**  
*(Level 2 Emergency Center)*
- **Adult Services**  
*(General Medical and Surgical Services, Critical Care Services, Cardiac Catheterization and Surgery)*
- **Pediatric Services**  
*(General Pediatric Medical and Surgical Services, Level IIIB Neonatal Intensive Care, Pediatric Outpatient Clinics)*
- **Obstetric Services**  
*(High Risk Obstetrics, High Risk Obstetric Transport Services, Perinatology)*
- **Ambulatory Services**  
*(Cancer Care Center, Regional Kidney Stone Center, Sleep Disorders Center, Family Health Center, Radiology and Physical, Occupational, and Speech Therapy)*
- **Family Medicine Residency Program**  
*(Affiliated with the David Geffen School of Medicine at UCLA)*

### Awards and Designations

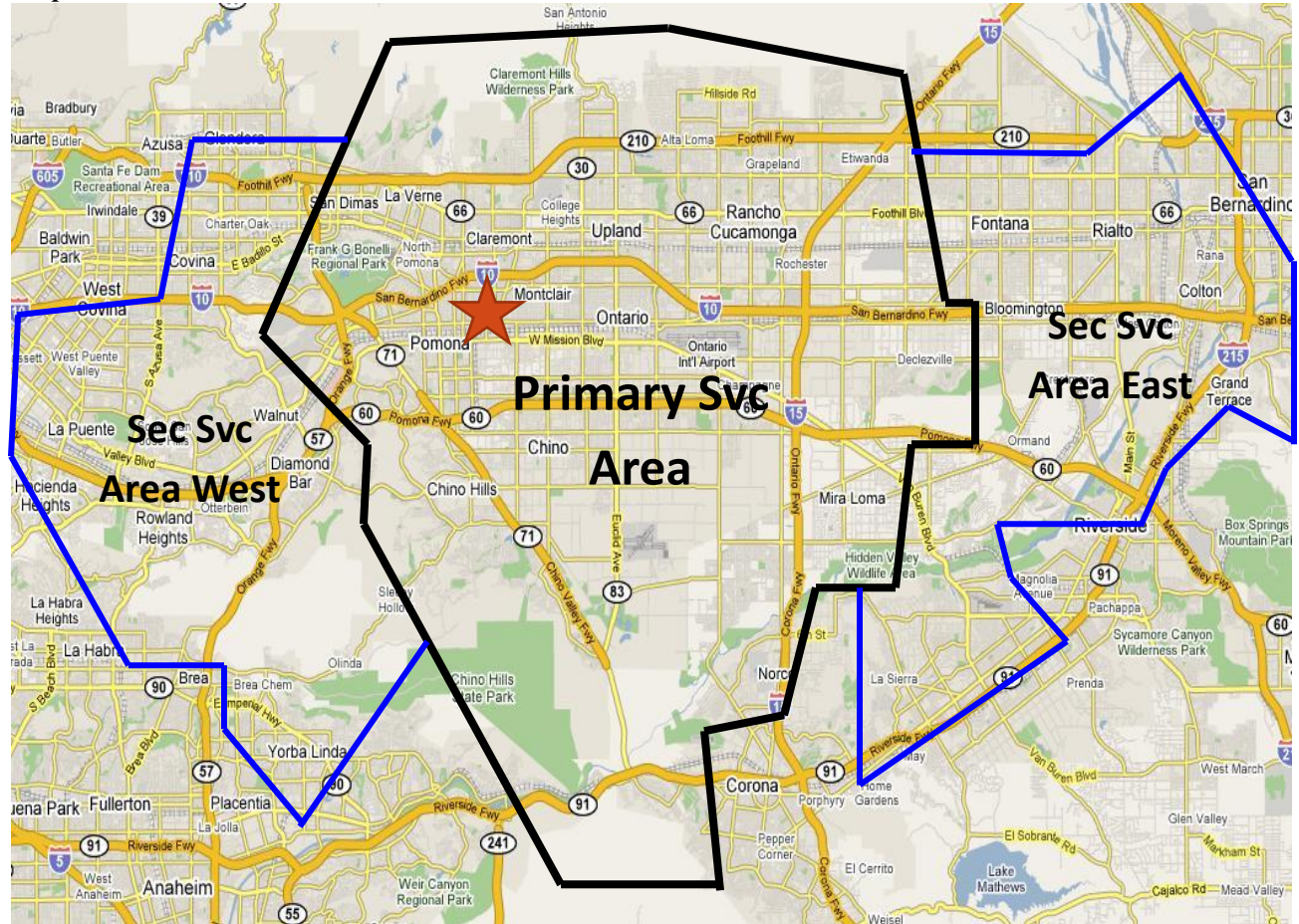
- Joint Commission Accredited Hospital
- Los Angeles County STEMI-receiving Hospital
- EDAP- Emergency Department Approved Pediatrics
- Los Angeles County Disaster Resource Center
- Primary Stroke Center certified by the Joint Commission
- American Heart Association “Get with the Guidelines” gold plus rating- 2012-2013
- Joint Commission Top Performer on Key Quality Measures for heart attack, heart failure, pneumonia-2012
- Blue Distinction Center recipient for spine care, knee and hip replacement, and cardiac care-2013
- CALNOC Sustained Excellence Award recipient for Best Performance in the Reduction of Pressure Ulcers (Stage II+)-2013
- CalHEN Improvement Champion for falls, pressure ulcers, surgical site infection, ventilator-associated pneumonia, and venous thromboembolisms- 2013
- HealthGrades Outstanding Patient Safety Excellence Award-2013 and Outstanding Patient Experience Award -2012
- Thomas Reuters Top 50 Cardio Hospitals-2011
- Four time “Top 100 Hospital” rating achievement- 1996, 1998, 1999, 2000
- U.S. News and World report ranking for Gynecology and Nephrology care - 2011

## Our Community

Pomona Valley Hospital is located in Los Angeles County within Strategic Planning Area 3 (SPA 3) and closely borders San Bernardino County. Our community is defined by our primary service area, which encompasses the cities of Pomona, Claremont, Chino, Chino Hills, La Verne, Ontario, Rancho Cucamonga, Alta Loma, Upland, and San Dimas and make up a total population of 840, 789 (Source: U.S. Census Bureau, 2010). Our secondary service area includes additional surrounding cities in San Gabriel Valley and western San Bernardino County.

For the purposes of the *Affordable Care Act* (ACA) and the new federal requirement to conduct a community needs assessment and implementation plan, our service area was determined and defined by analyzing inpatient admissions data and discharge data from the Office of Statewide Health Planning and Development (OSHPD).

**Map 1: The Communities We Serve**





**Table 1: PVHMC's Primary Service Area Population**

| City             | County         | 2010 Population  |
|------------------|----------------|------------------|
| Pomona           | Los Angeles    | 149,058          |
| Claremont        | Los Angeles    | 34,926           |
| La Verne         | Los Angeles    | 31,063           |
| Chino            | San Bernardino | 77,983           |
| Chino Hills      | San Bernardino | 74,799           |
| Ontario          | San Bernardino | 163,924          |
| Upland           | San Bernardino | 73,732           |
| Montclair        | San Bernardino | 36,664           |
| San Dimas        | Los Angeles    | 33,371           |
| Rancho Cucamonga | San Bernardino | 165,269          |
| Alta Loma        | San Bernardino | n/a <sup>1</sup> |

Source: U.S. Census Bureau, 2010

<sup>1</sup>Alta Loma data were not available separately (included with Rancho Cucamonga data)

**Table 2. Ethnic Diversity of Our Community 2010**

| City                   | White | Hispanic or Latino | Black/ African-American | American Indian | Asian | Hawaiian/ Pacific Islander | Other | Two or More Races |
|------------------------|-------|--------------------|-------------------------|-----------------|-------|----------------------------|-------|-------------------|
| Pomona                 | 48.0% | 70.5%              | 7.3%                    | 1.2%            | 8.5%  | 0.2%                       | 30.3% | 4.5%              |
| Claremont              | 70.6% | 19.8%              | 4.7%                    | 0.5%            | 13.1% | 0.1%                       | 5.8%  | 5.2%              |
| La Verne               | 74.2% | 31.0%              | 3.4%                    | 0.9%            | 7.7%  | 0.2%                       | 9.1%  | 4.5%              |
| Chino                  | 56.4% | 53.8%              | 6.2%                    | 1.0%            | 10.5% | 0.2%                       | 21.2% | 4.6%              |
| Chino Hills            | 50.8% | 29.1%              | 4.6%                    | 0.5%            | 30.3% | 0.2%                       | 8.7%  | 4.9%              |
| Ontario                | 51.0% | 69.0%              | 6.4%                    | 1.0%            | 5.2%  | 0.3%                       | 31.3% | 4.7%              |
| Upland                 | 65.6% | 38.0%              | 7.3%                    | 0.7%            | 8.4%  | 0.2%                       | 12.9% | 4.8%              |
| Montclair              | 52.7% | 70.2%              | 5.2%                    | 1.2%            | 9.3%  | 0.2%                       | 27.0% | 4.4%              |
| San Dimas              | 72.0% | 31.4%              | 3.2%                    | 0.7%            | 10.5% | 0.1%                       | 8.5%  | 4.9%              |
| Rancho Cucamonga       | 62.0% | 34.9%              | 9.2%                    | 0.7%            | 10.4% | 0.3%                       | 12.0% | 5.4%              |
| Alta Loma <sup>1</sup> | n/a   | n/a                | n/a                     | n/a             | n/a   | n/a                        | n/a   | n/a               |

Source: U.S. Census Bureau, 2010

<sup>1</sup>Alta Loma data were not available separately (included with Rancho Cucamonga data)

# 2013 Community Health Needs Assessment

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Grounded in a longstanding commitment to address the health needs of our community, Pomona Valley Hospital Medical Center partnered with California State University San Bernardino's Institute of Applied Research (IAR) to conduct a formal Community Health Needs Assessment (CHNA). The complete 2013 CHNA process consisted of primary and secondary data collection, including valuable community, stakeholder, and public health input, that was examined to prioritize the most critical health needs of our community and serve as the basis for our Community Benefit Plan initiatives and Implementation Strategy.

*The following is a summary of PVHMC's 2013 CHNA. The full report is widely available for review on our website ([pvhmc.org](http://pvhmc.org))*

## **Methodology**

Primary data was collected via telephone survey and consisted of input from 323 residents- including low income, medically-underserved and minority members- within eleven communities that we serve. The Co-Principal Investigators were Shel Bockman, PhD, Barbara Sirotnik, PhD, Christen Ruiz, MA, and the Project Coordinator was Lori Aldana, MBA. Additional primary data was obtained through a community health needs interview with Christin Mondy, Los Angeles County SPA 3 and SPA 4 Health Officer, who represents the broad interests of the communities we serve.

Secondary sources used to complete the assessment include:

- U.S. Census Bureau
- American Community Survey
- California Department of Finance
- California Health Interview Survey
- Healthcity.org
- Los Angeles County Department of Public Health
- California Department of Public Health
- San Bernardino Health Community

Every attempt was made to collect primary, secondary, and health-related information relative to the communities we serve. In some instances, PVHMC's ability to assess the health needs was limited by lack of existing data at the city and county level. Additionally, in some instances, comparable health-related data was limited across both counties in which our primary service area encompasses.

## **Objectives**

The objectives of the CHNA were to: 1) objectively look at demographic and socioeconomic aspects of the community, health status, barriers to receiving care, and PVHMC's role in the community 2) identify opportunities for collaboration with our community partners 3) identify communities and groups that are experiencing health disparities, and 4) to assist PVHMC with the development of resources and programs that will improve and enhance the well-being of the residents of Pomona Valley.

## Our Community Profile

- **Densely populated**  
Over 840,000 residents live in PVHMC's primary service area<sup>1</sup>
- **Ethnically and Linguistically Diverse**  
PVHMC's service area is predominately Hispanic and Caucasian<sup>1</sup>
- **Young**  
26.6% of the population is under the age of 18; 64.3 % are under the age of 65<sup>1</sup>
- **Limited Education**  
36.8% of Pomona residents have less than a 12<sup>th</sup> grade education; 26% are high school graduates<sup>2</sup>
- **Low Income**  
17.2% of Pomona residents are living at or below the federal poverty level<sup>2</sup>

## Summary of Assessment Findings

The following is a summary of findings from surveying 323 members of our community:

### Health Insurance Coverage:

- 76.6% of the adults (age 18 and above) in the household are covered by insurance; 8.4% said that **none** of the adults are covered by health insurance

### Barriers to Receiving Needed Health Services:

- 10.2% said their family needed health services within the past year that they could not get
- 39.4% said the barrier to care was cost of services and/or co-payments; 15.2% did not have insurance to pay for it
- Services that respondents said they needed were: surgery, dental, Ob/Gyn, CAT Scans/X-rays, prescriptions, general checkups, Optometry/Ophthalmology, mobility devices (such as wheelchairs, scooters, and walkers), and services for children.

### Utilization of Primary Care and Preventative Services:

- 79.6% have visited their doctor for a general physical exam within the past year
- 85.6% of respondents with children said their child(ren) had a preventative health care check-up within the past year; that means that 12.6% said their children did NOT have a health-care check-up within the past year.
- 93.9% said their child(ren) have received all of the immunizations the doctor has recommended

### Utilization of Urgent Care Services:

- 43.4% have visited an urgent care within the past year
- 62.3% had **not** tried visiting their primary care doctor prior to going to urgent care. Among the 37.7% who did try to see their doctor, 98.1% of them said their doctor told them to go to urgent care.

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<sup>1</sup> United States Census Bureau, 2010

<sup>2</sup> American Community Survey, 2006-2010 5 year estimates, California Department of Finance

**Need for Specialty Care: Table 3.** Percent of CHNA respondents who said they, or a family member, has a chronic or ongoing health condition

| <b>Chronic or Ongoing Health Condition</b> | <b>Percent of Respondents Who Said “Yes”</b>                 |
|--|--|
| <b>Cancer</b>                              | <b>14.5%</b>   |
| <b>Diabetes</b>                            | <b>31.5%</b> (California state average is 8.9%) <sup>3</sup> |
| <b>Asthma</b>                              | <b>19.0%</b>   |
| <b>High Blood Pressure</b>                 | <b>59.0%</b>   |
| <b>Obesity</b>                             | <b>14.0%</b>   |
| <b>Osteoporosis</b>                        | <b>14.0%</b>   |
| <b>Chronic Heart Failure</b>               | <b>5.5%</b>  |
| <b>Other</b>                               | <b>16.0%</b>   |

**Experience and Evaluation with Pomona Valley Hospital Medical Center:**

- 52.6 % have gone to PVHMC for health services; 42.9% chose PVHMC because it was nearby
- 43.5% have used PVHMC’s Emergency Department (ED)
- 10.9% had utilized health classes offered at PVHMC
- 15.0% would like to see more classes offered; suggestions included English and Spanish classes in prevention and good health
- 13.1% had attended a health-related support group in the past year
- Nutrition (8.7%), Diabetes (7.3%), Obesity and Weight Loss (6.4%), High Blood Pressure (5.5%) and Cancer Care (5.5%) were the most requested health classes
- 8.4% had unmet needs in the community; responses included general health insurance needs, pain management, gym/exercise, services for high blood pressure, and dental services.
- Suggestions to improve the health of the community were: 1) provide more outreach and awareness of programs and services, 2) provide affordable health care services, and 3) provide more classes, events, and support groups.

<sup>3</sup> Centers for Disease Control and Prevention. *Diabetes Report Card 2012*: U.S. Department of Health and Human Services

### ***Public Health Identified Community Needs:***

**Table 4**, below, summarizes the health needs that were identified through interviewing Los Angeles County SPA 3 and SPA 4 Public Health Officer, Christin Mondy, on August 28, 2013.

|   |  |
|---|--|
| Health Concerns                                     | <ul style="list-style-type: none"> <li>• Physical fitness and nutrition habits related to a high percentage of obesity (cause of premature death)</li> <li>• High incidence of Diabetes in SPA3 (cause of premature death)</li> <li>• Need for Mental Health services</li> <li>• Substance abuse (risky behavior)</li> </ul> |
| Barriers to receiving services                      | <ul style="list-style-type: none"> <li>• Concerns for safety in the community directly correlates to the level of physical activity among children</li> <li>• High level of homelessness in Pomona Valley and SPA3</li> <li>• Lack of routine preventative care services as a result of insurance coverage</li> </ul>        |
| Recommendations for Implementation Strategies       | <ul style="list-style-type: none"> <li>• Programs for healthy food access and nutrition education</li> <li>• Increase utilization and promotion of health education classes</li> <li>• Analysis of Emergency Department visits and potential for referral out to community clinics for preventative care</li> </ul>          |
| Recommended Short-term or Long-term goals for PVHMC | <ul style="list-style-type: none"> <li>• Diabetes education and management in the community to reduce premature deaths</li> <li>• Health outreach and services for homeless individuals</li> </ul>   |
| Recommendation for Collaboration                    | <ul style="list-style-type: none"> <li>• Increase collaboration with public health liaisons in the Pomona Valley region</li> <li>• Focus collaboration efforts to compliment community services- not duplicate services</li> </ul>   |

### ***Environmental and Behavioral Drivers of Health:***

The following findings were made through evaluation of primary and secondary data, including input from members of our medically underserved and minority population, and input from community stakeholders who represent those members:

- Lack of access to primary care and specialty care services
- Lack or inadequate health insurance
- Socioeconomic status
- Educational attainment
- Poverty and homelessness
- Safety as a health issue; limited physical activity outdoors

## Prioritized Health Needs

Three overarching health themes emerged from our 2013 Community Health Needs Assessment (CHNA) as considerations for PVHMC organize community benefits:

- **Chronic Disease Management**
- **Healthy Lifestyle Support: Health Education and Wellness**
- **Access to Care**

**Table 5**, below, shows Pomona Valley Hospital Medical Center’s prioritized health needs. Those needs that the Hospital does not plan to address in this Implementation Strategy are noted.

| PRIORITY AREA                        | HEALTH NEED                             | PLAN TO ADDRESS |
|--------------------------------------|---|-----------------|
| <b>1. Chronic Disease Management</b> | Cardiovascular Health                   | Yes             |
|                                      | Diabetes                                | Yes             |
|                                      | Cancer                                  | Yes             |
| <b>2. Healthy Lifestyle Support</b>  | Wellness Classes; Support Groups        | Yes             |
|                                      | Health Education                        | Yes             |
|                                      | Substance Abuse Services                | No              |
|                                      | Weight Management and Exercise          | Yes             |
| <b>3. Access to Care</b>             | Access to General and Preventative Care | Yes             |
|                                      | Mental Health Services                  | No              |
|                                      | Dental Care                             | No              |

## Prioritization Process

Health needs identified in our CHNA were determined to be significant through evaluation of primary and secondary data, whereby those identified health needs were prioritized based upon: (1) community respondents and key informants identified the need to be significant, or largely requested specific services that they would like to see Pomona Valley Hospital Medical Center provide in the community (2) feasibility of providing interventions for the unmet need identified in the community, in such that Pomona Valley Hospital Medical Center currently has, or has the current means of developing the resources to meet the need, and (3) alignment between the identified health need and Pomona Valley Hospital Medical Center’s mission, vision, and strategic plan. PVHMC’s 2013 CHNA was approved and adopted by the Board of Directors on September 5, 2013.

## Health Needs Not Being Addressed

Pomona Valley Hospital Medical Center (PVHMC) responds to priority health needs in many ways. In addition to uncompensated and charity care, PVHMC annually provides direct financial support of local nonprofit organizations that are uniquely qualified to provide specialty services to our community and targeted populations.

Of the priority health needs identified through our needs assessment, PVHMC evaluated its capacity to serve the mental health, substance abuse, and dental health needs of our community. PVHMC does not have dental providers on staff to perform routine dental procedures, and does not have a licensed psychiatric facility -or the capacity- to provide inpatient and outpatient substance abuse treatment. While PVHMC has some services in place to assist with mental health and substance abuse, such as emergent psychiatric consultations, mental health referrals, and smoking cessation education, it was determined that this critical need is best served by others. Accordingly, PVHMC will continue to support Tri-City Mental Health, Recuperative Care, the Department of Mental Health, and other community based organizations that provide these services.

# Implementation Strategy

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In support of PVHMC's 2013 Community Health Needs Assessment (CHNA), and ongoing Community Benefit Plan initiatives, Pomona Valley Hospital Medical Center's Implementation Strategy documents the priority health needs for which PVHMC will address in the community and translates our CHNA data and research into actual, measurable strategies and objectives that can be carried out to improve health outcomes. PVHMC determined a broad, flexible approach was best as strategies and programs for community benefit are budgeted annually and may be adjusted during this 12-month period of time. Accordingly, the Implementation Strategy will be continuously monitored for progress in addressing our community's health needs and will serve as a tool around which our community benefit programs will be tailored.

## Priority Area 1: Chronic Disease Management

### *Identified Need: Cardiovascular Health, Diabetes, Cancer*

**Description:** Managing chronic disease encompasses prevention, intervention, evidence-based education, self-management tools, treatment, and wellness support provided for those with chronic health conditions such as cancer, high blood pressure, diabetes, asthma, obesity, osteoporosis, chronic heart failure, and others. Chronic disease is a condition that can be controlled, but not cured, and is often a contributor to premature death.

#### **Goals:**

- Decrease morbidity from treatable cardiovascular health conditions and illnesses among persons with hypertension, stroke, heart disease; increase awareness of risk
- Decrease morbidity from treatable cancers
- Decrease the diabetes prevalence rate in our community
- Increase the number of people that are aware of their risk of Type 2 Diabetes
- Increase education and disease self-management among those living with Type 2 Diabetes

**Contributing Factors:** lack of accessible primary care services; lack of or inadequate medical insurance; socioeconomic health drivers

#### **Strategies:**

- Provide glucose screenings at health fairs and events (local and on-campus)
- Provide diabetes education for expectant mothers
- Provide free or low cost weight management and nutrition education
- Provide education to promote cardiovascular health and risk reduction
- Offer blood pressure screenings at health fairs and events (local and on-campus)
- Publish information on cardiovascular health, diabetes, cancer treatment, and available resources to address these conditions
- Provide care coordination to assure patients are positioned for a safe discharge home, with positive health outcomes
- Provide Cancer Care Patient Coordinators and Social Services to guide patients with making appointments, receiving financial assistance, and enrolling in support groups.
- Continue Glucose Point of Care Testing-meal tray insulin administration- for inpatient diabetic patients

**Measures:**

- Number in attendance at health fairs and events; number of screenings performed
- Number of publications distributed
- Number of participants in cardiovascular, diabetic, and cancer classes, support groups, and lectures

**Anticipated Impact:** Through the above strategies, PVHMC anticipates the following improvements in community health: 1) reduced prevalence rate of targeted chronic diseases, 2) increased awareness about self-management tools, and 3) increased awareness of risk factors associated with targeted chronic diseases

**Performance Metrics:**

- Stead Heart and Vascular Center lectures and classes for cardiovascular health-725 persons served
- Saving Strokes Event-10 persons served
- Annual Los Angeles County Half- Marathon-8,000 in attendance
- Community blood pressure screenings-130 persons served
- Diabetic Education Fair (on-campus)-191 persons served
- Nutrition education-218 persons served
- The Robert and Beverly Lewis Family Cancer Care Center education, wellness classes, workshops, forums, and events-5,200 persons served
- Cancer Program Annual publication-250 distributed
- Stead Heart and Vascular Center publications-3600 distributed

## Priority Area 2: Healthy Lifestyle Support

### *Identified Need: Health Education, Wellness Classes, Support Groups*

**Description:** “Healthy Lifestyle Support” addresses the need for health and wellness support through the delivery of health education, disease prevention programs, wellness classes, speaking engagements, and support groups that aide our community in disease recovery and healthy lifestyle choices that lead to better health outcomes, improved quality of life, and longevity of life.

**Goals:** Improve the status health of residents living in the Pomona Valley by:

- Increasing community awareness of disease-specific risk factors, early intervention, and prevention strategies
- Increasing the number of people aware of disease self-management strategies
- Increasing awareness of actions to take in a health-related emergency
- Easing the stress and burden of individuals living with disease

**Contributing Factors:** sedentary lifestyle; lack of insurance or inadequate medical coverage; lack of education in healthy eating and importance of exercise; socioeconomic factors; lack of awareness of community resources

**Strategies:**

- Provide free or low-cost health education classes and wellness support groups
- Collaborate with community partners to increase awareness of available classes offered at PVHMC
- Participate in community-wide initiatives that promote healthy eating, disease prevention, and weight management
- Publish information promoting healthy lifestyles and distribute in the community



- Provide comprehensive, culturally sensitive health forums, support groups, and workshops that provide hands-on healthy lifestyle support to the community
- Provide CPR and Stroke Alert education and training

**Measures:**

- Number of classes, workshops, and support groups provided to the community
- Number of community participants in attendance; number of new attendees
- Community feedback

**Anticipated Impact:** Through the above strategies, PVHMC anticipates the following improvements in the health of our community: 1) reduced prevalence rate of targeted chronic diseases, and 2) increased prevalence in self-management of disease

**Existing Programs -Performance Metrics:**

- Robert and Beverly Lewis Family Cancer Care Center wellness classes, support groups, early detection and prevention lectures, and community forums- 5,200 persons served
- Women’s’ and Children’s’ Services health and education classes- 4,700 persons served
- Stead Heart and Vascular Center Risk Reduction Class; cardiac education - 725 encounters
- Cancer Program Annual Report- 250 copies distributed
- Health Fairs/Community Events- 30,000 Individuals reached
- Hands-Only CPR- 6,300 persons served
- Sleep Disorders Meetings- 30 persons served
- Nutrition education- 218 Encounters
- Hospital tours in English, Spanish, and Chinese- 241persons served
- Inpatient smoking cessation education
- Inpatient asthma education
- “Every 15 Minutes” drunk driving education-approximately 1000 students served

**Priority Area 3: Access to Care**

**Identified Need: General Access to Care and Access to Preventative Care**

**Description:** Access to healthcare represents the need to improve accessibility to general health care, specialty care, or preventative care services for members of our communities who lack the ability to receive needed care, either as a result of being uninsured or underinsured, or as a result of other key environmental and behavioral drivers of health. Access to comprehensive, quality health care is vital for the improvement of health outcomes.

- General Access: encompasses access to emergency care, specialty care, home healthcare, transportation services, access to mobility devices, reduced cost medications, promotion of low-cost health-related resources in the community, collaborative efforts with other community groups to provide healthcare services, and insurance enrollment services
- Access to Preventative Services: encompasses promotion of low-cost primary and preventative health services in the community including access to immunizations and preventative screenings

**Goals:** Decrease barriers to receiving needed healthcare through:

- Providing enrollment assistance in appropriate health plans for our community’s vulnerable populations

- Increase PVHMC's capacity to care for patients needing emergency treatment, surgery, and primary care

**Contributing Factors:** lack of or inadequate medical insurance; socioeconomic and behavioral drivers of health; lack of awareness of community resources

**Strategies:**

- Provide on-site enrollment assistance and care coordination for appropriate health insurance plans
- Increase community awareness about health services offered, wellness classes, and support groups
- Provide discharge transportation for vulnerable patients who are otherwise unable to get home
- Provide free, low-cost or reduced-cost health services, medications, and medical devices
- Provide screenings and immunizations at local health fairs
- Work with satellite centers for referrals to primary care services
- Continue working with PVHMC's Family Medicine Residency Program to increase primary care physicians in the region
- Collaborate with community partners to provide primary and specialty care

**Measures:**

- Number of patient encounters among general, specialty, and community outreach services
- Number of community partnerships established
- Number of immunizations and screenings provided in the community

**Performance Metrics:**

- PVHMC Family Medicine Residency Program
- Sports Injury Evening Clinic- 227 free injury screenings and 110 free x-rays
- Enrollment assistance in appropriate health plans for our patients who are admitted without insurance
- Discharge transportation services for our vulnerable patients; ambulance transports- 800 persons served
- Medication assistance-482 persons served
- Immunizations provided (in community and on-campus)-300 persons served

**Anticipated Impact:** Through the above strategies, PVHMC anticipates the following improvements in community health: 1) reduced prevalence rate of targeted chronic diseases, 2) increased access to emergency, specialty, and primary care, and 3) increased awareness of resources available in the community to meet health needs

## Community Partners

Pomona Valley Hospital Medical Center invests in partnerships with community organizations that share our mission and vision for serving the diverse ethnic and cultural needs of our community. It is essential to work closely to help strengthen our community and create solutions. We are very fortunate to partner with the following organizations to address the health needs of our community:

- American Cancer Association
- American Heart Association
- American Stroke Association
- American Health Journal
- American Red Cross
- Auxiliary of PVHMC
- Bright Prospect
- Boys and Girls Club of Pomona
- CAHHS Volunteer Services
- Cal Poly Pomona
- Casa Colina Hospital for Rehab Medicine
- Chaffey College
- Chino Kiwanis
- Chino Hills Chamber of Commerce
- Chino Valley Unified School District
- Chino Valley YMCA
- Claremont Chamber of Commerce
- Claremont Hospice Home
- Community Senior Services Board
- East Valley Community Health Center-  
Pomona
- Firefighters Quest for Burn Victims
- House of Ruth
- IEHP
- International Association for Human Values
- InterValley Health Plan
- Kids Come First Community Clinic
- Ladies Plastic Golf Association
- Loma Linda University
- Meals on Wheels
- Mount San Antonio College
- National Health Foundation
- Pomona Chamber of Commerce
- Pomona Host Lions Club
- Pomona Rotary
- Pomona Unified School District
- Pomona Valley YMCA
- Project Sister
- St. Lucy's Benedictine Guild
- Steven's Hope for Children
- The Learning Centers at Pomona Fairplex
- Upland Kiwanis
- Western University of Health Sciences
- YMCA of San Gabriel Valley

### Additional organizations addressing the health needs of our community:

- East Valley Community Health Center, Pomona
- Mission City Community Clinic, Pomona
- Planned Parenthood, Pomona
- Planned Parenthood, Upland
- Chino Valley Medical Center, Chino
- Montclair Hospital, Montclair
- San Antonio Community Hospital, Upland
- Community Hospital of San Bernardino, San Bernardino
- Kaiser Permanente, Fontana
- Pomona Valley Health Center, Chino
- Pomona Valley Health Center, Chino Hills
- Pomona Valley Health Center, Claremont
- Family Health Center, Pomona
- Pomona Community Health Center
- Arrowhead Regional, Lake Arrowhead
- Loma Linda University Medical Center
- St. Bernadine Medical Center
- San Dimas Community Hospital
- Citrus Valley Medical Center-QV Campus

## Additional Investments in Community Healthcare Needs

In addition to the community benefit programs currently being offered and strategies to address the priority areas identified in our Community Health Needs Assessment (CHNA), years of planning will culminate in expanded facilities to care for the changing healthcare needs of the community. For the next three years, Pomona Valley Hospital Medical Center will embark on the first phase of an expansive master plan to add beds, increase services and improve the patient and visitor experience. This transformation will increase capacity and ensure quality healthcare for generations to come.

### Projects

- The Robert and Beverly Lewis Outpatient Pavilion
- Emergency Department Expansion
- Main Entrance and Lobby Renovation
- Neonatal Intensive Care Unit (NICU) Expansion
- New, larger Physical Therapy Department and Stead Cardiac Wellness Center

### Highlights

- 5 Additional Operating Rooms
- 20 Pre & Post-Surgical Bays
- 24 Additional Medical/Surgical Beds
- Additional Telemetry Beds
- New Pre-Operative Testing Center
- 23 Additional Emergency Beds
- 12 Additional Intensive Care Beds
- Additional NICU Beds
- Increase Private Rooms
- Increase Emergency Department Parking

PVHMC – Outpatient Pavilion



## Additional Investments in Community Health

To help address and combat influences outside of the hospital environment affecting our most vulnerable populations, Pomona Valley Hospital Medical Center (PVHMC) actively invests in activities that focus on social, environmental, and behavioral drivers of health. Such activities include:

- **Community Financial Support:** Pomona Valley Hospital Medical Center has a formal sponsorship process to award, sponsor, and support local community organizations that share the same mission and vision for improving the health of our community. In 2013, more than \$100,000 was provided to nonprofit organizations in support.
- **Economic Development:** As one of the largest employers in our service area, Pomona Valley Hospital generates thousands of jobs and is committed to the economic prosperity of our community. PVHMC employs over 2,500 associates and has 575 active physicians on Medical Staff.
- **Cultural Diversity:** Pomona Valley Hospital Medical Center provides translation services to all patients and visitors and prints publications in both English and Spanish language.
- **Charity and Uncompensated Care:** Pomona Valley Hospital is a designated disproportionate share hospital, providing health care services to indigent, uninsured, and underinsured populations at a cost of \$78,072,806 in unreimbursed and charity care in 2013.
- **Education:** Pomona Valley Hospital Medical Center invests in health professions training to support educational attainment in our community, providing student training for nursing, physical therapy, dietetics, and billing. PVHMC also collaborates with the University of California at Los Angeles to provide a Family Medicine Residency Program and provides sponsorship to Chino Valley Unified School District for their “Attendance Counts” program. In 2013 PVHMC celebrated the kick-start of its Simulation Program, an educational in-service program using real life mannequins to simulate medical emergencies. Simulation education supports PVHMC’s goals to continuously provide the best in patient safety and clinical outcomes.
- **Research:** The Robert and Beverly Lewis Family Cancer Care Center at Pomona Valley Hospital Medical Center engages in annual clinical research and trials to improve the delivery of cancer care. Moving into 2014, the Stead Heart and Vascular Center at PVHMC will engage in clinical research with the American Stroke Association.
- **Associate Engagement:** Pomona Valley Hospital Medical Center invests in the health of our Associates and Volunteers through engaging participation in PVHMC’s onsite gym and exercise room, Los Angeles County Half-Marathon, and awarding Associate “Wellness Points” that can be redeemed for prizes. Additionally, PVHMC engages Associate participation in the community through donating time and goods to local nonprofit organizations such as food banks, schools, and homeless shelters.
- **Technology:** PVHMC strives to provide high-quality personalized care with the best in medical technology and innovative treatment to all members of our community. In 2012, all mammography machines were replaced with state-of-the-art 3D Tomosynthesis machines, offering high resolution, 3D screenings to all women - the first in the region to do so.

# Summary of Key Services

**Table 6**, below, provides a summary of Community Benefit Programs and Activities provided by PVHMC to address the priority health needs identified in our 2013 Community Health Needs Assessment. It is organized according to categories on Schedule H of the Internal Revenue Service (IRS) 990 form.

| <i>2013 Services Addressing Priority Need</i> | <b>Chronic Disease Management</b>                              | <b>Health Education/ Wellness</b> | <b>Access to Care</b> | <b>Broader Community</b> | <b>Vulnerable Population</b> |
|---|--|-----------------------------------|-----------------------|--------------------------|------------------------------|
| <b>Community Health Improvement Services</b>  | Cancer Education, Events, Wellness Programs and Support Groups | ✓                                 | ✓                     | ✓                        | ✓                            |
|   | Cardiac Education, Events and Support Groups                   | ✓                                 | ✓                     | ✓                        | ✓                            |
|   | Family Birth Services Education, Events, and Support Groups    | ✓                                 | ✓                     | ✓                        | ✓                            |
|   | Having a Healthy Baby  |                                   | ✓                     | ✓                        | ✓                            |
|   | Health Fairs, Community Events, Immunization Clinic            | ✓                                 | ✓                     | ✓                        | ✓                            |
|   | Sports Medicine Center   |                                   | ✓                     | ✓                        | ✓                            |
|   | Maternal-Fetal Transport Program                               |                                   |                       | ✓                        | ✓                            |
|   | Family Medicine Residency Program                              |                                   |                       | ✓                        | ✓                            |
|   | Kids Health Fair   |                                   | ✓                     | ✓                        | ✓                            |
|   | Pomona Community Health Center                                 |                                   |                       | ✓                        | ✓                            |
|   | Hospital Food Drive  |                                   |                       |                          | ✓                            |
|   | Meals on Wheels  | ✓                                 | ✓                     |                          | ✓                            |

| 2013 Services Addressing Priority Need |   | Chronic Disease Management | Health Education/ Wellness | Access to Care | Broader Community | Vulnerable Population |
|--|---|----------------------------|----------------------------|----------------|-------------------|-----------------------|
|  | Speakers Bureau   | ✓                          | ✓                          |                | ✓                 |                       |
|  | Community Blood Pressure Screenings   | ✓                          | ✓                          | ✓              | ✓                 | ✓                     |
|  | Hands-Only CPR  |                            | ✓                          |                | ✓                 |                       |
|  | Women's Conference  | ✓                          | ✓                          |                | ✓                 |                       |
|  | Diabetes Awareness Fair   | ✓                          | ✓                          | ✓              | ✓                 | ✓                     |
| <b>Health Professions Education</b>    | Physicians, Residents, Nurses and other professions; training and education | ✓                          | ✓                          | ✓              | ✓                 |                       |
|  | Perinatal Symposium   | ✓                          | ✓                          |                | ✓                 |                       |
|  | High School Career Day  |                            | ✓                          |                | ✓                 |                       |
| <b>Subsidized Health Services</b>      | Paramedic Base Station  |                            |                            | ✓              | ✓                 |                       |
|  | Ambulance and Transportation  |                            |                            | ✓              |                   | ✓                     |
|  | Medications and Durable Medical Equipment                                   |                            | ✓                          | ✓              |                   | ✓                     |
|  | Home Health Visits  | ✓                          | ✓                          | ✓              | ✓                 | ✓                     |
| <b>Research</b>                        | Cancer Care Clinical Trials   | ✓                          |                            | ✓              | ✓                 | ✓                     |
| <b>Cash and In-Kind Contributions</b>  | Wig Program   | ✓                          |                            |                | ✓                 | ✓                     |
|  | Administration, Human Resources and Facilities Donations                    |                            | ✓                          |                | ✓                 | ✓                     |
|  | Volunteers Services Car Seat, Layette                                       |                            | ✓                          |                |                   | ✓                     |

| 2013 Services Addressing Priority Need |  | Chronic Disease Management | Health Education/ Wellness | Access to Care | Broader Community | Vulnerable Population |
|--|--|----------------------------|----------------------------|----------------|-------------------|-----------------------|
|  | Medical Coverage for Los Angeles County Marathon     |                            | ✓                          | ✓              | ✓                 |                       |
| Community Building Activities          | Coalition Building                                   | ✓                          | ✓                          | ✓              | ✓                 | ✓                     |
|  | Nursing Advisory Committee and Senior Services Board | ✓                          | ✓                          |                | ✓                 |                       |
|  | High School Career Day                               |                            | ✓                          |                | ✓                 | ✓                     |

## Next Steps

As a non-profit organization, Pomona Valley Hospital Medical Center takes pride in our commitment to continuously strive to improve the status of health of our community, reaching out to meet health needs by:

- Providing free and partial payment hospital services for those without the ability to pay or limited financial resources
- Reaching out to our local schools and community groups on the importance of healthy living
- Providing medical services in underserved areas through free and community based clinical services
- Providing yearly vaccinations and screenings to children and the elderly
- Training health professionals like Family Medicine residents and nursing students in order to meet the needs of the future

Pomona Valley Hospital Medical Center's vast efforts in promoting community health, and dedication to providing "Expert Care with a Personal Touch" serves as an opportunity to examine some of our current programs, strategies, and successes. Pomona Valley Hospital Medical Center's planned next steps include:

- Continuous review of the Implementation Strategy to track performance metrics and measures to gauge the success of strategies
- Continue working collaboratively with other community groups (i.e. local public health departments, community based clinics) to optimize PVHMC's outreach efforts, identify where gaps exist, and identify opportunities for additional partnerships.
- Continue to meet with community groups and stakeholders to gather input that will be helpful in outlining PVHMC's Community Benefit programs and activities; PVHMC openly welcomes comments and feedback on our current publications.



# Plans for Public Review

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Pomona Valley Hospital Medical Center's Community Benefit Plan, Implementation Strategy, and Community Health Needs Assessment are made widely available to all interested members in both electronic and paper format. The cost of production and distribution of these reports will be absorbed by the Hospital.

To access the Community Health Needs Assessment, Implementation Strategy, and Community Benefit Plan on our website, please visit [pvhmc.org](http://pvhmc.org) and navigate to the community outreach tab on our home page. Requests for paper copies can be made by phone, in person, or by mail, by contacting:

Courtney N. Greaux  
Administrative Services Coordinator  
Pomona Valley Hospital Medical Center  
1798 North Garey Avenue  
Pomona, CA 91767  
(909)630-7398

In addition, the following methods will be utilized to reach members of the community with this information:

- Distribution through our local community collaboratives
- Distribution to city councils within our defined community
- Copies supplied to libraries and community centers within our community
- Copies provided to any agency or business within our community upon request
- Copies supplied to individual members of our community upon request
- Distributed to Hospital managers and staff upon request, with review of goals and objectives

## Approval from a Governing Body

Pomona Valley Hospital Medical Center's Implementation Strategy is adopted, pending Board of Directors approval on May 1, 2014. PVHMC's 2013 Community Health Needs Assessment was approved and formally adopted by the Board on September 5, 2013.

## Conclusion

Basic to our mission is our commitment to continuously strive to improve the status of health by reaching out and serving the needs of our diverse ethnic, religious, and cultural community. Every activity and program documented in our Implementation Strategy is annually budgeted to manage the use of available resources, allowing for adaptation and adjustment every year.

As we proceed with 2014 and move into 2015, PVHMC plans to continue supporting its varied community benefit activities and programs currently in place as described in this report, and develop new programs, when appropriate, to meet the needs of the community as identified in our 2013 Community Health Needs Assessment.

PVHMC has welcomed the opportunity to assess, formalize, and document the significant health needs identified within our community, and we thank you for allowing us to share our Implementation Strategy with you.