



COMMUNITY BENEFIT PLAN AND IMPLEMENTATION STRATEGY

2023

Prepared in compliance with California's Community
Benefit Law and Section 503(R)(3) of the Internal
Revenue Code for Fiscal Year 2023.



Expert care with a personal touch

Preface

California’s Community Benefit Law

California’s Community Benefit Law, referred to as Senate Bill 697 (SB 697) is found in the California Health and Safety Code, section 127340-127365. The law began in response to increasing interest from the community on contributions not-for-profit hospitals gave to their communities. The California Association of Catholic Hospitals and the California Healthcare Association co-sponsored SB 697 which was signed into law September 1994.

Senate Bill 697 requires private not-for-profit hospitals in California to describe and document the full range of community benefits they provide to their communities. Hospitals are required to provide a written document describing the hospital’s charitable activities to the community as a not-for-profit organization and submit this report annually. Every three years, hospitals conduct a community needs assessment and consequently develop a formal planning process addressing those issues. The goals and intent of SB 697 is that hospitals will collaborate with regional community partners to identify community needs and to work together in developing a plan to meet those needs.

Federal Requirements

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 these requirements, Pomona Valley Hospital Medical Center (PVHMC) conducted a 2024 CHNA and completed an Implementation Strategy to address the significant needs identified in our assessment. A summary of the 2024 CHNA and Implementation Strategy has been included in this report. PVHMC continuously monitors performance metrics to track progress and gauge the success of our outlined programs and strategies.

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Pomona Valley Hospital Medical Center

For more than 121 years, Pomona Valley Hospital Medical Center (PVHMC) has been committed to serving eastern Los Angeles and western San Bernardino counties with the highest quality patient and family-centered care.



Following a Christmas Eve train wreck in 1899, Pomona Valley residents knew the region needed a local hospital to ensure the well-being of the local community. Concerned citizens forged a partnership to establish Pomona's first hospital in 1903.

That same passion for our community and commitment to constantly improving and enhancing our healthcare services is as strong today as it was when Pomona Valley Hospital Medical Center (PVHMC) opened more than 121 years ago.

Today, PVHMC is a nationally recognized and accredited 427-bed, not-for-profit community medical center, proudly serving residents in eastern Los Angeles and western San Bernardino counties. With four Centers of Excellence – The Robert and Beverly Lewis Family Cancer Care Center, Stead Heart and Vascular Center, Women and Children's Center and Trauma Center – PVHMC offers residents specialized services close to home. PVHMC is certified by The Joint Commission in the following programs: Advanced Comprehensive Stroke, Advanced Palliative Care, Diabetes, Perinatal, Sepsis, and Total Joint Replacement. Additionally, PVHMC is proud to be:

- Largest non-public Trauma Center in Los Angeles County
- One of the largest birthing hospitals in Los Angeles and San Bernardino Counties
- Only maternal-fetal transport program in the region
- Largest Sweet Success (gestational diabetes) program in California

- Certified Baby-Friendly hospital
- Comprehensive Stroke Center
- STEMI Center for Los Angeles and San Bernardino Counties
- Only Chest Pain Center in Los Angeles County
- Regional Disaster Center

We have received many national designations, as well as recognition throughout the region and state for the specialized level of care and resources we offer. Our most recent awards and accolades include:

2023	Healthgrades	Stroke Care Excellence Award	
2023	Healthgrades	Pacemaker Procedures	5 Stars, 3 years in a row
2023	Healthgrades	Hip Fracture Treatment	5 Stars, 2 years in a row
2023	Healthgrades	Total Knee Replacement	5 Stars, 2 years in a row
2023	Healthgrades	Treatment of Stroke	
2023	Healthgrades	Treatment of Diabetic Emergencies	
2023-25	American Association of Critical Care Nurses	Silver-Level Beacon Award for Excellence, Telemetry 2 & 3 Units	
2023-25	Joint Commission	Sepsis Re-Accreditation	
2023-25	Joint Commission	Advanced Comprehensive Stroke Care	
2023-25	Joint Commission	Advanced Palliative Care	
2023-25	Joint Commission	Laboratory	
2023	CalHospital Compare	Opioid Care Honor Roll,	Superior Performance & Most Improved
2023	American College of Surgeons, Commission on Cancer	Reaccreditation of Cancer Program	

2023	California Department of Public Health, Healthcare-Associated Infections (HAI) Program	Antimicrobial Stewardship Program (ASP) Honor Roll	Silver Designation
2023	Get with the Guidelines (AHA/ASA)	Stroke Gold Plus Award	
2023	Get with the Guidelines (AHA/ASA)	Heart Failure Honor Roll and Target: Type 2 Diabetes Honor Roll	2 years in a row
2023-24	US News & World Report	Best Regional Hospital	Tied for #23 in LA Metro area and tied for #50 for CA. Top 12 % in nation
2023-24	US News & World Report	High Performing Rating for Diabetes, Heart Attack, Heart Bypass Surgery, Heart Failure, Hip Fracture, Kidney Failure, Pneumonia and Stroke	
2023	Blue Shield/Blue Cross of America	Blue Distinction® Centers for Maternity Care Program	
2023	The College of Healthcare Information Management Executives	Digital Health Most Wired - Acute Level 8, Ambulatory Level 8	
2023-25	American Association of Critical Care Nurses	Silver-Level Beacon Award for Excellence, CVICU, ICU2 & ICU3	
Spring 2024	The Leapfrog Group	"A" Safety Grade	
2023-24	US News & World Report	High Performing Hospital - Maternity Care	
2023	American College of Surgeons	Surgical Quality Partner	

PVHMC continually reflects upon our responsibility to provide high-quality healthcare 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. More than 4,050 highly trained, professional Associates and 700 active Physicians deliver safe, high-quality, patient and family-centric care to the residents of Pomona Valley, both on our campus and in the community.

As we look to the future, Pomona Valley Hospital Medical Center is embarking on a multi- year effort to bring its campus into compliance with state seismic code changes that go into effect in 2030. The project, anticipated to cost \$120,000,000, will seismically upgrade key buildings on campus.

Executive Summary

PVHMC works vigorously to meet our role in maintaining a healthy community by identifying health-related problems and developing ways to address them. In 2024, in compliance with California’s Community Benefit Law and Section 501(r)(3) of the Internal Revenue Code, a Community Health needs Assessment was completed. This assessment is intended to be a resource for PVHMC in the development of activities and programs that can help improve and enhance the health and well-being of the residents of Pomona Valley. Based on the results of the 2024 Community Health needs Assessment, PVHMC determined Access to Care, Prevention and Well-being, and Community Wide Collaboration and Coordination are the overarching health need priorities for our community for the next three years (2024-2027).

Throughout 2023, PVHMC addressed our community's health need priorities through partnerships, specialized programs, and community outreach initiatives. Classes and support groups were offered to the community both in-person and virtually on topics such as nutrition, stress-management, diabetes, heart-health, stroke prevention, rehabilitation, cancer, parenting, and childbirth. With a focus on disease management and raising awareness about risk factors, education and free health screenings were provided at various outdoor offerings. Through our palliative care and cancer navigation services, PVHMC offered social and emotional support and resources to improve quality of life for patients and support caregivers in the community, and transportation services, medication and durable medical equipment were offered to our most vulnerable patients at no cost.

PVHMC proudly provided support of several community-based organizations to further their missions and support minority, low-income or medically underserved residents. PVHMC subsidized emergency, trauma, and maternal-fetal transport services, to provide our community with access to high-quality specialty care 24-hours a day, 365 days a year. In keeping with our priority to enhance access to care through a grant from California Bridge Program and Inland Empire Health Plan (IEHP), PVHMC initiated the development of an emergency room nurse navigator team to help overcome barriers to care for patients experiencing behavioral / mental health and/or substance use disorders (SUD) presenting in the emergency room for treatment.

As a teaching hospital, PVHMC offered training for nursing, respiratory, radiology, physical and occupational therapy, pharmacy, surgery, dietetics, and social services students, and through our UCLA affiliated Family Medicine Residency Program, residents continued to be trained in underserved medicine, geriatrics, obstetrics, and family medicine, and provided services to local nursing homes, hospice, and Federally Qualified Health Centers.

In total, the economic value of community benefits provided by PVHMC in FY 2023 is estimated at \$94,859,993 including charity care, unreimbursed care, and other community health improvement benefits as stated on IRS Schedule H (Form 990) Part I.7.k.

The importance of healthcare in our community is represented in all the work we do. PVHMC demonstrates its profound commitment to improve the status of health for our community and welcomes this occasion to share our 2024 Community Needs Assessment and 2023 Benefit Plan.

Our Mission, Vision, and Values

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 healthcare services;
- Be the Medical Center of choice for patients and families because they know they will receive the highest quality care and services available anywhere;
- Be the Medical Center where physicians prefer to practice because they are valued customers and team members supported by expert healthcare 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 healthcare 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!*

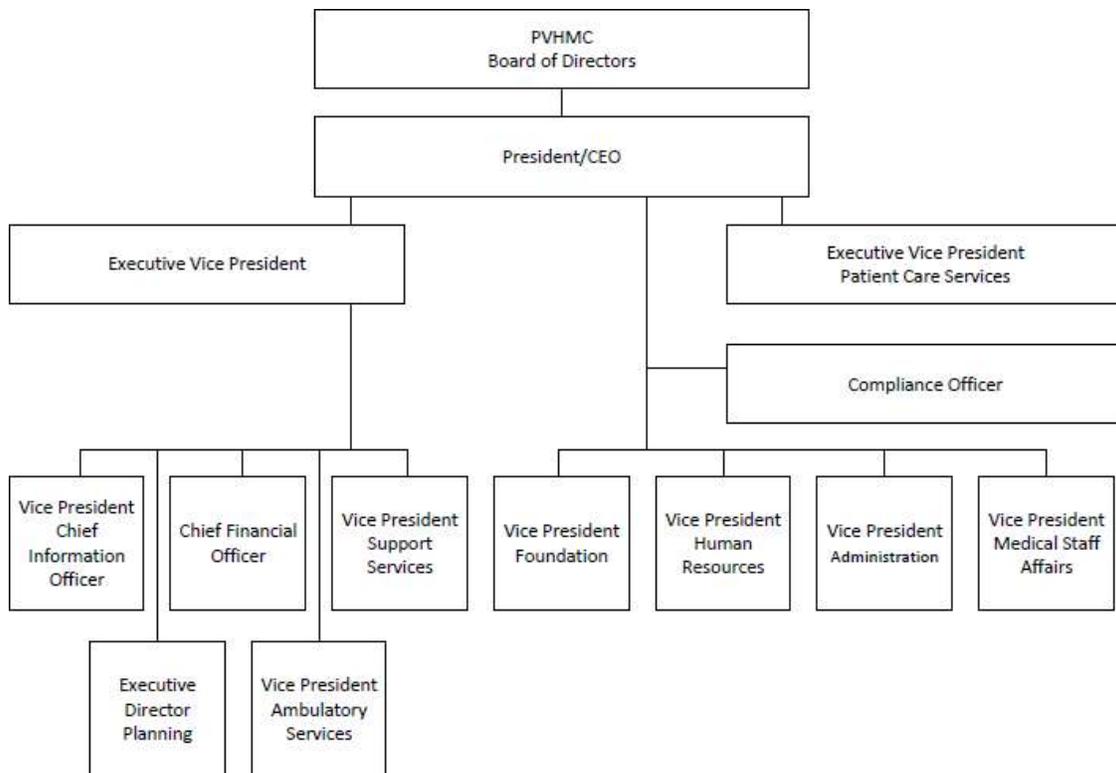
Our Leadership

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: William C. McCollum

Community Benefit Executive: Leigh C. Cornell, FACHE



Our Services

Emergency Care Services

- Level II Adult Trauma Center
- EDAP - Emergency Department Approved Pediatrics Los Angeles STEMI receiving Hospital Comprehensive Stroke Center
- Los Angeles County Disaster Resource Center

Adult Services

- General Medical and Surgical Services
- Critical Care Services
- Cardiac Cauterization and Surgery

Pediatric Services

- General Pediatric Medical and Surgical Services
- Level IIIB Neonatal Intensive Care Unit
- Neonatal Transportation Services
- Pediatric Specialty Outpatient Clinic

Obstetric Services

- Perinatology
- High Risk Obstetrics
- Maternal/Fetal Transport Services

Ambulatory Services

- Urgent and Primary Care Clinics
- Radiation and Medical Oncology
- Gastroenterology Lab
- Kidney and Urological Services
- Sleep Disorders Center
- Radiology
- Rehabilitation Services including physical, occupational, speech and cardiovascular

Urgent Care and Primary Care Centers

- Claremont, La Verne, Chino Hills and Pomona locations



PVHMC has more than 700 Physicians and 3,900 Associates who are supported by more than 500 Volunteers to deliver the most comprehensive health services to our patients.

Statistics

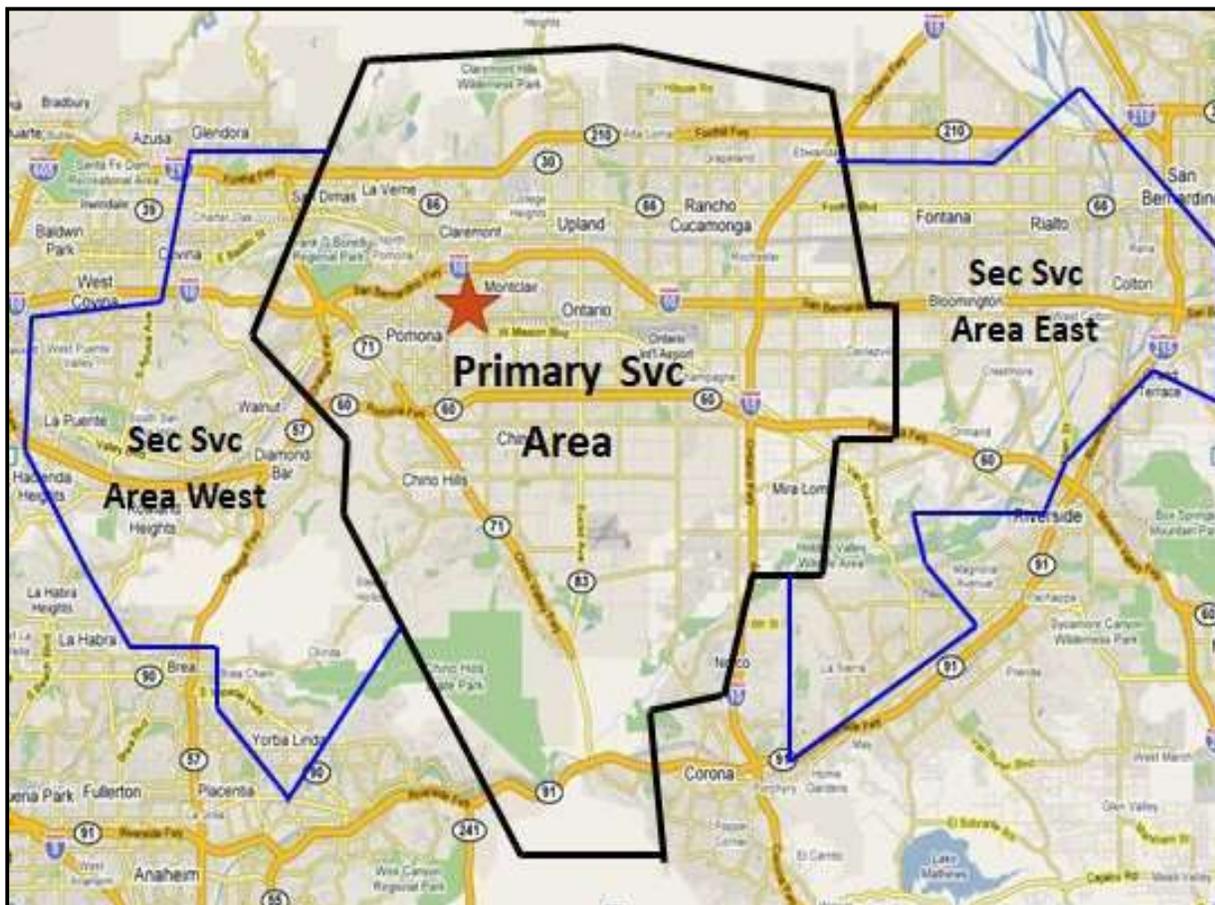
PVHMC Statistics	2021	2022	2023
Total Patient Days	93,479	95,638	96,268
Total Admissions	19,253	20,689	20,694
Overall Hospital Length of Stay	4.8	4.6	4.6
Average Daily Census	256	262	264
Emergency Visits	85,785	96,510	95,963
Emergency Room Admissions	12,141	13,466	13,643
Deliveries	5,529	5,593	5,518
Inpatient Surgery	3,886	4,155	3,937
Outpatient Surgery	5,727	6,277	6,624
Cardiac Surgeries	159	150	170
Cath Lab Procedures (inpatient & outpatient)	1,717	1,810	2,023
Radiology Procedures (inpatient & outpatient)	228,881	243,092	260,547
Laboratory Procedures (inpatient & outpatient)	1,681,898	1,718,089	1,766,087
Physical Therapy and Rehab Visits (inpatient & outpatient)	125,287	129,833	134,992
Urgent Care & Primary Care Visits	153,135	167,344	177,654

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 886,768 (Source: U.S. Census Bureau, 2020). Our secondary service area includes additional surrounding cities in San Gabriel Valley and western San Bernardino County.

For the purposes of the California Community Benefit Law, our service area was determined and defined by analyzing inpatient admissions data and discharge data from the Department of Health Care Access and Information (HCAI).

The Communities We Serve



Demographic Profiles

	Population	Median age	% Under 18 yrs. old	% 18 to 64 yrs. old	% 65+ yrs. old
Chino	93,149	36.5	26%	61%	12%
Chino Hills	77,923	40.1	21%	63%	16%
Claremont	36,891	41.5	16%	63%	20%
Fontana	212,448	33.6	26%	65%	9%
La Verne	31,239	45.8	19%	58%	23%
Montclair	37,842	32.9	25%	64%	11%
Ontario	179,062	33.6	25%	64%	11%
Pomona	146,015	35.9	24%	64%	12%
Rancho Cucamonga (includes Alta Loma)	176,359	39.8	22%	63%	15%
San Dimas	34,466	42.7	20%	62%	18%
Upland	78,851	37.1	24%	59%	16%
California	39,029,344	37.9	22%	62%	16%
Los Angeles County	9,721,138	38.2	20%	64%	15%
S.B. County	2,193,656	34.4	25%	62%	12%

Sources: Census Report, <https://censusreporter.org/>; County of Los Angeles Public Health, <http://publichealth.lacounty.gov/>, The 2022 California Health Interview Survey

Median Household Income, Poverty, Education, and Foreign Born (2022)

City/Region	Median Household Income	% Below Poverty Line	HS Grad or Higher	Bachelor's Degree or Higher	Foreign Born
Chino	\$95,721	11.7%	84.1%	31.7%	26.4%
Chino Hills	\$105,978	7.9%	90.5%	41.5%	35.8%
Claremont	\$115,091	5.9%	94.5%	57.6%	17.2%
Fontana	\$93,581	8.6%	79.0%	22.9%	29.1%
La Verne	\$103,816	8.5%	93.5%	41.6%	17.0%
Montclair	\$72,789	14.9%	73.7%	19.0%	32.2%
Ontario	\$79,129	12.6%	80.0%	18.5%	26.6%
Pomona	\$77,609	12.0%	71.9%	19.5%	33.3%
Rancho Cucamonga (includes Alta Loma)	\$108,345	7.4%	91.2%	39.9%	18.5%
San Dimas	\$102,241	9.3%	93.6%	38.0%	20.0%
Upland	\$97,838	11.8%	91.2%	37.2%	17.3%
California	\$91,551	12.2%	84.7%	37.0%	26.7%
Los Angeles County	\$82,516	13.9%	80.6%	35.6%	33.1%
San Bernardino County	\$79,091	13.4%	82.0%	23.0%	21.5%

Sources: Census Report, <https://censusreporter.org/>; County of Los Angeles Public Health, <http://publichealth.lacounty.gov/>,

The 2022 California Health Interview Survey

Gender and Ethnicity

City/Region	% Male	% White	% Black	% Asian	% Hispanic of any race
Chino	51%	16%	5%	21%	53%
Chino Hills	48%	15%	2%	42%	38%
Claremont	47%	48%	5%	15%	24%
Fontana	52%	12%	8%	7%	69%
La Verne	48%	45%	3%	10%	36%
Montclair	48%	11%	5%	10%	71%
Ontario	49%	12%	4%	10%	70%
Pomona	51%	6%	3%	11%	76%
Rancho Cucamonga (includes Alta Loma)	49%	34%	8%	15%	39%
San Dimas	48%	40%	3%	16%	36%
Upland	48%	33%	10%	9%	43%
California	50%	34%	5%	15%	40%
Los Angeles County	50%	24%	7%	15%	49%
San Bernardino County	50%	24%	7%	8%	56%
SPA3	50%	10%	1%	59%	27%

Sources: Census Report, <https://censusreporter.org/>; County of Los Angeles Public Health, <http://publichealth.lacounty.gov/>, The 2022 California Health Interview Survey

2024 Community Health Needs Assessment Summary

Grounded in a longstanding commitment to address the health needs of our community, Pomona Valley Hospital Medical Center (PVHMC) partnered with California State University San Bernardino's Institute of Applied Research (IAR) to conduct a formal Community Health Needs Assessment (CHNA). IAR has contributed to PVHMC's Community Needs Assessments since 2009. The complete 2024 CHNA process consisted of primary and secondary data collection, including valuable input from community, stakeholder, and public health representatives, that was examined to identify the most critical health needs of our community and serve as the basis for our Community Benefit Plan and Implementation Strategy.

Methodology

Three methods were used in order to collect primary data from target populations. First, IAR implemented the telephone survey of residents in PVHMC's service area using a registered voter list as the sampling frame for the study. The phone survey was conducted between January 22 and February 5, 2024, and yielded 305 completed surveys (resulting in a 95% level of confidence and an accuracy of +/- 6% when generalizing to the population of adult registered voters in PVHMC's service area). A total of 14.8% of the surveys were completed in Spanish.

Next, IAR launched an online survey using an established panel of individuals who have already agreed to take part in research of this type. That survey was "live" between February 8, 2024, and February 13, 2024. The total sample size was 248 completed surveys, resulting in a 95% level of confidence and an accuracy of +/- 6.2% when generalizing to the population of adults in PVHMC's service area.

Finally, IAR prepared a link to an online Qualtrics survey to gather additional community input. PVHMC's outreach team promoted the survey on dedicated websites, social media (Facebook, Instagram, Twitter), print ads, emails to patients and community leaders, flyers, and internal communication. That survey was launched on February 1, 2024 and left active until February 29, 2024 to maximize community input. This approach yielded a total of 662 residents from twelve cities within PVHMC's service area. No estimates of confidence and accuracy can be provided

given the non-random nature of the distribution method. It was noted very few Spanish of the surveys (2.7%) were received from this mode.

The above methods yielded input from a total of 1,215 people. When used together, the three distribution methods provided a broad opportunity for people to provide input via landline phone, cell phone, or online -- either in English or Spanish.

The final component of PVHMC's Community Health Needs Assessment consisted of eliciting the views of public health officials in both Los Angeles and San Bernardino Counties. The Los Angeles County Department of Public Health officials who agreed to be interviewed were Ms. Jasmine Ting, Area Administrator, Community and Field Services, SPA 3 (SGV); and Mr. Jose Escobar, Regional Health Officer for SPA 3. Ms. Monique Amis (San Bernardino County Chief of Community and Family Health) provided information regarding San Bernardino County.

The interviews consisted of questions regarding the unmet health needs of the community in the areas of:

- Support for patients and families (education, support groups, etc.),
- Primary care and preventative health services,
- Chronic disease management, and
- Wellness (nutrition, physical activity, smoking, etc.).

IAR used a modified Delphi process with participants selected from various regional community groups. Potential participants were first identified by PVHMC staff as individuals who could provide needed input to the study. On February 28, 2024, IAR sent each participating individual a link to an online survey. The survey introduction described the study process and obtained the participant's consent to participate (per IRB protocol).

The survey covered the following topics:

- The top 3 most significant health needs that have the greatest impact on overall health in the community;
- Community subgroups that are most affected by those unmet health needs;
- Health services or resources that are lacking;
- Barriers to receiving health care, especially for the minority and medically underserved populations;
- Positive and negative influences on the health of people in the community;

- The most important thing that hospitals in the region can do to improve the health and wellness of the community, especially minorities and medically underserved populations; and
- Suggestions for helping PVHMC meet the needs of the community.

The survey was active until March 14, 2024, to maximize participation. In total, eleven organizations agreed to participate in the study. IAR summarized their input, sent it back to the participants to ensure that we had properly captured their opinions.

Objectives

The objectives of the 2024 CHNA were consistent with previous years, in that PVHMC desired to:

1. objectively look at demographic and socioeconomic aspects of the community, health status, and barriers to receiving care,
2. identify opportunities for collaboration with other community-based organizations,
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 the communities we serve.

In the first phase of PVHMC's assessment process, primary data was collected from residents within PVHMC's service area to determine their perceptions and needs regarding various health issues. Specific issues and questions included:

- Demographic profile of survey respondents: city of residence, gender, marital status, education, income, ethnicity, age, years living in the community, number of people and number of children in the household;
- Health status indicators: Self-reported health evaluation, impact of the pandemic on overall health, chronic illnesses, other health issues, children's health conditions, and advanced directives;
- Major health influencers: healthy eating, use of tobacco and vaping (and follow-up health screening), health insurance coverage (and reasons for no coverage), barriers to receiving needed health services, utilization of health care services for routine primary/preventative care, safety (accidents, injuries, and other concerns), COVID-19 pandemic, experience with and evaluation of PVHMC; and
- "Other" issues: issues of DEI (diversity, equity, and inclusion), biggest health-related issue or service needed, and best ways of disseminating information about classes/support groups/events.

Secondary data was collected from a variety of sources regarding health status indicators and major health influencers for PVHMC's service area:

- Health status indicators: cardiovascular disease, diabetes, cancer, high blood pressure, obesity, and other leading causes of death. These indicators were compared to Healthy People 2020 goals at the SPA (Service Planning Area) 3 level, Los Angeles County level, and San Bernardino County level.
- Major health influencers: smoking/tobacco use, physical activity levels, health insurance coverage.

Findings

PVHMC reviewed the 2024 Community Needs Assessment Report and through analysis of primary, secondary, focus group and public health input received. The following were identified as significant health needs in PVHMC's primary service area:

- Care coordination and assistance in navigating the complex health care system.
- Access to affordable primary care/prevention services is a high priority need, especially for low-income populations, communities of color, homeless, LGBTQ+, seniors, undocumented populations, and minority groups.
- Mental health services/resources were mentioned as a high priority. This is especially important for marginalized communities, Medicaid and uninsured populations, underrepresented minorities, youth and aging populations, people with special healthcare needs, and the severely mentally ill.
- Community-wide partnerships and collaborations for vulnerable populations including; seniors, minority populations, people with low income and education, special needs patients, LGBTQ+, and homeless
- A need for resources and support for homeless populations.
- There has been an increase in people diagnosed with cardiovascular diseases in Los Angeles and San Bernardino Counties.
- Food insecurity continues to be an issue for a large percentage of adults in the PVHMC region.

Major Influencers of Health Identified (Social-Determinants of Health)

- Health Insurance Status (city-specific))
- Cost of Healthy Food/Access to Healthy Food (city-specific))
- Poverty/Economic standing
- Education level/health literacy
- Language and Cultural Barriers as Influencers of Trust

Prioritized Health Needs

Community health needs were determined to be significant through evaluation of primary and secondary data, whereby the identified significant community health needs were grouped into three overarching areas: Access to Care, Community Wide Collaboration and Care Coordination, and Prevention and Well-Being. The following table shows PVHMC's prioritized health needs and selected areas of focus for 2024-2026 CHNA cycle.

2024 Community Health Needs Assessment Priority Health Needs

The 2024 Community Health Needs Assessment identified the need for assuring health equity for our Community's most vulnerable populations and collaborating with community partners to address:

Priority Area	Community Health Need Priorities
Access to Care	<ul style="list-style-type: none"> Access to affordable preventative care and health screenings Access to behavioral health resources Access to primary and specialty care providers and services
Community Wide Collaboration and Coordination Opportunities	<ul style="list-style-type: none"> Improved awareness of healthcare services and resources Help navigating the complex health system Food insecurity
Prevention and Well-Being	<ul style="list-style-type: none"> Prevention and management of chronic conditions Healthy eating and lifestyles



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In response to these findings, PVHMC will actively seek ways to build-upon existing and establish new partnerships, and support community benefit programs to meet these priority health needs.

Prioritization Process

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 within the next triennial CHNA cycle, and
3. Alignment between the identified health need and Pomona Valley Hospital Medical Center's mission, vision, and strategic plan.

Full Report

PVHMC's comprehensive 2024 Community Health Needs Assessment is widely available on our website at: <https://www.pvhmc.org/about-us/community-services/>.

2024 – 2026 Implementation Strategy

In response to the assessment’s findings, an Implementation Strategy was developed to operationalize PVHMC's community benefit goals. These goals include: improving access to primary and specialty care, especially for our most vulnerable residents, through hospital and community-based medical services and financial assistance that directly meets their needs; improving health outcomes for patients suffering from stroke, cardiovascular disease, cancer, and diabetes through low cost or no-cost health screenings, patient navigation services, support groups, and community collaboration; increasing awareness about risk factors for disease and prevention through community education and outreach; and, to improve the overall health and well-being of our community through social, emotional and behavioral / mental health support services.

In support of PVHMC’s 2024 Community Health Needs Assessment (CHNA), and ongoing Community Benefit Plan initiatives, Pomona Valley Hospital Medical Center’s FY2024 – FY2026 Implementation Strategy documents the priority health needs for which PVHMC will address in the community and translates our CHNA data and research into actual 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 as new programs are developed. 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 Health Need	Anticipated Impact	Strategies to Address the Need	Metrics and/or Methods of Evaluation:
Access to Care and Services	Increased access to emergency, urgent, specialty, and primary care	Continue to increase PVHMC’s capacity to care for patients needing emergency treatment, trauma services, specialty services, primary care, maternal-fetal and pediatric health, mental health, and substance use services.	<ul style="list-style-type: none"> • Number of patient encounters among general, specialty, and community outreach services

Priority Health Need	Anticipated Impact	Strategies to Address the Need	Metrics and/or Methods of Evaluation:
Access to Care and Services (cont.)	Increased access to emergency, urgent, specialty, and primary care (cont.)	Continue collaborating with primary care providers and clinics (Family Health Center, Park Tree, and East Valley Community Health Center as examples) to improve access to preventative and specialty care.	<ul style="list-style-type: none"> • Number of patient encounters among general, specialty, and community outreach services
		Continue our Maternal-Fetal Transport program, which helps high-risk expectant mothers get to PVHMC for specialized obstetrical care.	<ul style="list-style-type: none"> • Number of expectant mothers helped
		Continue to support PVHMC's Family Medicine Residency Program to increase the number of primary care physicians in the region, and its participation in the Street Medicine Clinic.	<ul style="list-style-type: none"> • Number of providers added • Number of individuals seen
		Evaluate availability of urgent and primary care services after normal working hours and formulate a plan to help improve access for working individuals and families.	<ul style="list-style-type: none"> • Conduct a study to assess availability and opportunities
		Provide discharge transportation for vulnerable patients who are otherwise unable to get home and explore transportation opportunities for follow up care at primary care offices and clinics.	<ul style="list-style-type: none"> • Number of rides provided • Conduct a study to assess availability and opportunities
	Increased access to free or low-cost preventative services, screenings, vaccinations, and medications	Continue to provide free, low-cost, or reduced-cost health services, screenings, vaccinations, medications, and medical devices.	<ul style="list-style-type: none"> • Amount of charity or uncompensated care
		Provide enrollment assistance for appropriate health insurance plans both in person and online and participation in the hospital	<ul style="list-style-type: none"> • Number of individuals assisted

Priority Health Need	Anticipated Impact	Strategies to Address the Need	Metrics and/or Methods of Evaluation:
Access to Care and Services (cont.)		presumptive eligibility program.	
	Increased identification and treatment for behavioral/mental health and substance use disorders.	Provide access and low-barrier care for patients with opioid use disorder through our Medication Addiction Treatment (MAT) program.	<ul style="list-style-type: none"> • Number of patients (including youth) treated in the emergency department or on the street • Number of Narcan (naloxone) units distributed
		Identify, appropriately treat, refer to treatment, and provide follow up for patients experiencing behavioral health or substance use disorders.	<ul style="list-style-type: none"> • Number of patients screened, treated, referred, and connected with resources
		Provide training opportunities to improve access for needed services	<ul style="list-style-type: none"> • Number of programs offered • Satisfaction with programs
Prevention and Well-being	Increased awareness of established resources in the community to help meet health needs.	Promote community awareness about preventative health services, wellness classes, support groups and other educational resources and programs offered by PVHMC and the community.	<ul style="list-style-type: none"> • Attendance and participation in events • Satisfaction with programs • Number of referrals to community programs and resources
	Increased awareness about risk factors for chronic conditions, self-management tools and importance of prevention and follow-up care	<p>Continue participating in health fairs, community events and other outreach to promote and provide:</p> <ul style="list-style-type: none"> ○ Blood pressure screenings ○ Glucose screenings ○ Cardiovascular health and risk reduction ○ Vaccinations ○ Other health and safety education and training 	<ul style="list-style-type: none"> • Attendance and participation in events • Number of screenings and preventative services provided • Satisfaction with programs
		Continue our Family Education Resource Center (FERC), which provides classes and support groups related to childbirth, breastfeeding, parenting, CPR, babysitting, and	<ul style="list-style-type: none"> • Attendance and participation in events • Satisfaction with programs

Priority Health Need	Anticipated Impact	Strategies to Address the Need	Metrics and/or Methods of Evaluation:
Prevention and Well-being (cont.)		psychosocial support for new mothers and fathers.	
	Reduced prevalence rate of targeted chronic conditions	Continue to screen for and provide information about resources in Spanish and English (and evaluate other languages and modalities of learning) to better support patients with managing: <ul style="list-style-type: none"> ○ Cardiovascular health, high blood pressure ○ Diabetes ○ Maternal health, child, and adolescent wellness ○ Other issues that impact overall health and well-being 	<ul style="list-style-type: none"> ● Attendance and participation in events ● Satisfaction with programs
	Increased nutrition education programs available in the community	Offer nutrition education programs that focus on healthy eating habits and meal planning, including collaboration with our dieticians to provide recommendations and resources for patients with specific health conditions, like diabetes and cardiovascular disease.	<ul style="list-style-type: none"> ● Attendance and participation in events ● Satisfaction with programs
		Identify joint grant and funding opportunities to support community needs.	<ul style="list-style-type: none"> ● Identify at least one opportunity with a community partner
Community wide collaboration and coordination of resources to support patients, residents, and community partners	Improved satisfaction with navigating the health care system in our community	Increased awareness of established resources in the community to help meet health needs.	<ul style="list-style-type: none"> ● Promote availability of resources through PVHMC's on-line presence
		Provide care coordination services in competent manner to ensure patients have an increased understanding of their condition and needed follow up care.	<ul style="list-style-type: none"> ● Assess current care coordination activities to ensure they meet patient needs ● Measure patient satisfaction with coordination and education efforts

Priority Health Need	Anticipated Impact	Strategies to Address the Need	Metrics and/or Methods of Evaluation:
Community wide collaboration and coordination of resources to support patients, residents, and community partners (cont.)	Improved satisfaction with navigating the health care system in our community (cont.)	Improve community-wide program collaboration to collectively address community health needs and issues around access, prevention, wellness, coordination, and collaboration.	<ul style="list-style-type: none"> Assess current community collaborations and determine joint goals, opportunities, and priorities to better address community needs
	Improve the number and quality of partnerships with local organizations in addressing food insecurity and promotion of healthy eating education.	Work with established food pantries and resource centers to help address food insecurity and promote healthy eating options.	<ul style="list-style-type: none"> Measure participation in nutrition education programs offered throughout our partnerships Assess the number and quality of partnerships with local organizations in addressing food insecurity and promotion of healthy eating education Gather feedback on the community's knowledge related to healthy eating
		Explore opportunities to host on-site farmers markets that offer healthy foods options.	
		Identify joint grant and funding opportunities to support community needs.	
	Improved community-wide program collaboration to address violence, reduce crime, and prevent injuries.	Continue to make available our Hospital Based Violence Intervention Program (HVIP) service, which includes making referrals for mental health and substance use services, housing assistance, food, or other services to help meet the individual's basic needs	<ul style="list-style-type: none"> Number of individuals enrolled in assistance programs Number of referrals to support agencies or programs
		Participate in community outreach events to provide resources and support for injury and violence prevention/reduction.	<ul style="list-style-type: none"> Number of events attended Number of patients that are victims of crime

Community Benefit Activities – FY 2023 Update

The following Community Benefit Plan update for FY 2023 provides a comprehensive summary of the programs and services dedicated to addressing the priority health needs that were identified through our 2021 Community Health Needs Assessment process – access to care and care coordination.

Community Benefit activities and programs in this report have been categorized into six overarching areas:

Stroke and Cardiovascular Disease Diabetes

Cancer Care Services

Emergency and Trauma Services Access

Women's and Children's Services

Access to Care & Support Services

Partnership & Outreach Professional Education and Training

Within these areas, activities were further organized according to the major categories within the Schedule H of the Internal Revenue Service (IRS) Form 990: Community Health Improvement Services; Health Professions Education; Scholarships/Funding; Subsidized Health Services; Research; Financial and In-Kind Contributions; and Community Building Activities.

While measuring outcomes of community benefit activities and programs may not always tell the true story of community benefits; its purpose, however, is doing something that makes a difference in the lives of people, whether they affected hundreds of residents or impacted only one; whether they required thousands of dollars, or were free of cost – these programs and services are insights into an organization and a community actively involved in improving the health status of residents living in the Pomona Valley and in the communities beyond.

Stroke and Cardiovascular Disease

Since 1986, Pomona Valley Hospital Medical Center’s Stead Heart Center has been a leader in innovative cardiovascular care, offering exceptional patient care with the most complete lines of cardiac and vascular services in Los Angeles and San Bernardino Counties. The Stead Heart and Vascular Center provides our community with access to pre-eminent diagnostic, treatment, and rehabilitation services, as well as community education and learning activities focused on the prevention and treatment of disease. Pomona Valley Hospital Medical Center (PVHMC) is also a regional leader in innovative stroke treatment. The Stead Heart and Vascular Center at PVHMC is committed to providing advanced coordinated clinical care for patients and families amid a health crisis. Our care has been nationally recognized for saving lives by the American Heart Association, American Stroke Association, Healthgrades, US News & World Report, the American Association of Critical Care Nurses and several other independent national organizations.



Recognizing that heart disease and stroke remain a leading cause of death and premature death in Los Angeles County, it is clear why cardiovascular health appeared as a priority health need in PVHMC’s 2024 Community Health Needs Assessment. In response to these findings, PVHMC’s Stead Heart and Vascular Center works vigorously year after year to address this critical need and is continually committed to proactively fighting stroke and cardiovascular disease with rapid-response intervention, coordinated care, patient and community education and rehabilitation.

To uphold our continuous dedication to cardiac and stroke care, and to maintain our respected status as a Comprehensive Stroke Center (CSC) certified by the Joint Commission, and a Chest

Pain Center certified by the American College of Cardiology, PVHMC showed its leadership through countless responsible acts in promoting cardiovascular health throughout 2023.

PVHMC's stroke and cardiovascular programs continued to provide an extensive annual training program for its Associates and provided outreach, education and training for our local and regional community partners, including outpatient clinics, local hospitals, and Emergency Medical Systems teams (EMS). Additionally, PVHMC's Stead Heart and Vascular Center continued to provide our patients and community residents with direct education and tools to prevent stroke and cardiovascular disease as well as manage recovery, as through various outreach opportunities throughout the year.

The following summarizes activities and services provided in FY 2023 to support stroke and cardiovascular disease treatment, prevention, recovery, and education for our community:

Health Professions Education

- 2,000 dedicated education and training hours for 250 Associates, which included Simulation Labs, Continuing Education DIRECT Online, and Didactic lectures. Training focused on utilizing new research into practice and how to use new, state-of-the-art technology to yield better health results.
 - Code Blue Simulations to Telemetry Units, CVICU, Cardiac Rehab staff
 - Cardiac Alert Simulations for Physicians, Nurses, EMT, Lab, Radiology and Respiratory Therapy Department
 - HS Troponin Education and Pro BnP Education to the Intensivist group, Vuity Emergency Department physician group, Hospitalist Office, Family Medicine Residency Program residents, Trauma clinical staff, Anesthesiologist and Surgery physicians and staff
 - Inland Pulmonary Group Education - Brief MD group on new modalities - PE, TTM,ECMO,MI
 - EMS Field audit and STEMI education and case review with EMS and PVHMC clinical staff – RN and MICN
- Interdisciplinary neuroscience case reviews
- Tuesday Noon Continuing Medical Education (CME) Stroke lectures and updates open to all medical professionals in the community.
- 2023 5th Annual Cardiac Symposium (Virtual), held on March 11, 2023
- 2023 4th Annual Neuro Symposium, held on October 21, 2023. The interactive, 4.5 hour event was offered virtually. Attendees were provided with evidenced-based practice knowledge and case presentations.

- EMS education 40 hours of preparation and presentation.
 - Chino Valley Fire
 - West Covina Fire
 - La Verne Fire
 - LA County Fire, Pomona
 - LA County Fire, San Dimas
 - San Bernardino County, Montclair, Claremont, Chino Valley
- Skilled Nursing and Rehab stroke education at Mt San Antonio Gardens
- Community Education Group Lectures: Four (4) lectures for physicians in the community at PVHMC's Tuesday Noon Conferences for professional development and continuing education in cardiovascular disease, hypertension, and stroke were provided in 2022; 8 hours of preparation and presentation.
- Community Hospitals Stroke Update and In-service Training
- Sidewalk CPR events through the community, Chino Hills Farmers market 5, one virtual demonstration with Chino Valley Fire, Los Angeles County Fair;
 - 1/31/23 - Cardiac Education, San Dimas HS, 125 Teachers and HS Students. Provided education on Pathophysiology of MI, CHF, VSD and EHAC. Lecture to 4 class's included Sidewalk CPR
 - 2/1/23 - Sidewalk CPR Media Campaign filmed at PVHMC. Social media and Local news channels ABC, NBC, and Telemundo, which serve the greater Los Angeles area. Provided Video Instruction of Sidewalk CPR.
 - 2/3/23 - Wear Red for Women at PVHMC for all Hospital Staff and Visitors. 500 red masks distributed, provided EHAC information on Women and Heart disease, distributed Y-HEARTS brochure
 - 2/15/23 - Cardiac Wellness talk and Sidewalk CPR at the Claremont Club to 30 Adult members of athletic club. Provided EHAC education –heart disease and wellness, Sidewalk CPR instruction card, Y-Hearts brochure.
 - 2/18/23 - Go Red for Women Luncheon with the Lynx Ladies organization at the Sheraton Pomona for 65 Adult Women. Provided EHAC education, blood pressure checks, Sidewalk CPR and educational materials.
 - 2/23/23 - PVHMC Stroke Support Group at the Claremont Urgent Care Building for 16 Stroke survivors and family. Provided educational materials.
 - 2/22/23 - Rise Women's Wellness at a Claremont private business for 10 local Adult Women. Provided education and Sidewalk CPR.
 - 2/27/23 - Women's Heart and Wellness at Mt San Antonino Gardens –Retirement Center Claremont, for 30 Senior Women. Provided education with emphasis on women's heart health.

- 3/8/23 - Survivor Celebration at Chino Valley Fire Department (CVFD) Board Room for 60 CVFD board members, fire department, hospital staff. It was a celebration of life saved with awards distributed to all members of the chain of survival.
- 4/19/23 – Sidewalk CPR with CVFD - Heritage Farmers Market, Chino Hills Shoppes. Open to the General Public, served approximately 100 people. Provided education and Sidewalk CPR.
- 5/7/23 –LA County Fair served approximately 150 people. Provided education and Sidewalk CPR.
- 9/12/23 - Chino Hills Senior Resource Fair at the Chino Hills Senior Center. Served 100 in the senior population, general public. Provided education and Sidewalk CPR.
- 9/27/23 – Sidewalk CPR with CVFD - Heritage Farmers Market, Chino Hills Shoppes. Open to the General Public, served approximately 100 people. Provided education and Sidewalk CPR.
- 10/28/23 – PVHMC Pediatric Health Fair, general Public with emphasis on children and young adults. Provided education and Sidewalk CPR, as well as infant CPR, Heimlich maneuver and children’s cardiac coloring book

POMONA VALLEY HOSPITAL MEDICAL CENTER

FEBRUARY 2023
National Heart Month Activities

ASSOCIATE ACTIVITIES:

February **Blood Pressure Screenings**
 Do you know your numbers? Get a free blood pressure reading in the Occupational Health Services Office, 4th Floor, every Thursday from 9:00 am - 3:00 pm.

February 3 **Go Red Day**
 Associates are invited to dress in red to show support in the fight against heart disease in women. Send your photos to info@pvhmc.org to be featured in the March Newsletter (masking in photos is required indoors) and/or on our social media.

February 16 **Heart Health Month Associate Appreciation**
 Join us for a special treat to celebrate heart month in the cafeteria from 3:00 - 5:00 pm and 10:00 - 11:00 pm.

COMMUNITY OUTREACH:

Jan. 30 - Feb. 3 **Bonita High School Cardiovascular Disease Presentation**

February 3 **Go Red Day**
 Community members will be asked to share photos of themselves wearing RED!

February 7 **Pomona COMMUNITY Pull Up - Sidewalk CPR**
 Tuesday, 3:00 - 5:00 pm. Montvue Elementary School, 1440 San Bernardino Ave., Pomona. Open to the public.

February 15 **Claremont Club - Sidewalk CPR**

February 18 **Claremont Chapter LINKS Red Dress Event - Cardiovascular Education and Sidewalk CPR**

February 22 **Women Rise Psychological and Wellness Center in the Claremont Village - Cardiovascular Disease Education**

EDUCATION:

March 11 **Cardiovascular Symposium - Virtual**
 Saturday, March 11, 8:00 am - 12:45 pm. Register [HERE](https://www.pvhmc.org).

JOIN US!
Stroke Awareness Day

What You Need to Know
 The Latest Advances in Stroke Care

Saturday, April 29, 2023
9 a.m. to Noon
Pitzer Auditorium
 1798 N. Garey Avenue, Pomona - CA 91767

This day offers stroke survivors, families, caregivers and our community a day of celebration, education, awareness and fun with our knowledgeable and dedicated stroke team.

10 - 11 a.m. Speakers:
Dr. Adeel Popalzai, Stroke Program Director
 TOPIC: Latest Care Trends for Stroke Patients

Dr. Khader Aboumar, Sleep Center Medical Director
 TOPIC: Sleep Disorders and Stroke Risk Factors

- Blood Pressure Screenings
- Stroke Risk Assessments
- Signs and Symptoms of Stroke and What to do
- Showcasing the Newest Technology in Stroke Diagnostics
- Recreational Adaptive Equipment
- Support and Resources for Caregivers
- After Stroke Care Programs
- Light Refreshments and Nutritional Information

LOCATION:
Pomona Valley Hospital Medical Center
 Pitzer Auditorium • 1798 N. Garey Avenue • Pomona - CA 91767

Please RSVP by calling:
909.865.9983

POMONA VALLEY HOSPITAL
 MEDICAL CENTER
 STEAD HEART & VASCULAR CENTER
www.pvhmc.org

Pomona Valley Hospital Medical Center's Stroke Program is certified as a Comprehensive Stroke Center by The Joint Commission the foremost accrediting body in healthcare in the United States. Awarded to centers that pass a rigorous on-site review and a thorough examination of the program and patient care, the certification recognizes the center's commitment to following national standards and guidelines that can significantly improve outcomes for stroke patients.

POMONA VALLEY HOSPITAL MEDICAL CENTER
SAVE • THE • DATE

**8th ANNUAL
 Neuro Symposium**
A VIRTUAL CONFERENCE
Saturday, October 21, 2023
8:00 am - 12:30 pm

This FREE half-day conference will be held via virtual platform. It will open at 7:30 am and promptly start at 8 am to allow for attendees to work through any technology issues that may arise.

Providing four (4) Continuing Education Hours to those that meet the requirements. Registration information and Symposium Program to follow.

The Joint Commission
 American Heart Association
 American Stroke Association
 California Medical Association
 Pomona Valley Hospital Medical Center is accredited by the California Medical Association (CMA) to provide continuing medical education for physicians.

POMONA VALLEY HOSPITAL
 MEDICAL CENTER
 STEAD HEART & VASCULAR CENTER
 Expert care with a personal touch

According to the American Heart Association (AHA) and the American College of Cardiology Foundation (ACCF), referral to cardiac rehabilitation (CR) is a Class 1 recommendation for patients following heart surgery, myocardial infarction, or coronary intervention and for stable angina or heart failure. Yet, according to a recent report in *Circulation: Cardiovascular Quality and Outcomes*, alarmingly only 1 in 4 CR-eligible Medicare patients, just 25%, are routinely referred by their physician or health care providers.

Cardiac rehabilitation and secondary prevention programs (CR/SPPs) include diet and exercise programs, but they are much more than that. These programs offer a multifaceted approach to optimize the physical, mental, and social functioning of people with cardiovascular disease. CR/SPPs include cardiovascular risk reduction, foster healthy behaviors and improved compliance with these behaviors. Patients may also be prescribed cardio-protective drugs that reduce the risk of future cardiac events. The goal of cardiac rehabilitation and secondary prevention is to stabilize, slow, or even reverse the progression of cardiac disease, which in turn reduces the risk of a future cardiac event.

Common Heart Attack Warning Signs

- 1 Pain or discomfort in the chest
- 2 Lightheadedness, nausea or vomiting
- 3 Jaw, neck or back pain
- 4 Discomfort or pain in arm or shoulder
- 5 Shortness of breath

- Hands-Only CPR Day:** The Hands Only CPR program is an one-day event that provides basic hands-on Cardio-Pulmonary Resuscitation (CPR) training to individuals in the community. Using the American Heart Association’s Family & Friends CPR Anytime kit - which includes a demonstration manikin and training video –PVHMC’s Education and Emergency Department collaborated with local fire departments and spend the day at various locations in the community teaching the layperson life-saving CPR.
- Survivor Recognition:** PVHMC attended several Chino Valley Fire Cardiac Arrest survivor celebrations. The bystander who performed bystander CPR and the cardiac arrest survivor are reunited to celebrate the results of their heartfelt service.



Diabetes

Diabetes Program Summary 2023

Pomona Valley Hospital Medical Center (PVHMC) has been recognized as a 2023 5-star recipient for treatment of diabetic emergencies for the second year in a row by Healthgrades. The following are considered diabetic emergencies: Diabetic ketoacidosis (when the body does not have enough insulin to allow blood sugar into your cells for use as energy); Hyperosmolar hyperglycemic state, (HHS) a complication of type 2 diabetes involving extremely high blood sugar (glucose) level without the presence of ketones; and Hypoglycemic shock (low blood sugar). Hospital performance is determined by complication or mortality rates. Out of the 319 hospitals rated in Diabetic Emergencies in California, 79 (25%) achieved a 5-star rating.



For the third year in a row, PVHMC received a High-Performing Hospital rating from US News and World Report for Diabetes Treatment in 2023.

Community Health Improvement Services

Pomona Valley Hospital Medical Center continues to play an important role in the lives of people in our community with diabetes. We are committed to continuously developing and utilizing proven strategies that have improved the health and quality of life of individuals suffering with diabetes. Managing diabetes is a team effort that involves health care providers, diabetes self-management education, family and friends and community support. We collaborated with Cal Poly Pomona Nutrition Program to provide free virtual presentations during the month of November focusing on nutrition and overall diabetes management. As shown below, we also participated in virtual lectures and, when local mandates allowed, performed blood glucose screenings, hosted classes, and provided education to the community.

Free Diabetes Community Lectures				
Date	# Attendees	# Nurses	# Hours	Event Name
Monthly	50	2	24	Diabetes 101, English & Spanish
Monthly	50	2	24	Nutrition, English & Spanish

Free Diabetes Community Screenings			
Date	# Nurses	# Hours	Event Name
5/13/23	4	3.5	Los Angeles County Fair
5/20/23	5	8	Pomona Valley Food Bank Community Fundraiser Event
7/8/23	6	3	Assm. Freddie Rodriguez Summer Community Awards & BBQ
7/19/23	4	6.5	Pomona PD Summer Day Camp for Kids
8/12/23	4	3	YWCA Backpack Giveaway, West Covina
8/11/23	5	3	Hope for Homes (Homeless Center) Health Fair
9/12/23	4	2	Chino Hills Senior Resource Fair
10/21/23	5	3	Assm. Freddie Rodriguez 7th Annual Women's Health Fair

Community Event Participation

Assemblymember Freddie Rodriguez Summer Community Awards



Diabetes Awareness Month Lobby Education



Hope for Homes (Homeless Shelter) Health Fair



YWCA Backpack Giveaway Event in West Covina, hosted by Supervisor Hilda Solis



Chino Hills Senior Resource Fair



Reaching Our Community through Social Media

The use of social media in health education continues to increase, due to its ability to remove physical and transportation barriers that can impede access to healthcare education and resources. PVHMC engaged in diabetes content on Facebook (11,000 followers) and Instagram (4,200 followers) platforms.



PVHMC Diabetes Program at Community Meetings

Many different health care providers support people with diabetes with a focus on coordinating their care. Doctors, nurses/nurse practitioners, community health workers, and medical assistants can help people with diabetes and their families with education about how to manage diabetes and accessibility of resources in the community. PVHMC Diabetes program associates attend regular community meetings to learn about valuable health resources to share with patients and other community-based organizations.

Inpatient Diabetes Care

Pomona Valley Hospital Medical Center maintains recognition in Advanced Inpatient Diabetes Care from the Joint Commission's Advanced Inpatient Diabetes Certification Program (current accreditation period is 2022-2024), based on the American Diabetes Association's (ADA) Clinical Practice Recommendations. Diabetes currently affects 3.73 million Americans, and another 96 million Americans are estimated to have pre-diabetes. On a monthly basis, Pomona Valley Hospital Medical Center cares for an average of 360 inpatients per year with a diagnosis of diabetes. The Joint Commission-ADA Advance Inpatient Diabetes Certification represents a clinical program of excellence, improved processes of coordinated care, access to providers, ability to create an environment of teamwork, and heightened communication within the organization.

Some of the accomplishments of our inpatient program include:

- All PVHMC Diabetes Care Champions completed the American Diabetes Association's Standards of Medical Care in Diabetes training for 2023
- Monthly New Nurse Orientation and New Graduate Nurse Seminar
- Yearly RN Fellowship Program Training
- November Associate Newsletter Article for Diabetes Month
- Internal Diabetes Awareness Education and Activities (Wear Blue Day in November for Diabetes Awareness)
- Incorporation of Health Equity into program policy from the ADA Guidelines
- Poster submitted for American Diabetes Association conference on insulin-dosing for Pharmacy, CA 15th Annual State Conference, May 2023
- Education escape room as innovative educational method during Diabetes Month for more than 30 Nurses in the Hospital
- Collaborative Institutional Training Initiative (CITI) Completion Report



Additional Diabetes Program Staff Training in 2023

- Los Angeles County Department of Public Health 7th Annual Diabetes Symposium, December 2023
- Association of Diabetes Care & Education Specialist Conferences 2023 (National & State)
- CME Courses and Training:
 - Insulin Resistance leading to metabolic syndrome and cardiovascular events
 - Hyperglycemia (high blood sugar) in the Hospital Setting
 - Gestational Diabetes
 - Diabetes and the Cardiometabolic Continuum
 - Hypoglycemia
 - Cultural Competency and Health Care
 - Diabetes Care in Hospitalized Patients
 - Balancing Diet Controls with Chronic and End-Stage Kidney Disease
 - Insulin Pump Therapy Management Training Certification
 - Hospitalist update on ADA guidelines 2023
 - Family Residents diabetes program update 2023

In conclusion, the diabetes program continues to grow at PVHMC and has remained resilient and continuously working to improve patient care and outcomes through evidence base practice. Our program associates are dedicated to caring for patients with and without diabetes, serving the community and looking for new and innovative ways to elevate care to the highest clinical standards.

Cancer Care

The Robert and Beverly Lewis Family Cancer Care Center, a part of PVHMC, has been helping our community battle cancer since 1993, and is dedicated to education, prevention, diagnosis, treatment, support, and recovery. Located one block northeast of the Hospital's main campus, our Cancer Care Center is home to the Breast Health Center, Radiation Oncology, Medical Oncology, Nurse Navigators, a Social Worker, and our Community Library. Outpatient services include educational sessions, diagnostic tests and screenings, chemotherapy, infusion therapy, blood transfusion treatments, radiation therapy, and more. Cancer specialists all trained to provide the most sophisticated, technologically advanced cancer care available in a non-threatening, homelike atmosphere, tailoring coordinated care to each person's individual situation. We make every effort to keep our patients fully informed so that they are involved every step of the way. We never forget that we are dealing with people - not just a disease.

Community Health Improvement Services

Cancer Care Classes and Support Groups

Multiple free/no cost programs and support groups at The Robert and Beverly Lewis Family Cancer Care Center are offered to meet the needs of the patients and the community to aid them through cancer diagnosis, treatment, and recovery. Due to the COVID - 19 pandemic, there has been a substantial decline in interest in the many classes and support groups that the Cancer Care Center offers; however, we continue to offer many in person and virtual options to your patients and community.

- **Women with Cancer:** A support group for all women with all types of cancer meets to address their needs.
- **Living Well After Cancer:** This exercise program for cancer survivors involves the staff of the Cancer Care Center, PVHMC's Physical Therapy Department, and the Claremont Club. Living Well After Cancer is targeted to aid in rehabilitation after cancer treatment and to improve fitness levels to live a better quality of life.

- **Nutritional Services during Cancer:** PVHMC's registered dietician, Nancee Perez, sees our cancer patients as requested or referred. She provides individualized nutritional evaluations and recommendations, which are so important to our cancer patients.
- **Pilates for the Cancer Patient:** This weekly group class is designed to help patients reach a personal healthy activity level after cancer treatment. Pilates uses gentle, low impact exercise to help improve posture, flexibility, endurance, and core strength.
- **Patient and Community Education and Support Services:**
 - *Patient and Community Cancer Education Library:* Books and pamphlets on cancer - related topics are available to patients and family members at this library, as well as internet access. Approximately 500 people visit annually and is open to patients and visitors.
 - *Publications:* The Cancer Program Annual Report provides updates on diagnosis and treatments and includes statistics and survival data comparing PVHMC to the National Cancer Database. Annually, 100 copies are published and distributed to our community, more available upon request.
 - *Psychosocial Support:* A dedicated licensed clinical social worker who is oncology certified is on - staff to help guide all patients through their cancer journey. Our oncology social worker can offer emotional support, advance care planning, referrals to community resources, and advocacy through the various service areas. This extended support is available to all patients regardless of insurance status or ability to pay. Additionally, we have a dedicated Lung Cancer Nurse Navigator and Breast Health Navigator to assist patients through their treatment journey, while providing education and support. Our primary goal is to promote early diagnosis and to eliminate treatment delays by expediting patients through the health care process once a suspicious radiologic screening abnormality is identified. We work to replace late-stage cancer diagnoses with earlier diagnoses, and thereby improve treatment outcomes.

Community Events

- **Breast Cancer**
 - October 19, 2023, Diamond Ranch – Pink Football Game (Fundraiser)
 - October 21, 2023, Brighton Rancho Cucamonga – Survivors Event & Anthony Munoz Park – Women’s Health Fair
- **Lung Cancer**
 - September 27, 2023, Farmers Market Chino Hills – Smoking Prevention
 - October 28, 2023, Community Health Fair at PVHMC OPP – Smoking Prevention
 - November 11, 2023, Claremont Healthcare Facility - Community CT-Screening Event (IEHP)

Preventative Health Screenings

- **Breast Cancer:** Pomona Valley Hospital Medical Center exclusively offers digital breast tomosynthesis mammography at our Pomona, Claremont, La Verne and Chino Hills sites. Digital breast tomosynthesis (DBT) is a 3-D mammogram, which allows the radiologist to examine the breast tissue in fine detail, 1 mm at a time. The technology has been shown in multiple studies to significantly increase the cancer detection rate and reduce recall rates relative to standard digital mammogram. We are a major partner with local community health clinics to provide screening and diagnostic mammography services for medically underserved patients, in conjunction with the state funded Every Woman Counts program. For women in our communities who do not have a primary doctor, we allow them to self - refer for a screening mammogram and offer low-cost screening mammograms, for \$50, in the months of April and October. We also are one of few centers to offer the SmartCurve Breast Stabilization paddles for mammograms, which are clinically proven to reduce discomfort and deliver accuracy and a better patient experience.
- **Lung Cancer:** To promote diagnosing lung cancer at the earliest stages, PVHMC offers the public low cost and low dose CT Chest Screening, not requiring a physician referral. While not appropriate for everyone, current publications suggest that CT screening could reduce lung cancer mortality by 20% in heavy smokers through early detection of this lethal disease. We also provide smoking cessation literature.

In-Kind Contributions

- **Access to DigniCap for Chemotherapy - Induced Hair Loss:** The DigniCap® Scalp Cooling System can reduce hair loss during chemotherapy for both male and female cancer patients with solid tumors, according to the FDA. Patients wear a snug - fitting cap connected to a cooling unit before, during and after chemotherapy. Cold fluid circulates through the cap, constricting blood vessels in the scalp and reducing the amount of chemotherapy that reaches hair follicles. Pomona Valley Hospital Medical Center Foundation has created a fund to assist our patients who otherwise might not have access to this technology.
- **Wig Program:** Wigs are available, free of charge, for women who have lost their hair because of their cancer treatment.

Research

The Robert and Beverly Lewis Family Cancer Care Center advances medical science while offering the community cutting - edge therapy. We have enrolled over 731 patients into Non - National Cancer Institute and National Cancer Institute sponsored co - operative group clinical trials since 1995. The Cancer Care Center continues to participate and actively enroll cancer patients onto clinical trials through the National Cancer Institute, other cooperative groups such as NRG Oncology, and occasionally Pharmaceutical Company sponsored clinical trials. Each study design is created to focus on answering various scientific questions that will assist in discovering enhanced ways to prevent, diagnose and/or treat various cancers. All clinical trials are fully conducted in compliance with the FDA guidelines including but not limited to, “Good Clinical Practice” guidelines (GCP). Phase III and some Phase II Clinical Trials are made available to the community providing patients with easy access to the latest cancer research regimes. Through these clinical trials, PVHMC's physicians can offer patients the most current treatment available through participation in various types of clinical research studies.

Clinical research trials are currently in progress in the areas of Breast Cancer, Gastrointestinal, Lung Cancer and Prostate Cancer.

Emergency and Trauma Services

Pomona Valley Hospital Medical Center operates a full-service Emergency Department offering immediate and effective evaluation and treatment, including Trauma care.

Although regular, on-going medical care for non-life-threatening conditions is best provided in a private physician's office, emergencies do arise. From life-threatening heart attacks and strokes to minor illnesses such as cold and coughs, the Emergency Department stands ready for whatever comes through its doors. Regardless of insurance coverage, all patients are treated and stabilized in our Emergency Department, per federal guidelines. Annually, PVHMC's Emergency Department provides care to more than 95,000 community members.

PVHMC's Trauma designation and community programs are a tremendous achievement and an added benefit to the community, serving nearly 15,000 traumas in- and out-patients since opening in 2017, with nearly 2,150 patients seen in 2023 alone. The top causes of trauma admissions include motor vehicle collisions, falls and pedestrian/bicyclists who are struck by motor vehicles.

PVHMC's Trauma Center is equipped to treat life-threatening injuries 24- hours per day, seven days a week. The care team are specially trained in emergency and trauma medicine to offer prompt and accurate diagnoses and skilled medical-surgical treatment. The trauma team includes nine Trauma Surgeons who are double-board certified in general surgery and surgical critical care, board-certified emergency Physicians and nationally certified Nurses, Physician Assistants, Emergency Medical Technicians and Respiratory Therapists. They are supported by a panel of trained specialists in surgical orthopedics, neurosurgery, and anesthesia. PVHMC's Emergency Department also has available on-demand operating rooms, staffed and available CT scanners, around the clock blood bank operations, and a helipad to receive and transfer patients by air transport.

Community benefits and activities provided to our community within Emergency and Trauma Services in FY 2023 include:

Subsidized Health Services

- **Injury Prevention Programs:** PVHMC offers these important programs to our community partners. Our highest demand program is “Stop the Bleed,” which is a national program endorsed by the American College of Surgeons intended to minimize blood loss from a penetrating injury. These essential 1-hour learning sessions are hands-on and proven to improve survivability from these types of injuries. These classes are offered to the community at no cost, once per month. As a trauma center, we also offer a state-of-the-art, hospital-based violence intervention program in partnership with Los Angeles County. This program aims to provide resources and services to victims of violent crimes in the hopes of starting a new path in life. We have many more programs aimed at meeting the needs of the community based on the type of injuries we see.
- **Physician On-Call Coverage:** PVHMC provides physician coverage in the Emergency Department in the following specialties: Adult Medicine; Cardiology; Ear, Nose, and Throat (ENT); General Surgery; Neonatal Intensive Care Unit-Ophthalmology; Neurosurgery; Ophthalmology; Orthopedic Surgery; Urology; Vascular Surgery; and Trauma Surgery.
- **Paramedic Base Station:** As a part of the PVHMC mission to provide quality comprehensive care to our community, we operate one of the 20 remaining Paramedic Base Stations in Los Angeles County. The PVHMC Base Station operates under the regulatory control of the Los Angeles County Emergency Medical Services Agency and is manned by specially trained nurses called Mobile Intensive Care Nurses (MICNs), certified by Los Angeles County. As a paramedic base station, we provide services to our surrounding communities including Pomona, Claremont, La Verne, San Dimas, Diamond Bar, and parts of Walnut. PVHMC has been a base station since July 1979. This vital component of patient care provides emergency care givers in the field (Paramedics and Emergency Medical Technicians) with a direct link to the ED, allowing direct contact with the nurse, and if necessary, the ED Physician. The ED staff is better prepared for the

imminent arrival of a critically ill or injured patient, recognizing potential problems early or redirecting the paramedics if necessary to a closer or more appropriate facility.

- **Ambulance Transports:** Working with Case Management, the PVHMC Emergency Department facilitates appropriate level ambulance transports home or to another acute care facility or skilled nursing facility to meet an indigent or underinsured patient's continuing medical need. Additionally, PVHMC's helipad receives and transfers critically ill patients via air transport.
- **Emergency Department Approved for Pediatrics (EDAP):** PVHMC is a licensed Emergency Department that is approved by the County of Los Angeles to receive pediatrics patients from the 9-1-1 system. PVHMC has been designated as EDAP since 2003. This specialized emergency care can greatly improve outcomes for young patients. There are currently 37 EDAP hospitals in Los Angeles County. To be designated as EDAP, a hospital emergency department must meet specific criteria from the Los Angeles County Emergency Medical Services Agency standards, including requirements for pediatric equipment, physician coverage, ongoing pediatric education and quality improvement, education, support services, supplies, and policies as well as having a designated Pediatric Liaison Nurse (PdLN) to coordinate pediatric emergency care.

PVHMC ED PARTICIPATION IN NATIONAL PEDIATRIC IMPROVEMENT PROJECTS

- **National Pediatric Readiness Scoring Project:**
 - A Quality improvement initiative to ensure all US emergency departments have essential guidelines and resources in place to provide emergency care

Previous Score 0-100 points 2/21/2019	Current Score <i>Adjusted</i> 0-100 points 2/23/2022	Average Score of Similar Pediatric ED Volume Hospitals 2013-2014	Average Score of All Participating Hospitals 2013-2014
94	95	90 (n = 244)	71 (n = 3,178)



Community Health Improvement Services

Improving safety throughout the community is a very important part of our Trauma Center's role to increase the health of our community in alignment with our mission at PVHMC. Programs and activities that PVHMC provides to improve the health and safety of our community include:

- Hospital and Morgue (H.A.M.) Program: PVHMC actively participates in this program to reduce drunk driving in the teenage population.
- Stop the Bleed Program: In collaboration with local schools and police, we teach how to use tourniquets (bands that help control bleeding) to prevent deaths from life-threatening bleeding wounds.

Additionally, PVHMC's Trauma program is currently working on developing the following community benefit programs: fall prevention for the elderly (Matter of Balance), violence outreach and prevention, pedestrian, and bicycle safety, and distracted and sober driving.

Behavioral Health and Substance Use

Pomona Valley Hospital Medical Center's Emergency Department received a grant from Inland Empire Health Plan (IEHP) to help the ED overcome barriers to care for patients experiencing behavioral / mental health and/or substance use disorders (SUD) emergencies.

Additionally, PVHMC also received support from the Sierra Health Foundation and the California Bridge Program to provide linkage and community resources for patients, family, staff, and community members. PVHMC implemented an ED Nurse Navigator team, which will, over the next two years, work to identify, appropriately treat, refer to treatment, and provide follow up for patients in crisis. Evidence shows that a patient might not follow up with treatment due to lack of support (National Council for Behavioral Health, 2018), and patients may not be able to navigate healthcare due to illness and feeling overwhelmed. PVHMC's ED Navigators can provide support to follow a coordinated plan of care.

Pomona Valley Hospital Medical Center offers Narcan (naloxone) for free to our community. It is available 24/7 at the Emergency Department. Individuals can simply walk up to the triage window to request it, no questions asked. They will be provided with a box of Narcan as well as instructions on how to administer it in the event of an overdose emergency.

Geriatric Emergency Services – Accreditation Journey

Pomona Valley Hospital Medical Center is in the process of preparing its Emergency Department for the Geriatric Emergency Department Accreditation Program through the American College of Emergency Physicians (ACEP). According to the ACEP, the demographic shift to an increased geriatric population “brings challenges to healthcare systems as older adults visit emergency departments (EDs) at comparatively higher rates than non-seniors, often present with multiple chronic conditions, are at increased risk of polypharmacy, and suffer from complex social and physical challenges.” This accreditation will ensure that our geriatric population receives the specialized emergency care needed. The journey to accreditation will include geriatric-focused education and staffing, standardized approaches to common geriatric issues, optimal transition of care plans from the Emergency Department to other settings (rehabilitation, long-term care, etc.) and geriatric-focused quality improvement and enhancements of the facility and supplies.

Community Outreach Events in 2023

- 2/23 – Presented a Narcan demo to the Pomona Pride Center members.
- 2/23 – Presented Narcan demonstrations and overdose education to the Pomona Police Department.
- 3/23 – Educational presentation on fentanyl and other dangerous stimulants at the Pomona Youth Summit.
- 4/21/23 – Pomona High School hosted its Every 15 Minutes event, in partnership with the Pomona Police Dept, California Highway Patrol and the California Office of Traffic Safety, to educate students and shared some of the mental, emotional, and physical consequences of driving while under the influence. As part of the program, our Trauma and Emergency Department Associates assisted in the simulation of the accident scene and provided a tour of the ED and Trauma Bay, where staff shared some of their personal experiences with patients and family members impacted by DUI. Dr. Gabriel Estremera, trauma surgeon, then joined the students at their retreat for an educational presentation.
- 4/23/23 – PVHMC participated in the Active SGV Heart of the Foothills event and provided free pedestrian and bicycle safety education.

- 4/26/23 – Injury prevention team provided education on identifying human trafficking and offered free resources at the annual Denim Day hosted by Project Sister.
- 5/9/23 – Hosted a webinar for parents/guardians in the community, titled “What Parents Should Know about Fentanyl.” The presentation was in English and Spanish, with more than 30 attendees.
- 5/4/23 – Our BH/SUD team was invited to speak by principal Jason Kaylor to Alta Loma High School staff about opioid overdose and administering Naloxone last October. After the presentation, Jason requested to work together on creating a student presentation for all students at ALHS. Our Substance Use Navigator collaborated with science teacher, Nate Willborn. Nate developed the presentation with input from selected ALHS students and this May, the ED team was invited to view their "One Pill Can Kill" presentation. The ALHS team did an awesome job and is making plans for every student in the Chaffey Joint Union district to attend the presentation, approximately 24, 000 students.
- 5/7/23 – The ED Substance Use team provided community outreach for Fentanyl Overdose Prevention and taught community members how to use Naloxone for a home emergency. 90 Naloxone kits were passed out and they educated over 100+ community members about free services for substance use disorders.
- 5/31/23 – PVHMC hosted its first Mental Health Awareness Day event - Shining a Light on Mental Health. We were joined by dozens of community partners in sharing education and resources for the more than 1 in 5 individuals who live with mental health illness in the United States.
- 8/1/23 – Trauma Services offered pedestrian and bike safety education at the City of Pomona’s National Night Out.
- 8/31/23 - Fentanyl Use Webinar for Overdose Awareness Day – open to the public.
- 10/23 – Fentanyl and substance use education at the PVHMC Kid’s Health and Safety Fair



Community Building Activities

PVHMC is recognized as a Disaster Resource Center (DRC): As a participant in the National Bioterrorism Hospital Preparedness Program (NBHPP), Pomona Valley Hospital Medical Center is one of 13 designated DRC's in Los Angeles County and one of 8 DRC Hospital Trauma centers selected to be a resource to our community in the event of a declared disaster. As the DRC for the East San Gabriel Valley Region 9, PVHMC supports twelve "umbrella hospitals" and annually coordinates drills, training, and sharing of plans to bring together the community and our resources for disaster preparedness. PVHMC also includes Skilled Nursing Facilities and State representatives in Region 9 events to create a whole community approach to community preparedness

In 2023, PVHMC's Preparedness and Disaster Resource Team participated in the following community-building, education, and training activities:

1. Bi-Monthly Disaster Resource Center Meeting: PVHMC meets with managers of hospitals, skilled nursing facilities, and other healthcare centers in our community to discuss disaster preparations and training opportunities.
 - a) Annual DECON Exercise, Tabletop Exercise, and region-wide Response to Statewide Exercise
2. Area D Cities Meetings: In 2023, PVHMC participated in monthly meetings with local senior first responder leadership, city officials, and PVHMC to discuss training, disaster preparations, and joint drills.
3. Provided exercise and training support for LA County, which supported new regional personnel and their professional development.
4. Partnered with the City of Pomona to reintroduce a local response cadre of first responders, utility managers, non-profits, volunteer organizations, and Pomona representatives.

Accomplishments in 2023

1. Increased communication to support continuity of operations
2. PVHMC was a distinguished speaker at three national-level conferences and spoke as a subject matter expert in the field of safety and emergency management
3. Updated Emergency Operations Plan and monitoring
4. Working on hospital-wide mobility for response to emergencies, allowing rapid deployment of resources that are used in the Hospital Command Center

5. Completed quarterly Mass Causality Incident, Family Reunification Center, and DECON Training

2023 Conferences, Training, Education, and Meetings

1. HDMT, March 5-6, May 10-11, October 13-14, December 6-7 – Steven Storbakken Presented on Hospital Command Center
2. Medical Response Surge Exercise March 2023 – Pediatric Surge Response
3. SCAHRM, May 4-6, Presented on Access and Functional Needs
4. Partners in Preparedness, May 7, virtual, Presented on Access and Functional Needs
5. Business Continuity Workshop - In person - May 10
6. CFED Conference, May 24-26, Presented on Access and Functional Needs
7. Regional DECON Drill June 16th – Foothill Presbyterian region-wide exercise with over 100 participants and 20+ DECON Victims
8. CHA, Sept 13-14, Pasadena Convention Center, Steve Storbakken (Access & Functional Needs presentation),
9. Sponsored PER-348 Class (Medical Management of Bombing Events) – July 6-7

Women's and Children's Services

Pomona Valley Hospital Medical Center's Women's Center was built as a state-of-the-art medical facility in the 1990's in response to the growing healthcare needs of women and children in the eastern Los Angeles, San Bernardino, and Inland Empire region. Now, as one of the most advanced maternal and neonatal providers in Southern California, PVHMC has a Maternal-Fetal Medicine program, an advanced Labor and Delivery program, a 53-bed, Level IIIB Neonatal Intensive Care Unit (NICU), a Sweet Success Program for Diabetes during Pregnancy. In 2014, PVHMC became the largest birthing hospital in California to receive the Baby-Friendly designation from the World Health Organization and UNICEF.

Women's and Children's Services at PVHMC offers extensive and continuously expanding services tailored to meet a variety of special needs. The level IIIB Neonatal Intensive Care Unit offers specialized care for critically ill infants, it is equipped and trained to care for infants born at less than 32 weeks' gestation or weighing less than 1500 grams. Every member of the Neonatal Intensive Care Unit (NICU) team has been specially trained to care for newborns needing advanced medical service and functions as a multi-disciplinary team. In addition, the level IIIB Neonatal unit is designated as a Surgical Center by California Children Services and provides Neonatal Transport for sick newborns who need to be transferred to PVHMC for specialized care. PVHMC also provides complete pediatric services in a compassionate, supportive, and nurturing environment.

Additionally, patient education and resources are offered through our Family Education Resource Center (FERC) and provides classes and support groups for childbirth, breastfeeding, parenting, CPR, babysitting, and psychosocial support for new mothers and fathers.

Each of these programs confirms PVHMC's commitment to providing life-saving care to patients and demonstrates the range and depth of community benefit programs and commitment to the health of women and children.

The following activities and programs highlight the community benefits that were provided through Women's and Children's Services in FY 2023.

Maternal-Fetal Transport

Due to quality outcomes and access-to-care needs, the Maternal-Fetal Transport Program was established in 1994 and was the first and the only one of its kind in California. By 2000, PVHMC was only one of three hospitals providing this type of benefit in the state. Since establishing this program, more than 23 hospitals in Imperial, Inyo, Kings, Los Angeles, Mono, Riverside, and San Bernardino Counties have requested PVHMC's Maternal-Fetal Transport assistance. PVHMC Maternal- Fetal Transport Team also provides training and education to healthcare providers on this specialty service.

Pregnant women who experience complications often require special attention and need rapid medical care during their pregnancy. The PVHMC Maternal-Fetal Transport Unit is equipped to handle any emergency when high-risk expectant mothers need to be quickly and safely transported to PVHMC from other near and far hospitals. These units are ambulances, helicopters, and/or fixed wing aircraft that provides a mobile intensive care environment for pregnant patients enroute to the hospital. **In 2023, we transferred 166 (up from 144 in 2022) high-risk pregnant women safely and quickly regardless of their diagnosis, race, ethnicity or financial status.** This program is truly a testament to PVHMC's thoughtful, purposeful, and strategic approach to community-wide health - beginning with health in the womb.

The goals of the Maternal-Fetal Transport Program include serving the needs of expectant mothers in seven outlying counties, providing maternal-fetal ambulance and air transport for mothers needing emergency maternal services. The level IIIB Neonatal Intensive Care Unit (NICU) is on-site and provides fully trained labor & delivery RNs to assist with emergency care and transport. This program is unique because it meets patients where they are, 24 hours/day, and deploys within 30 minutes of accepting a transport request.



Neonatal Transport

Established in 1994, the Neonatal Transport Team at PVHMC is a highly skilled group of registered nurses and respiratory therapists working with Board Certified Neonatologists to provide safe and efficient ground and air transport of sick newborns to a level IIIB intensive care unit. The associated costs of the program's training, coordinating, travel- time and hands-on specialized care in the field by our mobile team is provided to the patient at no cost. The patient and requesting facility can be confident that PVHMC will be available 24-hours a day, 7-days a week to meet their access-to-care needs, regardless of ability to pay.

In-House Obstetrics Coverage

PVHMC has hospital-based Obstetrics and Gynecology Physicians that provide 24-hours a day/365 days a year coverage for deliveries. **In 2023, 1,915 deliveries were completed by our in-house OB panel.**

Health Professions Education

In addition to the program's clinical services and specialized training, PVHMC has active involvement with our referring facilities. PVHMC provides formal and informal professional educational opportunities for regional hospital staff and physicians regularly at their site location at no cost to the requesting facility.

PVHMC's specialized team of Maternal - Fetal Medicine Associates offer classes in OB Emergencies, Obesity in Pregnancy, Prolapsed Cord/Breech/Shoulder Dystocia Deliveries, The Art of Perinatal Care, Labor Management, Pain Management, Induction, Breastfeeding, Stroke and Pregnancy, Newborn Assessment, Cultural Care & Perinatal Loss, Review of the New NRP Guidelines, Diabetes in the Perinatal Period, Bleeding/ Hemorrhage, Shock, and High - Risk Pregnancies. In 2023, we provided 3 different classes for 9 different facilities equaling 24 hours in person training at no cost to the requesting facility.

Annually, Labor and Delivery and Neonatal education is also provided to the medical community (physicians and nurses) through PVHMC's Annual Perinatal Symposium. Education topics include management of various clinical situations that arise in practice with emphasis on optimizing the outcome for mother and infant.

Community Health Improvement Services

- **Baby Express:** A three-hour class designed to help parents get ready for the new baby experience. Baby Express education includes baby care, bathing, and diapering, how to calm and soothe your baby, car seat safety, and breastfeeding basics. In 2023, this benefit took place virtually due to lack of classroom availability and participant preference. A total of 403 people were served.
- **Big Brother/Big Sister:** Children three to six years of age are prepared for their first meeting with the new baby in the hospital and learn to help care for him/her at home. In 2023, this benefit was unable to take place in observance of COVID-19 guidelines and lack of enrollment.
- **Boot Camp for Dads:** A unique workshop designed to provide education to new dads. Boot camp veterans return with their 2-3 months old infant and give soon-to- be dads tips and

support to head in the right direction with their new family. In 2023, this benefit took place virtually due to lack of classroom availability and participant preference. A total of 124 new and returning Dads were served.

- **Breastfeeding Class:** This class is designed to give expectant parents the knowledge and skills necessary for a successful breastfeeding experience. In 2023, this benefit took place virtually due to lack of classroom availability and participant preference. A total of 403 people were served.
- **Breastfeeding Clinic:** Our free 5 day-a-week clinic is open to breastfeeding mothers and provides education, emotional support, pump rentals, and problem-solving techniques for successful breastfeeding. A lactation consultant is on hand to assist with their need. In 2023 the Breastfeeding clinic served 1,053 breastfeeding Moms.
- **Cesarean Birth Preparation:** Question and answer sessions provide information to prepare families for what to expect during their special delivery. In 2023, this benefit took place virtually due to lack of classroom availability and participant preference. A total of 181 people were served.
- **Childbirth Preparation Class:** Offered in a 3-week series, weekend two-day class or a one-day course, our Childbirth Preparation Class provides community education on the physical and emotional aspects of the labor process. This class is designed to prepare the parent with hands on learning, comfort and breathing techniques, parenting, and the role of the support person. In 2023, this benefit took place virtually due to lack of classroom availability and participant preference. A total of 403 people were served.
- **Family and Friends CPR:** This class provides infant/child Cardiopulmonary Resuscitation (CPR) skills for parents, grandparents, and babysitters. Additional education is provided on choking prevention and how to handle other emergencies.
- **Safe Sitter Class:** Safe sitter is a class to teach adolescents safe babysitting techniques. Students receive hands on practice in basic lifesaving techniques and education is provided on child development and age-appropriate activities. In 2023, this benefit took place virtually.
- **Walk to Remember:** Each October during National Perinatal Bereavement Month, PVHMC invites families who have experienced the loss of an infant or child to participate in a "Walk to Remember." The evening includes an inspirational program of sharing, a memorial service

and a candlelight walk. In 2023, this benefit took place virtually in observance of COVID-19 guidelines and lack of classroom availability. A total of 100 people were served.

- **Maternity Orientation:** Expectant families are invited to take a complimentary tour and orientation to help them get acquainted with our labor and delivery, recovery, and postpartum suites. Tours are also offered in Spanish and Chinese. In 2023, this benefit took place virtually in observance of COVID-19 guidelines and lack of large classroom space. A total of 288 people were served.
- **Postpartum Depression Support:** This is an emotional support group for pregnant and new Moms. This support group discusses stress, depression, anxiety, and difficulty adjusting to changes. Participants learn coping skills, relaxation techniques, and communication skills. Lunch and childcare is provided. In 2023, this benefit took place virtually in observance of COVID-19 guidelines and lack of classroom availability. A total of 380 people were served throughout the year.

Access to Care and Support Services

In addition to our commitment to provide our patients and community with access to specialized coordinated care and treatment through our nationally recognized, high- quality inpatient hospital services, PVHMC has also worked vigorously to develop resources and create opportunities to access care for our most vulnerable residents through a variety of ancillary and ambulatory services. The following update summarizes some of these additional benefits provided to support our community members in accessing quality, affordable healthcare, and related resources throughout FY 2023:

Pomona Valley Health Centers

To meet our community's healthcare needs, Pomona Valley Health Centers has established five convenient locations in PVHMC's primary service area: Chino Hills, Claremont, Pomona, and La Verne. These community-based centers offer Primary Care, Urgent Care, Occupation Medicine, Physical Therapy, Radiology, Laboratory, Sleep Disorders, and Child Development Services.

Each PVHC facility is filled with state-of-the-art equipment and staffed by friendly, compassionate physicians, nurses and care providers and accept patients regardless of insurance status.

- Primary Care:** Our family medicine physicians are highly experienced in the science of medicine and the art of compassionate patient care. Routine exams and treatment for a wide range of illnesses and injuries in infants, children, adolescents, adults, and seniors is available. Care is also provided for chronic conditions such as diabetes, high blood pressure, and heart disease. Highly individualized care is available through our Women's Health services, including prenatal, obstetrics, genetic counseling, and fertility services.

POMONA VALLEY HOSPITAL MEDICAL CENTER

Urgent Care	Emergency Care
<p>To supplement your family doctor's care after hours, on the weekend or if you are unable to get an appointment, go to an Urgent Care Center.</p> <p>Should be to use for:</p> <ul style="list-style-type: none"> Allergies Asthma Bronchitis Cold, Flu, Fever Cough Dizziness Earaches Insect Bites Nausea Minor Burns Minor Cuts/Lacerations Pink Eye Rash/Poison Ivy Sore Throat Sprains and Strains Stitches (minor) Toothaches Urinary Tract (Bladder) Infections 	<p>For accidents or illness not treatable at your physician's office or matters of life or death, call 911 or go to your nearest Emergency Department.</p> <p>Should be to use for:</p> <ul style="list-style-type: none"> All Animal Bites Chest Pain Dehydration Electric Shock Fainting/Loss of Consciousness Fractures/Dislocations High Fever Ingestion of Obstructive Objects Ingestion of Poisons Major Head Injury/Headaches Pneumonia Rectal Bleeding Seizures Severe Abdominal Pain Severe Asthma Attack Severe Burns Shock Snake Bites Uncontrollable Bleeding Weakness/Stroke
<p>URGENT CARE LOCATIONS</p> <p>Chino Hills Crossroads 3110 Chino Ave. • 909.630.7868</p> <p>Claremont 1601 Monte Vista Ave. #190 909.865.9977</p> <p>La Verne 2333 Foothill Blvd. • 909.392.6511</p>	<p>EMERGENCY DEPARTMENT</p> <p>Pomona Valley Hospital Medical Center 1798 N. Garey Ave., Pomona • 909.865.9500</p> <p>PVHMC is a designated Emergency Department Approved for Pediatrics. We have equipment specially designed for pediatric patients and all of our staff are trained to meet the needs of children of all ages.</p>

PVHC POMONA VALLEY HEALTH CENTERS

POMONA VALLEY HOSPITAL MEDICAL CENTER
Expert care with a personal touch

- **Urgent Care:** Urgent Care offers extended hours 365 days a year at all PVHC Urgent Care locations.
- **Child Development:** Certified by the Joint Commission and authorized (“paneled”) to treat children with California Children’s Services-eligible medical conditions, Milestones Center for Child Development is staffed with a team of experts consisting of Occupational Therapists, Physical Therapists, including a board-certified Pediatric Clinical Specialist, and Speech-Language Pathologists certified by the American Speech Language Hearing Association, who are dedicated to the developmental and special needs of children from birth through adolescence. Services include Pediatric Physical Therapy, Pediatric Occupation Therapy, and Pediatric Speech-Language Therapy. These specialties are available to treat a wide variety of diagnoses and conditions, such as abnormal gait patterns, attention disorders, Autism, Cerebral Palsy, cleft lip/cleft palate, developmental disorders, Down Syndrome, feeding disorders, motor delays, scoliosis, Spina bifada, speech- language, hearing disorders, sensory processing, toe-walking, and self-care (dressing, grooming, hygiene).



- **Sleep Disorders:** As an Accredited Member of the American Academy of Sleep Medicine (AASM) for more than twenty years, our Sleep Disorders Center located in the Pomona Valley Health Center at Claremont is a multi-disciplinary specialty clinic that provides diagnosis and treatment for people of all ages experiencing problems with poor sleep. The Center provides both in-lab and at-home sleep study services for the diagnosis and monitoring of sleep-related disorders, including snoring, sleep apnea, insomnia, restless legs, narcolepsy, fatigue, excessive daytime sleepiness, sleep behaviors such as sleepwalking and adjustment to shift work. In addition to comprehensive diagnostic services, PVHMC's Sleep Disorders Center offers the most advanced treatment modalities available.

- **Sports Medicine Clinic:** As one of the first hospital-based Sports Medicine Programs in the area, the Sports Medicine Center (SMC) at Pomona Valley Hospital Medical Center (PVHMC) has consistently set the pace in the education, prevention, treatment, and rehabilitation of injuries for local athletes of all ages and skill levels since 1983. Today our affiliation with Premier Family Medicine and the PVHMC Family Medicine Residency Program expands our services with further medical expertise and innovative programs. Providing support, education, service, and assessments to local students and schools for over three decades has made us one of the leading sports medicine centers in the region.
 - *SUPPORT* of local athletic trainers who need additional assistance with event coverage is provided through the SMC's network of Physicians and Physical Therapists, including on-field physician game coverage during football season.

 - *EDUCATION* is provided by the SMC on many levels. Resident physicians in the PVHMC Family Medicine Residency Program-Sports Medicine Track receive training as part of our weekly Sports Medicine clinic. High school sports medicine students are taught to assist with blood pressure and vision checks during sports physicals. High school athletic trainers and sports medicine club students are offered opportunities to assist the SMC at community athletic events.

 - *SERVICE* to the local athletic community is provided through the SMC's performance enhancement, injury prevention and pre-participation sports physicals available to all local athletes. Partnering with local schools (Bonita High

School, Charter Oak High School, Claremont High School, Damien High School, San Dimas High School, St. Lucy's Priory High School) to provide group sports physicals at PVHMC's SMC clinic, offers fundraising opportunities for the schools' athletics programs.

- *ASSESSMENTS* of sports injuries are provided free of charge in our Sports Medicine Center Evening Clinic. Continuing our long tradition of providing free expert, timely, cost-effective treatment for all athletes in the community, the SMC clinic offers free injury assessment performed by a sports-trained physician who is often assisted by family medicine residents. When needed, the screening also includes free Physical Therapy consultation, free x-rays, and free referrals to other medical specialists. The SMC does not require a physician referral.



- **Rehabilitative Wellness and Aftercare Programs:** While our therapy programs can help you “get well,” our Wellness programs are designed to help you “stay well” and healthy! Although these programs are supervised by our rehabilitation staff, they are not formal rehabilitation. Participants are usually former Rehab patients who desire ongoing “aftercare” support while transitioning to an independent fitness program. However, you do not have to be a former Rehab patient, and anyone may join as a “Wellness” member. We offer five Wellness programs and a variety of low-cost membership options.

- *Aquatic Wellness:* Supervised group classes allow participants to work independently on aquatic exercises in warm water indoor pools. Benefits include decreased impact on weight bearing joints while exercising, increased endurance and strength, improved balance, maintenance and development of muscle tone, and weight management.
- *Cardio-Pulmonary Wellness:* Independent exercisers can work out in a medically supervised fitness gym located at PVHMC, staffed with clinical Exercise Physiologists who provide pre-participation health screening and risk stratification, blood pressure assessments, and individually tailored exercise regimens. This program is structured to assist those in need of managing heart and pulmonary-related conditions.
- *Gym Wellness:* Participants utilize the equipment in our rehabilitative gym to perform an independent exercise routine. Our Associates monitor participants' safety and are available to answer questions. Benefits include building strength and flexibility in a safe, non-intimidating environment and is an excellent transition for former patients as they regain their independence.
- **Social Services:** Discharge planning and community resources for underinsured and uninsured persons beyond routine discharge planning; planning includes, but is not limited to, skilled board and care placement and referral for homeless, psychiatric and substance abuse treatment.
- **Home Medications:** This service provides intravenous medications as prescribed by the physician for home and ensures the continuing healthcare needs of the indigent and underinsured patients are met post discharge.
- **Medications for those unable to pay:** A transition supply of medications is provided for patients who cannot pay or who are uninsured, particularly children and the homeless in the Emergency Department.

- **Homeless Recuperative Care Program:** Provides housing for homeless who require ongoing medical care post-acute care hospitalization to get the services they need to recover from illness or injury.
- **Home Health Visits:** Provides a visiting nurse to the indigent or underinsured patient's home to administer a service ordered by the physician. This service provides treatment, medication, and assessment of physical condition, and would allow patients to continue their treatment at home - especially when their illness prevents them from getting care outside of that environment.
- **Durable Medical Equipment:** Provides equipment such as walkers, wheelchairs, oxygen, glucometers, apnea monitors, beds, wound VACs (Vacuum Assisted Closure) or other durable medical equipment ordered by the physician. This benefit assists in the indigent or underinsured patient's recovery course.
- **Mobile Phlebotomy Services:** PVHMC's mobile phlebotomy team travels to local assisted living and skilled nursing facilities to draw blood and collect lab samples from patients with physician orders. The team visits scheduled locations on a rotating schedule. All patients receive a lab draw, regardless of insurance, and all samples are returned to the hospital and triaged to their respective testing facilities. PVHMC's mobile phlebotomy supports our senior community members by alleviating the burden of finding transportation to an Outpatient lab location and waiting for service. **In 2023, our mobile lab contributed 438 hours to this service to our community.**
- **Transportation Services:** Provides taxi vouchers to needy patients and families to assist with transportation to home and/or other facilities. **Approximately 2,280 persons were served in 2023 for a total spent of \$39,204.**
- **Physician Assistance Program:** This program provides loans to new physicians in specialties identified as a need, to assist them with starting their practices in our community. **In 2023, PVHMC provided over \$1,903,621 in loans to sought after physician specialties to ensure that our community has access to care.** In 2023, PVHMC recruited 13 community-based need specialties under the Physician Assistance program

including: 1 Maternal Fetal Medicine and 12 Anesthesiologists. PVHMC's rationale for providing loan assistance:

- The recruitment and financial assistance will improve the adequacy of the number, specialty mix, and geographic distribution of medical resources to meet the needs of the community served by PVHMC and will facilitate the availability of these resources to the community's medically underserved populations.
- The recruitment will provide support for PVHMC's Trauma, Emergency and Women's Center Programs.
- A strong medical community is critical to the survival of PVHMC to meet patient needs as a nonprofit, charitable institution. PVHMC's leadership in assessing medical resource issues, including retention and recruitment of qualified physicians will continue to strengthen and enhance hospital-medical community relationships.

Pomona is a designated Medically Underserved Area (MUA) and PVHMC recruits physicians to fill the shortage and actively address the needed medical care to many of our Medi-Cal and indigent patients.

- **Emergency Department Patient Navigators:** Health Bridges is a not-for-profit organization that seeks to bridge the language gaps in health care by leveraging the multilingual skills of college students. It was founded in 2015 by three Pomona College students, who had witnessed their own immigrant parents struggle to obtain quality healthcare services because of the language barrier. Since September 2015, Health Bridges has partnered with Pomona Valley Hospital Medical Center (PVHMC) to carry out this program in the Emergency Department. The goal of this partnership is to help address the continuing and emerging needs of the low-income, limited English proficient (LEP), and/or medically underserved population in PVHMC's service areas, specifically by addressing the need for access to care.
- **Health Bridges:** bilingual college volunteers are recruited and trained to engage in two main activities:

1. Increase the target populations' access to health insurance coverage by enrolling PVHMC's low-income, uninsured patients (regardless of their immigration status or English proficiency) in hospital presumptive eligibility (HPE)—a temporary full-scope Medi-Cal program, explaining to them in their native languages how to use the temporary insurance and making appointments for eligible patients with insurance enrollment counselors to help complete the full Medi-Cal application.
2. Improve understanding of and trust in the general healthcare system by offering in-person language assistance to LEP patients who have trouble finding their way inside the hospital and expressing their basic questions and concerns to the medical staff.

In 2023, 39 Health Bridges Volunteers contributed 374 hours of service on-site at the Hospital. When school was moved to remote learning and students were sent home, the Health Bridges Program was moved to remote volunteering. The Health Bridges Team has been reaching out to patients that they previously had contact with at the Hospital to see if they can further assist them in accessing community resources to improve their access to and navigation through their healthcare needs.

- **Eligibility Services:** PVHMC's Eligibility Services Department staff consists of Financial Counselors and Department of Public Social Services (DPSS) workers. Collaboratively the Hospital staff and DPSS workers strive to make the application process timely and seamless. Our Financial Counselors undergo various training programs that include Certified Enrollment Counselor training through Covered California. The DPSS workers are stationed in the Eligibility department to process patient's Medi-Cal cases and allow staff to track their case from start to finish. PVHMC Financial Counselors assists with obtaining coverage through the California Health Benefit Exchange (Covered CA), Medicare, Medi-Cal, California Children's Services Program, or applicable charity care. PVHMC assists with completing the coverage application, schedule appointments for patients with a DPSS Worker and follows up with patients to return all required documentation. PVHMC will also assist patients in setting up payment arrangements on cash discounted and or charity discount payments.

- **Cancer Care Navigators:** PVHMC's Lung Cancer Nurse Navigator and Breast Health Navigator assist patients through their treatment journey, while providing education and support. Our primary goal is to promote early diagnosis and to eliminate treatment delays by expediting patients through the health care process once a suspicious radiologic screening abnormality is identified. We work to replace late-stage cancer diagnoses with earlier diagnoses, and thereby improve treatment outcomes.
- **Palliative Care:** Palliative care services are not reimbursable by insurance, and PVHMC sponsors our half-a-million dollar a year Palliative Care program so that it is available to all patients, regardless of ability to pay.



Palliative Care is an interdisciplinary service provided to patients who have serious illnesses like congestive heart failure, kidney or liver disease, stroke, dementia, cancer, trauma, and many other conditions. While PVHMC only provides Palliative Care while patients are hospitalized, we work with many external agencies to continue palliative care treatments outside of the Hospital.

Palliative Care can begin at any stage of illness and PVHMC's palliative care team works with the patient's other treating physicians to manage discomfort and symptoms such as pain, anxiety, depression, nausea, and lack of appetite. The team – made up of a Physician, Nurse, Social Worker, and Chaplain – work together to optimize the quality of life for all patients, while allowing the patient to define their course of treatment. Many times, the team becomes familiar with a patient because of readmissions to the Hospital, so their palliative care treatments become an ongoing conversation, and if patients wish to change directions with their treatments, the team works to support their decisions.

PVHMC's mission supports the Palliative Care program because we recognize the value it is to the physical, emotional, psychological, and spiritual health of our patients and community. PVHMC's Palliative Care program provided services to 1,250 patients and their family members in 2023.

Partnership and Outreach

Pomona Valley Hospital Medical Center actively works to support local community organizations that share our mission and vision for a healthy community through various donations and outreach activities. Pomona Valley Hospital Medical Center continually seeks to form new strategic partnerships and find opportunities to provide community support services such as assistance to victims of domestic violence, sexual assault crisis and prevention services, healthcare support services, social service, socio-economic development, and child development.

Coalition Building

PVHMC has been a longstanding contributor and supporter of the Health Consortium of the Greater San Gabriel Valley (formerly known as Los Angeles County Service Planning Area (SPA) 3 Health Planning Group). **In 2023, PVHMC contributed \$2,500 to support The Consortium's mission to strengthen the health care safety net and optimize seamless access to high quality care for physical health, mental health, and substance use disorder services in the Greater San Gabriel Valley.**

A part of PVHMC's mission is our dedication to "continuously strive to improve the status of health by reaching out and serving the needs of our diverse ethnic, religious and cultural community." PVHMC has partnered in initiatives like the ParkTree Community Health Center (ParkTree), formerly known as the Pomona Community Health Center (PCHC), that allow the Hospital to reach out to the medically underserved local community.

Initially founded by Pomona Valley Hospital Medical Center in August 1995, in response to the high volume of emergency care services sought by the most vulnerable members of our community, ParkTree Community Health Center (ParkTree) provided adult medical services from a two-exam room clinic based in the City of Pomona Public Health building. With assistance from PVHMC services and medications were provided at no or reduced cost.

Under the stewardship of PVHMC Family Medicine Residency Program graduate, Dr. Jamie Garcia, ParkTree achieved Federally Qualified Health Center (FQHC) status in 2013 and with the help of PVHMC re-located to a new twelve room exam clinic in the Village complex located on Indian Hill and Holt Avenues. The Village was visited by Barack Obama in 2008 and recognized for its innovative "one stop- wrap around social services" for the homeless and working poor.

Today there are five locations situated in the cities of Pomona and Ontario to better serve the needs of Pomona Valley and San Bernardino residents, offering comprehensive and integrative medical, dental, and behavioral health services to people of all ages regardless of their immigration status or ability to pay. Services are provided face to face and via telehealth.

Services provided include:

- Primary medical care for adults including annual wellness examinations, sick visits and chronic disease management focusing on diabetes, hypertension, and asthma
- Homeless healthcare
- Pediatric services including well-child examinations, school and sports physicals, and immunizations
- Behavioral health services for individuals, couples, and families for the care of those with anxiety, depression, and/or substance use disorders
- Prevention services for HIV including prescribing PrEP
- Reproductive healthcare for men and women including contraceptive services, screening and treatment of sexually transmitted infections, and cancer detection
- Prenatal care/obstetrics including Comprehensive Perinatal Services Program
- Teen services
- Preventive and restorative oral health services including examinations, x-rays, fillings, extractions, sealants, bridges
- Podiatry and wound care services
- Optometry
- Chiropractic services
- Care coordination
- COVID-19 testing, vaccines and treatment
- Enrollment assistance in Medi-Cal, Medicare, and programs available through the Affordable care Act for new or renewing recipients.

The mission of the ParkTree Community Health Center is “to be the medical home for the underserved in our community by providing high quality preventive and primary care health services.” To that end, ParkTree has been recognized as a Patient Centered Medical Home by the National Committee for Quality Assurance (NCQA).

Accomplishing this mission depends on the generous support of community focused foundations, corporations, and caring individuals. ParkTree Community Health Center collaborates with Pomona Valley Hospital Medical Center, LA Care Health Plan, Kaiser Permanente, the Ahmanson Foundation, The Ralph M. Parsons Foundation, The California Wellness Foundation, the Rose Hills Foundation, Good Hope Medical Foundation and many more. As a FQHC, ParkTree receives funding from the Federal government (Health Resources & Services Administration). In 2022, ParkTree received funding from a Community Funding Project – Congressionally Directed Spending on behalf of Congresswoman Norma Torres (CA-35) to build a mobile health clinic (Completion date by 2025).

Additional Information, including locations and hours, can be found by visiting PVHMC’s website (www.pvhmc.org) or the ParkTree Community Health Center website (www.parktreehc.org).

Additional Community Service and Outreach

- **Blood Drives:** In 2023, Pomona Valley Hospital Medical Center hosted a total of 13 blood drives and collected 448 units. This equates to 1,300 lives that have been impacted through the generosity of our donors and our efforts.



- **Laboratory COVID-19 Testing:** Pomona Valley Hospital Medical Center (PVHMC) is one of the only hospitals in the region to do all of its COVID-19 testing in- house, resulting in fast turnaround times that help caregivers quickly provide the most appropriate care to patients. Every person admitted to the Hospital or who undergoes outpatient surgery is tested for the virus whether they have symptoms or not. The ability to get the results in one to three hours allows our Physicians to make faster and better decisions about delivering the best care.
- **Food Finders Partnership:** PVHMC supports Food Finders, a food rescue nonprofit organization with a primary focus of reducing hunger while also reducing food waste. Food Finder's "Food Rescue" program ensures millions of pounds of wholesome food helps feed people, not landfills. **Through Food Finders in 2023, PVHMC donated over \$16,531 in food for meals to local communities.**
- **Hospital Website:** The website is designed to inform the public of all services, programs, classes and special events that take place at PVHMC. The community can access information 24/7 and submit requests for additional information that is sent directly to Associates to reply.
- **Hospital Tours:** Tours are scheduled for community residents and schools interested in learning more about the Hospital and what services are available.
- **Speakers Bureau:** Physicians, clinicians, dietitians and other healthcare providers speak to local community-based groups (i.e. Kiwanis, Rotary, retirement communities, employer-based audiences, Pomona Unified School District, Pomona Pride Center, etc.) on a multitude of health topics. In 2023, we were pleased to provide our series and served over 250 community members once again.
- **Hospital Information:** Essential Hospital information is provided to all who enter the Hospital via the "Patient Guide." This guide includes all state and federal required patient rights and responsibilities along with how and where to find services (i.e. Food Court, visitor guidelines, etc.)
- **Volunteer Services:** Volunteers at PVHMC help make a difference in the lives of our patients and their families. **We had a total of 663 Volunteers (adults, college, and high school students) in 2023 totaling 48,070 hours of service.** We are proud of our Volunteers and the invaluable service they provide to our community.

Volunteers may choose to participate in direct patient care services or in non- patient care services. Programs and activities provided through our volunteer services include:

- *Children's Services*: The Volunteer Services Department provides comfort items to children (patients, visitors, siblings) including blankets, plush toys, games, pediatric toy box items, crayons, and coloring books.
- *Scholarships*: The Auxiliary of PVHMC grants scholarships to high school and college Volunteers that are pursuing careers in the medical field. In 2023, a total of \$10,000 was awarded to seven Pomona Valley Hospital Medical Center Volunteers.
- *Infant Layette Sets*: Infant layette sets are given to families in need for their new baby, including clothing and blankets.
- *Car Seats*: A safety rated infant car seat is provided to low income and needy families with a newborn infant.
- *NICU Parent Transportation Assistance*: PVHMC's NICU serves many low-income families; a percentage of this population is unable to afford regular trips to and from PVHMC to visit their babies. The Auxiliary of PVHMC provides gas cards for distribution as seen fit by the assigned social worker to assist with the cost of transportation to and from PVHMC to see their baby in the NICU.

Community Partners

Pomona Valley Hospital Medical Center invests in partnerships with community organizations that share our mission and vision for serving the health needs of our diverse ethnic and cultural community. It is essential to work closely to help strengthen our community and create solutions. We are very fortunate to have partnered with dozens of organizations over the years. **In 2023, PVHMC donated over \$78,200 to local community-based organizations** that support the needs of our broader community and our most vulnerable populations.

Organizations that PVHMC has partnered with to address the health needs of our service area include:

- Aging Next
- American Cancer Association
- American Health Journal
- American Heart Association
- American Red Cross
- American Stroke Association
- Anthesis
- Auxiliary of PVHMC
- Bonita Unified School District
- Boys and Girls Club of Pomona
- Boys Republic
- Bright Prospect
- CAHHS Volunteer Services
- Cal Poly Pomona University
- Care Harbor
- Casa Colina Hospital and Health Foundation
- Chino Kiwanis
- Chino Valley Chamber of Commerce
- Chino Valley Medical Center
- City of La Verne
- Claremont Chamber of Commerce
- Claremont Unified School District and Education Foundation
- dA Center for the Arts
- East Valley Community Health Center
- Emanate Health
- Health Consortium of San Gabriel Valley
- Hillcrest Senior Center
- House of Ruth
- Inland Valley Hope Partners
- Inland Valley Recovery
- Keck Graduate Institute
- Kiwanis Club
- Latino/Latina Roundtable
- Montclair Hospital
- National Alliance on Mental Illness (NAMI) Walk Los Angeles
- National Health Foundation
- ParkTree Community Health Center
- Pomona Chamber of Commerce
- Pomona Community Foundation
- Pomona Host Lions Club
- Pomona Library
- Pomona Rotary
- Pomona Unified School District
- Pomona Valley Health Centers
- Pomona Valley Ostomy Association
- Prototypes
- San Dimas Community Hospital
- San Gabriel Pomona Regional Center

Professional Education and Training

Academic Affairs

Through the Department of Academic Affairs (DAA), PVHMC offers clerkship and elective rotations to medical students, physician assistant students and other graduate learners from institutions and health care facilities in Southern California including UCLA, USC, Western University of Health Sciences, Arrowhead Regional Medical Center, and Riverside Community Hospital/HCA. In 2023, the DAA onboarded over 350 learners (visiting fellows, residents, and students) hosted in several disciplines and departments such as Family Medicine, Emergency Medicine, Internal Medicine, Surgery, Obstetrics and Gynecology. These rotations also serve as a recruitment tool for PVHMC's Family Medicine Residency Program, with the intent of attracting future health care professionals to serve PVHMC and our community.

Family Medicine Residency Program

PVHMC's Family Medicine (FM) Residency Program's mission is to serve our ethnically and economically diverse communities and prepare our residents to be well-rounded physicians and community advocates. The residency program works to retain physicians in the community after they complete their residency. The program, which was established in 1997, has graduated 153 Family Physicians, retaining approximately 14% of graduates within the Pomona Valley region and 88% in California. Of the graduates, approximately 30 practice within the PVHMC system employed by Premier Family Medicine Associates. The Family Medicine Residents provide care to unhoused and under-resourced individuals at our Street Medicine Clinic on Tuesday mornings. Additionally, they provide care for underserved patients at Park Tree Community Health Center, a Federally Qualified Health Center.

FHC (FM Resident Practice in FHC)

The Pomona Valley Health Center at Pomona (Family Health Center – FHC) is the primary practice site for the Family Medicine Residency Program. The clinic is staffed by faculty and resident physicians who provide comprehensive care throughout the continuum of life including adult and

well-child care, complete maternity care, specialty gynecologic, dermatologic, and musculoskeletal procedures. In 2023, the Family Medicine Residents completed over 10,000 outpatient visits in the FHC. The physicians provide care for the disabled and elderly and have conducted 275 home, hospice and skilled nursing facility visits in the last year.

In 2023, FM residents were also involved in providing the following services for PVHMC and the Pomona community:

- 213 Deliveries, not including deliveries with the laborists.
- ~800 Admissions on the FM Inpatient Service
- 61 Rapid Response
- 7 TNC Resident Grand Rounds presentations for PVHMC physicians
- 4 High School and College Pipeline Workshops at Bright Prospect, promoting careers in healthcare.
- 8 Health Talks given at local schools
- >700 Street Medicine Clinic visits decreasing inappropriate use of the ER which helps conserve resources.
- 165 patients served for free at Sports Medicine Clinic at OPP
- 100-150 Free Pre participation Physicals at 5 local high schools (Bonita, Charter Oak, Damien, Claremont, San Dimas)
- 19 FM clerkship, elective and Sub-Internship rotations

Additional Training and Support

- **Medical Library:** All types of library services, including printing and online resources, reference and research assistance, guidance and instruction on research skills, and evaluation of information, are available to the community and to students in health-related programs, as well as to affiliated physicians and other health care providers.
- **Dietetic Internships:** PVHMC is a clinical and management site for Dietetic student interns from California State Polytechnic University, Pomona (CPP) and California State University, Los Angeles.
- **Food and Nutrition Regional Opportunity Program (ROP):** Training for high school students enrolled in an ROP program.

- **Clinical Experience for Rehab (PT, OT, SLP) Students:** Provides orientation and training for Physical Therapy, Occupational Therapy, and Speech-Language Pathology Students in clinical areas.
- **Clinical Experience for Histology Students:** Histology externships for students from Mount San Antonio College. 12 students served in 2023.
- **Ultrasound, Nuclear Medicine, CT, and MRI Training:** PVHMC is a training facility for Ultrasound, Nuclear Medicine, CT and MRI students from Loma Linda University.
- **Radiology Technologist Internship:** PVHMC is a training facility for Radiology students from Chaffey College. 6 students served in 2023.
- **Mount San Antonio College Students:** PVHMC's adult Intensive Care Unit (ICU) is a hospital-based training location for students enrolled in the Respiratory Program at Mount San Antonio College; 6 students served in 2023.
- **San Joaquin Valley College Students:** PVHMC is a clinic site for respiratory students from San Joaquin Valley College; 36 Respiratory students served in 2023.
- **NICU Student Rotation:** Respiratory Therapy students are provided with a Neonatal Intensive Care Unit (NICU) rotation with clinical education relating to the diagnosis, assessment, and treatment of respiratory diseases in the neonatal population; 36 students served in 2023.
- **Continuing Medical Education (CME):** Pomona Valley Hospital Medical Center is accredited by the Institute for Medical Quality, and the California Medical Association (IMQ/CMA) to provide continuing medical education for physicians. CME courses are provided by PVHMC to increase the knowledge, performance, and competence of our physicians, residents, and associates. The most frequently attended CME activity is the Tuesday Noon Conference, which Medical Staff members, Hospital Associates and any other interested physicians in the community are welcome to attend. Physicians do not have to be on staff with PVHMC to participate. Most of our CME events, except for full and half-day seminars, are provided free of charge.
- **Nurse Practitioner Training:** Training at the Pomona Family Health Center for Nurse Practitioner students from Western University of Health Sciences and other colleges.
- **Nursing Student Preceptorship:** Senior nursing students work clinically with staff nurses in Medical/Surgical and Telemetry units.

- **Clinical Nursing Experience:** The Education Department offers clinical experience for nursing students from community colleges, and universities (public and private). Instructors from the Education Department are oriented on how to competently supervise clinical areas and assist in orienting these nursing students.
- **Nursing Advisory Board:** The Education Department serves on Nursing Advisory Boards as advisors to local schools (e.g., Chaffey College, Western University of Health Sciences, Mount San Antonio College, Citrus College), to assist in meeting requirements for their Nursing programs.
- **Social Services Internships:** PVHMC partners with the University of Southern California (USC) and California State University, Long Beach (CSULB) to provide onsite training for Masters of Social Work (MSW) students. Also, educational in- services are offered by our Associates, to health professionals on mental health topics in the community.

Health Equity, Diversity, and Inclusion



PVHMC values, health equity, diversity, and inclusion, and works to create a culture of excellence in which all patients, families, visitors, stakeholders, and Associates feel valued, connected, treated fairly and safe, and where differences are both respected and supported. PVHMC has a policy to help guide our work to ensure Health Equity, Diversity, and Inclusion (HEDI), shown here.

CHAPTER TITLE: HEALTH EQUITY, DIVERSITY, AND INCLUSION (HEDI)

I. PURPOSE:

- A. PVHMC is committed to building a workforce through the use of equity and inclusion that reflects the diversity of the community we serve, that provides equal opportunities, and a collaborative, empowering work environment, and that is free of discrimination and harassment.
- B. Fostering diverse workforce benefits both Associates and patients by offering an inclusive place to provide and receive care. Associates from different backgrounds serve in a number of roles in our organization. While we may come from different experiences, we all share the same goal of providing high quality patient care that also promotes a climate of inclusion for patients and families.
- C. We are also committed to developing and implementing programs and initiatives to promote health equity, diversity and inclusion in all areas of employment and in patient care.

II. DEFINITIONS

- A. Health Equity, Diversity, and Inclusion are related and equally important concepts.
- B. Diversity includes, but is not limited to, differences in race, ethnicity, ancestry, sex, gender, sexual orientation or identity, disability, religion, age, national origin, military or veteran status, marital status, physical ability, medical condition, or any category protected under state or local law.
- C. Diversity also includes differences in backgrounds, experiences, perspectives, thoughts, interests, culture, language, education, socio-economic status, spiritual beliefs, political beliefs, and ideas.
- D. Health Equity means using fairness and justice in the way people are treated so that everyone has the opportunity and support they need to achieve excellence in their profession, wellbeing, and health.
- E. Inclusion means ensuring that all Associates are valued, respected, heard, engaged, and involved at work and have full opportunities to collaborate, contribute, and grow professionally, and similarly, for patients, that they are valued, heard, engaged with their treatment, and have full opportunities to express their viewpoints, and are treated with respect

III. POLICY:

- A. PVHMC values, health equity, diversity and inclusion, and works to create a culture of excellence in which all patients, families, visitors, stakeholders, and Associates feel valued, connected, treated fairly and safe, and where differences are both respected and supported.
- B. We always welcome opportunities to LISTEN, LEARN, ACT. We aim to ensure that our Associates, patients and partners reflect the incredible mosaic of people and communities we so proudly serve.
- C. This policy is not intended to restrict communication or actions protected or required by state or federal law.

- D. As part of this commitment, PVHMC focuses its Health Equity, Diversity & Inclusion program in the following areas:
 - i. Workforce
 - a. As an equal opportunity employer, recruit talented Associates with valuable expertise from different races, religions, genders, sexual orientations and other protected classes.
 - b. Retain a diverse workforce by appreciating the values, skills, experiences, and abilities of everyone we employ and not denying benefits, excluding persons, or otherwise discriminating against any Associates on a protected basis.
 - c. Provide equal employment opportunities.
 - d. Educate and engage Associates in learning opportunities to foster awareness and appreciation for the richness that diversity brings and on the concepts of equity and inclusion.
 - e. Train Associates on preventing harassment and discrimination. Conduct assessments and interventions as needed.
 - f. As an Equal Opportunity Employer, we are committed to recruiting talented Associates with valuable expertise from different races, religions, genders, sexual orientations and other protected classes.
 - g. We participate in local career fairs, work with recruiting sources to actively seek diverse applicants, and partner with colleges and schools with significant minority enrollment to identify highly qualified applicants.
 - i. Experience
 - h. Provide culturally responsive care that promotes a climate of inclusion for patients and families. Our Associates receive training designed to support and encourage an inclusive and accessible environment for healthcare delivery and customer service.
 - i. Additional resources are available to assist with the equitable and affirming delivery of healthcare, such as translation and technology services and responding to cultural issues for patients and families of different backgrounds
 - ii. Health Equity
 - j. Demonstrate a commitment to fair and equal access to healthcare through community partnerships and engagement of under-represented groups.
 - k. Foster equitable patient experiences through assessments and interventions.
 - l. In addition to internal development, we also collaborate with stakeholder groups that support health equity, diversity, and inclusion purpose.
 - m. PVHMC also strives to ensure that our health equity, diversity, and inclusion initiatives, actions, and results are transparent and synergistic.
- E. To carry out goals and programs, all Associates play a role in making PVHMC a diverse and inclusion place, for everyone, to receive care.
- F. Inclusion and diversity are critical drivers for creating the ideal experience for every patient, associate, and community member we serve. PVHMC empowers and supports our diverse workforce, patient population and community to advance PVHMC's mission of excellence patient care and quality professional education.

2023 HEDI Committee Accomplishments

The HEDI Committee cultivates equitable healthcare delivery and workforce practices by fostering a culture that values and embraces diversity through recognition, celebration, education, policy development, and institutional accountability in an inclusive environment for our Associates, Physicians, Volunteers, patients, and community. The Health Equity, Diversity, and Inclusion (HEDI) Committee supports PVHMC to promote these values.

Sub Committee	2023 Sub Committee Goal(s)	2023 Sub Committee Accomplishment(s)
Patient & Family Experience	<ul style="list-style-type: none"> Develop an actionable report to capture Pt. Family Experience concerns related to HEDI. 	<ul style="list-style-type: none"> Report developed to track HEDI concerns
Workforce Experience	<ul style="list-style-type: none"> Conduct and Analyze HEDI Survey <ul style="list-style-type: none"> Host two (2) Town halls Roll out HEDI Education Module(s) 	<ul style="list-style-type: none"> HEDI Survey Conducted and Analyzed Deferred HEDI Education Modules were sent to all PVHMC Associates
Data Analysis, Outcomes and Transparency	<ul style="list-style-type: none"> Develop a process to obtain data in a manner that would allow for identification of discrepancies in care or outcomes as it relates to socially identifiable characteristics. Develop a process to identify and monitor challenges to diversity and inclusion in the environment and organizational culture. 	<ul style="list-style-type: none"> Process developed and report domains identified to include age, gender, race, preferred language, etc. All Joint Commission Accredited programs have developed reports based on the above domains. JC programs are identifying any disparities in care and will be developing action plan based on that data.
Communications and Events	<ul style="list-style-type: none"> Establish training modules 	<ul style="list-style-type: none"> Continued to write articles on monthly cultural recognitions and post to HEDI Intranet page and Monthly Associate Newsletters. Added five Education and Training Modules for all Associates to have access to HEDI Intranet page: <ul style="list-style-type: none"> <i>Health Equity Diversity and Inclusion</i> <i>Social Determinants of Health</i> <i>Implicit Bias</i> <i>LGBTQ+</i> <i>Cultural Linguistics</i>
Community Engagement	<ul style="list-style-type: none"> By the end of calendar year, the community engagement subcommittee will find partners so Associates can host/participate in community (volunteer) events. 	<ul style="list-style-type: none"> No 2023 Accomplishment(s) provided at this time

Sub Committee	2023 Sub Committee Goal(s)	2023 Sub Committee Accomplishment(s)
	<ul style="list-style-type: none"> By the end of the calendar year at least 3 departments from the hospital have committed to host/participate (a minimum of 3 associates) in a community (volunteer) event. 	
Training and Education	<ul style="list-style-type: none"> Develop learning activities and modalities from feedback from survey and Town Hall Meetings Identify applicable curriculum for HEDI Committee and Healthcare Leaders in implementing TJC standard LS.04.03.08 in addressing healthcare disparities. Submit self-study survey to the Human Rights Campaign for LGBTQ+ Healthcare Equality for Organizational recognition of equity and inclusion related to this underserved population 	<ul style="list-style-type: none"> 5 HEDI modules completed by all Associates and assigned to new hire Associates. TJC LS.04.03.08 - Prepare form selected by workgroup to be place in Millennium for collecting SDOH. 5 questions, 1 in each of the 5 required domains were identified. If screened positive, CM or SW will be triggered for patient f/u. Workflow process is being finalized and data collection to begin February 2024. Self-study was not submitted. Required elements for the Four Core Criteria Areas were crossed walked with programs currently in place and policy updates and practice revisions were made to align with best practice criteria. <ul style="list-style-type: none"> Self-study evaluation disclosed PVHMC as a Tier 2 Recognition for LGBTQ+ Healthcare Equality Top Performer. 8-hour seminar on Cultivating a Welcoming, Warm, and World-Class Workplace on Nov 1, 2023. <p>Dr. Shirley Davis presented on 1) Unconscious Bias and Its Impact in the Workplace 2) Building Cultural Competence 3) Emotional Intelligence 4) Cultivating a Culture of Psychological Safety.</p>
Health Equity and Outcomes	<ul style="list-style-type: none"> Develop and implement interventions to address discrepancies in care related to socially identifiable characteristics. 	<ul style="list-style-type: none"> See Data Analysis, Outcomes and Transparency goals Identification of actionable disparities is in process and ongoing. HEDI Committee decided this Subcommittee will be combined with Data Analysis and Transparency Subcommittee.

Economic Valuation

For 2023, PVHMC’s total value of community benefits came to \$94,859,993 (Schedule H (Form 990) Part I.7.k.). The amounts for Charity Care, Means-Tested Government Programs, and Other Benefits are shown.

Economic Valuation of Community Benefit in FY 2023

Charity Care and Means-Tested Government Programs	
Charity Care	\$ 3,060,170
Medicaid	<u>\$81,333,425</u>
Total Unreimbursed Care and Charity Care	<u>\$84,393,595</u>
Other Benefits	
Community Health Improvement Services and Community Benefit Operations	\$2,170,621
Health Professions Education	\$1,421,014
Subsidized Health Services	\$6,654,512
Research	\$ 103,600
Cash and In-Kind Contributions to Community Groups	<u>\$ 116,651</u>
Total Other Benefits	<u>\$10,466,398</u>
Total Community Benefits for FY 2023	
Total Unreimbursed Care and Charity Care + Total Other Benefits	\$94,859,993

¹ Inpatient is the net unreimbursed cost (equivalent to unreimbursed cost less the than the disproportionate share payment); Outpatient is the net unreimbursed cost.

² The value of Community Building Activities is an additional \$10,048.

The process for determining the economic value of documented community benefits was as follows: uncompensated care was valued in the same manner that such services were reported in the Hospital's annual report to HCAI; charity care was valued by computing the estimated cost of charges (including charity care donations); other services were valued by estimating the costs of providing the services and subtracting any revenues received for such services - costs were determined by estimating staff and supervision hours involved in providing the services. Other direct costs such as supplies and professional services were also estimated. Any offsets, such as corporate sponsorship, attendance, fees, or other income contributed or generated were subtracted from the costs reported.

Plans for Public Review

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 Community Needs Assessment. PVHMC's next steps include:

- Continuous review of the current Implementation Strategy to track performance measures and gauge the success of strategies and programs in place
- 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

The Community Benefit Plan, Implementation Strategy, and Community Health Needs Assessment (CHNA) 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 Benefit Plan Implementation Strategy and CHNA on our website, please visit pvhmc.org and navigate to the Community Services tab under the About Us section on our home page. The direct link is <https://www.pvhmc.org/about-us/community-services>

Requests for a paper copy can be made by phone, in person, by email, or by mail, by contacting:

Leigh Cornell, FACHE, Vice President, Administration
Pomona Valley Hospital Medical Center
1798 North Garey Avenue
Pomona, CA 91767
leigh.cornell@pvhmc.org
(909)630-7785

Appendix A: Financial Assistance Policy

Policy Name: Patient Financial Assistance Program Policy #: HW#501

Division: Manual: Hospital Wide Policy

Origination Date: 12/31/2007 Revised Date: 01/01/2023 Reviewed Date: 12/20/2023

SUBJECT: Patient Financial Assistance Program Policy Full Charity Care and Discount Partial Charity Care Policies

Purpose:

Pomona Valley Hospital Medical Center (PVHMC) serves all persons in the Pomona Valley and greater Inland Empire community. As a community hospital provider, Pomona Valley Hospital Medical Center strives to provide healthcare services within a high quality and customer service-oriented environment. Providing patients with opportunities for financial assistance coverage for healthcare services is an essential element of fulfilling the Pomona Valley Hospital Medical Center mission. This policy defines the PVHMC Financial Assistance Program including its criteria, systems, and methods.

Nonprofit acute care hospitals must comply with the California Hospital Fair Pricing Act (codified in California's Health & Safety Code Sections 127400 et seq.), and with Section 501(r) of the Internal Revenue Code requiring written policies providing discounts and charity care to financially qualified patients. This policy provides for both charity care and discounts to patients who financially qualify under the terms and conditions of the Pomona Valley Hospital Medical Center Financial Assistance Program.

The Finance Department has responsibility for general accounting policy and procedure. Included within this purpose is a duty to ensure the consistent timing, recording and accounting treatment of transactions at PVHMC. Patient Access and Business Office staff are responsible for assisting the patient with the financial assistance application as needed to include handling of patient accounting transactions in a manner that supports the mission and operational goals of Pomona Valley Hospital Medical Center. PVHMC's Board of Directors is responsible for approving this policy.

Policy:

It is the policy of Pomona Valley Hospital Medical Center to offer financial assistance to patients who are unable to pay their hospital bills due to a financial inability to pay. Designated management will review individual cases to determine a patient's eligibility for financial assistance and determine the discount for which the patient qualifies. All requests for financial assistance from patients, patient families, physicians or hospital staff shall be addressed in accordance with this policy. This policy will be applied to financial assistance applications approved on or after November 1, 2017.

Introduction

Pomona Valley Hospital Medical Center strives to meet the health care needs of all patients who seek inpatient, outpatient and emergency services. PVHMC is committed to providing access to financial assistance programs when patients are uninsured or underinsured and need help paying their hospital bill. These programs include state- and county-sponsored coverage programs, and charity care as defined herein. This policy focuses on charity care for which eligibility for financial assistance and qualification for a discount is determined solely by the patient's and/or patient's family's ability to pay.

The Hospital makes every effort to inform its patients of the Hospital's Financial Assistance Program.

Specifically:

- Every registered patient receives a written notice of the Hospital's Financial Assistance Policy written in plain language per IRC 501(r);
- Upon request, paper copies of the Financial Assistance Policy, the Financial Assistance application form and the plain language summary of the Financial Assistance Policy are made available free of charge . These documents are also available on the Hospital's website;
- Whenever possible, during the registration process, uninsured patients are screened for eligibility with government-sponsored programs and/or the Hospital's Financial Assistance Program;
- Public notices are posted throughout the Hospital notifying the public of financial assistance for those who qualify (See "Reporting & Billing: Public Notice" within this policy for more information);
- Guarantor billing statements contain information to assist patients in obtaining government-sponsored coverage and/or financial assistance provided by the Hospital (See "Reporting & Billing: Billing Statements" within this policy for more information);
- The hospital will provide patients with a referral to a local consumer assistance center housed in a legal services office;
- In an effort to widely publicize the Hospital's Financial Assistance Policy, the Hospital has collaborated with several community clinics to provide Financial Assistance literature for clinic patients.

This policy addresses the following:

Definitions

Financial Assistance Eligibility Criteria

Financial Assistance Discount Qualification Criteria

Application Submission and Review Process

Reporting & Billing

General Provisions

DEFINITIONS

Amounts Generally Billed (AGB): The amount generally billed by the hospital for emergency and other medically necessary services to patients who have health insurance. This amount does not represent the Hospital's usual and customary charge. It represents the amounts generally paid by a third-party payer as defined herein.

Essential living expenses: Expenses for any of the following: rent or house payments (including maintenance expenses), food and household supplies, utilities and telephone, clothing, medical and dental payments, insurance, school or child care, child and spousal support, transportation and automobile expenses (including insurance, fuel and repairs), installment payments, laundry and cleaning expenses, and other extraordinary expenses.

Full Charity: A discount representing 100% of a patient's liability. A full charity discount is equivalent to 100% of billed charges when the patient is uninsured and equivalent to the patient's unmet deductible, coinsurance and/or copay when the patient is insured.

High Medical Costs: An insured patient with "High Medical Costs" means:

- A person whose family income does not exceed 350% of the federal poverty level if the individual does not receive a discounted rate from the hospital as a result of third-party coverage, and any of the following:
 - Annual out-of-pocket costs incurred by the individual at the hospital that exceed 10% of the patient's family income in the prior 12 months,

- Annual out-of-pocket expenses that exceed 10% of the patient's family income, if the patient provides documentation of the patient's medical expenses paid by the patient or the patient's family in the prior 12 months
- A lower level determined by the hospital in accordance with the hospital's charge care policy

Income: The sum of all the wages, salaries, profits, interests payments, rents and other forms of earnings received by all members of a patient's family during a one year period of time. This includes gross receipts less cost of goods sold for self-employed family members.

Local Consumer Assistance Center: An agency designed to provide consumers with information about health care coverage and services. In California, the Health Consumer Alliance (HCA) was designated as the CCI/ Cal Mediconnect Ombuds program effective April 1, 2014. More information regarding HCA can be found at <http://healthconsumer.org>. Consumers may call 888-804-3536 for routing to the correct consumer center.

Monetary Assets: Assets that are readily convertible to cash, such as bank accounts and publicly traded stock but not assets that are illiquid, such as real property and/or the following assets:

- Retirement funds and accounts;
- Deferred compensation plans qualified under the Internal Revenue Code;
- Nonqualified deferred compensation plans;
- The first \$10,000 of qualified monetary assets;
- 50% of monetary assets after the first \$10,000.

Necessary Services: Inpatient, outpatient or emergency medical care that is deemed medically necessary by a physician. Necessary services would not include purely elective services for patient comfort and/or convenience, including but not limited to a cosmetic lens implanted during cataract surgery.

Patient's Family Size: is dependent on the age of the patient as defined below:

1) For patients 18 years of age and older, the patient's family includes the patient's spouse, domestic partner and dependent children under 21 years of age, whether living at home or not;

2) For patients under 18 years of age, the patient's family includes the patient's parent(s), caretaker relatives and other children less than 21 years of age

PROCEDURE FOR FINANCIAL ASSISTANCE

FINANCIAL ASSISTANCE ELIGIBILITY

Financial assistance eligibility is based upon the patient's ability to pay as determined by the Patient's Family income relative to the current Federal Poverty Level.

The primary eligibility categories are:

- Patient is uninsured AND Patient's Family Income is at or less than 400% of the Federal Poverty Level designated for the patient's family size
- Patient is insured AND Patient's Family Income is at or less than 400% of the Federal Poverty Level designated for the patient's family size AND patient meets the definition of a "High Cost Medical" patient

The following conditions must also be satisfied:

- If the patient is insured, the patient's liability is NOT a Medicaid share of cost or unmet deductible, coinsurance and/or copay related to subsidized coverage provided through a Covered CA qualified

- health plan or similar plan;
- Patient does not qualify for other income-based/means test government-sponsored coverage;
 - A pending application for another health coverage program shall not preclude eligibility for financial assistance under this policy, however, final approval of financial assistance may be deferred until the pending application is processed and eligibility is determined
- Patient completes and submits a Financial Assistance Application;
- Patient submits all required and requested documents and responds to any questions that arise from the Financial Assistance Application.

A patient who is deemed eligible for financial assistance will not be charged for emergency or other medically necessary care more than amounts generally billed (AGB) to individuals who have insurance covering such care.

Physicians providing emergency services in the hospital are required to provide discounts to uninsured and high medical cost patients whose incomes are at or below 350 percent of the Federal Poverty Level. The discounts by physicians providing emergency services in the hospital are not included in the Hospital’s Financial Assistance Policy. These discounts are administered independently by the physician, physician’s medical group and/or the physician billing agent. Eligible patients are offered a reasonable, extended payment plan. If an agreement is not reached, a reasonable payment formula similar to the hospital’s payment formula defined in the “Payment Plans” section within this policy must be used in determining the monthly payment. See Addendum A for a complete list of emergency providers.

FINANCIAL ASSISTANCE DISCOUNT QUALIFICATION CRITERIA

Once eligibility is established, the discounted amount and/or discounted balance is determined as defined in the following section of this policy depending upon:

- The Patient’s eligibility category;
- The Patient's Family income;
- The Patient's Family Monetary Assets;

Full Charity Discount Criteria

The following chart summarizes the criteria that must be satisfied for a patient to qualify for full charity care:

ELIGIBILITY CATEGORY	INCOME	ASSETS
Uninsured	<400% FPL	<\$10,000
Insured with High Medical Costs	<400% FPL	<\$10,000

All patients who are eligible for financial assistance within this policy will receive full charity when the patient’s family income is at or less than 400% of the Federal Poverty Level and their monetary assets are less than \$10,000. To qualify for this level of discount, the patient will apply for and submit the documentation required for full charity within this policy.

Dates of Service included in Application

When the hospital determines that a patient qualifies for Financial Assistance, that determination will apply to the specific services and service dates for which the patient or the patient’s family representative submitted the application. In cases of continuing care relating to a patient diagnosis that requires ongoing, related services, the hospital will treat continuing care as a single case for which qualification applies to all related ongoing services provided by the hospital. Management may, based on its review, determine that other pre-existing patient account balances outstanding at the time of qualification may

be eligible for write-off. Generally, a patient will re-apply for financial assistance eligibility at least every 180 days, but management has the discretion to not require further application(s) for subsequent services following an initial application approval.

Other Eligible Circumstances qualifying for Charity: Medi-Cal Payment Denials

PVHMC deems those patients that are eligible for government -sponsored low-income assistance programs (e.g. Medi-Cal/Medicaid, California Children’s Services and any other applicable state or local low-income program) to be indigent. Therefore such patients are eligible under the Financial Assistance Policy when payment is not made by the governmental program. For example, patients who qualify for Medi-Cal/Medicaid as well as other programs serving the needs of low-income patients (e.g. CHDP and CCS)), where the program does not make payment for all services or days during a hospital stay, are eligible for Financial Assistance Program coverage limited to the amount the payer denied instead of paid. Consistent with Medicare cost reporting guidance for the calculation of the Hospital’s low-income percentage for Medi-Cal DSH, non-covered services and all other denied services provided to eligible Medicaid beneficiaries will be reported as “Uncompensated Care” for cost reporting purposes without requiring a FAP application from each patient. Specifically included as Uncompensated Care are charges related to denied stays, denied days of care, and non-covered services. All Treatment Authorization Request (TAR) denials and any lack of payment for non-covered services provided to Medi-Cal/Medicaid and other patients covered by qualifying low-income programs, and other denials (e.g. restricted coverage) are to be classified as Charity Care.

The patient is NOT eligible for financial assistance on Medi-Cal share of cost or a patient’s subsidized or discounted out-of-pocket expenses determined by Covered California or any other state or federal government insurance exchange. A patient’s unsubsidized out of pocket expense may qualify for a discount as defined within this policy.

Other Eligible Circumstances qualifying for Charity: Medicare Deductibles and Coinsurance Denials

Patients whose primary coverage is Medicare and secondary coverage is Medi-Cal are eligible for financial assistance and may qualify for full charity. The amount qualifying for full charity is limited to the Medicare coinsurance and deductible amounts unreimbursed by any other payer including Medi-Cal/Medicaid, and which is not reimbursed by Medicare as a bad debt, if:

1. The patient is a beneficiary under Medi-Cal/Medicaid or another program serving the health care needs of low-income patients; or
2. The patient otherwise qualifies for financial assistance under this policy and then only to the extent of the write-off provided for under this policy.

Other Eligible Circumstances qualifying for Charity: Reassignment from Bad Debt to Charity

Any account returned to the hospital from a collection agency that has determined the patient or family representative does not have the resources to pay his or her bill, may be deemed eligible for Charity Care. Documentation of the patient or family representative’s inability to pay for services will be maintained in the Charity Care documentation file.

Criteria for Re-Assignment from Bad Debt to Charity Care:

All outside collection agencies contracted with PVHMC to perform account follow-up and/or bad debt collection will utilize the following criteria to identify a status change from bad debt to charity care:

1. Patient accounts must have no applicable insurance (including governmental coverage programs or other third party payers);
2. The patient or family representative has not made a payment within 150 days of assignment to the collection agency;

3. The patient's credit & behavior score is within the lowest 25th percentile as of November 2007, PVHMC's secondary agency has determined the credit and behavior score representing the lowest 25th percentile is 547 or lower as reported by Transunion;);
4. The collection agency has determined that the patient/family representative is unable to pay; and/or
5. The patient or family representative does not have a valid Social Security Number and/or an accurately stated residence address in order to determine a credit score.

Prompt Pay Discount

A patient is not eligible for financial assistance when the patient's family income is greater than 400% of the established Federal Poverty Level. Instead, uninsured patients qualify for a prompt pay discount, which shall apply to all necessary inpatient, outpatient and emergency services provided by PVHMC. The discounted balance is dependent on the type of service provided:

- 1) For outpatient services, the discounted balance represents the average commercial HMO/PPO collection rate on outpatient services, not to exceed established cash prices
- 2) For inpatient services, the discounted balance represents the MediCal APR DRG amount for obstetrics and pediatric services and the Medicare DRG amount for all other acute inpatient services, not to exceed established cash prices.

The standard term for a prompt payment discount is 30 days. However, the term may be negotiated per the Payment Plans guidelines below.

Payment Plans

When a discount has been made by the hospital, the patient shall have the option to pay any or all outstanding amounts due in one lump sum payment, or through a scheduled term payment plan.

The hospital will discuss payment plan options with each patient that requests to make arrangements for term payments. Individual payment plans will be negotiated between the hospital and patient based upon the patient's ability to effectively meet the payment terms. As a general guideline, payment plans will be structured to last no longer than 12 months. The hospital shall negotiate in good faith with the patient; however there is no obligation to accept the payment terms offered by the patient. If the patient and the hospital are unable to agree on negotiated payment terms, the hospital shall offer the patient the default payment plan. Under the default payment plan, the patient's monthly payment shall not exceed 10% of a patient's family income for one month, excluding deductions for "essential living expenses" as defined herein above.

Limitation on Charges: Amounts Generally Billed ("ABG")

Patients below 400% of the current Federal Poverty Level, who meet all eligibility and qualification criteria, will not pay more than Medicare (or the applicable MediCal APR DRG as defined below) would typically pay for a similar episode of service as defined by the "Prospective" method per Section 501(r) of the Internal Revenue Code ("IRC"). The applicable MediCal APR DRG reimbursement applies to obstetrics, newborns, neonatal intensive care and pediatrics. The Medicare DRG and respective outpatient rates applies to all other services. A deposit collected from a patient for scheduled services will be limited to Amounts Generally Billed as defined herein. At the time a patient is determined to qualify and be eligible for financial assistance, the amount billed to the patient will be limited to the Amount Generally Billed. Prior to submitting an application for financial assistance, the amounts billed will represent full billed charges consistent with the Hospital's usual and customary charges.

Collection Efforts

The Hospital's Business Office is responsible for billing a patient's guarantor unpaid copays, coinsurance, deductibles, balances covered under a payment arrangement and charges not covered by insurance. Guarantor statements are mailed to the guarantor's address on file.

Guarantor balances are due and payable within 30 days from the date of the first patient billing. The business office will send the guarantor a minimum of three cycle statements. A collection letter will be sent to the guarantor if the balance remains unpaid after three cycle statements.

Guarantor balances are considered past due after 30 days from the date of the first billing and may be advanced to a collection agency after 120 days from the date of first billing and after a minimum of three cycle statements have been sent to the guarantor. A guarantor balance may be advanced to a collection agency prior to these standard timelines if it is determined the patient or guarantor provided fraudulent or inaccurate demographic or billing information.

Guarantor balances will not be forwarded to a collection agency when the guarantor makes reasonable efforts to communication with the business office and makes good faith efforts to resolve the outstanding balance including but not limited to applying for government insurance coverage, applying for a discount under the Hospital's Financial Assistance Policy, submitting regular partial payments of a reasonable amount or negotiating a payment plan with the business office.

If the Hospital uses a collection agency, it will obtain a written agreement that the agency will abide by the hospital's standards and scope of practice.

Prior to commencing collection activities, the hospital will provide the patient with a clear and conspicuous written notice containing information regarding the patient's rights under applicable laws, certain patient rights and related information.

The Hospital will not engage in extraordinary collection activities ("ECAs"), either directly or indirectly through any purchaser of debt, collection agency or other party to which the hospital facility has referred the individual debt relating to seeking payment for care covered by the Hospital's Financial Assistance Policy including but not limited to:

1. Placing a lien on an individual's property
2. Foreclosing on real property
3. Attaching or seizing an individual's bank account or other personal property
4. Commencing a civil action against an individual
5. Causing an individual's arrest or writ of body attachment for civil contempt
6. Garnishing an individual's wages

For a patient that lacks coverage or has high medical costs, the hospital or its agent shall not report adverse information to a credit reporting agency or commence civil action against the patient for nonpayment at any time prior to 150 days after initial billing. Prior to authorizing any extraordinary collections activities, the Hospital will ensure a Financial Assistance Application is mailed to the guarantor's current address on file allowing the guarantor no less than 30 days to respond or inform the business office of the interest to pursue financial assistance. The Director of Patient Financial Services will ensure all reasonable efforts are taken to determine if a patient is eligible for financial assistance under this policy before engaging in Extraordinary Collection Activities. All collection efforts will be suspended while a guarantor is actively participating in the Financial Assistance Application process.

APPLICATION SUBMISSION & REVIEW PROCESS

Single, Unified Application

The financial assistance application provides patient information necessary for determining patient qualification and such information will be used to qualify the patient or family representative for maximum coverage under the PVHMC Financial Assistance Program. The financial assistance application should be completed as soon as there is an indication that the patient may be in need of financial assistance. The application form may be completed prior to service, during a patient stay, or after services are completed and the patient has been discharged.

The hospital will provide guidance and/or direct assistance to patients or their family representative as necessary to facilitate completion of program applications. Financial counselors, eligibility services liaisons and/or patient account representatives are available to provide guidance over the phone or meet in person.

The application will cover all outstanding guarantor balances at the time the application is completed. Patients may be required to re-apply for financial assistance at least every 180 days.

Required Documentation

Eligible patients may qualify for the PVHMC Financial Assistance Program by following application instructions and making every reasonable effort to provide the hospital with documentation and health benefits coverage information such that the hospital may make a determination of the patient's qualification for coverage under the program. Eligibility alone is not an entitlement to coverage under the PVHMC Financial Assistance Program. To determine eligibility and to maximize the qualifying assistance/discount amount, the following documentation is required when applicable:

1. Completed & signed financial assistance application;
2. Current pay stubs from the last two pay periods or if self-employed, current year-to-date profit & loss statement to determine current income;
3. Award letters for social security, SSI, Disability, Unemployment, General Relief, Alimony, etc.;
4. Last calendar year's filed tax return with all required schedules to determine income generating assets including monetary assets;
5. Last two months' bank, brokerage & investment statements;
6. Copies of prior year's 1099 for interest income, dividends, capital gains, etc.

Completion of a financial assistance application provides:

- Information necessary for the hospital to determine if the patient has income sufficient to pay for services;
- Documentation useful in determining qualification for financial assistance; and
- An audit trail documenting the hospital's commitment to providing financial assistance

The Hospital may require waivers or releases from the patient or the patient's family authorizing the hospital to obtain account information from financial or commercial institutions or other entities including but not limited to credit reporting entities that hold or maintain the monetary assets, in an attempt to verify information the patient has provided on the charity care application. Information obtained pursuant to this paragraph regarding assets of the patient or the patient's family shall not be used for collection activities.

Reasons for Denial of Assistance

The PVHMC Financial Assistance Program relies upon the cooperation of individual patients who may be eligible for full assistance. Financial assistance may be denied for failure to submit applicable required documentation.

The hospital may deny financial assistance for reasons including, but not limited to, the following:

1. Patient is not eligible for full charity care based on amount of income plus monetary assets;
2. Patient is uncooperative or unresponsive, preventing the Hospital from determining financial assistance eligibility and qualification;
3. Service provided to a full charity care patient is not considered medically necessary;
4. Application is incomplete;
5. Patient's balance results from withholding from the Hospital an insurance payment;

6. Patient's balance after insurance pays does not meet the definition of high medical cost;
7. Assistance was requested on a service provided more than 180 days after the most recent request for assistance was approved.; and
8. Patient's liability is a Medicaid share of cost or out-of-pocket expense related to means tested and/or income-based coverage such as a subsidized Covered CA qualified health plan.

The financial assistance application should be completed as soon as there is an indication the patient may be in need of financial assistance. The application form may be completed prior to service, during a patient stay, or after services are completed and the patient has been discharged.

Approval Process

The patient or patient's representative shall submit the financial assistance application and required supplemental documents to the Patient Financial Services department at PVHMC. The Patient Financial Services department's contact information shall be clearly identified in the application instructions.

PVHMC will provide personnel who have been trained to review financial assistance applications for completeness and accuracy. Application reviews will be completed as quickly as possible considering the patient's need for a timely response. Upon receipt of a completed financial assistance application, assigned staff in the business office will prepare a "Request for Consideration of Uncompensated Care (Charity)" attaching all supporting documentation as defined within this policy and submit to an applicable manager based upon the amount of the discount requested as defined below. For the circumstances defined below which do NOT require submission of a financial assistance application, the staff will prepare a "Request for Consideration of Uncompensated Care (Charity)" clearly noting the reason an application was NOT prepared and attaching a credit report if a valid social security number is available.

A financial assistance determination will be made only by approved hospital management personnel according to the eligibility criteria specific to the patient and the amount of financial assistance requested. Financial assistance shall not be provided on a discriminatory or arbitrary basis. The hospital retains full discretion, consistent with laws and regulations, to establish eligibility criteria and determine when a patient has provided sufficient evidence of qualification for financial assistance.

The Hospital's designee authorized to approve financial assistance applications is based on the amount of the financial assistance requested; larger discounts require a higher level of approval as indicated below:

- Discounts less than \$25,000: Director of Patient Financial Services or the Director of Patient Access
- Discounts greater than \$25,000: Chief Financial Officer

The Hospital reserves the right to reverse financial assistance adjustments and pursue appropriate reimbursement or collections. This may occur as a result of a variety of reasons, such as newly discovered information such as insurance coverage or pursuit of a personal injury claim related to the services in question.

Application Exceptions

A completed financial assistance application may not be required in certain circumstances. These circumstances are limited to situations when PVHMC determines it has sufficient patient financial information from which to make a financial assistance eligibility and qualification decision. Examples of circumstances not requiring a financial assistance application include, but are not necessarily limited to:

1. Patient is homeless;
2. Patient is a resident at a shelter including but not limited to Prototypes and The American Recovery Center;
3. Patient's address is the address for the Department of Public Social Services (DPSS) 2040 Holt Ave

- Pomona;
4. Patient is unknown;
 5. Patient is receiving General Relief, Cal WORKS or Cal Fresh (documentation required);
 6. Patient qualified for Medi-Cal without a share of cost (SOC) during a portion of the confinement or subsequent to their discharge/visit (proof of eligibility required); or
 7. Non-covered and/or denied services provided to Medi-Cal eligible patients;
 8. A patient's balance after VOVC pays;
 9. Patient's qualifying for Susan G. Komen funding; the grant from Susan G. Komen will be recorded as Non-operating revenue (904050)
 10. Unpaid or denied claims from out-of-state Medicaid plan
 11. Patient is deceased with limited assets or unidentifiable assets
 12. Patient's debt is legally discharged as a result of a bankruptcy
 13. Patient's credit score is considered poor when the score is not greater than 647

Appeal Process

In the event that a patient disagrees with the hospital's determination regarding qualification, the patient may file a written appeal for reconsideration with the hospital as follows:

The written appeal should contain a complete explanation of the patient's dispute and rationale for reconsideration. Any or all additional relevant documentation to support the patient's claim should be attached to the written appeal.

Any or all appeals will be reviewed by the hospital Director of Patient Financial Services.. The director shall consider all written statements of dispute and any attached documentation. After completing a review of the patient's claims, the director shall provide the patient with a written explanation of findings and determination.

In the event that the patient believes a dispute remains after consideration of the appeal by the Director of Patient Accounting, the patient may request in writing, a review by the Chief Financial Officer. The Chief Financial Officer shall review the patient's written appeal and documentation, as well as the findings of the Director of Patient Financial Services. The Chief Financial Officer shall make a determination and provide a written explanation of findings to the patient. All determinations by the Chief Financial Officer shall be final. There are no further appeals.

REPORTING AND BILLING:

Billing Statements

Consistent with Health and Safety Code Section 127420, the Hospital will include the following clear and conspicuous information on a patient's bill:

1. A statement of charges for services rendered by the hospital.
2. A request that the patient inform the hospital if the patient has health insurance coverage, Medicare, Medi-Cal, or other coverage.
3. A statement that if the consumer does not have health insurance coverage, the consumer may be eligible for coverage offered through the California Health Benefit Exchange (Covered CA), Medicare, Medi-Cal, California Children's Services Program, or charity care.
4. A statement indicating how patients may obtain an application for the Medi-Cal program, coverage offered through the California Health Benefit Exchange, or other state- or county-funded health coverage programs and that the hospital will provide these applications. If the patient does not indicate coverage by a third-party payer or requests a discounted price or charity care, then the hospital shall provide an application for the Medi-Cal program, or other state- or county-funded programs to the patient. This application shall be provided prior to discharge if the patient has been

- admitted or to patients receiving emergency or outpatient care. The hospital shall also provide patients with a referral to a local consumer assistance center housed at legal services offices.
5. Information regarding the financially qualified patient and charity care application, including the following:
 - a. A statement that indicates that if the patient lacks, or has inadequate, insurance, and meets certain low- and moderate-income requirements, the patient may qualify for discounted payment or charity care.
 - b. The name and telephone number of a hospital employee or office from whom or which the patient may obtain information about the hospital's discount payment and charity care policies, and how to apply for that assistance.
 6. If a patient applies, or has a pending application, for another health coverage program at the same time that he or she applies for a hospital charity care or discount payment program, neither application shall preclude eligibility for the other program.

Public Notice

PVHMC shall post notices informing the public of the Financial Assistance Program. Such notices shall be posted in high volume inpatient, areas and in outpatient service areas of the hospital, including but not limited to the emergency department, inpatient admission and outpatient registration areas, or other common patient waiting areas of the hospital. Notices shall also be posted at any location where a patient may pay their bill. Notices will include contact information on how a patient may obtain more information on financial assistance as well as where to apply for such assistance.

These notices shall be posted in English and Spanish and any other languages that are representative of 5% or greater of patients in the hospital's service area.

The notice states the following:

Pomona Valley Hospital Medical Center provides financial assistance to our patients who qualify. Contact our Eligibility Services Department at (909) 630-7720 to speak with a representative to obtain more information.

Access to the Financial Assistance Policy

A copy of this Financial Assistance Policy and a plain language summary is available on the Hospital's website. A hard copy of the policy will be made available to the public upon request at the Hospital's main campus or by mail.

OSHPD Reporting

PVHMC will report actual Charity Care provided in accordance with regulatory requirements of the Office of Statewide Health Planning and Development (OSHPD) as contained in the Accounting and Reporting Manual for Hospitals, Second Edition. To comply with the applicable requirement, the hospital will maintain written documentation regarding its Charity Care criteria, and for individual patients, the hospital will maintain written documentation regarding all Charity Care determinations. As required by OSHPD, Charity Care provided to patients will be recorded on the basis of actual charges for services rendered.

In compliance with OSHPD adopted regulations approved by the Office of Administrative Law on August 8, 2007 (Title 22, Sections 96040-96050), the Director of Patient Financial Services will submit an electronic copy of its discount payment and charity care policies, eligibility procedures and review process (as defined and documented in one, comprehensive Financial Assistance Program Policy) and its Financial Assistance application form to OSHPD at least every other year by January 1 beginning January 1, 2008,

or whenever a significant change to the policy is made.

GENERAL PROVISIONS:

Equal Opportunity

The Hospital is committed to upholding the multiple federal and state laws that preclude discrimination on the basis of race, sex, age, religion, national origin, marital status, sexual orientation, disabilities, military service, or any other classification protected by federal, state or local laws.

Confidentiality

It is recognized that the need for financial assistance is a sensitive and deeply personal issue for recipients. Confidentiality of requests, information and funding will be maintained for all that seek or receive financial assistance. The orientation of staff and selection of personnel who will implement this policy should be guided by these values. The Charity Care documentation will not be reviewed or accessed by staff involved in collection activities.

Good Faith

PVHMC makes arrangements for financial assistance for qualified patients in good faith and relies on the fact that information presented by the patient or family representative is complete and accurate.

Provision of financial assistance does not eliminate the right to bill, either retrospectively or at the time of service, for all services when fraudulent, or purposely inaccurate information has been provided by the patient or family representative. In addition, PVHMC reserves the right to seek all remedies, including but not limited to civil and criminal damages from those patients or family representatives who have provided fraudulent or purposely inaccurate information in order to qualify for the PVHMC Financial Assistance Program.

Appendix B: California Health and Safety Codes

Section 127340-127365

SB 697 (Chapter 812, Statutes of 1994)

Health and Safety Code Sections 127340-127365

Article 2. Hospitals: Community Benefits

127340 The Legislature finds and declares all of the following:

- A. Private not-for-profit hospitals meet certain needs of their communities through the provision of essential health care and other services. Public recognition of their unique status has led to favorable tax treatment by the government. In exchange, nonprofit hospitals assume a social obligation to provide community benefits in the public interest.
- B. Hospitals and the environment in which they operate have undergone dramatic changes. The pace of change will accelerate in response to health care reform. In light of this, significant public benefit would be derived if private not-for-profit hospitals reviewed and reaffirmed periodically their commitment to assist in meeting their communities' health care needs by identifying and documenting benefits provided to the communities which they serve.
- C. California's private not-for-profit hospitals provide a wide range of benefits to their communities in addition to those reflected in the financial data reported to the state.
- D. Unreported community benefits that are often provided but not otherwise reported include, but are not limited to, all of the following:
 - 1. Community-oriented wellness and health promotion
 - 2. Prevention services, including, but not limited to, health screening, immunizations, school examinations, and disease counseling and education
 - 3. Adult day care
 - 4. Child care
 - 5. Medical research
 - 6. Medical education
 - 7. Nursing and other professional training
 - 8. Home-delivered meals to the homebound
 - 9. Sponsorship of free food, shelter, and clothing to the homeless
 - 10. Outreach clinics in socioeconomically depressed areas
- E. California's private not-for-profit hospitals provide a wide range of benefits to their communities in addition to those reflected in the financial data reported to the state.

127345 As used in this article, the following terms have the following meanings:

- A. "Community benefits plan" means the written document prepared for annual submission to the Office of Statewide Health Planning and Development that shall include, but shall not be limited to, a description of the activities that the hospital has undertaken in order to address identified community needs within its mission and financial capacity, and the process by which the hospital developed the plan in consultation with the community.
- B. "Community" means the service areas or patient populations for which the hospital provides

health care services.

- C. Solely for the planning and reporting purposes of this article, “community benefit” means a hospital’s activities that are intended to address community needs and priorities primarily through disease prevention and improvement of health status, including, but not limited to, any of the following:
 - 1. Health care services, rendered to vulnerable populations, including, but not limited to, charity care and the unreimbursed cost of providing services to the uninsured, underinsured, and those eligible for Medi-Cal, Medicare, California Children’s Services Program, or county indigent programs.
 - 2. The unreimbursed cost of services included in subdivision (d) of Section 127340.
 - 3. Financial or in-kind support of public health programs.
 - 4. Donation of funds, property, or other resources that contribute to a community priority.
 - 5. Health care cost containment.
 - 6. Enhancement of access to health care or related services that contribute to a healthier community.
 - 7. Services offered without regard to financial return because they meet a community need in the service area of the hospital, and other services including health promotion, health education, prevention, and social services.
 - 8. Food, shelter, clothing, education, transportation, and other goods or services that help maintain a person’s health.
- D. “Community needs assessment” means the process by which the hospital identifies, for its primary service area as determined by the hospital, unmet community needs.
- E. “Community needs” means those requisites for improvement or maintenance of health status in the community.
- F. “Hospital” means a private not-for-profit acute hospital licensed under subdivision (a), (b), or (f) of Section 1250 and is owned by a corporation that has been determined to be exempt from taxation under the United States Internal Revenue Code. “Hospital” does not mean any of the following:
 - 1. Hospitals that are dedicated to serving children and that do not receive direct payment for services to any patient.
 - 2. Small and rural hospitals as defined in Section 124840.
- G. “Mission statement” means a hospital’s primary objectives for operation as adopted by its governing body.
- H. “Vulnerable populations” means any population that is exposed to medical or financial risk by virtue of being uninsured, underinsured, or eligible for Medi-Cal, Medicare, California Children’s Services Program, or county indigent programs. 127350. Each hospital shall do all of the following:
 - 1. By July 1, 1995, reaffirm its mission statement that requires its policies integrate and reflect the public interest in meeting its responsibilities as a not-for-profit organization.
 - 2. By January 1, 1996, complete, either alone, in conjunction with other health care providers, or through other organizational arrangements, a community needs assessment evaluating the health needs of the community serviced by the hospital, that includes, but is not limited to, a process for consulting with community groups and local government officials in the identification and prioritization of community needs that the hospital can address directly, in collaboration with others, or through other organizational arrangement. The community needs assessment shall be updated at least once every three years.
 - 3. By April 1, 1996, and annually thereafter adopt and update a community benefits plan for providing community benefits either alone, in conjunction with other health care providers, or through other organizational arrangements.
 - 4. Annually submit its community benefits plan, including, but not limited to, the activities

that the hospital has undertaken in order to address community needs within its mission and financial capacity to the Office of Statewide Health Planning and Development. The hospital shall, to the extent practicable, assign and report the economic value of community benefits provided in furtherance of its plan. Effective with hospital fiscal years, beginning on or after January 1, 1996, each hospital shall file a copy of the plan with the office not later than 150 days after the hospital's fiscal year ends. The reports filed by the hospitals shall be made available to the public by the office. Hospitals under the common control of a single corporation or another entity may file a consolidated report.

127355 The hospital shall include all of the following elements in its community benefits plan:

- A. Mechanisms to evaluate the plan's effectiveness including, but not limited to, a method for soliciting the views of the community served by the hospital and identification of community groups and local government officials consulted during the development of the plan.
- B. Measurable objectives to be achieved within specified timeframes.
- C. Community benefits categorized into the following framework:
 - 1. Medical care services.
 - 2. Other benefits for vulnerable populations.
 - 3. Other benefits for the broader community.
 - 4. Health research, education, and training programs.
 - 5. Non-quantifiable benefits.

127360

Nothing in this article shall be construed to authorize or require specific formats for hospital needs assessments, community benefit plans, or reports until recommendations pursuant to Section 127365 are considered and enacted by the Legislature.

127365

The Office of Statewide Health Planning and Development shall prepare and submit a report to the Legislature by October 1, 1997, including all of the following:

- A. The identification of all hospitals that did not file plans on a timely basis.
- B. A statement regarding the most prevalent characteristics of plans in terms of identifying and emphasizing community needs.
- C. Recommendations for standardization of plan formats, and recommendations regarding community benefits and community priorities that should be emphasized. These recommendations shall be developed after consultation with representatives of the hospitals, local governments, and communities. <http://www.leginfo.ca.gov/bilinfo.htm>

**POMONA VALLEY HOSPITAL**

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1798 North Garey Avenue Pomona, California 91767

(909) 865 - 9500

pvhmc.org