



COMMUNITY BENEFIT PLAN AND IMPLEMENTATION STRATEGY

2024

Prepared in compliance with California's Community Benefit Law and
Section 503 (R)(3) of the Internal Revenue Code for Fiscal Year 2024



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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 goal 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.

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 continue to receive many national designations, as well as recognition throughout the region and state for the specialized level of care and resources we offer. We held or received the following awards and accolades in 2024:

PVHMC Awards & Recognitions Held or Earned in 2024

2024: ECRI - Healthcare Supply Chain Excellence Award

2024: Health Resources and Services Administration (HRSA) – Platinum Recognition for organ donation efforts

2023-2025: US News & World Report – Best Regional Hospital – top 12% in the nation, High Performing Rankings for:

- Diabetes (4 years in a row)
- Heart Attack (4 years in a row)
- Heart Failure (4 years in a row)
- Hip Fracture (2 years in a row)
- Kidney Failure (4 years in a row)
- Stroke (4 years in a row)
- Urology
- Best Regional Hospital for Equitable Access – Denotes success in caring for patients in historically underserved communities while maintaining high quality care

2023-2025: US News & World Report – High Performing Hospital for Maternity Care

2024: US News & World Report – Recognized for Excellent Outcomes for Black Maternal Patients – one of only 26 hospitals in the nation and five in California

2024 Spring & Fall: The Leapfrog Group – “A” Hospital Safety Grade

2024: Cal Hospital Compare – Opioid Care Honor Roll Superior Performance, Second Consecutive Year

2024-2026: Joint Commission - Advanced Certification:

- Perinatal Care
- Total Hip and Knee Replacement

2024-2025: California Department of Public Health – Healthcare-Associated Infections (HAI) Program – Antimicrobial Stewardship Program (ASP) Honor Roll, Silver Designation

PVHMC Awards & Recognitions Held or Earned in 2024

2024: Newsweek – America’s Best Maternity Hospitals – One of 168 hospitals nationwide to receive 5 ribbons (out of 5)

2024: Blue Cross/Blue Shield of America – Blue Distinction® Centers for Maternity Care Program Designation

2024: American Trauma Society – Certification of Distinction – One of inaugural 200 Trauma Centers to join

2021-2024: American Nurses Credentialing Center – Magnet Recognition Program®

2024-2026: American College of Cardiology – Chest Pain Center Accreditation

2024: California Maternal Quality Care Collaborative – Quality & Sustainability Award: NTSV Cesarean Birth Rate (PC-02)

2024: The College of Healthcare Information Management Executives – Digital Health Most Wired – Acute Level 8, Ambulatory Level 8 (4 years in a row)

2024: The College of Healthcare Information Management Executives – Digital Health Most Wired – Acute Level 8, Ambulatory Level 8 (4 years in a row)

2024 – American Heart Association - Get With The Guidelines® – Gold Plus Achievement Award. Target: Stroke Honor Roll Elite Plus + Type 2 Diabetes Honor Roll

2024 – American Heart Association - Get With The Guidelines® – Gold Plus Achievement Award. Target: Heart Failure Honor Roll + Type 2 Diabetes Honor Roll

2024-2025: Healthgrades

- Hospital Patent Safety Excellence Award (2024)
- One of America’s 100 Best Hospital’s for Joint Replacement (2025)
- Specialty Clinical Quality Excellence Awards:
 - Joint Replacement (top 10% in the nation for the last two years)
 - Stroke Care (top 10% in the nation)
- Five Star Recipient for:
 - Total Knee Replacement (3 years in a row)
 - Total Hip Replacement (2024)
 - Hip Fracture Treatment (4 years in a row)
 - Stroke Treatment (3 years in a row)
 - Pacemaker Procedures (5 years in a row)
 - Diabetic Emergency Treatment (2 years in a row)

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 3,700 highly trained, professional Associates and over 600 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.



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Executive Summary

Pomona Valley Hospital Medical Center (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 2024, PVHMC continued to address 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 to 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. Though the grant from the California Bridge Program ended, we continue to provide an emergency room nurse navigator program to help overcome barriers to care for patients experiencing behavioral / mental health and/or substance use disorders (SUD) who come to 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.

This year we opened a state-of-the-art 15-bed inpatient pediatric unit to enhance access to specialized pediatric care within the region. The unit—comprising nine private rooms and three semi-private “sibling rooms”—was designed to accommodate families comfortably while supporting a high level of clinical care. Each room included family-friendly amenities, natural lighting, and safety-focused features. The unit also featured a dedicated playroom for children and an activity space for adolescents, reinforcing PVHMC’s commitment to holistic, child-centered care.

This initiative addressed a critical regional gap, as PVHMC became the only hospital within a 12-mile radius to offer inpatient pediatric services. The unit was supported by a pediatric hospitalist program, telemedicine capabilities for subspecialty consultations, and medical transport services to facilitate timely transfers from surrounding facilities. This expansion strengthened PVHMC’s continuum of care—from prenatal through adolescence—which includes a Level IIb NICU, high-risk pregnancy services, pediatric outpatient specialties, and developmental therapy clinics. The project was funded in part by a \$15 million grant from the California Health Facilities Financing Authority (CHFFA), underscoring its importance in advancing equitable access to pediatric healthcare across the region.

We were also proud to be named among the Best Regional Hospital for Equitable Healthcare in a ranking by U.S. News & World Report for 2024-25. We are one of only 98 hospitals in the nation to earn this recognition. This year’s ranking, compared to previous years, used new criteria to measure hospital performance in serving disadvantaged communities.

In total, the economic value of community benefits provided by PVHMC in FY 2024 is estimated at \$91,210,043 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 health of our community and welcomes this occasion to share our FY 2024 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!*

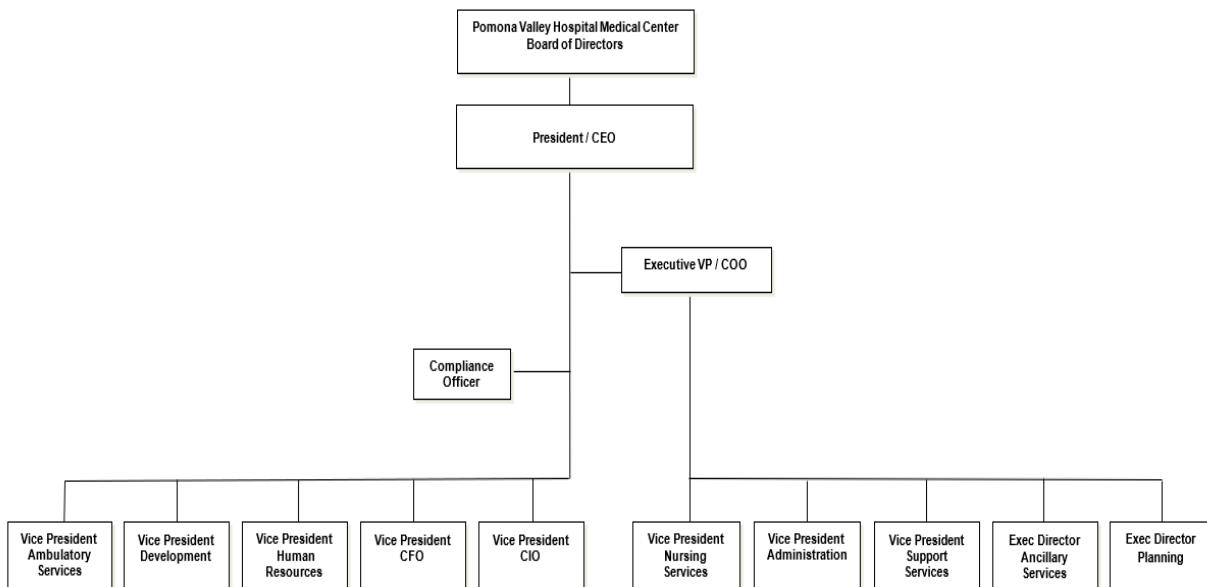
Our Leadership

PVHMC is governed by a Board of Directors whose members are representatives 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

Statistics

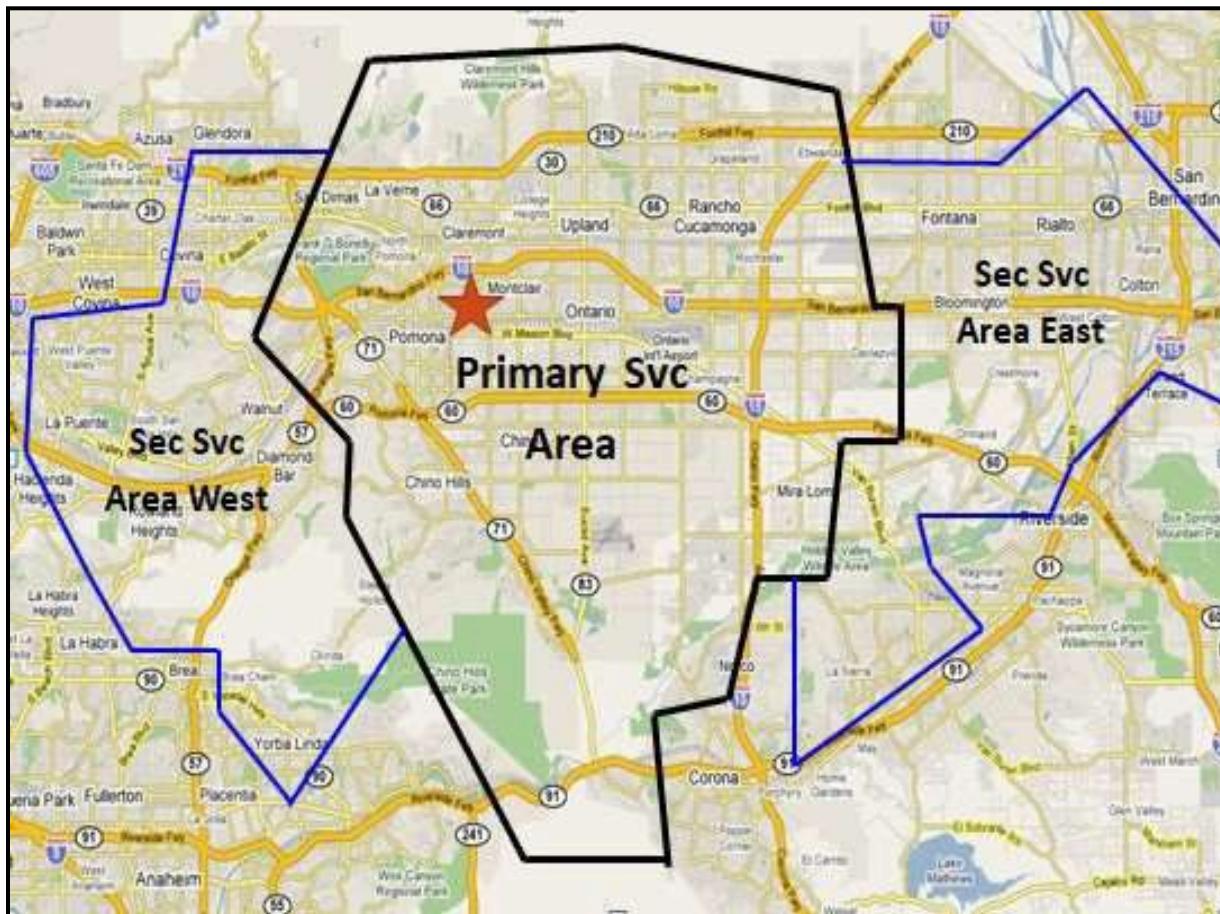
<i>PVHMC Statistics</i>	<i>2022</i>	<i>2023</i>	<i>2024</i>
Total Patient Days	95,638	96,268	99,916
Total Admissions	20,689	20,694	21,849
Average Daily Census	262	264	273
Emergency Visits	97,351	95,963	101,610
Surgery			
Inpatient	4,155	3,937	4,041
Outpatient	6,277	6,624	6,839
Cardiac Surgery	150	170	157
Specialty Lab	4,239	4,356	4,546
Cath Lab Procedures			
Inpatient	1,007	1,104	1,058
Outpatient	803	919	837
Deliveries	5,593	5,518	5,814
NICU Days	12,351	11,566	10,584
Ambulatory Visits	362,484	447,696	533,019
Sweet Success Visits	6,484	5,962	6,878
Respiratory	237,592	250,991	247,239
Radiology Procedures	243,092	260,547	267,823
Radiation Oncology	22,824	23,745	27,622
Laboratory Procedures	1,718,089	1,766,087	1,892,153
Physical Therapy and Rehab Visits	129,833	134,992	100,156
Urgent Care and Primary Care Visits	167,644	177,654	184,307
Total	3,136,557	3,315,057	3,516,721

Our Community

Pomona Valley Hospital Medical Center 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

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, stakeholders, 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.

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



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

Full Report

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

2024 – 2026 Implementation Strategy

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
		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

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.)	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 presumptive eligibility program.	<ul style="list-style-type: none"> Number of individuals assisted
	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

Priority Health Need	Anticipated Impact	Strategies to Address the Need	Metrics and/or Methods of Evaluation:
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 psychosocial support for new mothers and fathers.	<ul style="list-style-type: none"> • Attendance and participation in events • Satisfaction with programs
	Reduced prevalence rate of targeted chronic conditions	<p>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:</p> <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

Priority Health Need	Anticipated Impact	Strategies to Address the Need	Metrics and/or Methods of Evaluation:
Prevention and Well-being (cont.)	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 a 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
		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.	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
		Explore opportunities to host on-site farmers markets that offer healthy foods options.	<ul style="list-style-type: none"> Assess the number and quality of partnerships with local organizations in

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.)	education.	Identify joint grant and funding opportunities to support community needs.	<p>addressing food insecurity and promotion of healthy eating education</p> <ul style="list-style-type: none"> • Gather feedback on the community's knowledge related to healthy eating
	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 – 2025 Update

The following Community Benefit Plan update is for FY 2024 provides a summary of the programs and services dedicated to addressing the priority health needs that were identified through our Community Health Needs Assessment process – access to care, prevention, coordination, and collaboration.

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

Stroke and Cardiovascular Disease Diabetes

Community Building, Emergency, and Trauma Services

Women's and Children's Services

Cancer Care 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. In 2024, the program was recognized by the American Heart Association, Healthgrades and US News & World Report.



Heart disease and stroke remain a leading cause of death and premature death in Los Angeles County. Our Stead Heart and Vascular Center works vigorously year after year to address this critical health issue 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, PVHMC showed its leadership through countless responsible acts in promoting cardiovascular health throughout 2024.

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 support to manage recovery.

POMONA VALLEY HOSPITAL MEDICAL CENTER

FEBRUARY 2024

National Heart Month Activities

ASSOCIATE ACTIVITIES:

- February **Healthy Recipe Contest**
There's still time to submit your recipe for the Food and Nutrition Services Recipe Contest! We encourage you to choose a heart-healthy recipe for our patients!
- February **Blood Pressure Screenings**
Do you know your numbers? Get a free blood pressure reading in the Occupational Health Services Office, 4th Floor, Thursdays from 9 am - 3 pm.
- February 2 **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 only required per current infection prevention guidelines) and/or on our social media.

COMMUNITY OUTREACH:

- February 3 **Go Red Day**
Community members will be asked to share photos of themselves wearing red!
- February 6 **Pomona CommUNITY Pull Up - Sidewalk CPR & B/P Screenings**
Tuesday, 3:00 - 5:00 pm. Westland Mobile Home Park, 1401 W. 9th Street, Pomona. Open to the public.
- February 8 **Love Your Heart - Brighton**
Join us for Sidewalk CPR and cardiac education at the Brighton store at The Shoppes at Chino Hills, 3-6:30 pm. 13920 City Center Dr., Chino Hills, CA 91709.
- February 18 **Claremont Chapter LINKS Red Dress Event - Cardiovascular Education and Sidewalk CPR (Private Event)**
- February 21 **Heart Talk with Dr. Alla, Claremont Club - 5:30 pm (Private Event)**
- February 28 **The Shoppes at Chino Hills Heritage Farmers Market - Sidewalk CPR**
Wednesday, 3:30 - 7:00 pm. 13920 City Center Dr., Chino Hills, CA 91709. Open to the public.

EDUCATION:

- February 29 **EMS Field Care Audit**
9 - 11 am in Pitzer Conference Room. EMS, MICNs and Physicians will participate.
- June 2024 **Cardiovascular Symposium - Virtual**
Stay tuned for more information!

POMONA VALLEY HOSPITAL MEDICAL CENTER

SAVE THE DATE

9th ANNUAL Neuro Symposium

Saturday, October 12, 2024
8:00 am - 12:30 pm

This FREE half-day virtual conference 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.



The Joint Commission
Accredited by The Joint Commission



American Heart Association
American Stroke Association



CALIFORNIA MEDICAL ASSOCIATION
Accredited by the California Medical Association (CMA) to provide continuing medical education for physicians.

For more information, please email: karen.tse-chang@pvhmc.org. Providing four (4) Continuing Education Hours to those that meet the requirements.

Scan the QR code to RSVP



POMONA VALLEY HOSPITAL
MEDICAL CENTER
STEAD HEART & VASCULAR CENTER

Expert care with a personal touch

JOIN US!
Stroke Awareness Day



What You Need to Know
The Latest Advances in Stroke Care

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.

10:30 - Noon Program:
10:30 AM - Dr. Adeel Popalzai, Stroke Program Director
PVHMC Stroke Program Update
10:45 AM - Chair Exercise Demonstration by Rehabilitation Services Department
11:15 AM - Heart-Healthy Cooking Demonstration by Chef Rogelio Gacta and Dietitian Nancee Perez, RD

Saturday, May 18, 2024
9 AM to Noon

- Interactive Games and Apps!
- 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

Pomona Valley Hospital Medical Center

Pitzer Auditorium • 1798 N. Garey Avenue • Pomona • CA 91767
Enter Through Pitzer Patio

Please RSVP by emailing: karen.tse-chang@pvhmc.org
Walk-in Welcome





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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 for hospitals in the United States. Awarded to centers that pass a rigorous on-site review and a comprehensive evaluation of the program and patient care, the certification recognizes the hospital's commitment to following national standards and guidelines that can significantly improve outcomes for stroke patients.

- **Hands-Only CPR Days:** One of our most popular events, the Hands Only CPR program 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.



In 2024, our cardiac and stroke teams provided over \$190,000 in benefit to the community.



Community Building, 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 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, blood bank operations around the clock, and a helipad to receive and transfer patients by air transport.

PVHMC's Trauma designation and community programs are a tremendous achievement and an added benefit to the community, serving over 16,000 traumas in- and out-patients since opening in 2017, we served 2,080 patients in 2024.

Community benefits and activities provided to our community within Emergency and Trauma Services in 2024 included:

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 comprehensive quality 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. 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.

Community Health Improvement Services

Improving safety throughout the community is a very important part of our Trauma Center's goal 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.



POMONA VALLEY HOSPITAL MEDICAL CENTER

STOP the Bleed CLASS

Learn how to save a life by recognizing and controlling life-threatening bleeding. The number one cause of preventable death after an injury is bleeding. A person can bleed to death in minutes.

This free one-hour class, hosted by Pomona Valley Hospital Medical Center's Trauma Services team, will teach you to recognize and control life-threatening bleeding in order to save a life. This class is open to individuals 14 years and older. Associates of PVHMC and all community members are welcome.

2024 Class Dates

Classes are offered twice per day: 9:00 - 10:00 am and 5:00 - 6:00 pm

January 10	April 10	July 10	October 2
February 14	May 8	August 7	November 6
March 13	June 12	September 11	December 4

Location: Pomona Valley Hospital Medical Center Trauma Services Office
160 E. Artesia St., 3rd Floor Suite 310, Pomona, CA 91767

To register, click [here](#).

*Class space is limited.
This class is offered at no cost by Pomona Valley Hospital Medical Center's Trauma & Acute Care Surgery Services Program.



- **Medication-Assisted Treatment Program for Opioid Use Disorder in the ED: Pomona Valley Hospital's Emergency Department maintains a Medication-Assisted Treatment (MAT) program for patients with Opioid Use Disorder, integrating buprenorphine treatment by ED providers with substance use navigation and follow-up to treatment services. The program's key achievements include:**
 - ED providers actively treat OUD patients with buprenorphine
 - The part-time Substance Use Navigator facilitated over 100 referrals to inpatient and outpatient treatment programs in 2024
 - Provided over 30 hours of community outreach, including training on Harm Reduction and reducing stigma, overdose prevention, and treatment options at six community events throughout the year. Events include a local church recovery program, a city hall vigil, a middle school, a re-entry non-profit organization, a community health fair, and an LGBTQ event.
 - Hosted an overdose awareness, prevention, and treatment symposium for healthcare professionals
 - Provided training for hospital staff and partners on overdose prevention.
- **Naloxone Distribution Program:** Our ED Harm Reduction Program has expanded its prevention strategies since launching our Naloxone distribution program in 2020. Through the CADPH Naloxone Distribution Program, we have consistently provided overdose prevention resources to our community. In 2024, we distributed 650 Naloxone kits. In September 2024, we received a donation for a vending machine that supplies our community with free naloxone, fentanyl test kits, and information about our Medication-Assisted Treatment (MAT) program. Our community can access the vending machine located outside the hospital anonymously at any time.
- **Fentanyl Test Kit program:** In April 2024, we successfully applied for the CADPH and distributed 400 kits from April to December. Our harm reduction program has reduced stigma and expanded into community outreach events. We are frequently invited to speak at non-profit organizations, schools, and community events.

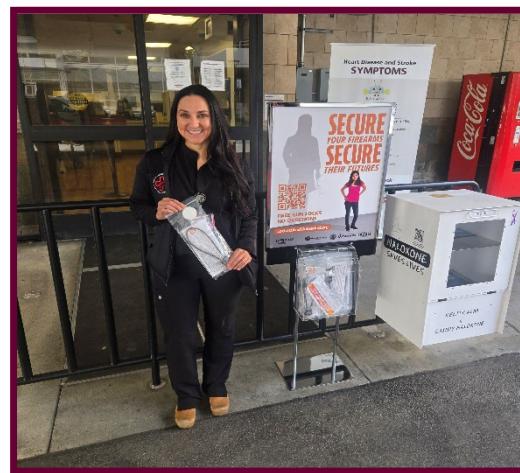


Community Outreach Events

Pomona Valley Hospital Medical Center (PVHMC) continues to look for opportunities to support community outreach efforts to address pressing public health concerns, including substance use, mental health, injury prevention, and youth education. Through a series of targeted presentations, demonstrations, and events, PVHMC engaged with diverse audiences—from local law enforcement and school staff to parents, students, and community members. Highlights included Narcan training sessions, fentanyl awareness webinars, and collaborative educational programs with local schools, youth, and various community organizations. These efforts helped equip the community with life-saving knowledge and resources to combat the opioid crisis and promote safer, healthier lifestyles.



The hospital's trauma, emergency, and behavioral health teams worked with community representatives to collaboratively to provide culturally responsive, bilingual education and distribute critical resources like human-trafficking support, gun safety, Naloxone and Fentanyl kits.



In addition, PVHMC hosted the inaugural Trauma Symposium and Substance Use Awareness and Prevention Symposium for members of the health care community.

SAVE • THE • DATE



PVHMC & Trauma Services Present

1st Annual Trauma Symposium

Friday, October 18, 2024
8:00 am - 1:00 pm

PVHMC Pitzer Auditorium
1798 N. Garey Avenue,
Pomona, CA 91767

For more information and to RSVP, [click here](#) or scan the QR code.



Provider approved by the California Board of Registered Nursing. Provider Number CEP112 for 3 contact hours. Course approved by the CA EMS CE Provider # 19-0017 for 3 hours of Prehospital continuing education. All Continuing Education Hours are Instructor Based. Target Audience: MICNs, Paramedics, EMTs. Objectives available upon request. Laurie Sepke, BSN, RN, Prehospital Care Coordinator. Phone: 909.865.9906.

POMONA VALLEY HOSPITAL
MEDICAL CENTER
TRAUMA & ACUTE CARE SURGERY SERVICES



These initiatives reflect PVHMC's ongoing commitment to improving community health through prevention, education, and support of our communities.

Community Building Activities

PVHMC continues to be 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 2024, PVHMC's Preparedness and Disaster Resource Team continued to participate in the following community-building, education, and training activities:

- 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.
- Area D Cities Meetings: In 2024, PVHMC participated in monthly meetings with local senior first responder leadership, city officials, and PVHMC to discuss training, disaster preparations, and joint drills.
- Provided exercise and training support for LA County, which supported new regional personnel and their professional development.

Accomplishments in 2024

- Increased communication to support continuity of operations
- 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
- Updated Emergency Operations Plan and monitoring
- Working on hospital-wide mobility for response to emergencies, allowing rapid deployment of resources that are used in the Hospital Command Center
- Mass Causality Incident, Family Reunification Center, and DECON Trainings

In 2024, we contributed over \$109,000 in community benefit with these emergency, trauma, and community support focused programs and touched more than 5,300 lives.

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. 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.

In 2024, Pomona Valley Hospital Medical Center (PVHMC) opened a new 15-bed inpatient pediatric unit to meet the growing need for specialized pediatric care in the region. As the only facility of its kind within a 12-mile radius, this unit ensures that children and families can receive high-quality, compassionate care close to home. Designed with comfort and healing in mind, the unit includes private and semi-private rooms, family accommodations, and dedicated spaces for play and adolescent activities.



This expansion strengthens PVHMC's commitment to serving the community's youngest and most vulnerable patients.

We continue to provide education and resources through our Family Education Resource Center (FERC), which includes classes and programs for childbirth, breastfeeding, parenting, CPR, babysitting, and psychosocial support.

Each of our programs confirms PVHMC's commitment to the care and well-being of our 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 additional community benefits provided through Women's and Children's Services in 2024.

Maternal-Fetal Transport

Due to a community need for access-to-care, the Maternal-Fetal Transport Program was established in 1994 and was the first and the only one of its kind in California. 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.

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 while enroute to the hospital.

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 onsite 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.

In 2024, we transferred 165 (high-risk pregnant women safely and quickly regardless of their diagnosis, race, ethnicity or financial status. We are proud of our thoughtful and purposeful approach to community-wide health - beginning with health in the womb.

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 2024, over 1,000 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.

Labor and Delivery and Neonatal education is also provided to the medical community (physicians and nurses). Again in 2024, we held our 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. **Over 450 clinicians attended this educational event.**



We are happy to be back!
Register [HERE](#).
Wednesday, April 17th, 2024



PERINATAL SYMPOSIUM

Location
Sheraton Fairplex
Conference Center / Pomona
— Seven Contact Hours —
For more information, call 909-865-9858.

Exhibitor Information:
Please contact:
FERC@pvhmc.org

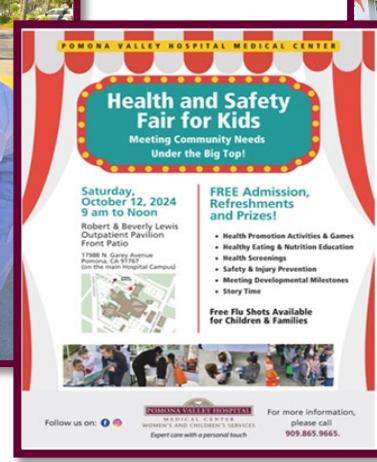


Community Health Improvement Services and Community Engagement

- **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 techniques. **In 2024, 393 people were served.**
- **Boot Camp:** A unique workshop designed to provide education for new parents. Boot camp veterans return with their 2-3 months old infants and provide tips and support to head in the right direction with their new family. **In 2024, 124 new and returning parents were served.**
- **Breastfeeding Classes:** This class is designed to give expectant parents the knowledge and skills necessary for a successful breastfeeding experience. **In 2024, 393 women 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 needs. **In 2024, the Breastfeeding clinic served 928 breastfeeding mothers.**
- **Cesarean Birth Preparation:** Question and answer sessions provide information to prepare families for what to expect during their special delivery. **In 2024, 145 people attended.**
- **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 focuses on comfort and breathing techniques and part of the labor process, and the role of the support person. **In 2024, 393 people attend these classes.**
- **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. **In 2024, 55 people were trained.**



- **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 2024, 11 safe sitters were promoted.**
- **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 2024, A total of 50 people participated in this healing event.**
- **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 2024, 288 people were served.
- **Postpartum Support Groups:** 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 are provided. **In 2024, 346 people attend this program.**
- **Child Safety and Wellness Initiatives:** Our Pediatrics program is committed to advancing child safety and wellness throughout the community. Though educational outreach, immunization support, and health screenings, we empower families with the knowledge and resources they need to keep children safe and healthy. Our team collaborates with schools, local organizations, and community partners to promote injury prevention, encourage timely vaccinations, and raise awarenesses about common childhood concerns. Whether through immunization clinics or health fairs, PVHMC continues to prioritize the well-being of children.



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. Our cancer specialists all trained to provide the most sophisticated, technologically advanced cancer care available in a patient- and family-centered, homelike atmosphere, tailoring coordinated care to each person's individual situation. We make every effort to keep our patients fully informed and involved with every step of their care. We never forget that we are dealing with people - not just a disease.

Community Health Improvement Services

Cancer Care Classes and Support Groups

We continue to provide no-cost programs and support groups at The Robert and Beverly Lewis Family Cancer Care Center to help meet the needs of the patients and the community to aid them through their cancer diagnosis, treatment, and recovery. The Cancer Care Center offers programs such as:

- **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 dietitian, 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 workers 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.

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. 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. This technology has been shown in multiple studies to significantly increase the cancer detection rate and reduce recall rates relative to standard digital mammograms. We continue to partner with local community health clinics to provide screening and diagnostic mammography services for medically underserved patients. 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. **In 2024, 359 mammograms were provided under this program.**

- **Lung Cancer:** To promote diagnosing lung cancer at the earliest stages, PVHMC continues to offer 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 is committed to providing the community with access to cutting-edge cancer therapies, as well as advancing medical science.

Our center participates and enrolls patients into both National Cancer Institute (NCI) and non-NCI-sponsored cooperative group clinical trials. Each clinical trial is carefully designed to answer important scientific questions that help improve the prevention, diagnosis, and treatment of various cancers. All trials are conducted in accordance with FDA regulations, including adherence to Good Clinical Practice (GCP) guidelines. We offer Phase III and select Phase II clinical trials to the community, ensuring patients have convenient access to the latest advancements in cancer research. Through these clinical trials, physicians at Pomona Valley Hospital Medical Center (PVHMC) can provide patients with the new and innovative treatment options available. Since 1995, we have provided 749 patients with an opportunity to participate in a trial close to home. Current clinical research trials are in the areas of Breast Cancer, Gastrointestinal, Lung Cancer and Prostate Cancer.

In 2024, the Robert and Beverly Lewis Family Cancer Care Center supported 4,7000 individuals and their families with their cancer journey and provided more than \$152,000 in support and subsidized services to the community.

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 2024:

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. In 2024, PVHMC received a grant to integrate Behavioral Health into Primary Care Visits. The three-year grant

POMONA VALLEY HOSPITAL MEDICAL CENTER

Urgent Care

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.

Should be to use for:

- Allergies
- Asthma
- Bronchitis
- Cold, Flu, Fever
- Cough
- Dizziness
- Earaches
- Insect Bites
- Nausea
- Minor Burns
- Minor Cuts/Lacerations
- Pink Eye
- Rash/Polson Ivy
- Sore Throat
- Sprains and Strains
- Stitches (minor)
- Toothaches
- Urinary Tract (Bladder) Infections

URGENT CARE LOCATIONS

Chino Hills Crossroads
3111 Chino Ave. • 909.630.7868

Claremont
1601 Monte Vista Ave. #190
909.865.9977

La Verne
2333 Foothill Blvd. • 909.392.6511

P | V | H | C POMONA VALLEY
MEDICAL CENTER

Emergency Care

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.

Should be to use for:

- 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

EMERGENCY DEPARTMENT

Pomona Valley Hospital Medical Center
1798 N. Garey Ave., Pomona • 909.865.9500
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.

POMONA VALLEY HOSPITAL
MEDICAL CENTER
Expert care with a personal touch

aims to integrate behavioral health into its primary care appointments. Patients who come in for primary care appointments at the Pomona Valley Health Center in Pomona will be screened for behavioral health needs. If the patient's score indicates a need, the care team will contact Dan Blocker, PhD, LMFT, director of behavioral health at PVHMC, to either conduct a patient assessment at that time, or arrange one for a later date. The program aims to improve access to needed services. PVHMC is among eight facilities in state to receive a grant to integrate behavioral screenings into patients visits and be referred appropriate treatment for mild to moderate depression, anxiety, and substance use disorders.

- **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 bifida, speech- language, hearing disorders, sensory processing, toe-walking, and self-care (dressing, grooming, hygiene). **In 2024, the center had more than 16,000 visits.**



- **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. **In 2024, the center had more than 8,000 visits.**
- **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. Our affiliation with Premier Family Medicine and the PVHMC Family Medicine Residency Program continues to expand 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.

In 2024, these Sports Medicine and Rehabilitation programs combined provided over 9,500 individuals support and services.

- **Case Management Support Services, including:**
 - **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.

- **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 to uninsured patient's recovery course.
- **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.

This program provided over \$66,000 in services to patients in need and the broader community.

- **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 2024, our mobile lab service provided 1,000 hours of work in our community.**
- **Transportation Services:** Provides taxi vouchers to patients and families to assist with transportation to home and/or other facilities. **In 2024, 1,469 individuals were provided with this assistance for a total of \$40,000.**
- **Health Bridges:** 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. **In 2024, 20 Health Bridges Volunteers contributed 5300 hours of service on-site at the Hospital.**

- **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. **In 2024, PVHMC served over 1,400 individuals.**
- **Palliative Care:** Pomona Valley Hospital Medical Center (PVHMC) funds a comprehensive Palliative Care program to ensure all hospitalized patients have access to palliative care services, regardless of their ability to pay. This interdisciplinary service supports patients with serious illnesses seeking comfort care by managing symptoms like pain, anxiety, and nausea, and enhancing quality of life. The care team, including a physician, nurse, social worker, and chaplain, collaborates with patients and their physicians to align treatment with patient goals. Though services are provided only during hospitalization, PVHMC coordinates with external agencies for continued care. The program reflects PVHMC's mission to support the physical, emotional, and spiritual well-being of its community.

PVHMC's Palliative Care program provided services to 1,332 patients and their family members in 2024.

- **Physician Assistance Program:** This program continues to identify and provide support to physicians practicing crucial specialties to assist them with starting and maintaining practices in our community, which is a designated Medically Underserved Area (MUA). PVHMC's rationale for a Physician Assistance Program is that:

- 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 help to maintain the availability of accessible resources to our community's medically underserved populations.
- Many of these doctors support our Trauma, Emergency and Women's Center Programs, which are vital to our community and surrounding areas.

PVHMC remains steadfast in its strategic leadership to address critical medical resource challenges, particularly in the recruitment and retention of highly qualified physicians. Our efforts are instrumental in reinforcing collaborative relationships between the hospital and the broader community, thereby advancing the delivery of exceptional healthcare services.

In 2024, PVHMC provided \$7,521,036 loans and support to physicians in sought after specialties to ensure that our community has access to care. In 2024, PVHMC recruited 10 community-based needed specialties under the Physician Assistance program including: 2 OB/GYNs, 1 Vascular Surgeon, 1 Maternal Fetal Medicine, and 1 Radiologists.

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

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.

We continue to support 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). 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.parktreechc.org).

Reaching Our Community through Social Media

We continue to use our social media outlets to increase in health education to the community. This allows us to reach more individuals with vital education and resources. PVHMC has 1,000 Facebook and 5,138 Instagram platform followers.

Additional Community Service and Outreach

- Blood Drives:** In 2024, Pomona Valley Hospital Medical Center hosted a total of 12 blood drives and collected more than 400 units. This equates to 1,200 lives that have been impacted through the generosity of our donors and our efforts.

2024 Blood Drive Calendar

Save the dates for our 2024 American Red Cross blood drives! Book your appointments at redcrossblood.org and enter our sponsor code: PVHMC. Stay tuned to PVHMC Announcements for updates on blood drive times and promotions from the Red Cross.



- **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 2024, PVHMC donated over \$13,267 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. **In 2024, our website had more than 800,000 visits.**
- **Volunteer Services:** Volunteers at PVHMC help make a difference in the lives of our patients and their families. **We had a total of 728 Volunteers (adults, college, and high school students) in totaling 50,137 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 2024, a total of \$18,000 was awarded to ten Pomona Valley Hospital Medical Center Volunteers.**
- *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.

In 2024, our volunteers and auxiliary contributed more than \$25,000 in support to these programs.

Community Partners

Pomona Valley Hospital Medical Center understands that partnerships are essential for strengthening our community and creating solutions. We donate time and money in partnerships with community organizations that share our mission and vision for serving the needs of our diverse ethnic and cultural community. Over the years, we have been very fortunate to have partnered and collaborated with many community organizations, which 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
- California Bridge Program
- Cal Poly Pomona University
- Casa Colina Hospital and Health Foundation
- Chino Valley Chamber of Commerce
- Chino Valley Medical Center
- Chino Valley Fire District
- Cities of Claremont, Chino, Chino Hills, La Verne, San Dimas and Pomona
- Claremont CERT
- Chamber of Commerce – Claremont, La Verne, San Dimas, Pomona
- Claremont Club
- Claremont Colleges
- Claremont Links
- Claremont Unified School District and Education Foundation
- Crossroads for Women
- 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
- Just Us 4 Youth
- Keck Graduate Institute
- Kiwanis Club
- Latino/Latina Roundtable
- Los Angeles County Fair
- Los Angeles County Fire Department
- Lyons Club
- Montclair Hospital
- National Alliance on Mental Illness (NAMI) Walk Los Angeles
- National Health Foundation
- OneLegacy
- ParkTree Community Health Center
- Police Departments – Pomona, La Verne
- Pomona Community Foundation
- Pomona Host Lions Club
- Pomona Library
- Pomona Pride
- Pomona Rotary
- Pomona Unified School District
- Pomona Valley Health Centers
- Pomona Valley Ostomy Association
- Project Hope
- Prototypes
- San Dimas Community Hospital
- San Gabriel Pomona Regional Center
- Southern California Crossroads
- Tri-City Mental Health Services

PVHMC IN THE COMMUNITY!



Pomona Community Pull Up March 5

Our Food and Nutrition Services team celebrated National Nutrition Month (March) outside of the Hospital by hosting a booth at the monthly Pull Up event in Pomona. They shared educational flyers with tips on healthy eating for children and adults and brought a sugar board to help individuals to visualize the amount of sugar in popular beverages, such as energy drinks, sodas, Gatorade and more.



Sidewalk CPR - Congresswoman Norma Torres Youth Committee March 13

Our Education team headed out to teach hands-only CPR and Automatic External Defibrillator (AED) use to nearly 30 members of Congresswoman Norma J. Torres' Youth Advisory Committee on March 13. This is the second year that we have been able to participate in CPR education with this Committee.



The Robert & Beverly Lewis Family Cancer Care Center received a special donation from the "Helpful PC Pacers," a club at Pomona Catholic High School.

The club's president founded the club this year as a way to give back to the community. More than 25 students at the high school took part in a donut sale to raise funds. The club president had a beloved late aunt who had received treatment at the Cancer Care Center, so they chose to donate to our Breast Health Fund, which directly supports breast cancer patients by providing crucial assistance such as transportation, nourishing meals and other essential needs.



Cal Poly Pomona Students Spread Joy!

On November 26, 24 students from California Polytechnic University of Pomona visited to deliver handmade tote bags for moms in our NICU and LDRP units. They had the chance to hand out a few totes to new mothers and see where their thoughtful creations make a difference.



Pomona Police Department Annual Kids Summer Day Camp July 19

Our Diabetes and Food & Nutrition Services teams had a blast at the summer day camp this year. We had fun games and offered trivia questions and prizes to the more than 100 students present at the event. Thanks to our volunteers for braving the heat!



In 2024, PHVMC had 119 programs and events that supported services in the community, which logged more than 100,000 associate hours and 7,000 volunteer hours. In addition, PVHMC donated \$59,000 to local community-based organizations.

Professional Education and Training

Academic Affairs

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 2024, the DAA onboarded over 515 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 160 Family Physicians, retaining approximately 22% of graduates within the Pomona Valley region and 93% in California. 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.

Family Health Center (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 2024, 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 2024, FM residents were also involved in providing the following services for PVHMC and the Pomona community:

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

Additional Training and Support

- **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. In 2024, PVHMC supported 2 interns.
- **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. In 2024, PVHMC supported 3 students.
- **Clinical Experience for Histology Students:** Histology externships for students from Mount San Antonio College. In 2024, PVHMC supported 5 students.
- **Ultrasound, Nuclear Medicine, CT, and MRI Training:** PVHMC is a training facility for Ultrasound, Nuclear Medicine, CT and MRI students. In 2024, 12 students were trained.

- **Radiology Technologist Internship:** PVHMC is a training facility for Radiology students from Chaffey College. In 2024, 6 students were trained.
- **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; In 2024, PVHMC supported 6 students.
- **San Joaquin Valley College Students:** PVHMC is a clinic site for respiratory students from San Joaquin Valley College; 36 Respiratory students served in 2024.
- **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 2024.
- **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.
- **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. In 2024, 60 students were served.
- **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. In 2024, PVHMC provided 16 hours of advisory work.
- **Social Services Internships:** PVHMC partners with the University of Southern California (USC) and California State University, Long Beach (CSULB) to provide onsite training for Master 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.

HEDI Committee Accomplishments

At **Pomona Valley Hospital Medical Center (PVHMC)**, we are committed to fostering a culture of **health equity, diversity, and inclusion** where all patients, families, visitors, stakeholders, and Associates feel valued, respected, and safe. Since launching the HEDI initiative in 2022, we have made significant strides in embedding these values into our organizational culture and care delivery.

Program Foundations and Key Accomplishments

- **Established the HEDI Steering Committee** and multiple subcommittees to guide strategic efforts.
- **Created a hospital-wide HEDI policy and mission statement** to formalize our commitment.
- **Developed and maintain an internal HEDI intranet page** with educational resources and updates.
- **Initiated a multi-denominational spiritual programming channel.**
- **Implemented monthly cultural calendars** and hosted **town hall meetings** to foster dialogue.
- **Rolled out staff education modules** on topics such as implicit bias, LGBTQ+ care, and cultural linguistics.
- **Developed a HEDI Dashboard** to track and respond to patient concerns, showing improved outcomes related to racial bias and discrimination.
- **Applied for the Transgender Health Equity Index**
- **Recognized for African American maternal health outcomes**
- **Enhanced Language Services**, resulting in a 50% increase in utilization from 2021–2022, with continued growth through 2024.
- **Piloting a qualified interpreter program** for Associates.
- **Established screening and reporting process** to help determine patient needs related to social determinates of health so we can better assess disparities and help identify opportunities to improve care.

Economic Valuation

For 2024, PVHMC's total value of community benefits came to **\$91,210,043** (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 2024

Charity Care and Means-Tested Government Programs	
Charity Care	\$ 4,782,593
Medicaid	\$ 74,608,191
Total Unreimbursed Care and Charity Care	\$ 79,390,785
Other Benefits¹	
Community Health Improvement Services and Community Benefit Operations	\$2,723,762
Health Professions Education	\$1,405,618
Subsidized Health Services	\$7,532,711
Research	\$53,980
Cash and In-Kind Contributions to Community Groups	\$103,187
Total Other Benefits	\$11,819,258
Total Community Benefits for FY 2024	\$91,210,043
Total Unreimbursed Care and Charity Care + Total Other Benefits	

¹ PVHMC contributed \$16,652 Community Building Activities (F)

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 HCIA; 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](https://www.pvhmc.org/about-us/community-services) 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 copy of this report can be made by phone, in person, by email, or by mail, by contacting:

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Appendix A: Financial Assistance Policy

Policy Name: Charity Care Financial Assistance Policy		Policy #: HW#501
Division: Organizational	Manual: Hospital Wide Policy	Page 67 of 84
Origination Date: 12/31/2007	Revised Date: 1/5/2018; 1/1/2023, 01/01/24	Effective Date: 01/01/2024

Purpose: Charity Care Policy

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 charity care financial assistance coverage for healthcare services is an essential element of fulfilling the Pomona Valley Hospital Medical Center mission. This policy defines the PVHMC Charity Care 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 charity care patients who financially qualify under the terms and conditions of the Pomona Valley Hospital Medical Center Charity Care 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 charity care 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 Charity Care applications approved on or after January 1, 2024.

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 Charity Care Financial Assistance Programs. Specifically:

- Every registered patient receives a written notice of the Hospital's Charity Care Financial Assistance Policy written in plain language per IRC 501(r);
- Upon request, paper copies of the Charity Care Financial Assistance Policy, the Charity Care application form and the plain language summary of the Charity Care 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 Charity Care 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 Charity Care 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 Charity Care 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

Charity Care Financial Assistance Eligibility Criteria

Charity Care Application Submission and Review Process

Reporting & Billing

General Provisions

DEFINITIONS

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 400% 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 charity 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 Medicollect 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 CHARITY CARE FINANCIAL ASSISTANCE

CHARITY CARE FINANCIAL ASSISTANCE ELIGIBILITY

Charity Care 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 Charity Care Application.

CHARITY CARE 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;

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 charity care 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 charity care within this policy. Full charity care means the patient will not be financially responsible for any out-of-pocket costs.

Dates of Service included in Application

When the hospital determines that a patient qualifies for Charity Care 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 Charity Care 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 Charity Care 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 charity care 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 charity care 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.

Other Eligible Circumstances qualifying for Charity: Insured Patients Not Under Contract with the Hospital

Negotiations with insurance carriers involving inferred contractual relationships, for insured patients not under contract with PVHMC will be conducted by executive leadership at PVMHC. Although PVHMC may agree to the terms of the negotiations with insurance companies, an inferred contractual relationship is not representative of a patient "under contract" with PVHMC.

Per Medicare cost report instructions updated under [Transmittal 18](#) PVMHC may record the portion of total charges, for patients with coverage from an entity/insurer that has an inferred contractual relationship, or does not have a contractual or inferred contractual relationship with PVHMC, as patient financial assistance.

Other Eligible Circumstances qualifying for Charity: Non-Covered/Denied Charges

Any unreimbursed charges from non-covered or denied services from any payer, such as charges for days beyond a length-of-stay limit, exhausted benefits, and balance from restricted coverage, Medicaid-pending accounts, and payer denials are considered a form of patient financial assistance at PVHMC. Charges related to these denials/non-covered amounts written off during the fiscal year are reported as uncompensated care.

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

Discount Payment

A patient is not eligible for charity care when the patient's family income is greater than 400% of the established Federal Poverty Level. To understand what discounts may be available to patients whose family income is greater than 400% of the established Federal Poverty Level, please refer to the Discount Payment Policy

Collection Efforts

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. For further information on the hospitals Collection Policy, refer to Credit & Collections Policy #BS103.

Access to Healthcare During a Public Health Emergency

An Access to Healthcare Crisis must be proclaimed by hospital leadership and approved by the Board of Directors and attached to this charity care financial assistance document as an addendum. An Access to Healthcare Crisis may be related to an emergent situation whereby state / federal regulations are modified to meet the immediate healthcare needs of PVHMC community during the Access to Healthcare Crisis. During an Access to Healthcare Crisis PVHMC may "flex" its charity care financial assistance policy to meet the needs of the community in crisis. These changes will be included in the charity care financial assistance policy as included as an addendum. Patient discounts related to an Access to Healthcare Crisis may be provided at the time of the crisis, regardless of the date of

this policy (as hospital leadership may not be able to react quickly enough to update policy language in order to meet more pressing needs during the Access to Healthcare Crisis)

CHARITY CARE APPLICATION SUBMISSION & REVIEW PROCESS

Single, Unified Application

The charity care 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 Charity Care Financial Assistance Program. The charity care application should be completed as soon as there is an indication that the patient may be in need of charity care. 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 the charity application. 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 charity care financial assistance at least every 180 days.

Required Documentation

Eligible patients may qualify for the PVHMC Charity Care 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 Charity Care Financial Assistance Program. To determine eligibility and to maximize the qualifying assistance, 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—except this does not include any statements on retirement or deferred compensation plans qualified under the Internal Revenue Code, or nonqualified deferred compensation plans;
- 6) Copies of prior year's 1099 for interest income, dividends, capital gains, etc.

Completion of a charity care 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 charity care

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 Charity Care Financial Assistance Program relies upon the cooperation of individual patients who may be eligible for full charity care. Charity Care 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 charity care based on amount of income plus monetary assets;
- 2) Patient is uncooperative or unresponsive, preventing the Hospital from determining charity care eligibility and qualification;
- 3) Service provided to a 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 charity care application should be completed as soon as there is an indication the patient may be in need of charity care. 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 charity care 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 charity care 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 charity care 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.

Charity care 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 charity care.

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 charity care 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 charity care 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 charity care eligibility and qualification decision. Examples of circumstances not requiring a charity care 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
- 14) Patient is incarcerated
- 15) Patient expresses economic hardship, or inability to continue making payments for a previously arranged payment plan;
- 16) Patient expresses being misquoted for price of non-emergent services – the difference between amount due and previously quoted price

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.

Hospital Bill Complaint Program

The Hospital Bill Complaint Program is a state program, which reviews hospital decisions about whether you qualify for help paying your hospital bill. If you believe you were wrongly denied financial assistance, you may file a complaint with the Hospital Bill Complaint Program. Go to HospitalBillComplaintProgram.hcai.ca.gov.

EMERGENCY PHYSICIANS BILL SEPARATELY & ARE ALSO REQUIRED TO PROVIDE DISCOUNTS TO CERTAIN PATIENTS

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 400 percent of the Federal Poverty Level.

The discounts by physicians providing emergency services in the hospital are not included in the Hospital's Charity Care Financial Assistance Policy. These discounts are administered independently by the physician, physician's medical group and/or the physician billing agency. See Addendum A for a complete list of emergency providers.

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 discount 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.
 - (C) 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 Charity Care and Discount Payment Financial Assistance Programs. 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 Charity Care and Discount payment programs 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 is 11X20 with the following information:

- Help Paying Your Bill*
- How to apply*
- Hospital Bill Compliant Program*
- More Help*

Access to the Charity Care Financial Assistance Policy

A copy of this Charity Care 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.

HCAI 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 HCAI 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 Charity Care 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.

Help Paying Your Bill

There are free consumer advocacy organizations that will help you understand the billing and payment process. You may call the Health Consumer Alliance at 888-804-3536 or go to healthconsumer.org.

Language Assistance

If you need an accessible alternate format for the above material or if you need to speak another language, please contact Customer Service at 909-865-9100 and they can offer you an alternative format or connect you with our Interpreter Services for further assistance.

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 charity care 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 charity care 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 Charity Care 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>

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