



**POMONA VALLEY HOSPITAL**  
MEDICAL CENTER



**COMMUNITY BENEFIT PLAN AND  
IMPLEMENTATION STRATEGY**

**FOR FISCAL YEAR 2025**

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

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## ***California's Community Benefit Law***

California's Community Benefit Law, established through Senate Bill 697 (SB 697), is codified in the California Health and Safety Code, Sections 127340–127365. Enacted in 1994, the law was developed in response to growing public interest in how not-for-profit hospitals contribute to the health and well-being of their communities. SB 697 was co-sponsored by the California Association of Catholic Hospitals and the California Hospital Association.

SB 697 requires private, not-for-profit hospitals in California to assess, document, and report the full range of community benefit activities they provide. Hospitals must prepare an annual community benefit report that describes their programs and services addressing identified community needs.

Additionally, hospitals are required to conduct a Community Health Needs Assessment (CHNA) at least every three years. Based on the findings, hospitals develop an Implementation Strategy outlining how they will address prioritized health needs. The intent of SB 697 is to promote collaboration between hospitals and community partners to identify local health priorities and develop coordinated, effective responses to improve community health.

## ***Federal Requirements***

Section 501(r)(3) of the Internal Revenue Code, enacted as part of the Patient Protection and Affordable Care Act of 2010, requires tax-exempt hospitals to conduct a Community Health Needs Assessment (CHNA) at least once every three years and to adopt a corresponding Implementation Strategy to address the identified community health needs. Compliance with these requirements is necessary to maintain tax-exempt status under Section 501(c)(3).

In alignment with these federal requirements, Pomona Valley Hospital Medical Center (PVHMC) conducted a 2024 CHNA and developed an Implementation Strategy to address the significant health needs identified through the assessment. A summary of the 2024 CHNA and Implementation Strategy is included in this report.

# Pomona Valley Hospital Medical Center

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## **Our Hospital History**

Nationally recognized and fully accredited, Pomona Valley Hospital Medical Center (PVHMC) celebrates 122 years of caring for the local community in 2025. We are one of the largest, independent, not-for-profit hospitals serving the greater Los Angeles area, and have a proud tradition of meeting the community's evolving health needs.

Our story began in 1899. On Christmas Eve that year, a train derailed in Pomona, tragically killing three people and injuring dozens. At that time, the closest hospital was in Los Angeles, which was too far away for horse-drawn ambulances. Local residents took the injured into their own homes to care for them as best they could. Afterward, Pomona citizens met and mandated that a hospital be built to serve the community.

Four years later, in 1903, Pomona Valley Hospital opened with 12 beds inside a two-and-a-half story home. A year after that, the Pomona Valley Hospital Association incorporated to guide further Hospital development. A 40-bed addition opened in 1913 to meet the growing demand for hospital services.

The following decades, and two world wars, brought tremendous breakthroughs in surgery, medicine and related healthcare services at PVHMC. Those years saw the discovery of game-changing antibiotics, effective vaccines, insulin therapy for treating diabetes, faster, cheaper X-Ray machines, the opening of blood banks, which helped make more surgeries possible, and so much more. In turn, these advances led to more effective treatments and care for the Hospital's patients.

The following selected Hospital highlights reflect some of those advances in medicine over the years.

### **1940s – 1970s**

- Hospital radiology department opened. (1947)
- Hospital opened dedicated facilities for intensive care, surgery, obstetrics, physical therapy and pediatrics. (1964)
- Three-story building opened to house the Hospital's critical care center, expanded physical therapy department, new computerized tomography (CT) scanner, the cardio-respiratory

program, medical library, educational complex with classrooms, and additional medical staff offices. (1972)

- Regional Neonatal Intensive Care Unit (NICU) opened. (1973)
- Pomona Valley Hospital Medical Center Foundation incorporated. (1979)

## **1980s**

As medicine became more specialized, PVHMC opened several new programs and centers to bring new treatments into the local community, including:

- First Sports Medicine program in the region. (1983)
- The Stead Heart and Vascular Center, offering open-heart surgery and cardiac catheterization services. (1986)
- First Regional Kidney Stone Center with Lithotripsy for treating kidney stones. (1986)
- First local Magnetic Resonance Imaging Center. (1987)
- Sleep Disorders Center. (1987)

## **1990s**

This decade saw an expansion of services with an increased focus on providing a comprehensive, multidisciplinary approach to caring for patients and their families.

- The three story, 190,000 square foot Women's and Children's Center opened in 1992, expanding our Hospital's role as a regional provider for maternity services. This expansion included a 53 bed Level IIIB NICU, perinatal center, newborn nursery, two OB/GYN surgical suites, and the largest labor, delivery, recovery and postpartum birthing center in the region. The Hospital is one of the largest birthing centers in Los Angeles and San Bernardino Counties.
- After a successful \$11 million Capital Campaign, The Robert and Beverly Lewis Family Cancer Care Center opened in 1993 near the main hospital campus, offering chemotherapy, radiation and surgery, as well as a new level of outreach and support. From patient navigators and social workers, to education, support groups, wellness programs, a patient and family library, and volunteers, the Hospital found ways to improve the cancer care experience for patients and their families.
- In 1995, the Hospital founded the "Pomona Clinic Coalition", which provided funding for a community health clinic to care for the indigent and working poor population in the area. The clinic grew and is now the Parktree Community Health Center, a Federally Qualified Health Center, with locations in Pomona and Ontario.
- Recognizing the critical need for attracting physicians to the region, PVHMC created the Family Residency Program in 1997 in conjunction with the UCLA David Geffen School of Medicine. Currently there are 24 Residents in the Family Residency program. The Residency program recently expanded to include Residents for Nursing, Obstetrics and Pharmacy.
- In 1997, our Hospital opened the first Pomona Valley Health Center in Pomona. The Pomona Valley Health Centers bring outpatient urgent care, primary care, radiology and

physical therapy even closer to home. Pomona Valley Health Centers are currently located in Pomona, Chino Hills, Claremont and La Verne.

## **2000s**

The early 21st century saw our Hospital's continued expansion of healthcare services in our Centers of Excellence, outpatient surgery services, and an increasingly more sophisticated level of trauma care:

- In 2007, the Hospital was designated a STEMI (ST-Elevation Myocardial Infarction) Receiving Center in recognition of demonstrated excellence in treating a STEMI heart attack. This important designation means that the Hospital provides a much higher level of care than many hospitals in the region when treating heart attack patients. STEMI Receiving Centers must be able to deliver timely Percutaneous Coronary Intervention or Angioplasty (small balloon inflated in an artery to clear the blockage and then the insertion of a stent), into a patient in a cardiac catheterization lab. EMT's will bypass hospitals that are not STEMI Receiving Centers.
- In 2007, PVHMC became the first Hospital in the region to begin using the DaVinci Surgical System for minimally invasive robotic surgery. Patients receiving robotic surgery have faster recovery times and a lowered risk of infection or other complications.
- In 2010, PVHMC began providing comprehensive stroke services to our region and was designated a Comprehensive Stroke Center in 2018 (one of only 26 in California). To continue to receive this designation from The Joint Commission, the Hospital must exhibit that it has specific abilities to receive and treat the most complex stroke cases. Like a STEMI Receiving Center, EMT's will bypass hospitals that do not have this designation with their complex stroke cases.
- The Neuro Intervention Program began in 2014 for stroke patients. As a Comprehensive Stroke Center, it is required that the Hospital have the ability to treat stroke patients by a neurosurgeon if necessary. The procedure they perform involves the placement of a small catheter in the fluid-filled spaces in the brain to drain cerebrospinal fluid and reduce intracranial pressure on the brain.
- The Women's and Children's Center was designated a "Baby-Friendly" facility in 2014, and renewed in 2025, for promoting breastfeeding and skin-to-skin bonding to new mothers and babies.
- The Robert and Beverly Lewis Outpatient Pavilion opened in 2015, providing comprehensive outpatient surgical care. Also located within the facility is the Charles M. Magistro Physical Therapy and Rehabilitation Center, the largest rehabilitation program in the region.
- In 2017, Pomona Valley Hospital Medical Center earned designation as a Level II Trauma Center from Los Angeles County. Since its opening, the Trauma Center has become the busiest non-public entity Trauma Center in Los Angeles County.
- Also in 2017, by becoming a Trauma Center, the Hospital expanded its Emergency Department by 23 ED beds, added 12 ICU beds, and built a helipad on top of a new four-story parking structure.

- In 2018, the Hospital was designated a Comprehensive Stroke Center and Los Angeles County's only Chest Pain Center.
- In 2019, PVHMC opened its second Milestones Centers for Child Development in Chino Hills to expand access to pediatric physical, occupational and speech and language therapy.

## **2020s**

Of course, 2020 brought the COVID-19 pandemic. Like hospitals across the globe, our physicians and Associates were thoroughly tested during this time. But, with their professionalism and dedication, along with unfailing support from our community, PVHMC was able to meet those challenges.

As a designated Los Angeles County Regional Disaster Center, our Hospital prepares for natural or man-made events. During COVID-19, we were able to anticipate surges and hire additional staffing as needed. We were equipped with adequate personal protection equipment (PPE), tents, cots, ventilators and extra medical supplies to care for patients with COVID-19, while ensuring the safety of other patients, and everyone else inside our facilities. And when monoclonal antibody treatments became available, PVHMC was among the first hospitals in California to provide this life-saving care.

Although the aftermath of COVID-19 brought about numerous financial and operational challenges for hospitals across the nation, PVHMC remains a health care leader in in the region. It continues to ensure that it offers the community access to advanced technologies, the latest in diagnostic and treatment options.

New to hospital services in recent years are the following:

- In 2021, PVHMC became a Magnet® designated hospital for Nursing Excellence by the American Nurses Credentialing Center.
- In 2023, PVHMC expanded its lung cancer program with an investment in the Ion, a minimally invasive, robotically assisted diagnostic technology for detecting lung cancer. In 2025, the addition of a thoracic surgeon to the medical staff allowed the hospital to utilize Ion to perform a new procedure - single anesthetic bronchoscopy and resection (SABR). SABR allows providers to remove cancerous tissue right as it is detected.
- In 2023, PVHMC remodeled its Medical Staff Lounge to better support its physicians.
- In 2024, the hospital opened the new Pediatric Inpatient Care Unit, a state-of-the-art facility specifically designed to provide specialized pediatric healthcare services, ensuring that families in the Inland Empire and beyond have exclusive access to comprehensive care close to home.

- In 2025, general thoracic surgery was introduced as a new subspecialty in the Perioperative Service Department, offering comprehensive care for thoracic and foregut patients.

Today, PVHMC is proud to be nationally recognized for its four Centers of Excellence and numerous programs from the most respected rating agencies in the nation. From 2020-2026, these recognitions include:

■ **2025-2026: Healthgrades**

- ✓ Hospital Patient Safety Excellence Award (2 years in a row), top 5% in the nation
- ✓ One of America's 100 Best Hospital's for Joint Replacement (2 years in a row)
- ✓ Specialty Clinical Quality Excellence Awards:
  - Joint Replacement (top 10% in the nation for the last two years)
- ✓ Five Star Recipient:
  - Total Knee Replacement (4 years in a row)
  - Total Hip Replacement (2 years in a row)
  - Hip Fracture Treatment (4 years in a row)
  - Stroke Treatment (3 years in a row)
  - Diabetic Emergency Treatment (3 years in a row)
  - Pacemaker Procedures (5 years in a row)
  - Cranial Neurosurgery (2 years in a row)
  - Upper GI Surgeries (2 years in a row)
  - Sepsis Treatment (2025)

■ **2025 Women's Choice Award –**

- ✓ Best Hospitals, Patient Safety
- ✓ Best Hospitals, Heart Care
- ✓ Best Hospitals, Cancer Care
- ✓ Best Hospitals, Stroke Care
- ✓ Best Hospitals, Women's Services
- ✓ Best Hospitals, Mammogram

■ **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
  
- **2023 Fall, 2024 Spring & Fall: The Leapfrog Group** – “A” Hospital Safety Grade
  
- **2024-2025: Healthgrades** –
  - ✓ Hospital Patient 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:
    - 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)
    - Cranial Neurosurgery (2025)
    - Upper GI Surgeries (2025)
    - Sepsis Treatment (2025)
  
- **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
  
- **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)
- **2025: Women’s Choice Awards**
  - Patient Safety – top 5% in nation
  - Heart Care – top 1% in nation
  - Stroke Care – top 6% in nation
  - Cancer Care – top 10% in nation
  - Mammogram – top 11% in nation
  - Women’s Services – top 7% in nation
- 2023-25: American College of Surgeons, Verification as a Level II Adult Trauma Center
- 2023: Healthgrades, Five-Star Recipient for Treatment of Stroke
- 2023: Healthgrades, Five-Star Recipient for Total Knee Replacement
- 2023: Healthgrades, Five-Star Recipient for Hip Fracture Treatment
- 2023: Healthgrades, Five-Star Recipient for Pacemaker Procedures for 3 Years in a Row (2021-2023)
- 2023: Healthgrades, Stroke Care Excellence Award
- 2022-23: US News & World Report, Best Regional Hospital
- 2022-23: US News & World Report, High Performing Rating for Urology, Stroke, Heart Failure, Heart Attack, Heart Bypass Surgery, Diabetes, Kidney Failure and Chronic Obstructive Pulmonary Disease
- 2022: College of Healthcare Information Management Executives, Digital Most Wired Hospital
- 2022: CalHospitalCompare Opioid Care Honor Roll - Excellent Progress for 2021
- 2022: CalHospitalCompare California Maternity Honor Roll
- 2022: Health Resources and Service Administration (HRSA) Platinum Recognition Award
- 2022: American College of Cardiology Chest Pain -MI Registry Performance Achievement Award
- 2022: Get With The Guidelines®-Heart Failure Gold Plus with Target: Type 2 Diabetes Honor Roll
- 2022: Get With The Guidelines®-Stroke Gold Plus with Target: Stroke Honor Roll Elite Plus, 6th year in a row
- 2022: California Maternal Quality Care Collaborative Quality & Sustainability Award: NTSV Cesarean Birth Rate (PC-02)
- 2022-2024 Joint Commission Reaccreditation in Inpatient Diabetes Program
- 2021-2023: Joint Commission Reaccreditation for Total Joint Program
- 2021-2025: Magnet® Designation for Nursing Excellence, American Nurses Credentialing Center
- 2022: Healthgrades, Pacemaker Procedures, 5 Stars
- 2022: Healthgrades, Total Knee Replacement, 5 Stars
- 2022: Healthgrades, Hip Fracture Treatment, 5 Stars
- 2021-2023: Joint Commission Reaccreditation as a Comprehensive Stroke Center
- 2021: American College of Cardiology, Chest Pain Center Reaccreditation

- 2021: American College of Cardiology, Chest Pain – MI Registry™ 2021 Performance Achievement Award
- 2021-2023 Joint Commission Reaccreditation in Perinatal Care
- 2021-2023: Joint Commission Reaccreditation in Sepsis
- 2021-2023: Joint Commission Reaccreditation in Palliative Care Certification
- 2021: California Health and Human Services (CHHS) Agency, Hospital Quality Institute (HQI), and Cal Hospital Compare (CHC), Maternity Honor Roll Award
- 2021: Get with the Guidelines (AHA/ASA), Gold Plus Achievement Award for Treating Heart Failure – 11<sup>th</sup> year in a row
- 2021: Get with the Guidelines (AHA/ASA), “Stroke Gold Plus Quality Achievement Award – Target: Stroke Elite Honor Roll” – 5<sup>th</sup> year in a row
- 2021: US News and World Report, High Ranking Hospital in 8 Adult Conditions and Procedures, including stroke, heart failure, heart attack, heart bypass, diabetes, kidney failure, chronic obstructive pulmonary disease (COPD) and pneumonia
- 2021: US News and World Report, Best Regional Hospital, Top 25 in LA Metro Area
- 2021: American Association of Critical Care Nurses, Beacon Award for Excellence Silver-Level, second consecutive time
- 2020-2021: California Health and Human Services Agency, Cal Hospital Compare and Hospital Quality Institute – 2020 Honor Roll Award for Maternity Care
- 2021: American Red Cross, Outstanding Service Award
- 2021: Healthgrades, Gallbladder Removal Surgery, 5 Stars – 3<sup>rd</sup> year in a row
- 2021: Healthgrades, Pacemaker Procedures, 5 Stars
- 2021: Healthgrades, Treatment of Pneumonia, 5 Stars
- 2020-2021: US News and World Report, Best Regional Hospital, Top 13% in Nation
- 2020-2021: US News and World Report, Top Performing Hospital for Heart Failure – 2<sup>nd</sup> year in a row
- 2020-2021: US News and World Report, Top Performing Hospital for Aortic Valve Surgery – 2<sup>nd</sup> year in a row
- 2020-2021: US News and World Report, Top Performing Hospital for Bypass Surgery
- 2020-2021: US News and World Report, Top Performing Hospital COPD
- 2020: Get with the Guidelines (AHA/ASA), Gold Plus Achievement Award for Treating Heart Failure – 10<sup>th</sup> year in a row
- 2020: American Association of Critical Care Nurses, Silver Beacon Award for Excellence in the Cardiovascular Intensive Care Unit
- 2020: Get with the Guidelines (AHA/ASA), Gold Plus Achievement Award for Treating Stroke
- 2020: Get with the Guidelines (AHA/ASA), “Stroke Gold Plus Quality Achievement Award – Target: Stroke Elite Honor Roll” – 4<sup>th</sup> year in a row
- 2020: Healthgrades, Patient Safety Excellence Award, Top 10% in the Nation – 2<sup>nd</sup> year in a row
- 2020: Healthgrades, Treatment of Sepsis, 5 Stars
- 2020: Healthgrades, Treatment of Heart Failure, 5 Stars
- 2020: Healthgrades, Gallbladder Removal Surgery, 5 Stars – 2<sup>nd</sup> year in a row
- 2020: Healthgrades, Chronic Obstructive Pulmonary Disease, 5 Stars – 2<sup>nd</sup> year in a row
- 2020: Healthgrades, Coronary Bypass Surgery, 5 Stars – 3<sup>rd</sup> year in a row

For more than 122 years, generations of local families have trusted Pomona Valley Hospital Medical Center (PVHMC) to be there during life’s most critical moments. What began in 1903 as a modest 12-bed hospital has grown into a 427-bed regional medical center, reflecting a long-standing commitment to meeting the evolving healthcare needs of our community.

Today, PVHMC is supported by more than 600 active physicians, 3,983 dedicated Associates, and nearly 1,000 compassionate Volunteers—each playing a vital role in delivering high-quality, safe, and patient-centered care. Together, this team upholds a legacy of excellence while continuously advancing clinical services, technology, and community outreach.

As the region has grown, so too has our responsibility. PVHMC remains steadfast in its mission to improve the health and well-being of the diverse communities we serve throughout the greater Pomona Valley, ensuring access to exceptional care for generations to come.



# Executive Summary

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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 2025, 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.

In 2024, 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 IIIb 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 2025 is estimated at \$88,870,209 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 2025 Benefit Plan.

# Our Mission, Vision, and Values

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## *Our Mission*

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

## *Our Vision*

PVHMC's vision is to:

- Be the region's most respected and recognized Medical Center and market leader in the delivery of quality 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

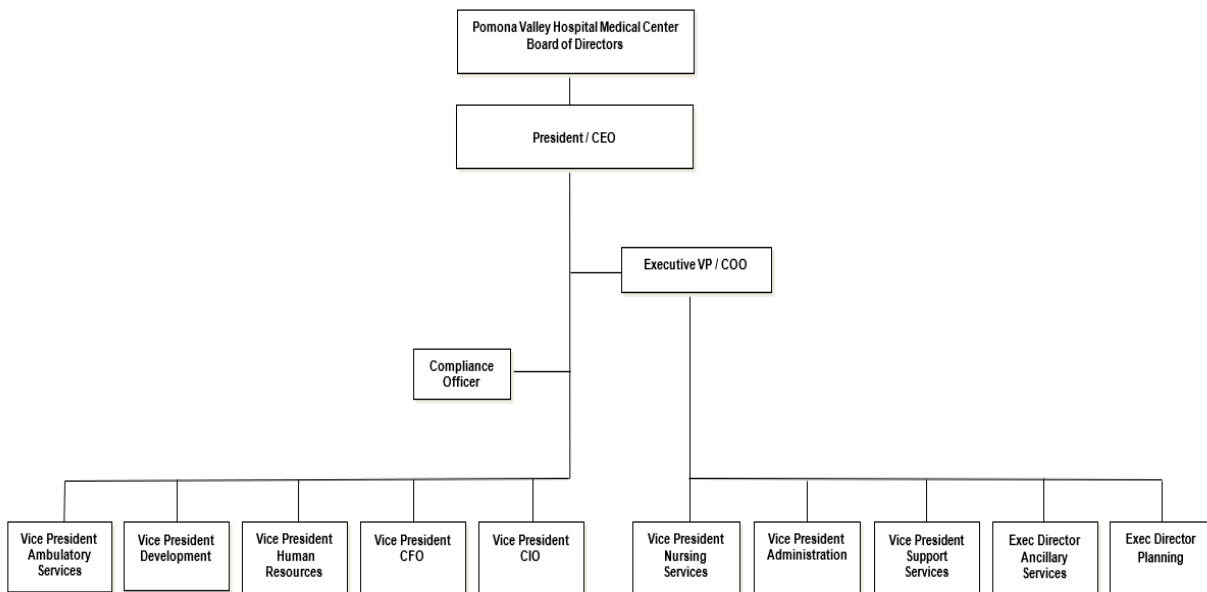
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PVHMC is governed by a Board of Directors whose members are representatives of the community, hospital and medical staff leadership. The Board of Directors has been integrally involved from the earliest days of the Senate Bill 697 process. The President/CEO 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

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## 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

PVHMC Admission Statistics	2023	2024	2025
<b>Total Patient Days</b>	96,268	99,916	105,271
<b>Total Admissions</b>	20,694	21,849	23,190
<b>Emergency Visits</b>	95,963	85,169	78,549
<b>Trauma Cases (IP and OP)</b>	2,082	2,070	2,089
<b>Surgery</b>			
<b>Inpatient</b>	5,639	5,696	5,721
<b>Outpatient</b>	6,624	6,739	6,964
<b>Cardiac Surgery</b>	170	157	142
<b>Specialty Lab</b>	4,356	4,546	5,473
<b>Cath Lab Procedures</b>			
<b>Inpatient</b>	1,104	1,058	1,227
<b>Outpatient</b>	919	837	889
<b>Radiation Oncology</b>	23,745	27,622	26,335
<b>Deliveries</b>	4,491	4,722	4,820
<b>NICU Days</b>	11,566	10,584	10,146
<b>Ambulatory Visits</b>	447,696	452,553	446,528
<b>Sweet Success Visits</b>	5,962	6,878	6,348
<b>Respiratory</b>	250,991	247,239	242,564
<b>Radiology Procedures</b>	260,547	267,823	270,097
<b>Laboratory Procedures</b>	1,766,087	1,892,153	1,881,350
<b>Physical Therapy and Rehab Visits</b>	134,992	134,979	139,033
<b>Urgent Care and Primary Care Visits</b>	177,654	184,307	183,133
<b>Total</b>	3,317,550	3,456,897	3,439,869

# Our Community

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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

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



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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:
<b>Access to Care and Services</b>	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"> <li>• Number of patient encounters among general, specialty, and community outreach services</li> </ul>
		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"> <li>• Number of patient encounters among general, specialty, and community outreach services</li> </ul>
		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"> <li>• Number of expectant mothers helped</li> </ul>
		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"> <li>• Number of providers added</li> <li>• Number of individuals seen</li> </ul>

Priority Health Need	Anticipated Impact	Strategies to Address the Need	Metrics and/or Methods of Evaluation:
<b>Access to Care and Services (cont.)</b>	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"> <li>• Conduct a study to assess availability and opportunities</li> </ul>
		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"> <li>• Number of rides provided</li> <li>• Conduct a study to assess availability and opportunities</li> </ul>
	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"> <li>• Amount of charity or uncompensated care</li> </ul>
		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"> <li>• Number of individuals assisted</li> </ul>
	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"> <li>• Number of patients (including youth) treated in the emergency department or on the street</li> <li>• Number of Narcan (naloxone) units distributed</li> </ul>
		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"> <li>• Number of patients screened, treated, referred, and connected with resources</li> </ul>
		Provide training opportunities to improve access for needed services	<ul style="list-style-type: none"> <li>• Number of programs offered</li> <li>• Satisfaction with programs</li> </ul>

Priority Health Need	Anticipated Impact	Strategies to Address the Need	Metrics and/or Methods of Evaluation:
<b>Prevention and Well-being</b>	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"> <li>• Attendance and participation in events</li> <li>• Satisfaction with programs</li> <li>• Number of referrals to community programs and resources</li> </ul>
	Increased awareness about risk factors for chronic conditions, self-management tools and importance of prevention and follow-up care	Continue participating in health fairs, community events and other outreach to promote and provide: <ul style="list-style-type: none"> <li>○ Blood pressure screenings</li> <li>○ Glucose screenings</li> <li>○ Cardiovascular health and risk reduction</li> <li>○ Vaccinations</li> <li>○ Other health and safety education and training</li> </ul>	<ul style="list-style-type: none"> <li>• Attendance and participation in events</li> <li>• Number of screenings and preventative services provided</li> <li>• Satisfaction with programs</li> </ul>
		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"> <li>• Attendance and participation in events</li> <li>• Satisfaction with programs</li> </ul>
	Reduced prevalence rate of targeted chronic conditions	Continue to screen for and provide information about resources in Spanish and English (and evaluate other languages and modalities of learning) to better support patients with managing: <ul style="list-style-type: none"> <li>○ Cardiovascular health, high blood pressure</li> <li>○ Diabetes</li> <li>○ Maternal health, child, and adolescent wellness</li> <li>○ Other issues that impact overall health and well-being</li> </ul>	<ul style="list-style-type: none"> <li>• Attendance and participation in events</li> <li>• Satisfaction with programs</li> </ul>

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 dietitians to provide recommendations and resources for patients with specific health conditions, like diabetes and cardiovascular disease.	<ul style="list-style-type: none"> <li>• Attendance and participation in events</li> <li>• Satisfaction with programs</li> </ul>
		Identify joint grant and funding opportunities to support community needs.	<ul style="list-style-type: none"> <li>• Identify at least one opportunity with a community partner</li> </ul>
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"> <li>• Promote availability of resources through PVHMC's on-line presence</li> </ul>
		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"> <li>• Assess current care coordination activities to ensure they meet patient needs</li> <li>• Measure patient satisfaction with coordination and education efforts</li> </ul>
		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"> <li>• Assess current community collaborations and determine joint goals, opportunities, and priorities to better address community needs</li> </ul>
	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"> <li>• Measure participation in nutrition education programs offered throughout our partnerships</li> </ul>
Explore opportunities to host on-site farmers markets that offer healthy foods options.		<ul style="list-style-type: none"> <li>• Assess the number and quality of partnerships with local organizations in</li> </ul>	

Priority Health Need	Anticipated Impact	Strategies to Address the Need	Metrics and/or Methods of Evaluation:
<b>Community wide collaboration and coordination of resources to support patients, residents, and community partners (cont.)</b>	education.	Identify joint grant and funding opportunities to support community needs.	addressing food insecurity and promotion of healthy eating education <ul style="list-style-type: none"> <li>• Gather feedback on the community’s knowledge related to healthy eating</li> </ul>
	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"> <li>• Number of individuals enrolled in assistance programs</li> <li>• Number of referrals to support agencies or programs</li> </ul>
		Participate in community outreach events to provide resources and support for injury and violence prevention/reduction.	<ul style="list-style-type: none"> <li>• Number of events attended</li> <li>• Number of patients that are victims of crime</li> </ul>

# Community Benefit Activities – 2025 Update

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The following Community Benefit Plan update for FY 2025 provides a summary of the programs and services dedicated to addressing the priority health needs identified through our Community Health Needs Assessment process—access to care, prevention, coordination, and collaboration.

Community benefit activities and programs in this report are organized 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;**  
**Partnerships, Outreach, Professional Education, and Training.**

Within these focus areas, activities are further aligned with the major categories outlined in Schedule H of the Internal Revenue Service (IRS) Form 990: Community Health Improvement Services; Health Professions Education; Scholarships and Funding; Subsidized Health Services; Research; Financial and In-Kind Contributions; and Community Building Activities.

While measuring the outcomes of community benefit activities and programs does not always fully capture their impact, their true purpose is clear, making a meaningful difference in people’s lives.

Whether reaching hundreds of residents or supporting a single individual, whether requiring significant financial investment or offered at no cost, these programs and services reflect both an organization and a community deeply committed to improving the health and well-being of those living in the Pomona Valley and beyond.

# Stroke and Cardiovascular Disease

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Since 1986, Pomona Valley Hospital Medical Center's (PVHMC) Stead Heart and Vascular Center has been a regional leader in advanced cardiovascular and stroke care, delivering comprehensive, high-quality services to communities across Los Angeles and San Bernardino counties. The Center provides a full continuum of care—from prevention and early detection to advanced intervention, treatment, rehabilitation, and recovery—ensuring patients have access to life-saving care close to home.

PVHMC is also a recognized leader in innovative stroke treatment, offering rapid-response, coordinated care designed to improve outcomes during the most critical moments. The hospital's designation as a Comprehensive Stroke Center by The Joint Commission reflects its ability to provide the highest level of stroke care, including advanced neurointerventional services and specialized, multidisciplinary treatment teams.

In 2025, the Stead Heart and Vascular Center received numerous national recognitions, including the American Heart/Stroke Association's Stroke Gold Plus Award - Target: Stroke Honor Roll Elite Plus, 9th year in a row and Target: Type 2 Diabetes Honor Roll, 2nd year in a row; a 5-star rating for stroke from Healthgrades and ranking as a high-performing hospital for stroke care by U.S. News & World Report, underscoring its commitment to clinical excellence and patient outcomes. These distinctions reflect the program's ongoing success in delivering timely, evidence-based care that improves survival rates and reduces complications associated with heart disease and stroke.

Heart disease and stroke remain leading causes of death in Los Angeles County, making access to high-quality, coordinated care essential. PVHMC continues to address this critical community health need through rapid intervention protocols, streamlined care pathways, and continuous performance improvement efforts. These initiatives have contributed to reduced door-to-treatment times, improved patient stabilization, and enhanced recovery outcomes for both cardiac and stroke patients.

Beyond acute care, the Stead Heart and Vascular Center plays a vital role in prevention and community health improvement. In 2025, PVHMC expanded education and outreach efforts for patients, families, and community partners—including outpatient clinics, local hospitals, and Emergency Medical Services (EMS) teams. These efforts strengthened early recognition of cardiac and stroke symptoms, improved care coordination across the region, and supported timely access to life-saving treatment.

Additionally, the program provided ongoing education, resources, and support to help individuals manage chronic conditions and reduce risk factors such as hypertension, diabetes, and high cholesterol. These community-based interventions contribute to improved long-term health outcomes, reduced hospital readmissions, and increased patient engagement in preventive care.

Through clinical excellence, community partnerships, and a strong focus on prevention, PVHMC's Stead Heart and Vascular Center continues to advance health equity and improve cardiovascular and stroke outcomes helping to save lives and strengthen the overall health of the communities it serves.

- **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 2025, our cardiac and stroke teams provided over \$100,000 in benefit to the community.**



# Community Building, Emergency, and Trauma Services

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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 2,089 patients in 2025.**

Community benefits and activities provided to our community within Emergency and Trauma Services in 2025 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; Cardiothoracic Surgery, Ear, Nose, and Throat (ENT); Gastroenterology, General Surgery; Intensivists; Nephrology; Ophthalmology; Neurosurgery; 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 21 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. As a specialty center for Trauma, Stroke, and Heart Attack, our MICNs also activate multiple “Alert” levels that will assemble the appropriate Specialty Team to await the patients arrival, expediting their assessment and care.

- **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 - 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 participates in this prevention program aimed at reducing impaired driving among teenagers by providing education on the real-life consequences of alcohol and substance use.

- **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.



- **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 Opioid Use Disorder patients with buprenorphine
  - The part-time Substance Use Navigator facilitated over 96 referrals to inpatient and outpatient treatment programs in 2025
  - 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:** Since launching in 2020, our Emergency Department Harm Reduction Program has significantly expanded its overdose prevention efforts through participation in the California Department of Public Health (CDPH) Naloxone Distribution Program. We continue to provide life-saving resources to individuals at risk of opioid overdose and their families. In 2025, a total of 912 naloxone kits were distributed to the community.

In September 2024, the program further expanded through the addition of a publicly accessible harm reduction vending machine, made possible by a community donation. Located outside the hospital, the vending machine provides free naloxone, fentanyl test kits, and information about our Medication-Assisted Treatment (MAT) program. This resource is available 24/7, allowing individuals to access critical supplies anonymously and without barriers.

- **Fentanyl Test Kit program:** Our Fentanyl Test Kit Program continues to grow as a key component of our harm reduction strategy. In 2025, we distributed 692 test kits, supporting individuals in making safer, informed decisions. Beyond distribution, the program has helped reduce stigma surrounding substance use and strengthened community engagement. Our team is regularly invited to partner with local non-profit organizations, schools, and community events to provide education, outreach, and prevention resources.



- **Gun Lock Distribution:** PVHMC’s Hospital-Based Violence Intervention Program continues to expand its efforts to promote safety and prevent injury within the community. In 2025, the program launched a gun lock distribution initiative, providing 1,200 free gun locks to community members and hospital staff.

To reduce barriers and encourage safe firearm storage, gun locks are made available 24/7 through the Security Office and at a distribution site located in front of the Emergency Department—offered free of charge and with no questions asked.

The HVIP team also extended its outreach beyond the hospital by participating in the Pomona Police Department Public Safety Fair, where staff distributed gun locks and engaged directly with community members. During the event, the team provided hands-on education on bleeding control techniques, including how to apply direct pressure and wound packing—equipping individuals with critical, potentially life-saving skills.

### ***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 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.



Pomona Valley Hospital Medical Center's  
Trauma & Acute Care Surgery Services presents



## 2<sup>nd</sup> Annual Trauma Symposium

Join us for valuable trauma education as leading experts share their knowledge and experience. Complimentary breakfast and lunch will be provided.

**THURSDAY,  
OCTOBER 16, 2025  
7:00 AM - 1:00 PM**

OneLegacy Azusa  
1303 West Optical Drive  
OneLegacy Conference Center  
Azusa, CA 91702

Free onsite parking in the OneLegacy parking structure.

### WHO SHOULD ATTEND

- Healthcare professionals
- Student interested in learning about trauma

Provider approved by the California Board of Registered Nursing, Provider Number CEP112, for four contact hours.

For more information, contact Lauren Gurrola, BSN, RN, TCRN, CCRN, Trauma Program Manager, at 909.865.9501, ext. 4406, or lauren.gurrola@pvhmc.org.

### AGENDA

7:00 – 7:45 am — Check-in, Late Registration, and Breakfast

7:45 – 8:00 am — Welcome Address from Pomona Valley Hospital Medical Center

8:00 – 8:50 am — Organ Donation  
Prasad Garimella, Chief Executive Officer, OneLegacy

9:00 – 9:50 am — Pediatric Trauma Resuscitation  
Laura Goodman, MD, Assistant Professor of Surgery and Pediatrics, University of California, Irvine; Associate Trauma Medical Director, Children's Hospital of Orange County (CHOC)

10:00 – 10:50 am — Pelvic Trauma  
Hrayr Basmajian, MD, Orthopedic Trauma Medical Director, Pomona Valley Hospital Medical Center

11:00 am – 12:00 pm — Lunch Break

12:00 – 1:00 pm — Community Outreach  
Danielle Dabbs, DO, FACS, Associate Trauma Medical Director, Pomona Valley Hospital Medical Center  
Aspen Di Iorio, BSN, RN, PHN, TCRN, CEN, Trauma Injury Prevention Coordinator, Pomona Valley Hospital Medical Center



To RSVP, click  
here or scan  
the QR code.



1798 N. Garey Ave., Pomona, CA 91767 | 909.865.9500 | www.pvhmc.org



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

## ***Community Building Activities***

Pomona Valley Hospital Medical Center (PVHMC) continues to be recognized as a Disaster Resource Center (DRC). As a participant in the National Bioterrorism Hospital Preparedness Program (NBHPP), PVHMC is one of 13 designated DRCs in Los Angeles County and one of eight DRC trauma centers selected to serve as a resource to the 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 the sharing of emergency response plans to strengthen community-wide disaster preparedness. PVHMC also engages skilled nursing facilities and state representatives in Region 9 activities to promote a comprehensive, whole-community approach to preparedness.

In 2025, PVHMC's Preparedness and Disaster Resource Team participated in the following community-building, education, and training activities:

- **Bi-monthly Disaster Resource Center Meetings:** PVHMC convenes managers from hospitals, skilled nursing facilities, and other healthcare organizations to discuss disaster preparedness and training opportunities. In May 2025, PVHMC participated in a region-wide decontamination (DECON) exercise involving all local hospitals, simulating a hazardous materials incident with more than 100 victims. This region is the only one recognized by Los Angeles County EMSA for conducting such exercises at every hospital with an emergency department.
- **Area D Cities Meetings:** PVHMC participated in monthly meetings with first responder leadership, city officials, and community partners to coordinate training, disaster preparedness, and joint exercises.
- **Regional Training Support:** PVHMC provided exercise and training support for Los Angeles County, contributing to the development of new regional personnel and receiving commendation for these efforts.
- **Mass Casualty Incident Exercise:** In November 2025, PVHMC partnered with Mt. San Antonio College Medical Services Division students to conduct a mass casualty incident

(MCI) exercise simulating more than 100 patients arriving within a two-hour timeframe.

This exercise included local government agencies, regional EMS, and area hospitals.

### ***Accomplishments in 2025***

- Strengthened continuity of operations support for hospital departments
- Represented PVHMC as a featured speaker at two national conferences, serving as a subject matter expert in safety and emergency management
- Maintained active roles on multiple committees and advisory groups, including the CHA Disaster Conference Team, TCAA Disaster Response Team, The Joint Commission Expert Panel Reviewer, Cal OES Access and Functional Needs Committee, and Cal EMSA HICS Panel (supporting updates to the Incident Action Plan/Incident Response Guide for the next HICS revision)
- Updated the Emergency Operations Plan and regional response plans
- Completed and submitted the regional Hazard Vulnerability Assessment
- Participated, at the invitation of the City of La Verne Fire & Emergency Management Department, in updating the City's five-year Community Emergency Response Plan
- Advanced hospital-wide mobility for emergency response, enabling rapid deployment of Hospital Command Center resources and enhancing communication platforms
- Conducted Mass Casualty Incident (MCI), Family Reunification Center, and DECON training exercises
- Collaborated with local amateur (HAM) radio volunteers to enhance redundant communication systems and recruited a dedicated volunteer communications specialist for the region and hospital

**In 2025, 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

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Pomona Valley Hospital Medical Center's (PVHMC) Women's Center was originally established in the 1990s as a state-of-the-art facility to meet the growing healthcare needs of women and children across eastern Los Angeles County, San Bernardino County, and the Inland Empire. Today, it continues to evolve as a leading provider of comprehensive maternal and neonatal care in Southern California.

PVHMC offers a full continuum of specialized services, including Maternal-Fetal Medicine, an advanced Labor and Delivery program, and a 53-bed Level IIIB Neonatal Intensive Care Unit (NICU). The hospital also provides the Sweet Success Program, supporting women with diabetes during pregnancy. In 2014, PVHMC became the largest birthing hospital in California to receive the prestigious Baby-Friendly designation from the World Health Organization and UNICEF, reflecting its commitment to evidence-based maternity and newborn care.

Women's and Children's Services at PVHMC continue to expand in response to community need. The Level IIIB NICU delivers highly specialized care for critically ill and premature infants and is designated as a Neonatal Surgical Center by California Children's Services. The program also includes a neonatal transport team, ensuring timely access to advanced care for newborns requiring transfer from surrounding hospitals.

In 2024, PVHMC further strengthened pediatric services with the opening of a new 15-bed inpatient pediatric unit. As the only unit of its kind within a 12-mile radius, it significantly expands access to high-quality pediatric care close to home. The unit was thoughtfully designed to support healing and family-centered care, featuring private and semi-private rooms, accommodations for family members, and dedicated spaces for play and adolescent engagement.

Complementing these clinical services, PVHMC continues to invest in community education and support through its Family Education Resource Center (FERC). The center offers a wide range of

classes and resources, including childbirth preparation, breastfeeding support, parenting education, CPR training, babysitting certification, and psychosocial support services.

Together, these programs reflect PVHMC's ongoing commitment to advancing the health and well-being of women, children, and families. The following activities and initiatives highlight additional community benefits provided through Women's and Children's Services in 2025.

### **Maternal-Fetal Transport**

In response to a critical community need for timely access to high-risk obstetrical care, Pomona Valley Hospital Medical Center (PVHMC) established its Maternal–Fetal Transport Program in 1994—becoming the first and only program of its kind in California at the time. Since its inception, more than 23 hospitals across Imperial, Inyo, Kings, Los Angeles, Mono, Riverside, and San Bernardino counties have relied on PVHMC for specialized maternal transport services.

Pregnant women experiencing complications often require rapid access to advanced medical care. PVHMC's Maternal–Fetal Transport Program is designed to ensure that high-risk expectant mothers are safely and efficiently transferred from referring hospitals to PVHMC for specialized treatment. Utilizing ground ambulances, helicopters, and fixed-wing aircraft, the program provides a mobile intensive care environment, allowing patients to receive critical care while in transit.

Serving a seven-county region, the program operates 24 hours a day and is structured for rapid response, with transport teams deploying within 30 minutes of accepting a request. Highly trained labor and delivery registered nurses, in coordination with physicians and transport teams, provide expert care throughout the transfer process. Upon arrival, patients have immediate access to PVHMC's Level IIIB Neonatal Intensive Care Unit (NICU) and comprehensive maternal-fetal services.

**In 2025, the program facilitated the transfer of 142 high-risk pregnant patients, ensuring equitable access to life-saving care regardless of diagnosis, race, ethnicity, or financial status.**

Timely intervention and seamless coordination of care contributed to improved maternal stabilization prior to delivery, reduced delays in accessing higher levels of care, and enhanced neonatal outcomes through early connection to specialized NICU services. By reducing the need

for post-delivery neonatal transfers and supporting continuity of care for both mother and baby, the program helps minimize complications, strengthens family-centered care, and improves overall patient experience.

This program reflects PVHMC's deep commitment to advancing health equity and improving outcomes across the region by supporting mothers and babies at the most critical moments.

### **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 2025, 1,691 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 2025, 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 250 clinicians attended this educational event.**

## 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 2025, 520 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 2025, 157 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 2025, 520 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 2025, the Breastfeeding clinic served 964 breastfeeding mothers.**
- **Cesarean Birth Preparation:** Question and answer sessions provide information to prepare families for what to expect during their special delivery. **In 2025, 100 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 2025, 520 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 2025, 49 people were trained.**



**POMONA VALLEY HOSPITAL**  
MEDICAL CENTER

BabyLiveAdvice

# Get ready for baby.

**FREE CLASSES AND TOURS**

Pomona Valley Hospital Medical Center is excited to support your growing family with free virtual prenatal and educational classes to get live online by certified providers throughout our courses at **BabyLiveAdvice™**.

Live online prenatal education classes:

- Childbirth Preparation
- Infant CPR
- Breastfeeding
- Diabetes and Pregnancy
- Caring for Baby
- Pregnancy Nutrition

**For assistance, call 1-800-898-7042.**  
<https://classes.babyliveadvice.com/pomona>

*FREE classes are available in English & Spanish  
Evening & Weekend*

**Sign up today!**  
Scan here to sign up and register for your free class:



SCAN ME

- **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 2025, 24 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 2025, A total of 47 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. **In 2025, 753 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 2025, 232 people attended 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

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The Robert and Beverly Lewis Family Cancer Care Center at PVHMC has been a trusted resource in the fight against cancer since 1993, providing comprehensive, compassionate care to our community. Dedicated to prevention, early detection, diagnosis, treatment, and survivorship, the Center offers a full continuum of services designed to support patients and their families at every stage of the cancer journey.

Conveniently located just one block northeast of the hospital's main campus, the Cancer Care Center brings together a multidisciplinary team and a wide range of services under one roof. Patients have access to the Breast Health Center, Radiation Oncology, Medical Oncology, Nurse Navigators, Social Work support, and a Community Resource Library. Outpatient services include educational programs, advanced diagnostic testing and screenings, chemotherapy, infusion therapy, blood transfusions, radiation therapy, and other specialized treatments.

Our team of highly trained specialists utilizes advanced technology and evidence-based practices to deliver exceptional care in a warm, patient- and family-centered environment. Each care plan is thoughtfully tailored to meet the unique clinical and personal needs of every individual, ensuring coordinated, seamless support throughout treatment and recovery.

At PVHMC, we are committed to keeping patients informed, empowered, and actively involved in their care. Above all, we remain grounded in a simple but powerful principle: we care for people, not just their diagnosis.

## ***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:

- **Living Well After Cancer:** This exercise program for cancer survivors involves the staff of the Cancer Care Center, PVHMC's Physical Therapy Department, and the Claremont Club. Living Well After Cancer is targeted to aid in rehabilitation after cancer treatment and to improve fitness levels to live a better quality of life.
- **Nutritional Services during Cancer:** PVHMC's registered dietician, Nancee Perez, sees our cancer patients as requested or referred. She provides individualized nutritional evaluations and recommendations, which are so important to our cancer patients.
- **Chair 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 200 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



**SPRING FLING**

**Low-Cost 3D Screening Mammography**

**Through the month of April, screenings are just \$50!\***

You are eligible for this low-cost screening if:

1. You are a woman over 40 years old
2. Do not have breast implants
3. Do not have a history of breast cancer in the last 5 years
4. You are asymptomatic (no breast problems)

Please call **909.469.9395** to make an appointment at one of our four locations.

Don't let \$\$ get in the way of your health!

**POMONA VALLEY HOSPITAL MEDICAL CENTER** | **PVHC** POMONA VALLEY HEALTHCENTERS

**Cash, Check or Credit Card due at time of exam.**

Appointments **909.469.9395**

**Screening Locations:**  
Breast Health Center  
1910 Royal Drive  
Pomona, CA 91767  
Located within The Robert & Beverly Lewis Family Cancer Care Center

**Pomona Valley Health Center  
Claremont Imaging Center**  
1601 Monte Vista Ave., Suite 107  
Claremont, CA 91711

**Pomona Valley Health Center  
Chino Hills Imaging Center**  
2140 Grand Ave., Suite 115  
Chino Hills, CA 91709

**Pomona Valley Health Center  
La Verne Imaging Center**  
2333 Goodhill Boulevard  
Suite B / Suite C  
La Verne, CA 91750

[pvhmc.org](http://pvhmc.org)

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 2025, 224 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 752 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 2025, the Robert and Beverly Lewis Family Cancer Care Center supported 14,111 individuals and their families throughout their cancer journey, providing more than \$147,000 in community benefit through support services and subsidized care.

# 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	Emergency 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.	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.
<b>Should be to use for:</b> <ul style="list-style-type: none"><li>• Allergies</li><li>• Asthma</li><li>• Bronchitis</li><li>• Cold, Flu, Fever</li><li>• Cough</li><li>• Dizziness</li><li>• Earaches</li><li>• Insect Bites</li><li>• Nausea</li><li>• Minor Burns</li><li>• Minor Cuts/Lacerations</li><li>• Pink Eye</li><li>• Rash/Poison Ivy</li><li>• Sore Throat</li><li>• Sprains and Strains</li><li>• Stitches (minor)</li><li>• Toothaches</li><li>• Urinary Tract (Bladder) Infections</li></ul>	<b>Should be to use for:</b> <ul style="list-style-type: none"><li>• All Animal Bites</li><li>• Chest Pain</li><li>• Dehydration</li><li>• Electric Shock</li><li>• Fainting/Loss of Consciousness</li><li>• Fractures/Dislocations</li><li>• High Fever</li><li>• Ingestion of Obstructive Objects</li><li>• Ingestion of Poisons</li><li>• Major Head Injury/Headaches</li><li>• Pneumonia</li><li>• Rectal Bleeding</li><li>• Seizures</li><li>• Severe Abdominal Pain</li><li>• Severe Asthma Attack</li><li>• Severe Burns</li><li>• Shock</li><li>• Snake Bites</li><li>• Uncontrollable Bleeding</li><li>• Weakness/Stroke</li></ul>
<b>URGENT CARE LOCATIONS</b> <b>Chino Hills Crossroads</b> 3110 Chino Ave. • 909.630.7868 <b>Claremont</b> 1601 Monte Vista Ave. #190 909.865.9977 <b>La Verne</b> 2333 Foothill Blvd. • 909.392.6511	<b>EMERGENCY DEPARTMENT</b> <b>Pomona Valley Hospital Medical Center</b> 1738 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.
<b>PVHC</b> POMONA VALLEY HEALTH CENTERS	<b>POMONA VALLEY HOSPITAL</b> 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 bifada, speech- language, hearing disorders, sensory processing, toe-walking, and self-care (dressing, grooming, hygiene). **In 2025, the center had more than 28,200 visits.**



- **Sleep Disorders:** Accredited by the American Academy of Sleep Medicine (AASM) for over 20 years, our Sleep Disorders Center at the Pomona Valley Health Center in Claremont is a multi-disciplinary clinic providing expert diagnosis and treatment for individuals of all ages experiencing sleep difficulties. The Center offers both in-lab and at-home sleep studies to evaluate and monitor a wide range of sleep-related conditions, including snoring, sleep apnea, insomnia, restless legs, narcolepsy, fatigue, excessive daytime sleepiness, sleepwalking, and challenges related to shift work. In addition to comprehensive diagnostic services, PVHMC's Sleep Disorders Center delivers the latest advanced treatment options. **In 2025, the Center saw 7,636 patient 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.

  - *SERVICE* 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 medical team at community athletic events.

- *SUPPORT* The SMC is proud to play an active role in supporting the health and success of local student-athletes. Through its injury screening clinic and accessible pre-participation sports physicals, the SMC helps ensure that young athletes can safely participate in the sports they love.

In collaboration with area high schools—including Bonita High School, Charter Oak High School, Claremont High School, Damien High School, Diamond Bar High School, and San Dimas High School—the SMC extends its impact beyond clinical care through the innovative “\$\$\$ for Physicals” program.

During these group physical events, SMC staff volunteer their time and expertise to provide comprehensive sports physicals for student-athletes. In a meaningful reinvestment in the community, 100% of the fees collected are returned directly to each participating school, helping to strengthen athletic training rooms, purchase equipment, and sustain sports programs that are often underfunded.

Since 2006, this longstanding commitment has resulted in more than \$224,000 being given back to local schools—an investment not only in athletics, but in the health, safety, and future of the community’s youth.

- *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. If necessary, the screening also includes free x-rays, and referrals to Physical Therapy or 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 four 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.
  - *Cardiac Wellness and 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 gyms to perform an independent exercise routine. PVHMC 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 2025, these Sports Medicine and Rehabilitation programs combined provided over 8,375 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 \$58,000 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 2025, our mobile lab service provided over 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 2025, 1,588 individuals were provided with this assistance for a total of \$50,992.**
- **Health Bridges:** Language should never be a barrier to quality healthcare. Founded in 2015 by three Pomona College students who watched their own immigrant parents struggle to navigate the system, Health Bridges empowers college students to use their multilingual skills to help patients communicate effectively with their care teams. Each year, these volunteers serve as vital connectors, ensuring that patients understand their treatment, feel heard, and receive the care they need. **In 2025, 29 Health Bridges volunteers dedicated 4,855 hours of on-site service,** making a meaningful difference in the lives of countless patients 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 2025, PVHMC served over 4,100 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 1,215 patients and their family members in 2025.**

- **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 2025, PVHMC provided \$5,549,930 in loans and support to physicians in sought after specialties to ensure that our community has access to care.** In 2025, PVHMC recruited community-based needed specialties under the Physician Assistance program including: Radiologists and Gastroenterologists.

## Partnership and Outreach

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Pomona Valley Hospital Medical Center (PVHMC) is committed to strengthening the health and well-being of our community by supporting local organizations that share our mission and vision. Through strategic partnerships, donations, and outreach initiatives, PVHMC collaborates with a wide range of community-based organizations to expand access to essential services. We continuously seek opportunities to build new partnerships and enhance support for programs addressing domestic violence and sexual assault prevention, healthcare access, social services, socioeconomic development, and child and family well-being.

### *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 Pre-Exposure Prophylaxis (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, L.A. 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 other valued partners. As a Federally Qualified Health Center (FQHC), ParkTree also receives funding from the Health Resources & Services Administration.

Through a Community Funding Project—Congressionally Directed Spending secured on behalf of Congresswoman Norma Torres (CA-35)—ParkTree is in the process of developing a mobile dental clinic designed to expand access to oral health services. This dental van will deliver care directly to schools and underserved neighborhoods, helping to reduce barriers to care for vulnerable populations. The program is anticipated to begin offering services as early as late 2026, with full implementation expected by early 2027.

Additional Information, including locations and hours, can be found by visiting PVHMC’s website ([www.pvhmc.org](http://www.pvhmc.org)) or the ParkTree Community Health Center website ([www.parktreechc.org](http://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 12,000 Facebook and 5,770 Instagram platform followers.

### ***Additional Community Service and Outreach***

- **Community Collaboration with Bright Prospect, Pomona Unified and the Family Medicine Residency Program:** In 2025, residents from the Family Medicine Residency Program had the opportunity to collaborate with Bright Prospect and Pomona Unified School District in a series of educational workshops aimed at promoting health awareness and inspiring future careers in healthcare.
  1. **Hypertension Awareness:** The series kicked off with a session on hypertension, where students were introduced to basic blood pressure information and taught them how to measure it. Each student received a blood pressure cuff to monitor their family’s health at home.

2. **Tobacco Risks:** In a follow-up workshop, risks of tobacco use and its impact on health, encouraging student to make informed choices and avoid the dangers of smoking.
3. **Careers in Healthcare:** A session focused on careers in healthcare. Our speakers shared insights into various medical professions, aiming to inspire students and increase minority representation in the healthcare field.

This ongoing collaboration with Bright Prospect and Pomona Unified School District continues to make a meaningful impact, and we look forward to furthering our efforts to support and empower the next generation of healthcare professionals.

- **Blood Drives:** In 2025, Pomona Valley Hospital Medical Center hosted a total of 7 blood drives and collected more than 327 units. This equates to 3-6 lives per donation, that have been impacted through the generosity of our donors and our efforts.
- **Food Donation Program (Careit Partnership):** In 2025, PVHMC enhanced its food donation efforts through a partnership with Careit, a digital platform that streamlines the donation process by connecting organizations with surplus food to local nonprofit partners. This innovative approach improves efficiency, ensures regulatory compliance, and helps deliver nutritious food more quickly to those in need.

Through Careit, PVHMC donated \$20,824 in food to local community organizations, including New Life Food Bank (\$2,510.10), Our Lady of Perpetual Help (OLPH) Food Pantry (\$4,505.15), Barley's Farm (\$4,953.18), and Faith Lutheran (\$8,856.48). In addition, PVHMC made its final contribution through Food Finders on January 7, 2025, totaling \$2,912.80.

**Collectively, these efforts resulted in total food donations of \$23,737.66 in 2025,** reflecting PVHMC's ongoing commitment to addressing food insecurity and supporting the well-being of the communities we serve.

- **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 2025, our website had more than 1,287,000 visits.**

- **Volunteer Services:** Volunteers at PVHMC play a vital role in enhancing the patient and family experience, making a meaningful difference throughout our community. Volunteers may participate in both direct patient care and non-patient care roles. In 2025, a total of 789 volunteers—including adults, college students, and high school students—contributed an impressive 82,173 hours of service. We are deeply proud of our volunteers and the invaluable support they provide.

Additional programs offered, through the Volunteers/Auxiliary that benefit our community:

- **Scholarships:** The Auxiliary of PVHMC awards scholarships to high school and college volunteers pursuing careers in healthcare. In 2025, \$15,000 in scholarships was awarded to ten dedicated PVHMC volunteers, supporting the next generation of healthcare professionals.
- **Car Seat Program:** Safety-rated infant car seats are provided to low-income families with newborns, helping to ensure safe transportation and promote infant safety at discharge.
- **NICU Parent Transportation Assistance:** PVHMC's Neonatal Intensive Care Unit (NICU) serves many low-income families, some of whom face financial barriers to visiting their infants. The Auxiliary provides gas cards, distributed by social workers, to assist families with transportation costs, ensuring they can maintain critical bonding time with their babies.

In 2025, PVHMC volunteers and the Auxiliary contributed more than \$20,500 in direct support to these programs, further demonstrating their commitment to the health and well-being of our community.

# Community Partners

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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
- 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!



**Milestones Centers for Child Development Participate in the San Gabriel Pomona Regional Center's Annual Sirens of Silence**  
April 12



**Children's Services hung out with families and the Easter bunny at the City of Pomona's Easter event!**  
April 12



**Security Provides Training to Ontario Police Department Explorers**



**The Women's Center provided maternity information at the monthly Pomona Community Pull Up**  
April 1



**The Education Department joined a College and Career Day at Rancho Cucamonga Middle School**  
April 12



**The Women's Center offered information on our Memorial Wall and annual Walk to Remember at a Mother's Grief Event**  
April 25

## **Pomona Catholic School Every 15 Minutes Program** April 3

Our Trauma and Emergency Department Associates assisted in the simulation of the accident aftermath and provided a tour of the Trauma Bay and morgue. Danielle Dabbs, DO, trauma and critical care surgeon in our Trauma Center, presented to the students at their retreat on types of injuries we see in our Trauma Center.



## **Community Collaboration: Bright Prospect, Pomona Unified and PVHMC's FMRP**



*Left to Right: Tung Chu, DO; Irene Velarde, DO; Douglas Chiriboga, MD Johnson B. Lightfoot, MD; Daniel Blocker, LMFT, PhD; Crystal Estrada, MD; Ahudaya Ochuru, MD.*

This year, residents from the Family Medicine Residency Program had the opportunity to collaborate with Bright Prospect and Pomona Unified School District in a series of educational workshops aimed at promoting health awareness and inspiring future careers in healthcare.

1. Hypertension Awareness: The series kicked off with a session on hypertension, where we introduced students to basic blood pressure information and taught them how to measure it. Each student received a blood pressure cuff to monitor their family's health at home.
2. Tobacco Risks: In a follow-up workshop, we discussed the risks of tobacco use and its impact on health, encouraging students to make informed choices and avoid the dangers of smoking.
3. Careers in Healthcare: Most recently, we held a session focused on careers in healthcare. Our residents, alongside Dr. Lightfoot (radiologist) and Dr. Blocker, shared insights into various medical professions, aiming to inspire students and increase minority representation in the healthcare field.

This ongoing collaboration with Bright Prospect and Pomona Unified School District continues to make a meaningful impact, and we look forward to furthering our efforts to support and empower the next generation of healthcare professionals!

# PVHMC IN THE COMMUNITY!



**Cal Poly Health and Wellness Fair**  
September 24, 2025  
Substance Use Program



**City of Rancho Cucamonga Health and Wellness Fair**  
September 25, 2025  
Stroke Program



**Chino Hills Senior Resource Fair**  
September 19, 2025  
Diabetes & Lung Cancer



**Claremont Colleges Back to the Future Event**  
September 17, 2025  
Cardiac



**Rep. Norma Torres Montclair Community Fair**  
Cardiac Services and Lung Cancer Program



**Asm. Michelle Rodriguez Women's Health Fair**  
October 18, 2025  
Stroke Program



**Pomona 5K/10K**  
October 18, 2025  
Sports Medicine Center



**City of Pomona Trunk-or-Treat**  
October 24, 2025  
Pediatrics



**Claremont Village Venture**  
October 25, 2025  
Pediatrics

**In 2025, PVHMC had more than 64 programs and events that supported services in the community, which logged more than 110,000 Associate hours and 10,000 volunteer hours. In addition, PVHMC donated \$67,000 to local community-based organizations.**

# Professional Education and Training

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## **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 2025, the DAA onboarded over 509 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 166 Family Physicians, retaining approximately 25% of graduates within the Pomona Valley region and 95% 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 2025, the Family Medicine Residents completed 10,210 outpatient visits in the Family Health Center. The physicians provide care for the disabled and elderly and have conducted over 400 home, hospice and skilled nursing facility visits in the last year.

In 2025, FM residents were also involved in providing the following services for PVHMC and the Pomona community:

- 469 Deliveries, including deliveries with the laborists.
- 835 Admissions on the FM Inpatient Service
- 443 Rapid Response
- 6 TNC Resident Grand Rounds presentations for PVHMC physicians
- 30 High School and College Pipeline Workshops at Bright Prospect, promoting careers in healthcare.
- 5 Health Talks given at local schools
- 298 Street Medicine Clinic visits decreasing inappropriate use of the ER which helps conserve resources.
- 311 patients served for free at Sports Medicine Clinic
- 5 local high schools (Bonita, Charter Oak, Damien, Claremont, and San Dimas) supported with on-site field physician coverage during football games.
- 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). **In 2025, 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 2025, PVHMC supported 1 student.**
- **Clinical Experience for Histology Students:** Histology externships for students from Mount San Antonio College. **In 2025, 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 2025, 15 students were trained.**

- **Radiology Technologist Internship:** PVHMC is a training facility for Radiology students from Chaffey College. **In 2025, 12 students were trained.**
- **Carrington College and 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 Carrington College and Mount San Antonio College; **In 2025, PVHMC supported 18 students.**
- **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 2025, 75 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 2025, 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



## HCAI Health Equity Narrative Report 2025

Pomona Valley Hospital Medical Center (PVHMC) is deeply committed to advancing health equity and reducing disparities across the diverse communities we serve. Guided by this commitment, hospital leadership has prioritized the allocation of resources, infrastructure, and oversight necessary to ensure meaningful and sustained progress. Central to these efforts is our multidisciplinary Health, Equity, Diversity, and Inclusion (HEDI) Steering Committee, which serves as the foundation for identifying, monitoring, and addressing disparities highlighted in the Hospital Equity Measure Report. Through a structured, data-driven approach, the committee develops targeted action plans with defined timelines, measurable outcomes, and continuous performance monitoring. These strategies emphasize enhanced care coordination, patient and family education, strengthened social supports, and robust community partnerships.

Our analysis indicates that many of the most significant disparities are related to hospital readmissions. Higher readmission rates have been identified among patients aged 50 and older, Black or African American patients compared to Asian reference populations, males—particularly those with coexisting behavioral health conditions—and individuals insured through Medicare or Medicaid compared to those with private insurance. To address these findings, PVHMC leverages its established Readmission Performance Improvement Committee, which has expanded its focus to explicitly target these disparities. Through ongoing data analysis, trend identification, and interdisciplinary collaboration, the committee develops and implements focused interventions designed to improve outcomes and reduce avoidable readmissions among vulnerable populations.

PVHMC fosters a patient-centered care philosophy that prioritizes individual needs and values across the entire care continuum. Through our PARTNERS program, patients and families are actively engaged as participants in clinical decision-making, ensuring care is aligned with each patient’s cultural, emotional, social, and financial circumstances. This approach emphasizes open communication, shared decision-making, emotional support, physical comfort, and the

inclusion of family and support systems in care planning. Patients and families are also empowered to activate the Rapid Response System if urgent concerns arise, reinforcing safety and engagement. To further support healing, PVHMC offers 24-hour visitation and comprehensive language services, including interpretation for spoken and sign languages and document translation, all provided at no cost.

Our commitment to patient-centered care is further demonstrated through our Age-Friendly Health System initiatives, which recognize the unique needs of older adults. Care is guided by the evidence-based “4Ms” framework—What Matters, Medication, Mentation, and Mobility—to ensure that treatment aligns with each patient’s goals while minimizing harm. Beginning each encounter with patients aged 65 and older by asking “What Matters?” establishes a foundation for coordinated, individualized care across all disciplines. In addition, our Chaplain Services provide inclusive spiritual and emotional support to patients and families, respecting the diverse beliefs within our community.

Patient safety remains a top priority and is embedded within every aspect of care delivery at PVHMC. Our comprehensive patient safety program is grounded in high-reliability principles and focuses on proactive risk assessment, early identification of potential harm, and continuous performance improvement. A multidisciplinary Quality and Patient Safety Committee meets regularly to review key safety indicators, including medication safety, falls prevention, pressure injury prevention, infection control, and hand hygiene compliance. These efforts are supported by ongoing participation in national quality programs and performance metrics related to patient outcomes, experience, and clinical effectiveness.

PVHMC promotes a culture of safety through leadership commitment, workforce engagement, and a Just Culture framework that encourages transparency, learning, and accountability. Associates are empowered to report adverse events, near misses, and safety concerns through an accessible reporting system, fostering an environment of continuous improvement. Programs such as PVHMC CARES provide peer support for caregivers, while participation in initiatives like the Hospital Quality Institute’s BETA HEART program reinforces our commitment to transparency, empathy, and organizational learning. Patient and Family Advisors further strengthen safety efforts by contributing their perspectives to committees and task forces,

ensuring care remains patient-focused. Advanced technologies, including computerized physician order entry, barcode medication administration, smart infusion pumps, and continuous monitoring systems, enhance safety and efficiency across the organization.

Recognizing the critical impact of social determinants of health, PVHMC has implemented comprehensive systems to identify and address nonclinical barriers to care. All inpatients are screened using the PRAPARE assessment tool to evaluate factors such as housing instability, food insecurity, transportation challenges, and interpersonal safety. Patients identified with unmet social needs are connected to tailored resources, supported by seamless communication across the care team through the electronic medical record. Data are continuously analyzed across demographic groups to identify disparities and guide targeted improvements. Additionally, PVHMC offers access to a community resource platform that connects patients and families to a wide range of local support services, while 24/7 language services ensure culturally and linguistically appropriate care.

PVHMC is also committed to addressing disparities in maternal health. In alignment with California's Dignity in Pregnancy and Childbirth Act, the organization provides evidence-based implicit bias training for perinatal care teams and implements targeted strategies to improve outcomes, particularly among populations at higher risk for maternal complications. These efforts reflect a broader commitment to equitable, respectful, and high-quality care for all patients.

Delivering effective, evidence-based treatment remains a cornerstone of PVHMC's mission. The hospital serves a highly diverse population and is proud to offer numerous nationally recognized and accredited specialty programs that improve patient outcomes and reduce risk. As a Magnet-designated organization, PVHMC upholds the highest standards of nursing excellence, contributing to improved patient experiences, reduced complications, and better clinical outcomes. As an American College of Surgeons-verified Level II Trauma Center, PVHMC provides comprehensive, coordinated care for complex and critically injured patients, supported by highly skilled multidisciplinary teams available around the clock.

Prevention and early intervention are integral to improving community health outcomes. PVHMC actively engages the community through education programs such as Stop the Bleed

and Sidewalk CPR, as well as injury prevention initiatives focused on topics like fall prevention, e-bike safety, and violence reduction. Evidence-based programs, including “A Matter of Balance,” help older adults maintain independence and reduce the risk of injury. Following hospitalization, patients and families continue to receive support through programs such as the Trauma Survivors Network, fostering long-term recovery and resilience.

Surgical and perinatal services at PVHMC incorporate leading evidence-based practices to enhance outcomes and patient experience. Programs such as Enhanced Recovery After Surgery (ERAS) promote faster recovery, reduced complications, and improved patient engagement through education, optimized pain management, and early mobility. Perinatal services offer comprehensive support, including prenatal education, diabetes management programs, lactation support, and early postpartum follow-up through virtual platforms. These services are designed to improve maternal and infant outcomes while reducing unnecessary hospital utilization.

Care coordination is a vital component of PVHMC’s approach to high-quality care. Multidisciplinary teams collaborate daily to ensure safe and effective transitions across the continuum of care. Patients receive comprehensive discharge planning, including timely follow-up appointments and post-discharge outreach to address potential barriers and reduce readmissions. Partnerships with skilled nursing facilities and federally qualified health centers further support continuity of care, particularly for underserved populations.

PVHMC also provides a nationally recognized Substance Use Disorder program, offering comprehensive treatment, education, and harm reduction resources. Services include access to medication-assisted treatment, substance use education, and the distribution of life-saving tools such as naloxone and fentanyl test kits. Dedicated navigators support patients, families, and community members in accessing these critical resources.

Access to care is continuously evaluated and strengthened through regular Community Needs Assessments, which analyze demographic data, health indicators, and community input to identify evolving needs. PVHMC responds by expanding programs, enhancing services, and increasing community outreach. Innovative solutions, including virtual care platforms, improve

access to prenatal education and postpartum support, reducing barriers related to transportation, cost, and time.

As one of the largest birthing hospitals in California, PVHMC offers comprehensive women’s and children’s services, including high-risk maternity care, neonatal intensive care, pediatric specialty services, and developmental support programs. Investments in new facilities and programs have expanded access to care within the region, reducing the need for patients to seek services outside the community. Family-centered care remains at the heart of these services, ensuring patients and their families are supported throughout their healthcare journey.

Across all initiatives, PVHMC remains steadfast in its commitment to improving the health and well-being of the community. Through strong leadership, community partnerships, data-driven strategies, and a culture rooted in compassion and equity, the organization continues to advance its mission of delivering safe, high-quality, and equitable care for all.

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 Age Friendly Steering Committee
- Received level 1 recognition as Age-Friendly Health System by Institute for Healthcare Improvement
- As required per AB 1204, completed and submitted Health Equity report to Health Care Access and Information. Health Equity report is posted on the hospital extranet website
- Ongoing active HEDI Steering Committee
- Inclusion of Patient Family Advisor (PFA) as part of the HEDI Steering Committee
- Monitoring and analysis of positively screened inpatients for Social Determinants of Health disparities via PRAPARE evidence based screening tool
- Ongoing review, monitoring & reporting of established HEDI dashboard to HEDI Steering Committee
- Learning Module System assigned to all new hires for the following: Health Equity Diversity & Inclusion, Social Determinants of Health, Implicit Bias, LGBTQ+, and Cultural Linguistics
- Continuous utilization of Enhanced Language Services
- Through data review & analysis, identified a higher rate of amputations in Hispanics and established a limb preservation program

# Economic Valuation

For 2025, PVHMC’s total value of community benefits came to \$88,870,209 (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 2025

<b>Charity Care and Means-Tested Government Programs</b>	
Charity Care	\$5,052,720
Medicaid	\$66,109,379
Total Unreimbursed Care and Charity Care	\$71,162,099
<b>Other Benefits<sup>1</sup></b>	
Community Health Improvement Services and Community Benefit Operations	\$3,766,702
Health Professions Education	\$2,447,342
Subsidized Health Services	\$11,419,209
Research	\$32,585
Cash and In-Kind Contributions to Community Groups	\$106,602
Total Other Benefits	\$17,708,110
<b>Total Community Benefits for FY 2025</b> <b>Total Unreimbursed Care and Charity Care + Total Other Benefits</b>	<b>\$88,870,209</b>

<sup>1</sup> PVHMC contributed \$21,595 Community Building Activities (F) & \$4,395 in Community Benefit Operations (G)

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

## Plans for Public Review

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Pomona Valley Hospital Medical Center (PVHMC) will continue to support its broad range of community benefit programs and activities as outlined in this report, while also developing new initiatives, as appropriate, to address the evolving needs identified through the Community Health Needs Assessment (CHNA).

PVHMC's next steps include:

- Ongoing review of the current Implementation Strategy to monitor performance measures and evaluate the effectiveness of programs and initiatives
- Continued collaboration with community partners, including local public health departments and community-based organizations, to strengthen outreach efforts, identify service gaps, and expand partnership opportunities
- Ongoing engagement with community groups and stakeholders to gather input that informs PVHMC's community benefit priorities and activities; PVHMC welcomes feedback on its programs and publications

The Community Benefit Plan, Implementation Strategy, and CHNA are made widely available to the public in both electronic and printed formats. The cost of producing and distributing these reports is absorbed by the hospital.

To access these reports online, please visit [pvhmc.org](http://pvhmc.org) and navigate to the "Community Services" page under the "About Us" section.

Direct link: <https://www.pvhmc.org/about-us/community-services>

Requests for printed copies may be made by phone, email, mail, or in person:

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# Appendix A: Financial Assistance Policy

<b>Policy Name:</b> Charity Care Financial Assistance Policy		<b>Policy #:</b> HW#501
<b>Division:</b> Organizational	<b>Manual:</b> Hospital Wide Policy	
<b>Origination Date:</b> 12/31/2007	<b>Revised Date:</b> 1/5/2018; 1/1/2023, 01/01/24, 01/01/2025	<b>Effective Date:</b> 01/01/2025

**SUBJECT:** Charity Care Policy

**Purpose:**

Pomona Valley Hospital Medical Center (PVHMC) serves all persons in the Pomona Valley and greater Inland Empire community. As a community hospital provider, Pomona Valley Hospital Medical Center strives to provide healthcare services within a high quality and customer service-oriented environment. Providing patients with opportunities for 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 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, 2025.

## **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

## **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.

**Charity Care** : A discount representing 100% of a patient's liability. A full free 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.

**Out-of-pocket costs:** An insured patient with "Out-of-pocket 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 Mediconnect Ombuds program effective April 1, 2014. More information regarding HCA can be found at <http://healthconsumer.org>. Consumers may call 888-804-3536 for routing to the correct consumer center.

**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 living at home

2) For patients under 18 years of age, the patient's family includes the patient's parent(s), caretaker relatives and other dependent children living at home

## ***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 "Out-of-Pocket Cost" 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;

### **Charity Care Criteria**

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

<b>ELIGIBILITY CATEGORY</b>	<b>INCOME</b>
Uninsured	<400% FPL
Insured with Out-of-pocket costs	<400% FPL

All patients who are eligible for Charity Care within this policy will receive full free when the patient's family income is at or less than 400% of the Federal Poverty Level. 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 free. The qualifying amount for full free 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 Care**

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 Care: 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 Care: 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 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 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 hospital's 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 qualifications 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 free 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.

### **Completion of a Charity Care application provides:**

- Information necessary for the hospital to determine if the patient has sufficient income 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 free care application, assigned staff in the business office will prepare a "Request for Consideration of Uncompensated Care (Free)" 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 (Free)” 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](http://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 any charge for care that is reduced but not free 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 any charge for care that is reduced but not free program, neither application shall preclude eligibility for the other program.

## **Public Notice**

PVHMC shall post notices informing the public of the Charity Care and Any charge for care that is reduced but not free 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 Any charge for care that is reduced but not free 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 any charge for care that is reduced but not free 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](http://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

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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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