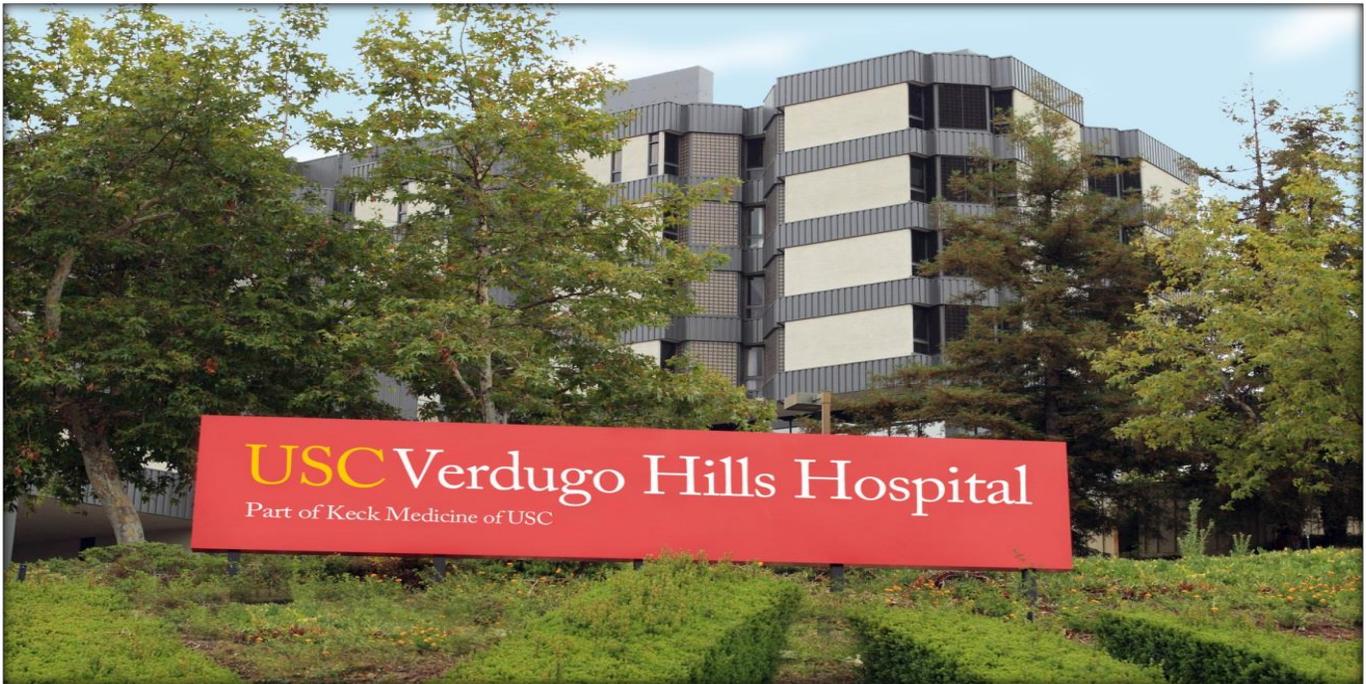


# USC Verdugo Hills Hospital

Keck Medicine of USC



Annual Report and Plan for Community Benefit  
USC Verdugo Hills Hospital  
Fiscal Year 2020 (July 1, 2019 - June 30, 2020)

Submitted to:  
Office of Statewide Health Planning & Development  
Healthcare Information Division  
Accounting and Reporting Systems Section  
Sacramento, California

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## About Verdugo Hills Hospital

### Keck Medicine of USC

Keck Medicine of USC is the University of Southern California's medical enterprise. Encompassing academic excellence, world-class research and state-of-the-art clinical care, we attract internationally renowned experts who teach and practice at the Keck School of Medicine of USC, the region's first medical school.

The Keck Medical Center of USC includes three acute care hospitals: Keck Hospital of USC, USC Norris Cancer Hospital, and USC Verdugo Hills Hospital. Keck Medical Center of USC includes more than 40 outpatient facilities, some at affiliated hospitals, in Los Angeles, Orange, Kern, Tulare and Ventura counties. In addition, we operate USC Care Medical Group, a medical faculty practice.

### USC Verdugo Hills Hospital

USC Verdugo Hills Hospital began in 1947 as Behrens Memorial Hospital. Rather than expand the Behrens facility, a new hospital was built on the hilltop land donated by the Greene family. In 1972, Verdugo Hills Hospital was created serving patients in the cities of Glendale and La Cañada Flintridge, as well as the surrounding Foothill communities of Southern California. In 2013, Verdugo Hills Hospital partnered with the University of Southern California (USC) and became part of Keck Medicine of USC, creating USC Verdugo Hills Hospital.

USC Verdugo Hills Hospital (USC-VHH) is a 158-bed nonprofit community hospital. Services include a 24-hour emergency room staffed by USC faculty physicians; a primary stroke center; bariatric and minimally invasive surgery; OB-GYN and infant services; orthopaedic surgery; occupational, physical and speech therapy; cardiac rehabilitation; and imaging and diagnostic services including mammograms, magnetic resonance imaging (MRI), CT scans and angiograms. USC Verdugo Hills Hospital has a six-bed, state-of-the-art neonatal intensive care unit (NICU) to provide care for infants born prematurely or with critical medical conditions.

### Awards

USC-VHH was the recipient of the following awards and accolades in 2019:

- Top hospital for LGBTQ+ patients and health-care workers by the Human Rights Campaign
- Lantern Award by the Emergency Nurses Association, the only community hospital in Southern California to receive the award
- The first hospital in California to receive Board of Certification in Emergency Nursing (BCEN) Honorary Certification Recognition

## Mission and Values

### Mission

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

### Vision

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

### Governance

The USC Health System Board provides strategic, financial, and operational oversight to the USC Health System and clinical care activities across the University and its health professional schools, enables the USC Health System to be nimble and thrive in a competitive Los Angeles health care market, and continues to ensure patient access and experience meet the highest levels of safe and quality care.

#### Health System Board

Wanda Austin

Tia Bush

Carol Folt

Rod Hanners

Gerald Hickson

John Kusmiersky

Leonard Schaeffer

William Siart

Jim Staten

Chip Zukoski

The USC Verdugo Hills Hospital's Governing Board guides the direction of community benefit, with assistance from the Community Advisory Board.

#### Governing Board

Keith Hobbs, Vice Chair

Jeannine Taylor, Secretary

Todd Andrews

Tammy Capretta, RN, MPH

Tina Ito

Happy Khanna, MD

Joseph Ouzounian, MD

Sunder Ramani

Carl R. Chudnofsky, MD  
Alexandria Darras, MD  
Steven Giannotta, MD  
Rod Hanners

David Sagal  
Shawn T. Sheffield  
Steve Wilder

### **Community Advisory Board**

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

Sue Wilder, Chair  
Edward A. Wopschall, II, Vice Chair  
Emily Liang, Secretary  
Lola Abrahamian  
Chandnish Ahluwalia, MD  
Todd E. Andrews  
Patricia Beauchamp  
Soo Kim Choi  
Paul Craig  
Robert E. Develle, Jr.  
Armand Dorian, MD  
Sheila Dunbar  
Tim Feeley  
Steven Hartford, MD  
Keith Hobbs  
Bill Lynch

## Caring for our Community

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

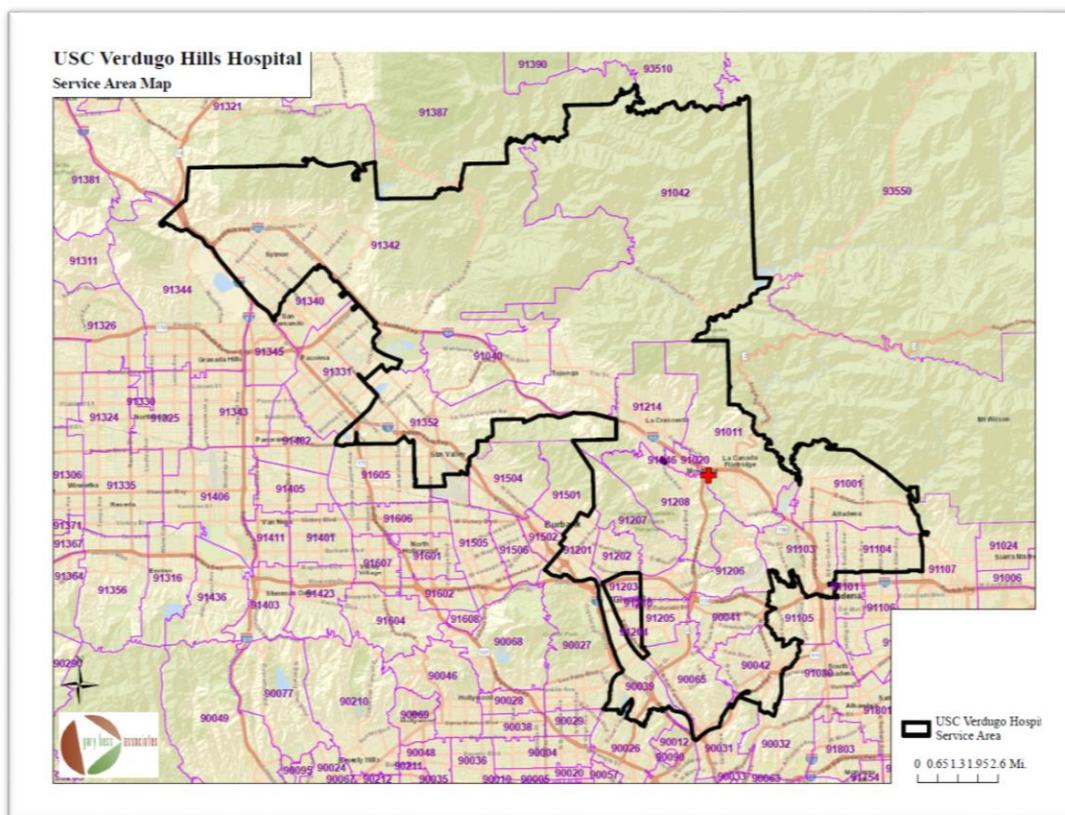
### Service Area

USC-VHH is located at 1812 Verdugo Boulevard, Glendale, California, 91208. The service area is located in Los Angeles County and includes 20 ZIP Codes, representing 14 cities or communities. The hospital service area was determined from the ZIP Codes that reflect a majority of patient admissions.

#### USC Verdugo Hills Hospital Service Area

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

## Map of USC Verdugo Hills Hospital Service Area



### Community Snapshot

The population of the USC-VHH service area is 666,468. Children and youth make up 20.1% of service area population, 64.9% are adults, and 15.0% are seniors, 65 years and older. The service area has a higher percentage of seniors than found in the county (12.2%). Almost half of the population (45.9%) is White. At 33% of the population, Latinos or Hispanics are the second largest race/ethnic group in the service area. Asians make up 14% of the population in the service area and African Americans are 4% of the population. The service area has a larger percentage of Whites (45.9%) compared to the county (26.7%) and state (38.4%).

Among area residents, 13.6% are at or below 100% of the federal poverty level (FPL) and between 11.3% to 12.1% of service area children are at 200% of FPL or below (low-income). In the service area, 18.2% of adults are high school graduates, and 47.1% of the population in the service area has graduated college, higher than the rate for the county (37.7%) and the state (39.8%).

## Community Health Needs Assessment

USC-VHH completed a Community Health Needs Assessment (CHNA) in 2019 as required by state and federal law. The CHNA is a primary tool used by USC-VHH to determine its community benefit plan, which outlines how it will give back to the community in the form of health care and other community services to address unmet community health needs. The assessment incorporated components of primary data collection and secondary data analysis that focused on the health and social needs of the service area.

The CHNA examined up-to-date data sources for the service area to present community demographics, social determinants of health, access to health care, birth characteristics, leading causes of death, acute and chronic disease, health behaviors, mental health, substance use and misuse, and preventive practices. When applicable, these data sets were presented in the context of Los Angeles County, California and compared to the Healthy People 2020 objectives.

Targeted interviews and focus groups were used to gather information and opinions from persons who represent the broad interests of the community served by the hospital. Twelve (12) interviews were completed from January to March 2019. Interviewees included individuals who are leaders and/or representatives of medically underserved, low-income, and minority populations, local health or other departments or agencies that have current data or other information relevant to the health needs of the community. Input was obtained from the Los Angeles County Department of Public Health.

## Community Engagement

In addition, Keck Medicine of USC commissioned the National Health Foundation (NHF) to conduct a Community Environmental Scan in 2019 to create a three-dimensional picture of the hospital's communities, including their social, economic and physical barriers to healthy living, and engage the community for their perspectives on these issues.

This community engagement strategy was designed to gather community input on disparities within the hospital's service area, understand community resources, gauge gaps in services, clarify and enhance the community profile and provide recommendations for strategies and investments that could address community concerns and health disparities. Data collection occurred in three phases: community canvassing; focus groups; and community stakeholder surveys.

Community canvassing occurred at four large events across the hospital's service area. The canvassing events engaged 71 residents. During these canvassing events, community residents

were recruited for focus groups in multiple languages. Six (6) focus groups engaged 65 persons and were conducted from July to October 2018.

Finally, community stakeholders were identified during these community canvassing and focus group recruitment events. Executive leaders in community organizations or schools, or individuals heavily involved in addressing community issues through local government were identified as qualified stakeholders. The responding stakeholders represented a broad range of interest in the hospital's services area and included nonprofit leaders, school principals, police department representatives and local government officials. Stakeholder surveys were developed and disseminated once canvassing and focus group themes emerged. The surveys summarized the needs and concerns of community residents, which allowed the NHF team to ask stakeholders more direct questions regarding the severity of the emerging issues. Twelve (12) community stakeholders participated.

### **Priority Health Needs**

Health needs were identified from secondary data using the size of the problem (relative portion of population afflicted by the problem) and the seriousness of the problem (impact at individual, family, and community levels). The analysis of secondary data yielded a preliminary list of significant health needs, which then informed primary data collection. The primary data collection process was designed to validate secondary data findings, identify additional community issues, solicit information on disparities among subpopulations, ascertain community assets to address needs and discover gaps in resources.

The identified significant health needs were prioritized with input from the community. Access to health care, economic insecurity, mental health, substance use and misuse, and chronic disease were ranked as the top five priority needs in the service area. The calculations of the community input resulted in the following priority ordering of the significant health needs:

1. Access to health care
2. Economic insecurity
3. Mental health
4. Substance use and misuse
5. Chronic diseases
6. Overweight and obesity
7. Preventive practices
8. Sexually transmitted infections
9. Dental care
10. Senior health
11. Transportation

The complete CHNA report and the prioritized health needs can be accessed at <http://uscvhh.org/giving/community-benefit>. We welcome feedback on the Community Health Needs Assessment and Implementation Strategy. Please send your feedback to: [Deborah.weirick@med.usc.edu](mailto:Deborah.weirick@med.usc.edu).

## **Addressing Priority Health Needs**

In FY2020, USC-VHH engaged in activities and programs that addressed the priority health needs identified in the 2020-2022 Implementation Strategy/Community Benefit Plan. USC-VHH has committed to community benefit efforts that address access to care, preventive care, chronic diseases, mental health and senior health. Selected activities and programs that highlight the USC-VHH commitment to the community are detailed below. Senior health activities are incorporated in the other priority health need sections.

### **Access to Care/Preventive Care**

Access to care is a key determinant of health that provides preventive measures and disease management, reducing the likelihood of hospitalizations and emergency room admissions. Routine health care includes screenings, check-ups, and counseling to prevent illness, disease, or other health problems. Individuals, who receive services in a timely manner, have a greater opportunity to prevent or detect disease during earlier, treatable stages.

### **Response to Need**

The hospital offered community health education sessions that addressed a variety of health and wellness topics, including: art therapy, flu prevention, weight loss, nutrition and wellbeing, aging smarter, men's health and women's health, and healthy aging. In FY2020, health education seminars reached nearly 700 persons.

Transportation is a documented barrier to accessing health care services. The hospital provided taxi vouchers, ambulance services and van transportation for low-income patients and families who could not afford transportation to obtain needed health care services

USC-VHH provided low-cost mammogram screenings for women in La Cañada Flintridge, Glendale and Montrose. USC-VHH nurses administered free TB screenings to La Cañada Unified School District (LCUSD) and Crescenta Valley Schools (GUSD) parent volunteers. USC-VHH administered 330 flu shots at its annual Health and Wellbeing Fair. The hospital also provided medications, medical supplies and infusions for persons who were indigent and could not afford these medically-necessary resources.

Infant Cardio-Pulmonary Resuscitation (CPR), Basic Life Support CPR and Heartsaver CPR classes certified 305 persons in life saving CPR techniques. Additionally, 97 teens learned Infant CPR and accident prevention tools in the Babysitting Training class.

USC-VHH offered a number of health education and support groups for pregnant and lactating women and their families. Childbirth preparation, breastfeeding, and early pregnancy classes

were provided to over 570 persons, regardless of where they chose to deliver.

USC-VHH donated space to community organizations for a flu shot clinic and blood drives. Hospital staff provided first aid services at the Montrose Verdugo City Chamber of Commerce Oktoberfest event.

## **Chronic Diseases**

Chronic diseases are long-term medical conditions that tend to progressively worsen. Chronic diseases, such as cancer, heart disease, diabetes and lung disease, are major causes of disability and death. Chronic diseases are also the major causes of premature adult deaths.

## **Response to Need**

The hospital participated in community events and hosted educational booths, providing the public with information on risk prevention and disease management, including topics on stroke, breast cancer awareness, COPD, diabetes, and bladder issues. They hosted a Healthy Hearts Nutrition Series and Diabetes Management Series that reached 72 persons. 15 persons participated in an 8-week Mindful Eating series. USC-VHH hosted its annual Health and Wellbeing Fair, participated in the St. Dominic Church Health Ministry Health Fair, Glendale Senior Health Fair and the YMCA Fiesta Days Run. At these events, the hospital provided health education, resource information and referrals to health and community services to 1,150 individuals.

Breastfed babies are known to be less overweight as they grow older than bottle fed babies. Support groups and workshops offered breast feeding advice and support to new mothers. The support groups were facilitated by a lactation specialist. A total of 209 encounters were provided.

USC-VHH provided an eight-week mindful eating class for 15 community members. In addition, USC-VHH supported the One Glendale Youth Sports Program with dietician-provided nutrition and BMI education, and supported Food as Fuel at a local elementary school, reaching 195 youth.

## **Mental Health**

Good mental health is associated with improved health outcomes. Indicators and contributors to poor mental health include poverty and low-levels of education. The need to access mental health services was noted as a high a priority among community members.

## **Response to Need**

Stepping Stones is a geropsychiatric program at USC-VHH that is designed to help relieve emotional and personal distress for individuals age 50 and older. Through inpatient and outpatient programs, USC-VHH employs a variety of therapeutic options, including medical management, cognitive behavioral therapy, psychoanalysis, art, music and movement therapy to help patients.

The inpatient unit can accommodate 24 patients, while the outpatient program currently serves 40 patients, with capacity for 75. Stepping Stones also works to help patients with dementia regain their memories through creative therapy methods and allow them to maintain as much independence as possible.

The hospital provided community health education on suicide prevention and mental health topics. 225 persons attended the USC-VHH Brain Health Forum. USC-VHH hosted a day-long Suicide Prevention and Awareness Conference with nationally renowned speakers. This conference had 280 attendees.

USC-VHH sponsored the NAMI Glendale Family-to-Family 12-week class and the NAMI Los Angeles Walk.

The hospital also financed mental health care services for 36 vulnerable patients who needed psychiatric care.

### **USC Verdugo Hills Hospital COVID-19 Response**

The university, Keck Medicine and USC Verdugo Hills Hospital established dedicated coronavirus update pages to serve a variety of audiences needing to know safety precautions, visitor policies and more.

Keck Medicine of USC (KMUSC) participated in an ongoing community food drive in collaboration with local nonprofit organizations. More than 10,000 bags of fresh fruit, vegetables and food have been distributed to nearby communities. KMUSC organized opportunities for volunteers to participate in daily wellness calls to connect with isolated seniors. KMUSC has also partnered USC to bring online tutoring to the community and our caregivers' families. Private online tutoring was available in the following subjects: math, science, reading and writing, language arts and more. In addition, USC-VHH organized informational meetings in the community to educate the public on ways to decrease the risk of infection.

## **Community Benefit Services Summary FY2020**

### **Accomplishments in FY2020 (July 1, 2019 to June 30, 2020)**

Community benefit services promote health and healing and are focused on addressing the identified unmet health needs of the community. For a program or service to be considered a community benefit it must: improve access to health care; or enhance the health of the community; or advance medical or health care knowledge; or reduce the burden of government or other nonprofit community efforts. Due to COVID-19, some of our annually supported programs and events were postponed. Other programs were transferred from in person events to virtual meetings to allow for social distancing.

### **Community Health Improvement Services**

*Definition: activities carried out to improve community health, available to the public, which address a community need.*

#### **Community Health Education**

##### *Health Education Seminars*

The hospital made health education sessions available to the public. Sessions addressed a number of disease prevention and health and wellness topics, including: cancer prevention and treatment, art therapy, brain health, suicide prevention, flu prevention, heart health, weight loss, diabetes awareness, nutrition and wellbeing, aging smarter, bladder issues, stroke awareness, men's health and women's health, COPD, mental health, bone and joint health, brain health, stroke awareness, and healthy aging. In FY2020, health education seminars reached nearly 700 persons. In addition, the hospital hosted a Suicide Prevention and Awareness Conference, attended by 280 participants.

##### *Community CPR*

Classes available to the community included infant CPR, Basic Life Support (BLS) training, and HeartSaver CPR training; 402 individuals received training in FY2020.

##### *BEGINNINGS Early Pregnancy Class*

As part of the hospital's Family Education Program, classes addressed pregnancy-related health topics, including nutrition, common discomforts of pregnancy, relaxation techniques and baby's development in the womb. Classes were offered monthly and were open to the public; 204 persons participated. A decision to deliver at the hospital was not required to participate.

### *New Mothers Forum Support Group*

Weekly discussion groups were open to the public and helped new mothers ease through the adjustments of motherhood. The support group was facilitated by a family education program instructor; 54 encounters were provided.

### *Support Group and Workshops*

Support groups and workshops offered breast feeding advice and support to new mothers as well as fathers. The support groups were facilitated by a lactation specialist. Open and free to the public, babies in arms were welcomed. A total of 119 encounters were provided. In addition, a postpartum breastfeeding support group for moms provided support to 90 mothers.

### *Infant Care Workshops*

This class taught new and expectant parents the practical skills for newborn care, including diapering, bathing, taking an infant's temperature, safety related information and basic first aid; 162 individuals attended these classes.

### *Nutrition and Health Classes*

Verdugo Hills Hospital provided an eight-week Mindful Eating class for 15 community members. In addition, USC-VHH supported One Glendale Youth Sports Program where a dietician provided BMI education. Additionally, the hospital supported Food as Fuel education at a local elementary school, reaching 195 youth.

### *Community Support Groups*

Health and wellness support groups met regularly at the hospital and addressed a variety of health prevention, disease management and quality of life issues.

### *Health Fairs and Health Awareness Events*

The hospital participated in community events and hosted educational booths, providing the public with information on risk prevention and disease management. USC-VHH hosted its annual Health and Wellbeing Fair, participated in the St. Dominic Church Health Ministry Health Fair, Glendale Senior Health Fair, and the YMCA Fiesta Days Run. At these events, the hospital provided health education, resource information and referrals to health and community services to 1,150 individuals

## **Community-Based Clinical Services**

### *La Cañada Unified School District TB Tests*

USC-VHH administered free TB screenings to La Cañada Unified School District (LCUSD) and

Crescenta Valley Schools (GUSD) parent volunteers. This community program provided TB tests to 345.

*Mammogram Screenings*

USC Verdugo Hills Hospital 19 low-cost mammogram screenings for women in La Cañada Flintridge, Glendale and Montrose.

*Flu Shots*

USC-VHH administered 330 flu shots at its annual Health and Wellbeing Fair.

**Health Care Support Services**

*Transportation Services*

Transportation is a documented barrier to accessing health care services. The hospital paid for taxi vouchers, ambulance services and van transportation for low-income patients and families who could not afford transportation to obtain needed health care services.

*Other Support Services*

Verdugo Hills Hospital provided medications and short-term housing support for 19 indigent individuals. In addition, the hospital provided access to mental health care services for 36 vulnerable patients who could not afford needed psychiatric care.

**Health Professions Education**

*Definition: education programs for physicians, nurses, nursing students, and other health professionals.*

**Nursing Education**

408 nursing students participated in clinical rotations at USC-VHH. Students participated from numerous schools, including Azusa Pacific University, California State University, Los Angeles, California State University, Northridge, Glendale City College, and Pasadena Community College.

**Other Health Professions Education**

USC-VHH welcomed 30 health professionals in FY 2020. Students were educated and performed their clinical hours and/or internship rotations in health administration, speech therapy, occupational therapy, physical therapy, pharmacy, and clinical lab services.

## **Continuing Education**

The hospital hosted Lunch and Learn education events, which were made available to health providers throughout the hospital staff and the provider community.

Monthly Case Manager Breakfast Meetings were hosted by USC-VHH featuring guest speakers on a number of health topics; 108 persons attended the meetings. These meetings were open to health care professionals in the community.

## **Cash and In-Kind Donations**

*Definition: funds and in-kind services donated to community groups and nonprofit organizations.*

The hospital provided in-kind donations of meeting space for a number of nonprofit organizations and community groups. Additionally, monetary contributions were made to nonprofit organizations that support community benefit efforts and address significant health needs in the community. In FY2020, USC-VHH supported (partial listing):

- The Family Promise of the Verdugos
- NAMI Glendale and NAMI Los Angeles
- ChapCare
- YMCA of the Foothills
- YWCA Glendale
- Soroptimist International of Glendale “Bras for a Cause”

## **Community Benefit Operations**

*Definition: direct and indirect costs associated with assigned staff, community health needs assessments, community benefit planning, tracking, reporting, evaluating and operations.*

In FY2020, funding supported:

- Community benefit staff salary, benefits and expenses
- Administrative support for community benefit
- Community benefit consultants

## **Community Building Activities**

*Definition: activities that support community assets by offering the expertise and resources of the hospital organization. These activities may address the root causes of health problems or the determinants of health, such as education, homelessness, poverty and the environment.*

### **Workforce Development**

USC-VHH participated in community programs that encouraged careers in the health professions. In FY2020, 120 local high school students from 6 local schools participated in a Healthcare Day of Discovery, a program to introduce health care careers to students. 12 Crescenta Valley High School students participated in a shadow program with Physical Medicine of Rehabilitation.

### **Advocacy**

Hospital representatives served on a number of local, regional and state level organizations and committees that address health improvement. USC-VHH engaged in advocacy efforts that supported access to health care.

### **Economic Development**

USC Verdugo Hills Hospital actively supported issues impacting community health and safety by partnering with the La Cañada Flintridge Chamber of Commerce, Crescenta Valley Chamber of Commerce, the Glendale Chamber of Commerce, Sunland-Tujunga Chamber of Commerce, the Montrose Verdugo City Chamber of Commerce, and the Glendale and La Cañada Kiwanis Club.

## Financial Summary of Community Benefit

The USC Verdugo Hills Hospital financial summary of community benefit for FY2020 (July 1, 2019 to June 30, 2020) is summarized in the table below. The hospital's community benefit costs are in compliance with Internal Revenue Service instructions for Form 990 Schedule H using a cost to charge ratio for financial assistance.

Community Benefit Categories	Net Benefit
Charity Care/Financial Assistance <sup>1</sup>	\$1,185,164
Unpaid Costs of Medi-Cal <sup>2</sup>	\$0
Education and Research <sup>3</sup>	\$3,148,866
Other for the Broader Community <sup>4</sup>	\$571,332
<b>Total Community Benefit Provided Excluding Unpaid Costs of Medicare</b>	<b>\$4,905,362</b>
Unpaid Costs of Medicare <sup>2</sup>	\$21,294,685
<b>Total Quantifiable Community Benefit</b>	<b>\$26,200,047</b>

<sup>1</sup> Financial Assistance includes traditional charity care write-offs to eligible patients at reduced or no cost based on the individual patient's financial situation. Financial Assistance or Charity Care does not include costs for patients who had commercial insurance, but could not afford their out-of-pocket costs.

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

<sup>3</sup> Costs related to the health professions education programs and medical research that the hospital sponsors.

<sup>4</sup> Includes non-billed programs such as community health education, screenings, support groups, clinics, support services and community benefit operations.

## Community Benefit Plan FY2021

USC-VHH continues to implement activities and programs to address the priority needs in our service area. Given the current unprecedented times as a result of COVID-19, USC-VHH anticipates some FY2021 plans may be modified due to urgent community needs and situational restrictions that may limit how we are able to support the health and wellbeing of at-risk individuals and families in the hospital service area.

### Significant Needs the Hospital Intends to Address

USC-VHH intends to take actions to address the following health needs that were identified in the FY2019 CHNA and detailed in the FY2022-2022 Implementation Strategy:

- Access to care/preventive care
- Chronic diseases
- Mental health
- Senior Health

#### Health Need: Access to Care/Preventive Care

##### Goals

Increase access to health care for the medically underserved and improve community health through preventive practices.

##### Actions

1. Provide financial assistance through both free and discounted care for health care services, consistent with the hospital's financial assistance policy.
2. Provide transportation support to increase access to health care services.
3. Support primary care providers by offering USC specialty care expertise from the physicians at Keck Medicine of USC.
4. Offer free and low-cost health care services and immunizations to reduce disease and disability.
5. Educate primary care physicians about preventive practice offerings.
6. Develop free and low-cost educational health-care programming on preventive practices.

#### Health Need: Chronic Diseases

##### Goal

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

##### Actions

1. Provide chronic disease education, screening and treatment.

2. Offer health information and referrals to needed services at community health events.
3. Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases.
4. Increase knowledge of and access to resources that address symptoms of chronic diseases such as cardiac rehabilitation and diabetic wound care.

### **Health Need: Mental Health**

#### **Goal**

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

#### **Actions**

1. Provide health education and support groups that offer information, resources and assistance on mental health issues.
2. Develop partnerships among USC mental health specialists, primary care providers, addiction counselors and community-based mental health service providers to increase screening and treatment of mental health problems.
3. Collaborate with local mental health advocacy groups to provide education to identify and respond to signs of mental illness.

### **Health Need: Senior Health**

#### **Goal**

Enhance senior health and wellbeing.

#### **Actions**

1. Offer community education focused on issues pertinent to seniors.
2. Provide free health screenings for seniors.
3. Offer classes for seniors that promote health.
4. Explore creating a senior resource center that will connect seniors to other community-based resources.

### **Needs the Hospital Will Not Address**

Taking existing hospital and community resources into consideration, USC-VHH will not directly address the remaining health needs identified in the CHNA, including: economic insecurity, dental care, overweight and obesity, sexually transmitted infections, substance use and misuse, and transportation. USC-VHH chose to concentrate on those health needs that can most effectively be addressed, given the organization's capabilities. The hospital has insufficient resources to effectively address all the identified needs and, in some cases, the needs are currently addressed

by others in the community. USC-VHH will continue to look for opportunities to address community needs and provide assistance where we can make a meaningful contribution.

### **Evaluation of Impact**

USC-VHH will monitor and evaluate the programs and activities outlined above. The reporting process includes collection and documentation of tracking measures, such as the number of people reached/served and collaborative efforts to address health needs.

## Contact Information

Verdugo Hills Hospital  
1812 Verdugo Boulevard  
Glendale, CA 91208

### Web Address

<https://uscvh.org/>

### Community Benefit Contact

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