

Glendale Memorial Hospital & Health Center

Community Benefit 2022 Report and 2023 Plan

Adopted October 2022



A message from

Jill Welton, President and CEO of Dignity Health Glendale Memorial Hospital and Health Center, and Petar Vukasin, MD, Chair of the Dignity Health Glendale Memorial Hospital and Health Center Community Board.

Dignity Health's approach to community health improvement aims to address significant health needs identified in the Community Health Needs Assessments that we conduct with community input, including from the local public health department. Our initiatives to deliver community benefit include financial assistance for those unable to afford medically necessary care, a range of prevention and health improvement programs conducted by the hospital and with community partners, and investing in efforts that address social determinants of health.

Glendale Memorial Hospital and Health Center shares a commitment with others to improve the health of our community, and delivers programs and services to help achieve that goal. The Community Benefit 2022 Report and 2023 Plan describes much of this work. This report meets requirements in California (Senate Bill 697) that not-for-profit hospitals produce an annual community benefit report and plan. Dignity Health hospitals in Arizona and Nevada voluntarily produce these reports and plans, as well. We are proud of the outstanding programs, services and other community benefits our hospital delivers, and are pleased to report to our community.

In fiscal year 2022 (FY22), Glendale Memorial Hospital and Health Center provided \$33,909,189 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$16,866,489 in unreimbursed costs of caring for patients covered by Medicare fee-for-service.

The hospital's Community Board reviewed, approved and adopted the Community Benefit 2022 Report and 2023 Plan at its October 19, 2022 meeting.

Thank you for taking the time to review our report and plan. We welcome any questions or ideas for collaborating that you may have, by reaching out to Cassie McCarty, Director of Mission Integration, at 818-502-4578 or Cassie.Mccarty@commonspirit.org.




Jill Welton
President/CEO

Petar Vukasin, MD
Chairperson, Board of Directors

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At-a-Glance Summary

<p>Community Served</p> 	<p>Dignity Health Glendale Memorial Hospital and Health Center (GMHHC) is located in Glendale, California within the county of Los Angeles and serves the greater Glendale community. The total population within GMHHC's primary service area is 779,282.</p> <p>GMHHC's primary service area is the following 16 ZIP Codes:</p> <ul style="list-style-type: none"> · Glendale (91201, 91202, 91203, 91204, 91205, 91206, 91207, 91208) · La Crescenta (91214) · Los Angeles <ul style="list-style-type: none"> ○ Hollywood: 90026, 90029 ○ Los Feliz: 90027 ○ Griffith Park: 90039 ○ Eagle Rock: 90041 ○ Highland Park: 90042 ○ Glassell Park: 90065
<p>Economic Value of Community Benefit</p> 	<p>\$33,909,189 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits</p> <p>\$16,866,489 in unreimbursed costs of caring for patients covered by Medicare fee-for-service</p>
<p>Significant Community Health Needs Being Addressed</p> 	<p>The significant community health needs the hospital is helping to address and that form the basis of this document were identified in the hospital's most recent Community Health Needs Assessment (CHNA). Needs being addressed by strategies and programs are:</p> <ul style="list-style-type: none"> ● Mental Health ● Access to Health Care ● Chronic Diseases ● COVID-19
<p>FY22 Programs and Services</p>	<p>The hospital delivered several programs and services to help address identified significant community health needs. These included:</p>



- Community Grants Program (Grant awardees provided programs and/or services that addressed our significant community health needs.)
- Cultural Trauma and Mental Health Resiliency Project (Grant awardees addressed Mental Health in their programs through evidence-based curriculum.)
- 50+ Senior Services
- Breastfeeding Resource Center
- Diabetes and Nutrition Program
- Collaboration with Glendale Healthier Community Coalition
- Health Professions Education (provided internships to ultrasound, X-ray, phlebotomy, lab, pharmacy, surgical technician, and dietician students)
- Healthcare Internship Program (Glendale Unified School District and Glendale City College students)

Please note that some programs were canceled, paused, and/or adjusted due to the on-going pandemic. The 50plus program senior education lecture was adjusted and the exercise class was paused. The Breastfeeding Support Group and Colorectal Support Group meetings were paused. These will be resumed as public health conditions permit.

FY23 Planned Programs and Services



For FY23, the hospital plans to continue the same programs and activities, as well as grant funding for our Community Grants Program. In addition to GUSD and GCC students, we will also extend the Healthcare Internship Program for Pasadena Unified School District students. Please note, due to the coronavirus pandemic, some of the programs will be held virtually and we may have to limit the number of internships we can offer. In addition, at this time, we still do not know if we will be able to host and/or participate in health fairs as the hospital typically did pre-pandemic.

This document is publicly available online at
<https://www.dignityhealth.org/socal/locations/glendalememorial/about-us/serving-the-community/community-health-needs-assessment-plan>.

Written comments on this report can be submitted to the Dignity Health Glendale Memorial Hospital and Health Center, c/o Director of Mission Integration, 1420 S. Central Ave., Glendale, CA 91204 or by e-mail to Cassie.McCarty@commonspirit.org.

Our Hospital and the Community Served

About Glendale Memorial Hospital

Glendale Memorial Hospital is a member of Dignity Health, which is a part of CommonSpirit Health. The hospital offers services in multiple areas of health including:

- Adult Behavioral Health Unit
- Colorectal Care Center
- Critical Care Medicine
- Emergency Services
- Gastroenterology
- Heart Care
- Maternity Care
- Neonatal Intensive Care Unit (Level III)
- Orthopedic
- Rehabilitation Services
- Spine Services
- Stroke Care
- Surgical Services
- Women's Health
- Wound Care

Our Mission

As CommonSpirit Health, we make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.

Our Vision

A healthier future for all – inspired by faith, driven by innovation, and powered by our humanity.

Financial Assistance for Medically Necessary Care

It is the policy of CommonSpirit Health to provide, without discrimination, emergency medical care and medically necessary care in CommonSpirit hospital facilities to all patients, without regard to a patient's financial ability to pay. This hospital has a financial assistance policy that describes the assistance provided to patients for whom it would be a financial hardship to fully pay the expected out-of-pocket expenses for such care, and who meet the eligibility criteria for such assistance. The financial assistance policy, a plain language summary and related materials are available in multiple languages on the hospital's website.

Description of the Community Served

Glendale Memorial Hospital and Health Center (GMHHC) serves the city of Glendale and the surrounding communities of La Crescenta, La Canada/Flintridge, portions of Burbank and northern sections of the greater Los Angeles metropolitan area. The City of Glendale is very diverse and includes a large population of Armenian community members, including immigrants. GMHHC is located in the southernmost part of Glendale, an underserved area of our community.

Dignity Health hospitals define the community they serve as the geographic area served by the hospital. Our primary service area is the basis for our Community Health Needs Assessment. A summary description of the community is below, and additional details can be found in the CHNA report online.

Demographics of the primary service area are from Claritas Pop-Facts © 2021; SG2 Market Demographic Module:

- Population for primary service area: 779,282
- Race
 - White - Non-Hispanic: 37.9%
 - Black/African American - Non-Hispanic: 2.4%
 - Hispanic or Latino: 43.3%
 - Asian/Pacific Islander: 13.8%
 - All others: 2.6%
- % Below Poverty: 12%
- Unemployment: 6.4%
- No High School Diploma: 19.6%
- Medicaid (household): 11.3%
- Uninsured (household): 4.8%

Community Assessment and Significant Needs

The hospital engages in multiple activities to conduct its community health improvement planning process. These include, but are not limited to, conducting a Community Health Needs Assessment with community input at least every three years, identifying collaborating community stakeholder organizations, describing anticipated impacts of program activities and measuring program indicators.

Community Health Needs Assessment

The health issues that form the basis of the hospital's community benefit plan and programs were identified in the most recent CHNA report, which was adopted in June 2022.

The CHNA contains several key elements, including:

- Description of the assessed community served by the hospital;
- Description of assessment processes and methods;
- Presentation of data, information and findings, including significant community health needs;
- Community resources potentially available to help address identified needs; and
- Discussion of impacts of actions taken by the hospital since the preceding CHNA.

Additional detail about the needs assessment process and findings can be found in the CHNA report, which is publicly available at <https://www.dignityhealth.org/content/dam/dignity-health/pdfs/chna/chna-glendale.pdf> or upon request at the hospital's Community Health office.

Significant Health Needs

The 2022 CHNA identified the significant needs in the table below, which also indicates which needs the hospital intends to address. Identified needs may include specific health conditions, behaviors and health care services, and also health-related social needs that have an impact on health and well-being. Included are needs addressed from our 2019 CHNA, which in some cases overlaps with our 2022 CHNA.

Significant Health Need	Description	Intend to Address?
Mental Health	Experiencing frequent mental distress and/or needing help for emotional or mental health problems within the past year, including alcohol-drug related issues. This includes teens and adults.	●
Access to Health Care	Lack of health insurance and resources to obtain healthcare, cultural and language issues,	●

Significant Health Need	Description	Intend to Address?
	transportation, and a lack of trust of hospitals and health care providers.	
Chronic Diseases	High rates of death from heart disease, cancer, Alzheimer's disease, stroke and Chronic Lower Respiratory Disease. Comorbidity factors for diabetes and heart disease are high blood pressure (hypertension) and high blood cholesterol.	•
COVID-19	Community stakeholders noted that COVID-19 has impacted every segment of the community from health and well-being to social determinants of health.	•
Geriatric Support	Supporting community members over 65 years of age; our service area has a large population of seniors.	•
Poverty and Homelessness	Supporting individuals and families struggling to meet basic needs, including affordable housing.	• x

2022 Report and 2023 Plan

This section presents strategies and program activities the hospital is delivering, funding or on which it is collaborating with others to address significant community health needs. It summarizes actions taken in FY22 and planned activities for FY23, with statements on impacts and community collaboration. Program Highlights provide additional detail on select programs.

Planned activities are consistent with current significant needs and the hospital's mission and capabilities. The hospital may amend the plan as circumstances warrant, such as changes in community needs or resources to address them.

Creating the Community Benefit Plan

The hospital is dedicated to improving community health and delivering community benefit with the engagement of its management team, board, clinicians and staff, and in collaboration with community partners.



Hospital and health system participants included the Director of Mission Integration, along with the manager of Community Health, members of the Senior Leadership Team, and the Community Grants Committee (this committee is made up of representatives from a number of hospital departments as well as community members). These entities review existing community benefit programs to ensure alignment with significant health needs identified in the most recent CHNA. On-going collaboration occurs with departments that participate in community outreach and community education efforts. In addition, the hospital's Community Board reviews community benefit plans and program updates (see Page 20 for our Community Board roster).

The programs and initiatives described here were selected on the basis of alignment with our most recent CHNA prioritized health needs or other identified health needs by the hospital. In addition, opportunities to support or collaborate with community organizations who are also addressing the CHNA prioritized health needs were considered.

Impact of the Coronavirus Pandemic

The COVID-19 pandemic continues to impact the ability of our hospital and community partners to provide some in-person programs and services for the community. In FY22, some of our programs were still paused due to COVID restrictions (such as our weekly senior exercise class and our breastfeeding support group), while other programs were conducted virtually (such as our senior health lectures). We continue to hear about the pressing need for mental health support for our community (one of our prioritized health needs) which was exacerbated by the pandemic. Our continued grant support for NAMI (National Alliance for Mental Illness) Glendale and Glendale Youth Alliance in FY21 and also for FY22 provides continued education and awareness for our community. Our Behavioral Health Unit also remains a vital resource for community members in need of in-patient clinical support.

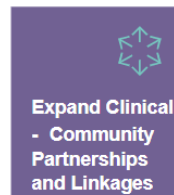
Community Health Strategic Objectives

The hospital believes that program activities to help address significant community health needs should reflect a strategic use of resources and engagement of participants both inside and outside of the health care delivery system.

CommonSpirit Health has established four core strategic objectives for community health improvement activities. These objectives help to ensure that our program activities overall address strategic aims while meeting locally-identified needs.



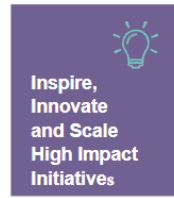
Create robust alignment with multiple departments and programmatic integration with relevant strategic initiatives to optimize system resources for advancing community health.



Scale initiatives that complement conventional care to be proactive and community-centered, and strengthen the connection between clinical care and social health.



Work with community members and agency partners to strengthen the capacity and resiliency of local ecosystems of health, public health, and social services.




Partner, invest in and catalyze the expansion of evidence-based programs and innovative solutions that improve community health and well-being.

Report and Plan by Health Need

The tables below present strategies and program activities the hospital has delivered or intends to deliver to help address significant health needs identified in the community health needs assessment.

They are organized by health need and include statements of strategy and program impact, and any collaboration with other organizations in our community.



 Health Need: Mental Health			
Strategy or Program	Summary Description	Active FY22	Planned FY23
Cultural Trauma and Mental Health Resiliency Project	<ul style="list-style-type: none"> Our hospital will provide grant funds to two lead organizations (National Alliance for Mental Health and Glendale Youth Alliance / Glendale Unified School District) who work with primary and secondary schools, libraries, and a number of community service organizations to provide education for administrators, teachers, staff, parents, and community service organization leaders and staff, and community members on the signs and symptoms of mental health. 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Support for situationally homeless families	<ul style="list-style-type: none"> Community grant for Home Again Los Angeles.. This project will provide support for parents and children as they obtain housing, jobs, and maintain schooling. This will include support for families for overall mental well-being. 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Breastfeeding Resource Center	<ul style="list-style-type: none"> Our hospital's Breastfeeding Resource Center provides free support to new moms and their infants in the community through group and 1:1 support in English and Spanish. Breastfeeding is linked to a lower risk of postpartum depression. For FY22, we continued to offer our telephone warm line, however, it is not yet 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



Health Need: Mental Health

Strategy or Program	Summary Description	Active FY22	Planned FY23
	determined if/when we can resume in-person support groups.		
Support for chronically homeless individuals and families	<ul style="list-style-type: none">Community Grant to Ascencia to support access to medical care/medical home and permanent supportive housing and case management. This includes supporting and addressing mental health needs.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Support for survivors of domestic violence	<ul style="list-style-type: none">Community Grant to Door of Hope to provide mental health services for survivors of domestic violence, including families.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Goal and Impact: The hospital's initiatives to address Mental Health are anticipated to result in increased education, destigmatization, and/or support for the mental well-being of a variety of populations in our community.			
Collaborators: In particular, through our Community Grants program, our hospital partners with a number of community organizations to ensure a broader reach with respect to addressing Mental Health needs.			



Health Need: Access to Health

Strategy or Program	Summary Description	Active FY22	Planned FY23
Access to oral care	<ul style="list-style-type: none">Community Grant to Kids' Community Dental Clinic. This project will provide education and access to dental care for low-income and homeless children.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Access to medical care/medical home	<ul style="list-style-type: none">Community Grant to Ascencia to support access to medical care/medical home and permanent supportive housing and case management. This includes supporting and addressing mental health needs.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



Health Need: Access to Health

Strategy or Program	Summary Description	Active FY22	Planned FY23
Access to mental health for survivors of domestic violence	<ul style="list-style-type: none">Community Grant to Door of Hope to provide mental health services for survivors of domestic violence, including families.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Education for the community	<ul style="list-style-type: none">Our hospital hosts monthly health education lectures for seniors regarding screenings, diagnosis, treatment options and diet on various health topics as well as safety topics. Due to COVID-19 in FY23 we will continue to use the virtual platform.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Financial assistance	<ul style="list-style-type: none">Our hospital provides financial assistance to eligible patients who do not have the capacity to pay for medically necessary health care services, and who otherwise may not be able to receive these services. The financial assistance policy and plain language summary are on the hospital's web site and at the end of this report.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Goal and Impact: The hospital's initiatives to address Access to Medical Care are anticipated to result in increased access, education, and information for various populations in our community.			
Collaborators: Our connection to local community organizations, including Senior Centers, provide opportunities for collaboration regarding this prioritized health need..			



Health Need: Chronic Diseases

Strategy or Program	Summary Description	Active FY22	Planned FY23
Education for the community	<ul style="list-style-type: none">Our hospital hosts monthly health education lectures for seniors regarding screenings, diagnosis, treatment options and diet on various health topics as well as safety topics. Due to COVID-19 in FY22 we will continue to use the virtual platform.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Support for chronically homeless individuals and families	<ul style="list-style-type: none"> Community Grant to Ascencia to support access to medical care/medical home and permanent supportive housing and case management. This includes supporting and addressing chronic diseases. 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Disease management education for patients	<ul style="list-style-type: none"> Our hospital offers an outpatient Diabetes and Nutrition Program (diabetes self-management course) that entails 4 sessions of 2 hour classes over 4 weeks. We offer this course in English and Spanish. 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Goal and Impact: The hospital's initiatives to address Chronic Diseases are anticipated to result in increased education and disease management for various populations in our community.			
Collaborators: Our connection to local Senior Centers and other community agencies provide opportunities for collaboration around Chronic Diseases.			



Health Need: COVID-19

Strategy or Program	Summary Description	Active FY22	Planned FY23
Vaccine Clinics	<ul style="list-style-type: none"> Our hospital provides community vaccine clinics to ensure ongoing vaccine availability to community members. 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Food security for seniors	<ul style="list-style-type: none"> Community Grant to Catholic Charities of Los Angeles–Glendale Senior Center to provide healthy meals and food options for seniors who continue to be impacted by COVID-19 pandemic. 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Goal and Impact: The hospital's initiatives to address COVID-19 are anticipated to result in increased food security for seniors and decreased numbers of community members who are diagnosed with COVID-19.			
Collaborators: The hospital collaborates with a number of community organizations and schools to provide vaccine clinics and COVID-19 support.			

Community Health Improvement Grants Program

One important way the hospital helps to address community health needs is by awarding financial grants to non-profit organizations working together to improve health status and quality of life. Grant funds are used to deliver services and strengthen service systems, to improve the health and well-being of vulnerable and underserved populations related to CHNA priorities.

In FY22, the hospital awarded the grants below totaling \$184,010. Some projects also may be described elsewhere in this report.

Grant Recipient	Project Name	Amount
Ascencia	Integrated Health Homes and Housing Retention	\$25,500
Catholic Charities of Los Angeles	Glendale Community Center's Living Well Program	\$20,000
Kids' Community Dental Clinic	Dental Treatments and Education for Low Income Children	\$21,000
Home Again LA	Shelter & Supportive Services for Homeless Families	\$25,000
Glendale Youth Alliance (GYA)/Glendale Unified School District (GUSD)	Cultural Trauma & Mental Health Resiliency Project	\$52,510
NAMI Glendale	Cultural Trauma & Mental Health Resiliency Project	\$40,000

Program Highlights

The following pages describe a sampling of programs and initiatives listed above in additional detail, illustrating the work undertaken to help address significant community health needs.



50+ Senior Services

Significant Health Needs Addressed	<ul style="list-style-type: none"> ● Mental Health ● Access to Health Care ● Chronic Diseases
Program Description	<p>The major components of our hospital's senior services are comprised of the 50+ membership program which offers:</p> <ul style="list-style-type: none"> ● Education <ul style="list-style-type: none"> ○ Free monthly health related education specifically targeted for seniors.
Population Served	Adults age 50 and over
Program Goal / Anticipated Impact	Increase health awareness for seniors in our community.
FY 2022 Report	
Activities Summary	Hosted monthly senior lectures.
Performance / Impact	Provided educational opportunities and access to subject matter health experts in the hospital and community for seniors.
Hospital's Contribution / Program Expense	\$2,558. (This includes Community Health staff.)
FY 2023 Plan	
Program Goal / Anticipated Impact	Increase health awareness for seniors in our community.
Planned Activities	<p>Community Health Manager to continue collaborating with local senior centers and serve on the City of Glendale Senior Services Committee.</p> <p>Continue to offer monthly education lectures.</p>



Breastfeeding Resource Center

Significant Health Needs Addressed	<ul style="list-style-type: none"> ● Mental Health ● Chronic Diseases
Program Description	<p>GMHHC's Breastfeeding Resource Center has trained certified lactation educators to assist new mothers with breastfeeding needs and assess the mother/baby dyad to ensure that the baby is breastfeeding effectively. All women in the community are invited to participate, whether or not their baby was delivered at GMHHC. In particular, many low-income women have limited or no access to breastfeeding support and education, and we want to make our resources available to them. The short-term and long-term benefits of breastfeeding for mother and child are well documented (e.g., for mother—breastfeeding linked to a lower risk of these types of health problems: Type 2 diabetes, breast cancer, cervical cancer, and postpartum depression; for baby—breastfeeding linked to lower risk of Type 1 & 2 Diabetes, childhood leukemia, lower respiratory infections, asthma, and obesity).</p>
Population Served	Mothers and baby dyads
Program Goal / Anticipated Impact	<ul style="list-style-type: none"> ● Pending COVID restrictions, offer free Breastfeeding Support Group and classes. ● Increase numbers of pregnant women attending the BF classes. ● Nurture a free Spanish-speaking weekly support group. ● Community awareness that breastfeeding consultations and breast pump purchase assistance is now available through most health insurance plans. ● Advertise our free hotline, classes and support group to surrounding clinics in the community. ● Open up a low cost/no cost Lactation Service for the community.
FY 2022 Report	
Activities Summary	Receiving calls on our hotline for mothers seeking resources and more breastfeeding information. Collaborated with the community to advertise resources.
Performance / Impact	<p>Served 130 persons.</p> <p>Due to COVID-19 pandemic the support group classes were still on pause.</p>

Hospital's Contribution / Program Expense	\$7,992. (Includes Breastfeeding Resource staff and dedicated phone line.)
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FY 2023 Plan

Program Goal / Anticipated Impact	<ul style="list-style-type: none"> ● Inform the community regarding our free hotline for breastfeeding support. ● Please note, the following will be goals only if current restrictions are lifted around COVID-19: <ul style="list-style-type: none"> ○ Advertise our free Breastfeeding support group and classes. ○ Breastfeeding follow up clinic (low cost/no cost) ○ Increase numbers of pregnant women attending the BF classes. ○ Nurture a free Spanish-speaking weekly support group. ● Community awareness that Breastfeeding Consultations and Breast pump purchase assistance is now available through most Health Insurance Plans.
Planned Activities	Working with the Director of Breastfeeding Promotion at WIC, she has generously donated time to visit physician offices to give free Breastfeeding Education to their staff. In addition, work with the City of Glendale to promote Breastfeeding Resource Center through resource pamphlets.



Community Health Improvement Grants

Significant Health Needs Addressed	<ul style="list-style-type: none"> ● Mental Health ● Access to Health Care ● Chronic Diseases ● COVID-19
Program Description	The objective of Dignity Health Community Grants Program is to award grants to nonprofit 501c (3) organizations (excluding hospitals) whose Accountable Care Community proposal responds to the Dignity Health Glendale Memorial Hospital's strategic priorities identified in the most recent Community Health Needs Assessment and the community benefit plan. In addition, programs will be evaluated for the five Dignity Health Community Benefit Principles of serving disenfranchised populations with unmet health needs, primary prevention, seamless continuum of care, community capacity building, and collaborative governance.

Population Served	Various: Homeless, Homeless Families, Children, Youth, Seniors
Program Goal / Anticipated Impact	Increase education, disease management, access to care, prevention, and well-being of community members.
FY 2022 Report	
Activities Summary	<ul style="list-style-type: none"> ● Provided case management and supportive housing for chronically homeless individuals and families. ● Provided case management and housing to situationally homeless individuals and families. ● Provided case management services and food security for seniors ● Increased awareness regarding suicide prevention and mental health needs of adults and youth ● Provided dental education and treatment for children and youth.
Performance / Impact	Increased education, disease management, access to care, prevention, and well-being of community members.
Hospital's Contribution / Program Expense	\$184,010.
FY 2023 Plan	
Program Goal / Anticipated Impact	Increase education, disease management, access to care, prevention, and well-being of community members.
Planned Activities	Glendale Memorial will provide grant funding and collaborate with the following lead applicants: Ascencia, Catholic Charities of Los Angeles (Glendale Senior Center); Coalition to Abolish Slavery and Trafficking; Door of Hope; Home Again Los Angeles; and Kids' Community Dental Clinic

Other Programs and Non-Quantifiable Benefits

The hospital delivers community programs, services and non-quantifiable benefits in addition to those described elsewhere in this report. Like those programs and initiatives, the ones below are a reflection of the hospital's mission and its commitment to improving community health and well-being.

GMHHC is proud to support Health Professions Education through our clinical rotations for ultrasound, X-ray, phlebotomy, lab, pharmacy, surgical technician, and dietician students which provided training for over 400 students in our community in FY22. We will monitor the COVID-19 impact on these programs and strive to continue to provide these clinical rotations in our on-going efforts to build community capacity as much as possible/feasible.

GMHHC also provides leadership for a key organization supporting a healthier Glendale community. The Glendale Healthier Community Coalition (GHCC), composed of key community leaders representing local community agencies and Glendale's hospitals, was created by Glendale's three hospitals and has successfully worked on many community-wide projects for 28 years (since 1994). These include the launch of Glendale Healthy Kids; the city's Quality of Life Indicators; and healthcare projects serving the homeless, as well as collaborating on the triennial Community Health Needs Assessment. Unfortunately, due to COVID-19, GHCC could not host its annual Glendale Health Summit, which brings together city leaders, business leaders, elected officials, not-for-profit leaders, and healthcare leaders to discuss current health needs and strategies for the community. The Director of Mission Integration serves on the Executive Board of the GHCC.

GMHHC will continue to partner with the GHCC, as well as the lead organizations that have been awarded community grants and their partnering organizations. Most of the organizations participating in our community grant program are also members of the Glendale Healthier Community Coalition. In addition, we will continue to dialogue and develop our relationships with local city leaders and elected officials. Our collaboration includes GMHHC leaders serving on various community boards and community councils to contribute to community building and relationship building.

Finally, we are proud to announce that in FY22 we launched our inaugural year of the Health Professions Internship Program for underrepresented high school and college students in our community. Nineteen interns were given the opportunity to learn about various healthcare professions and healthcare departments during a yearlong internship, providing a community building opportunity between our hospital, local schools, and our community.

Additionally, the following projects are Community Investment Programs in our hospital's service area:

Everytable, PBC

Everytable, PBC, is a for-profit "public benefit corporation" founded in 2015 with the purpose of making healthy food affordable, convenient, and accessible for all. The company has opened nine stores throughout Los Angeles in Baldwin Hills, Century City, Downtown LA, Santa Monica, Compton, Brentwood, Watts, and Cal State Dominguez Hills. In 2019 alone, the corporation sold over 700,000 meals in these locations. In April 2020 CommonSpirit Health approved a 7-year \$500,000 loan to the company to build the infrastructure for an Everytable franchise program focused on entrepreneurs from low- to medium-income communities and the build-out and launch of new stores.

Genesis LA Economic Growth Corporation

Founded in 1998, Genesis LA Economic Growth Corporation (Genesis) is a Community Development Financial Institution (CDFI) with over \$42 million in total assets, making it the fourth largest CDFI headquartered in Los Angeles (LA) County. In September, 2018, Dignity Health approved a 7-year \$1,000,000 loan to Genesis for lending capital in Genesis' GCIF that focuses on investments in community development projects, affordable housing, and microloans to residents living in the underserved, economically distressed communities of LA County.

Corporation for Supportive Housing (CSH)

In June 2016 Dignity Health approved a 7-year \$3,000,000 loan to CSH to further this CDFI's work in creating supportive housing geared toward preventing and ending homelessness. CSH has been a close partner with Dignity Health hospitals particularly in Santa Cruz, Los Angeles and Las Vegas, working to reduce length of stays by frequent users (mostly homeless) of the hospitals' ER.

Economic Value of Community Benefit

Glendale Memorial Hospital and Health Center					
Complete Summary - Classified Including Non Community Benefit (Medicare)					
For period from 7/1/2021 through 6/30/2022					
	Persons	Expense	Offsetting Revenue	Net Benefit	% of Expenses
<u>Benefits For Poor</u>					
Financial Assistance	4,385	3,763,448	0	3,763,448	1.4%
Medicaid	32,659	100,343,114	73,093,857	27,249,257	10.5%
Community Services					
A - Community Health Improvement Services	1,836	182,817	0	182,817	0.1%
E - Cash and In-Kind Contributions	24,124	300,007	0	300,007	0.1%
Totals for Community Services	25,960	482,824	0	482,824	0.2%
Totals for Poor	63,004	104,589,386	73,093,857	31,495,529	12.1%
<u>Benefits for Broader Community</u>					
Community Services					
A - Community Health Improvement Services	152	10,548	0	10,548	0.0%
B - Health Professions Education	1,590	2,026,312	0	2,026,312	0.8%
C - Subsidized Health Services	0	82,078	74,635	7,443	0.0%
D - Research	0	30,947	1,330	29,617	0.0%
E - Cash and In-Kind Contributions	0	19,884	200	19,684	0.0%
F - Community Building Activities	134	8,716	0	8,716	0.0%
G - Community Benefit Operations	0	311,340	0	311,340	0.1%
Totals for Community Services	1,876	2,489,825	76,165	2,413,660	0.9%
Totals for Broader Community	1,876	2,489,825	76,165	2,413,660	0.9%
Totals - Community Benefit	64,880	107,079,211	73,170,022	33,909,189	13.0%
Medicare	11,291	72,234,025	55,367,536	16,866,489	6.5%
Totals with Medicare	76,171	179,313,236	128,537,558	50,775,678	19.5%

The economic value of all community benefit is reported at cost. Patient financial assistance (charity care) reported here is as reported to the Office of Statewide Health Planning and Development in Hospital Annual Financial Disclosure Reports, as required by Assembly Bill 204. The community benefit of Medicaid and other means-tested programs is calculated using a cost-to-charge ratio to determine costs, minus revenue received for providing that care. Other net community benefit expenses are calculated using a cost accounting methodology. Restricted offsetting revenue for a given activity, where applicable, is subtracted from total expenses to determine net benefit in dollars.

Hospital Board and Committee Rosters

Yasmin Beers
Former City Manager, City of Glendale

Robert Gall, MD
Hospital Physician

Silva A. Gasparian, PharmD
Community Pharmacist

Silvio Lanzas
Chief, Glendale Fire Department

Patrick Liddell, Esq
Attorney, Melby & Anderson

Richard Martin, CPA

Carl Povilaitis
Chief, Glendale Police Department

Frank Quintero
Former Mayor of Glendale

David Rogers, MD
Hospital Chief of Staff

Teresa Swida, DO
Hospital Physician

Kalust Ucar, MD
Hospital Physician

Petar Vukasin, MD (*Chair*)
Hospital Physician

Douglas Webber, MD
Hospital Physician

Jill Welton
Hospital CEO/President