

# Glendale Memorial Hospital and Health Center

## Community Benefit 2023 Report and 2024 Plan

**Adopted October 2023**



## 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 2023 Report and 2024 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 2023 (FY23), Glendale Memorial Hospital and Health Center provided \$38,560,786 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$17,245,974 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 2023 Report and 2024 Plan at its October 18, 2023 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](mailto:Cassie.Mccarty@commonspirit.org).

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Jill Welton  
President/CEO

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Petar Vukasin, MD  
Chairperson, Board of Directors

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## At-a-Glance Summary

<p><b>Community Served</b></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 529,412.</p> <p>GMHHC's primary service area is the following 16 ZIP Codes:</p> <ul style="list-style-type: none"> <li>· Glendale (91201, 91202, 91203, 91204, 91205, 91206, 91207, 91208)</li> <li>· La Crescenta (91214)</li> <li>· Los Angeles <ul style="list-style-type: none"> <li>○ Hollywood: 90026, 90029</li> <li>○ Los Feliz: 90027</li> <li>○ Griffith Park: 90039</li> <li>○ Eagle Rock: 90041</li> <li>○ Highland Park: 90042</li> <li>○ Glassell Park: 90065</li> </ul> </li> </ul>
<p><b>Economic Value of Community Benefit</b></p> 	<p>\$38,560,786 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits</p> <p>\$17,245,974 in unreimbursed costs of caring for patients covered by Medicare fee-for-service</p>
<p><b>Significant Community Health Needs Being Addressed</b></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"> <li>● Mental Health</li> <li>● Access to Health Care</li> <li>● Chronic Diseases</li> <li>● COVID-19</li> </ul>
<p><b>FY23 Programs and Services</b></p>	<p>The hospital delivered several programs and services to help address identified significant community health needs. These included:</p>



- Community Health Improvement 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, Pasadena Unified School District, and Glendale City College students)

#### FY24 Planned Programs and Services



For FY24, the hospital plans to continue the same programs and activities, as well as grant funding for our Community Health Improvement Grants Program.

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](mailto: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)
- Orthopedics
- 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. Glendale 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.

GMHHC is located at 1420 South Central Avenue, Glendale, California, 91204. The population of the GMHHC service area is 496,096. Children and youth, ages 0-17, make up 17.3% of the population, 68% are adults, ages 18-64, and 14.7% of the population are seniors, ages 65 and older. The majority of the population in the service area identifies as White/Caucasian (44.1%). 34.4% of the population identify as Hispanic/Latino, 14.7% as Asian and 2.4% as Black/African American. 4.5% of the population identifies as multiracial (two-or-more races). In the service area, 38.4% of the population, ages 5 and older, speak only English in the home. Among the area population, 29.4% speak Spanish, 12.2% speak an Asian/Pacific Islander language, and 18.9% speak an Indo-European language in the home. 15.8% of the service area population speaks Armenian in the home.

Among the residents in the service area, 14.6% are at or below 100% of the federal poverty level (FPL) and 33.1% are at 200% of FPL or below. According to the US Department of Housing and Urban Development, those who spend more than 30% of their income on housing are said to be “cost burdened.” In the service area, 48.7% of owner and renter occupied households spend 30% or more of their income on housing. This is higher than the county (47.3%) and state rate (41.7%). Educational attainment is a key driver of health. In the hospital service area, 15.7% of adults, ages 25 and older, lack a high school diploma. 41% of area adults have a Bachelor’s or higher degree.



## 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 Mission Integration Department.

### 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.

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.	Yes
Access to Health Care	Lack of health insurance and resources to obtain healthcare, cultural and language issues, transportation, and a lack of trust of hospitals and health care providers.	Yes
Chronic Diseases	High rates of death from heart disease, cancer, Alzheimer's disease, stroke and Chronic Lower Respiratory Disease. Comorbidity factors for diabetes	Yes



Significant Health Need	Description	Intend to Address?
	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.	Yes

## 2023 Report and 2024 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 FY23 and planned activities for FY24, 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, Community Health Program Coordinator, members of the Senior Leadership Team, and the Community Health Improvement 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 23 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.

## Community Health Strategic Objectives

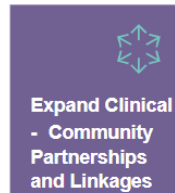
The hospital believes that program activities to help address significant community health needs should reflect a strategic use of resources and engagement of participants both inside and outside of the health care delivery system.

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.



**Advance  
Community  
Health  
Alignment and  
Integration**

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



**Expand Clinical  
- Community  
Partnerships  
and Linkages**

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



**Build Capacity  
for More  
Equitable  
Communities**

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



**Inspire,  
Innovate  
and Scale  
High Impact  
Initiatives**


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 FY23	Planned FY24
Cultural Trauma and Mental Health Resiliency Project	<ul style="list-style-type: none"> <li>For FY23, our hospital provided 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. For FY24, our Community Health Program Coordinator will become certified to teach Youth Mental Health First Aid to community organizations.</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Support for situationally homeless families	<ul style="list-style-type: none"> <li>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.</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Breastfeeding Resource Center	<ul style="list-style-type: none"> <li>Our hospital's Breastfeeding Resource Center provides free support to new moms and their infants in the community through the hospital's warm telephone line. This support is provided in</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



### Health Need: Mental Health

Strategy or Program	Summary Description	Active FY23	Planned FY24
	English and Spanish. Breastfeeding is linked to a lower risk of postpartum depression.		
Support for chronically homeless individuals and families	<ul style="list-style-type: none"><li>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.</li></ul>	☒	☒
Support for survivors of domestic violence	<ul style="list-style-type: none"><li>Community Grant to Door of Hope to provide mental health services for survivors of domestic violence, including families.</li></ul>	☒	☒
<b>Goal and Impact:</b> 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.			
<b>Collaborators:</b> 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 Care

Strategy or Program	Summary Description	Active FY23	Planned FY24
Access to oral care	<ul style="list-style-type: none"><li>Community Grant to Kids' Community Dental Clinic. This project will provide education and access to dental care for low-income and homeless children.</li></ul>	☒	☒
Access to medical care/medical home	<ul style="list-style-type: none"><li>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.</li></ul>	☒	☒



### Health Need: Access to Care


Strategy or Program	Summary Description	Active FY23	Planned FY24
Access to mental health services for survivors of domestic violence	<ul style="list-style-type: none"><li>Community Grant to Door of Hope to provide mental health services for survivors of domestic violence, including families.</li></ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Access to occupational therapy	<ul style="list-style-type: none"><li>Community Grant to Neighborhood Housing Services of Los Angeles County to provide a number of services for seniors, including occupational therapy.</li></ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Financial assistance	<ul style="list-style-type: none"><li>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.</li></ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Goal and Impact:</b> 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.			
<b>Collaborators:</b> 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 FY23	Planned FY24
Education for the community	<ul style="list-style-type: none"><li>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.</li></ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Support for chronically homeless individuals and families	<ul style="list-style-type: none"> <li>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.</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Education for Armenian seniors	<ul style="list-style-type: none"> <li>Community Grant to Hope Through Housing Foundation will provide health education classes to Armenian seniors in Armenian language.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disease management education for patients	<ul style="list-style-type: none"> <li>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.</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Goal and Impact:</b> The hospital's initiatives to address Chronic Diseases are anticipated to result in increased education and disease management for various populations in our community.			
<b>Collaborators:</b> Our connection to local Senior Centers and other community agencies provide opportunities for collaboration around Chronic Diseases.			

 <b>Health Need: COVID-19</b>			
Strategy or Program	Summary Description	Active FY23	Planned FY24
Vaccine Clinics	<ul style="list-style-type: none"> <li>Our hospital provides community vaccine clinics to ensure ongoing vaccine availability to community members.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cultural Trauma and Mental Health Resiliency Project	<ul style="list-style-type: none"> <li>For FY23, our hospital provided 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. For FY24, our Community Health Program Coordinator will</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

	become certified to teach Youth Mental Health First Aid to community organizations to continue to support the increased need for mental health education following the COVID-19 pandemic.		
Food security for seniors	<ul style="list-style-type: none"> <li>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.</li> </ul>	☒	☒
<b>Goal and Impact:</b> 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.			
<b>Collaborators:</b> 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 FY23, the hospital awarded the grants below totaling \$127,000. Some projects also may be described elsewhere in this report.


Grant Recipient	Project Name	Amount
Ascencia	Integrated Health Homes and Housing Retention	\$20,000
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	\$23,500



Home Again LA	Shelter & Supportive Services for Homeless Families	\$20,000
Door of Hope	Mental Health Program and Life Skills Classes	\$23,500
Coalition to Abolish Slavery and Trafficking	Housing Assistance for Survivors of Human Trafficking	\$20,000

## 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"> <li>● Mental Health</li> <li>● Access to Health Care</li> <li>● Chronic Diseases</li> </ul>
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"> <li>● Education               <ul style="list-style-type: none"> <li>○ Free monthly health related education specifically targeted for seniors.</li> </ul> </li> <li>● Social Gatherings               <ul style="list-style-type: none"> <li>○ Quarterly gatherings for seniors to develop community and relationships, thereby decreasing isolation.</li> </ul> </li> </ul>
Population Served	Adults age 50 and over
Program Goal / Anticipated Impact	Increase health awareness for seniors in our community.
FY 2023 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. Persons served: 229.
Hospital's Contribution / Program Expense	\$66,785

#### FY 2024 Plan

Program Goal / Anticipated Impact	Increase health awareness for seniors in our community.
Planned Activities	Community Health Program Coordinator to continue collaborating with local senior centers and serve on the City of Glendale Senior Services Committee. Continue to offer monthly education lectures and quarterly social gatherings.



#### Breastfeeding Resource Center

Significant Health Needs Addressed	<ul style="list-style-type: none"> <li>● Mental Health</li> <li>● Chronic Diseases</li> </ul>
Program Description	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).
Population Served	Mothers and baby dyads

Program Goal / Anticipated Impact	<ul style="list-style-type: none"> <li>● Pending COVID safety restrictions, offer free Breastfeeding Support Group and classes.</li> <li>● Increase numbers of pregnant women attending the BF classes.</li> <li>● Nurture a free Spanish-speaking weekly support group.</li> <li>● Community awareness that breastfeeding consultations and breast pump purchase assistance is now available through most health insurance plans.</li> <li>● Advertise our free warmline, classes and support group to surrounding clinics in the community.</li> <li>● Open up a low cost/no cost Lactation Service for the community.</li> </ul>
FY 2023 Report	
Activities Summary	Receiving calls on our warmline for mothers seeking resources and more breastfeeding information. Collaborated with the community to advertise resources.
Performance / Impact	<p>Served 138 persons.</p> <p>Due to COVID-19 pandemic the support group classes were still on pause.</p>
Hospital's Contribution / Program Expense	\$4,471. (Includes Breastfeeding Resource staff and dedicated phone line.)
FY 2024 Plan	
Program Goal / Anticipated Impact	<ul style="list-style-type: none"> <li>● Inform the community regarding our free warmline for breastfeeding support.</li> <li>● Pending COVID-19 safety restrictions: <ul style="list-style-type: none"> <li>○ Advertise our free Breastfeeding support group and classes.</li> <li>○ Breastfeeding follow up clinic (low cost/no cost)</li> <li>○ Increase numbers of pregnant women attending the BF classes.</li> <li>○ Nurture a free Spanish-speaking weekly support group.</li> </ul> </li> <li>● Community awareness that Breastfeeding Consultations and Breast pump purchase assistance is now available through most Health Insurance Plans.</li> </ul>

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.
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## Community Health Improvement Grants

Significant Health Needs Addressed	<ul style="list-style-type: none"> <li>● Mental Health</li> <li>● Access to Health Care</li> <li>● Chronic Diseases</li> <li>● COVID-19</li> </ul>
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 2023 Report

Activities Summary	<ul style="list-style-type: none"> <li>● Provided case management and supportive housing for chronically homeless individuals and families.</li> <li>● Provided case management and housing to situationally homeless individuals and families.</li> <li>● Provided case management services and food security for seniors</li> <li>● Increased awareness regarding suicide prevention and mental health needs of adults and youth</li> <li>● Provided dental education and treatment for children and youth.</li> </ul>
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Performance / Impact	Increased education, disease management, access to care, prevention, and well-being of community members.
Hospital's Contribution / Program Expense	\$127,000.
<b>FY 2024 Plan</b>	
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: Door of Hope; Glendale Youth Alliance, Hope Through Housing Foundation, Kids' Community Dental Clinic, and Neighborhood Housing Services of Los Angeles County

## 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.

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 29 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. 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 senior 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 FY23 we had our second year of our Health Professions Internship Program for underrepresented high school and college students in our community. Thirty-one 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, and contributing towards building community capacity for the future.

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

### **Abode Communities (Abode)**

In 2019 CommonSpirit approved a 3-year \$2,000,000 line of credit to fund acquisition and predevelopment costs related to new development projects. A partner of Dignity Health since 2010, Abode is considered a thought leader in the affordable housing industry and since 2012, has placed in service 500 affordable housing units within the County of Los Angeles, with another 900 affordable units currently under construction and expected to be placed in service over the next several years. With Dignity Health's support, Abode has built affordable housing in Long Beach, Hollywood, South and Central Los Angeles. The line of credit was renewed in 2022 and will provide 431 units of housing in Coachella Valley / Indian Wells, Berkeley (Workforce Housing), and Los Angeles.

### **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.

### **United Way of Greater Los Angeles**

United Way of Greater Los Angeles is a Los Angeles, California, nonprofit organization whose mission is to permanently break the cycle of poverty for the most vulnerable individuals, supporting low-income families, students, veterans, and people experiencing homelessness. The organization administers an annual fundraising campaign in Los Angeles County, California, and uses those funds to support a variety of human services. UWGLA is focused on providing long-term solutions in three interconnected areas that the organization believes are the root causes of poverty, which include low-income individuals having a home, quality education and career, and access to economic resources and opportunities to thrive. Loan proceeds approved in 2023 will be used to support UWGLA's new Affordable Housing Initiative Fund that was started in 2020 to finance the creation and preservation of up to 2000 affordable homes through 60 developments (Predominantly minor owned or BIPOC developers), with a focus in the Greater Los Angeles area.

## Economic Value of Community Benefit

09/21/2023					
310 Glendale Memorial Hospital and Health Center					
Complete Summary - Classified (Programs) Including Non Community Benefit (Medicare and Bad Debt)					
For period from 07/01/2022 through 06/30/2023					
	<u>Persons</u>	<u>Expense</u>	<u>Offsetting Revenue</u>	<u>Net Benefit</u>	<u>% of Expenses</u>
<b><u>Benefits for Poor</u></b>					
Financial Assistance	7,204	\$7,680,341	\$0	\$7,680,341	2.5%
Medicaid	36,469	\$172,804,722	\$145,073,298	\$27,731,424	9.0%
<b>Community Services</b>					
A - Community Health Improvement Services	3,332	\$353,132	\$0	\$353,132	0.1%
E - Cash and In-Kind Contributions	4	\$530,701	\$0	\$530,701	0.2%
<b>Totals for Community Services</b>	<b>3,336</b>	<b>\$883,833</b>	<b>\$0</b>	<b>\$883,833</b>	<b>0.3%</b>
<b>Totals for Benefits for Poor</b>	<b>47,009</b>	<b>\$181,368,896</b>	<b>\$145,073,298</b>	<b>\$36,295,598</b>	<b>11.8%</b>
<b><u>Benefits for Broader Community</u></b>					
<b>Community Services</b>					
A - Community Health Improvement Services	667	\$13,723	\$0	\$13,723	0.0%
B - Health Professions Education	1,443	\$1,955,655	\$0	\$1,955,655	0.6%
E - Cash and In-Kind Contributions	310	\$31,357	\$9,200	\$22,157	0.0%
F - Community Building Activities	172	\$33,335	\$8,270	\$25,065	0.0%
G - Community Benefit Operations	Unknown	\$248,588	\$0	\$248,588	0.1%
<b>Totals for Community Services</b>	<b>2,592</b>	<b>\$2,282,658</b>	<b>\$17,470</b>	<b>\$2,265,188</b>	<b>0.7%</b>
<b>Totals for Broader Community</b>	<b>2,592</b>	<b>\$2,282,658</b>	<b>\$17,470</b>	<b>\$2,265,188</b>	<b>0.7%</b>
<b>Totals - Community Benefit</b>	<b>49,601</b>	<b>\$183,651,554</b>	<b>\$145,090,768</b>	<b>\$38,560,786</b>	<b>12.5%</b>
<b>Medicare</b>	<b>12,323</b>	<b>\$81,882,361</b>	<b>\$64,636,387</b>	<b>\$17,245,974</b>	<b>5.6%</b>
<b>Totals Including Medicare</b>	<b>61,924</b>	<b>\$265,533,915</b>	<b>\$209,727,155</b>	<b>\$55,806,760</b>	<b>18.1%</b>

The economic value of all community benefit is reported at cost. Patient financial assistance (charity care) reported here is as reported to the Department of Health Care Access and Information (HCAI) 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

Manny Cid  
Chief, Glendale Police Department

Tim Ernst  
Chief, Glendale Fire Department

Robert Gall, MD  
Hospital Physician

Silva A. Gasparian, PharmD  
Community Pharmacist

Vigen Khojayan, MD  
Hospital Chief of Staff

Patrick Liddell, Esq  
Attorney, Melby & Anderson

Richard Martin, CPA

Carl Povilaitis  
Former Chief, Glendale Police Department

Frank Quintero  
Former Mayor of Glendale

Teresa Swida, DO  
Hospital Physician

Kalust Ucar, MD  
Hospital Physician

Petar Vukasin, MD (*Chair*)  
Hospital Physician

Douglas Webber, MD  
Hospital Physician

Jill Welton  
Hospital President & CEO