



Annual Report and Plan for  
**Community Benefit**

**Fiscal Year 2020** (January 1, 2020 - December 31, 2020)



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



## Mission

Beverly Hospital's mission is to provide compassionate and quality health care.

## Vision

Our vision is to be a quality driven, patient centered, community-based health system focused on growth, collaboration, and innovation.

## Values

- Teamwork
- Integrity
- Innovation
- Respect
- Excellence
- Service

## About Beverly Hospital

Located in Montebello, Beverly Hospital is an award-winning, nationally recognized nonprofit hospital that serves Montebello, East Los Angeles, Pico Rivera, and the surrounding communities. The hospital has 202 licensed beds and provides a full range of inpatient and outpatient care. From emergency services and hospitalization to outpatient procedures, Beverly Hospital offers the latest technology for diagnostic and treatment options. A medical staff of over 375 physicians, representing a wide spectrum of specialties, is supported by experienced and dedicated employees and volunteers. As part of our team, they each strive to deliver high-tech, high-touch services, preventive education, and quality patient care.

Beverly Hospital is accredited by Det Norske Veritas (DNV) and is an ISO 9001:2015 compliant organization. We provide services driven by the health needs of the community. Having a strong presence in our community has been critical to our success for over 72 years. Over time we have not only updated the way we deliver basic health care, but by reaching beyond the walls of our hospital and working with other like-minded organizations, we seek to continuously meet the changing needs of our community.

## Services Offered

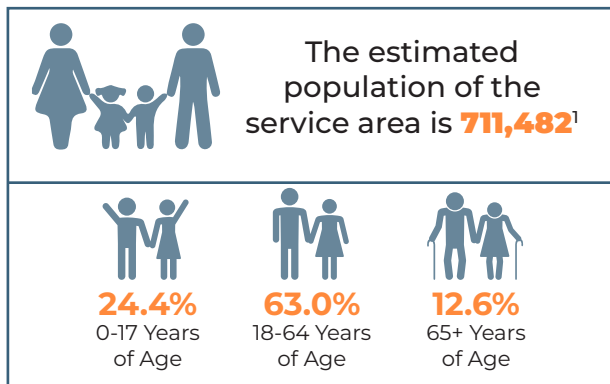
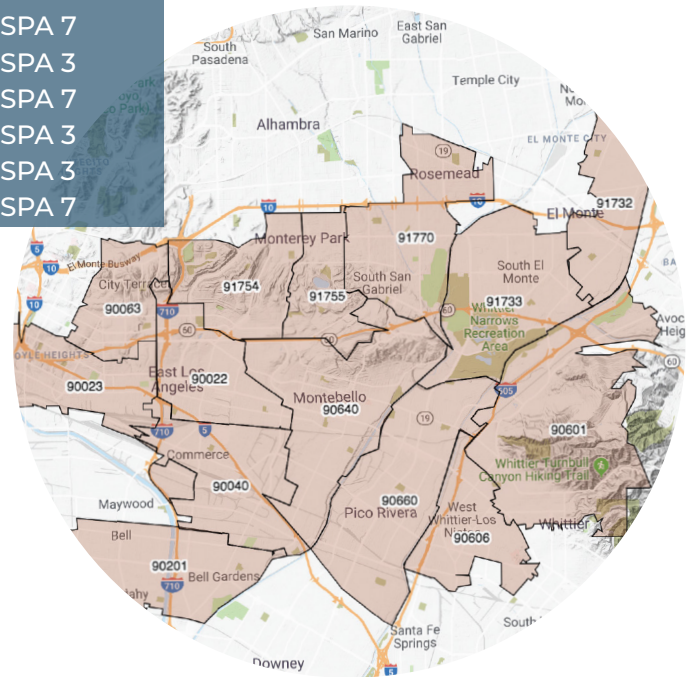
- Cardiac Care
- Emergency Care Center
- Hensel Maternity Center
- Intensive Care
- Medical and Surgical Services
- Pediatrics
- Radiology Diagnostic Services
- Senior Services
- Women's Pavilion and Breast Center
- Wound Care and Hyperbaric Medicine



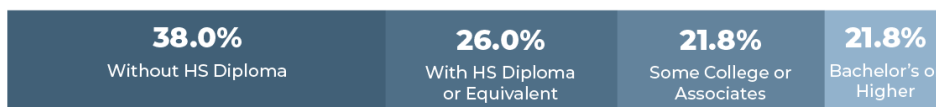
## Service Area

Beverly Hospital is located at 309 West Beverly Boulevard, Montebello, California 90640. Its service area includes 14 ZIP Codes which include 11 cities or neighborhoods. The service area covers portions of Service Planning Areas (SPAs) 3 (San Gabriel), 4 (East LA) and, 7 (South and East LA) in Los Angeles County.

CITY	ZIP CODE	SPA
Bell / Bell Gardens	90201	SPA 7
Commerce	90040	SPA 7
East Los Angeles	90022, 90023, 90063	SPA 7 & 4
El Monte	91732	SPA 3
Montebello	90640	SPA 7
Monterey Park	91754, 91755	SPA 3
Pico Rivera	90660	SPA 7
Rosemead	91770	SPA 3
South El Monte	91733	SPA 3
Whittier	90601, 90606	SPA 7



### Education Attainment Ages 25+



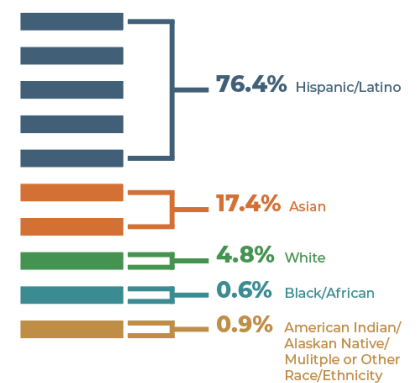
### Languages Spoken at Home Ages 5+



### Poverty Level



### Population Ethnicities



<sup>1</sup>All information came from the 2013-2017 American Community Survey 5-Year Estimates. <http://factfinder.census.gov>



## Community Health Needs Assessment

As required by state and federal law, Beverly Hospital completed a Community Health Needs Assessment (CHNA) in 2019. California Senate Bill 697 and the Patient Protection and Affordable Care Act through IRS section 501(r)(3) regulations direct nonprofit hospitals to conduct a Community Health Needs Assessment and develop an Implementation Strategy every three years. The purpose of the Community Health Needs Assessment is to identify and prioritize the significant health needs of the community served by Beverly Hospital. The health needs identified in the CHNA help to guide the hospital's community benefit activities.

### Data Collection

Secondary and primary data were collected to complete the CHNA. Secondary data were collected from a variety of local, county and state sources to present community demographics, social determinants of health, health care access, birth characteristics, leading causes of death, acute and chronic disease, health behaviors, mental health, substance use and misuse, and preventive practices. The analysis of secondary data yielded a preliminary list of significant health needs, which then informed primary data collection. The following criteria were used to identify significant health needs:

1. The size of the problem (relative portion of population afflicted by the problem)
2. The seriousness of the problem (impact at individual, family, and community levels)

Primary data were obtained through four focus groups with 48 community members and interviews with 14 key community stakeholders, public health, and service providers, members of medically underserved, low-income, and minority populations in the community, and individuals or organizations serving or representing the interests of such populations. 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 potentially available to address needs and discover gaps in resources.

### Priority Health Needs

The stakeholder interviewees and focus group participants were asked to rank order the health needs identified in the CHNA according to highest level of importance in the community. Among the community stakeholders, access to health care violence/community safety and mental health were ranked as the top three priority needs in the service area. Beverly Hospital then undertook a process to identify the priority needs the hospital would address. Applying the following criteria, the organization was able to assess its ability to impact the prioritized health needs: organizational capacity, established relationships, ongoing investment, and acknowledged competencies and expertise. Beverly Hospital will address the following health needs through a commitment of community benefit programs and charitable resources.

- Access to health care
- Chronic diseases (including healthy eating and active living)
- Mental health
- Preventive care

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The Community Health Needs Assessment can be accessed at: [www.beverly.org/about-us/in-the-community/](http://www.beverly.org/about-us/in-the-community/)



## Community Benefit Review of Progress

In FY2020, Beverly Hospital engaged in activities and programs that addressed the priority health needs identified in the 2020-2022 Implementation Strategy. In 2020, Beverly Hospital chose to address access to care, chronic diseases, mental health, overweight and obesity, and preventive practices. The review of progress provides an overview of activities that addressed these health needs. Details of these activities can be found in the Community Benefit Services Summary at: [www.beverly.org](http://www.beverly.org)

### Access to Care and Preventive Practices

- Insurance enrollment
- Resource Center
- Transportation support
- Hospital-based clinics
- Cancer screenings
- Preventive screenings
- Exercise classes for seniors
- Community health fairs
- Breastfeeding support services
- Immunizations

### Chronic Diseases

- Diabetes education programs
- Community CPR and first aid
- Wound care education
- Preventive health and community lectures

### Mental Health

- Support groups
- NAMI Family-to-Family education
- Mental health services
- Tele-psychiatric services

### Overweight and Obesity

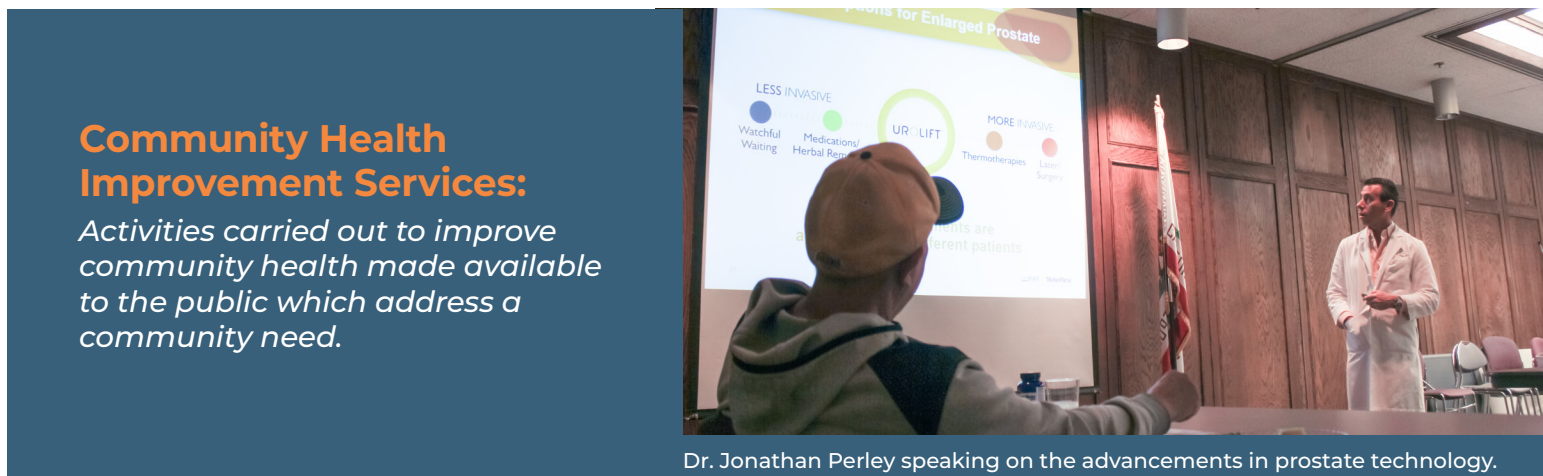
- Nutrition education



## Community Benefit Services Summary

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 qualify as a community benefit it must: improve access to health care; enhance the health of the community; advance medical or health care knowledge; or reduce the burden of government or other nonprofit community efforts.

In FY2020 (January 1, 2020 – December 31, 2020), Beverly Hospital provided community benefit activities within its service area. A summary of these activities follows. Due to the COVID-19 global pandemic, in-person community outreach activities were put on hold beginning late March of 2020. Select programs continued through a virtual format via Zoom beginning December 2020.



### Community Health Improvement Services:

*Activities carried out to improve community health made available to the public which address a community need.*

Dr. Jonathan Perley speaking on the advancements in prostate technology.

## Community Health Education

### 50+ Connection Program for Seniors

Beverly Hospital's 50+ Connection Program offered diverse lectures, exercise classes, and social activities to increase healthy habits and reduce isolation among seniors. Services were offered in partnership with various organizations and covered a wide range of topics. In 2020, some topics included: fall prevention, social security fundamentals, and amputation prevention. Approximately 250 seniors participated in this program in 2020.

### Breastfeeding

Beverly Hospital is designated as a Baby-Friendly hospital. The Baby Friendly Hospital Initiative (BFHI) is a global program sponsored by the World Health Organization to encourage hospitals to promote breastfeeding as a best practice for newborn nutrition. The hospital has an ongoing training program that includes lactation consultants, nurse training, and patient education. In addition to providing education and support to every new mom delivering at Beverly's Hensel Maternity center, Beverly hosted 2 breastfeeding education classes which reached 12 breastfeeding moms.



## Community Health Fairs

The hospital participated in community health fairs or events as a way to connect with the community and provide health education, screenings, and or information about services. Prior to the nationwide lockdown, Beverly Hospital participated in the Shops At Montebello Go Red for Women health event where over 200 individuals were reached.

## Diabetes Education Programs

Accredited by the American Association of Diabetes Educators, Beverly Hospital provided education on prevention, management, and treatment of diabetes to the community. Through the Sweet Success Program, the center offered counseling to mothers who have developed gestational diabetes during their pregnancies. Diabetes Counseling was offered in English and Spanish. Additionally, monthly lectures called Diabetes Wellness Hour, which taught participants how to live a healthy lifestyle while with diabetes, were conducted.



From left to right: Rebecca Ceballos, Diabetes Educator and RN, providing diabetes education, a member of the Rehabilitation department speaking on fall prevention, and Cindy Sanchez, RN, administering a flu vaccine. All events occurred prior to the stay at home mandate.

## Maternal and Infant Health Education

A wide range of classes, which support prenatal and infant care, were offered at Beverly Hospital. Classes were offered in English and Spanish. These included: childbirth preparation, infant care, infant CPR, and infant massage. In 2020, these classes had 81 participants.

## NAMI Family-to-Family Education

As defined by the National Alliance on Mental Illness (NAMI), NAMI Family-to-Family is a 12-session educational program for family, significant others, and friends of individuals living with mental illness. The program is designed to improve the coping and problem-solving abilities of the people closest to an individual living with a mental health condition. Beverly Hospital hosted 1 session with an overall 6 participants prior to having to postpone for the rest of the year.

## Community CPR (Cardiopulmonary Resuscitation) and First Aid

CPR and First Aid classes were usually offered at the Hospital and health fairs, or in partnership with local organizations such as schools and community groups. In response to the COVID-19 situation, Beverly Hospital's CPR instructor changed to hosting classes with limited capacity and COVID-19 safety procedures in place. As a result, 108 people received CPR and/or first aid training.





## Support Groups

Beverly Hospital offers support groups for bereavement and for caregivers who look after someone with Alzheimer's disease or Dementia. The bereavement support group is in collaboration with VITAS Healthcare. In 2020, a total of 103 were served by these support groups.

## Community Based Clinical Services

### Preventive Screenings

The hospital presented free blood pressure and glucose screenings and health education at local community sites. Some sites included: Montebello Senior Center, Pico Rivera Senior Center, Montebello Senior Villas, and Potrero Heights Community Center. In the first quarter of 2020, 123 blood pressure and 70 glucose screenings were provided.

### Women's Breast Health Screenings

Beverly Hospital offered breast health screenings at low and no-cost through the Every Woman Counts program. The hospital offered diagnostic and screening mammograms, breast ultrasounds, breast biopsies, and others. In 2020, 136 screenings were provided.

### Blood Drives

In partnership with the American Red Cross, Beverly hosts quarterly blood drives. In 2020, the hospital collected 179 pints of blood.

### COVID-19 Drive Through Testing

To help increase accessibility to mobile testing sites, Beverly Hospital collaborated with Los Angeles County Supervisor Hilda L. Solis to launch an on-site COVID-19 drive through testing clinic. Over the course of 5 weeks, the clinic provided a total of 1,984 COVID-19 tests.

### Influenza Immunizations

Beverly Hospital hosted flu vaccine clinics for members of the community, ages 6 months and older. In 2020, Beverly administered a total of 14 flu vaccines on-site.

## Health Care Support Services

### Insurance Enrollment

In partnership with South Bay Health and Insurance Services (SBHIS) and the Los Angeles County Department of Public Health, Beverly Hospital provided enrollment assistance to patients for no cost or low-cost health insurance coverage programs. In 2020, the hospital assisted 92 people with enrollment and information for Medi-Cal.

### Mental Health Services

In partnership with BHC Alhambra Hospital, Beverly Hospital covered care for patients



A Beverly Hospital employee receiving a COVID-19 swab test from a community member at the COVID-19 drive through testing clinic.



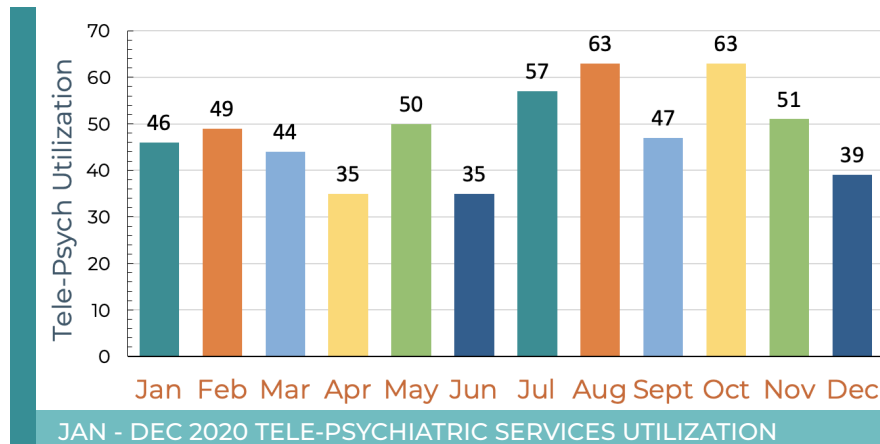
requiring additional mental health services. In 2020, Beverly covered the cost of necessary services for 93 patients.

### Transportation

Beverly Hospital offered transportation to support access to care. Individuals from various hospital clinics and partnering AltaMed Clinics were eligible for transportation within a 15-mile radius of the hospital. In 2020, the hospital transportation van provided 2,015 rides. The Hospital covered the cost of UberHealth rides as another travel option for individuals. 3,008 Uber rides were provided by Beverly Hospital.

### Tele-Psychiatric Services

Beverly Hospital offered a Tele-Psychiatry Program for persons requiring a psychiatric consult. It allowed for timely access to care and decreased length of stay for many patients. In 2020, the service was utilized 579 times.





## Education for Health Professionals:

Education programs for physicians, nurses, nursing students, and other health professionals offered by the hospital throughout the fiscal year.



Nursing students had the opportunity to learn while assisting at the COVID-19 drive through testing clinic.

### Health Professions Education

Throughout the year, Beverly Hospital provided continuing education opportunities for health professionals to stay up to date on new medical and safety advancements. As a result, they can better address community health and wellness needs. Examples included stroke information updates and employee safety training.

### Nursing Education

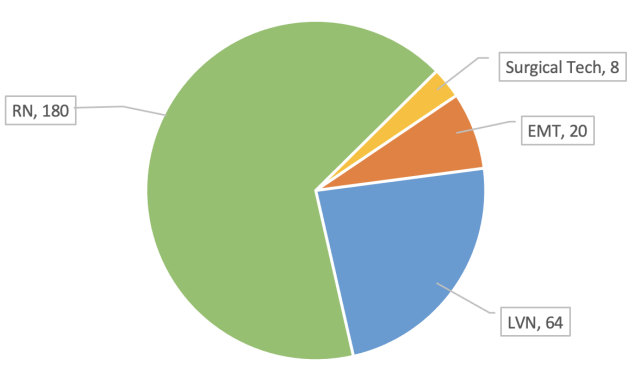
The hospital served as a site for nursing student training. In 2020, hospital staff served as preceptors for 244 nursing students. Students completed a combined 16,368 hours. RN students were from Azusa Pacific University, Glendale Career College, LA City College, Rio Hondo, or West Coast University. The hospital provided education and training to LVN students from Community Enhancement Services College and Premiere College.

### Clinical Education

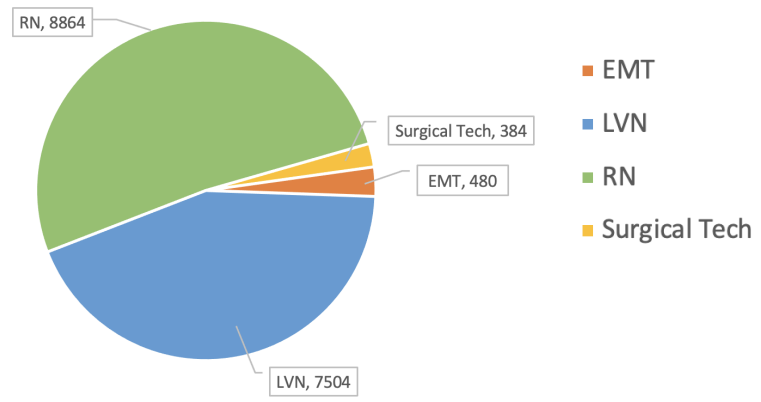
Hospital staff provided 864 hours of 1:1 instruction to 63 students from various health disciplines. Beverly hospital provided preceptors for 8 Surgical/Scrub Technician students from Premier Career College and 20 Emergency Medical Technician (EMT) students from East Los Angeles College.

## JAN - DEC 2020 NUMBER OF STUDENTS AND TIME STUDENTS SPENT WITH STAFF

### Number of Students



### Hours Spent 1:1 With Instructors





### Subsidized Health Services:

*Clinical programs provided despite a financial loss.*



Women's Pavilion staff member helping a patient with a screening.

Subsidized health services included hospital outpatient services and women's and children's services. These services meet identified community needs. A negative margin existed after removing financial assistance, bad debt and Medi-Cal shortfalls.

### Cash and In-Kind Contributions:

*Funds and in-kind services donated to community organizations or the community for a community benefit purpose.*



Beverly Hospital dropping off school supply donations to Fremont Elementary.

### Community Partnerships

Beverly Hospital extended support, such as services, in-kind donations, financial contributions, and donated space, to like-minded community organizations with similar community health goals. In addition, the hospital continued to host its task force meetings to address issues with homelessness and mental health. The task force met 2 times in 2020. It included members from Beverly Hospital, Montebello Fire Department, Montebello Police Department, People Assisting the Homeless (PATH), Whittier First Day, LA County MET team, Heart of Compassion Food Bank, Hospital Association of Southern California (HASC) and LA County Supervisor Hilda Solis's office.



## Community Building Activities:

*Activities that improve the community's health and safety by addressing the root causes of health problems, such as homelessness, poverty, and environmental concerns. Support includes offering the expertise and resources of the hospital.*



## Economic Development

In 2020, the hospital provided support to the Chambers of Commerce in Montebello, Pico Rivera, Rosemead, and Whittier.

## LA Partnership

Beverly Hospital is a member of the Los Angeles County Community Assessment Action Partnership. The LA Partnership evolved from the Community Health Needs Assessment (CHNA) work group and met quarterly to share implementation and collaboration goals for improved county-wide public health outcomes. The group seeks to increase awareness and collaboration among hospitals to improve population health. As part of the partnership, the hospital attended quarterly meetings and participated in the Diabetes Work group.

## Workforce Development

Beverly Hospital served as a training site for 20 students interested in a career in health care through the Applied Technology Center Montebello High School Pathways program.



## Financial Summary of Community Benefit FY2020

Beverly Hospital community benefit funding for FY2020 (January 2020 – December 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. All community benefit expenses are based on actual costs, not charges, in compliance with IRS Form 990 Schedule H instructions using a cost to charge ratio for financial assistance.

Community Benefit Categories	Net Benefit
Charity Care/Financial Assistance <sup>1</sup>	\$1,038,196
Unpaid Costs of Medi-Cal <sup>2</sup>	\$0
Health Professions Education	\$388,454
Subsidized Health Services <sup>3</sup>	\$4,435,427
Other for the Broader Community <sup>4</sup>	\$295,024
<b>Total Community Benefit Provided Excluding Unpaid Costs of Medicare</b>	<b>\$6,157,102</b>
Unpaid Costs of Medicare <sup>2</sup>	\$10,223,238
<b>Total Quantifiable Community Benefit</b>	<b>\$16,380,340</b>

<sup>1</sup> Charity Care includes financial assistance to eligible patients for care at reduced or no cost based upon the individual patient's financial situation.

<sup>2</sup> Unpaid costs of public programs include the difference between costs to provide a service and the rate at which costs are determined and are based on the overall cost to charge ratio. Includes Quality Assurance Fee and Disproportionate Share.

<sup>3</sup> Includes clinical programs that address an identified community need and where negative margins remain after removing financial assistance, bad debt, and Medi-Cal shortfalls.

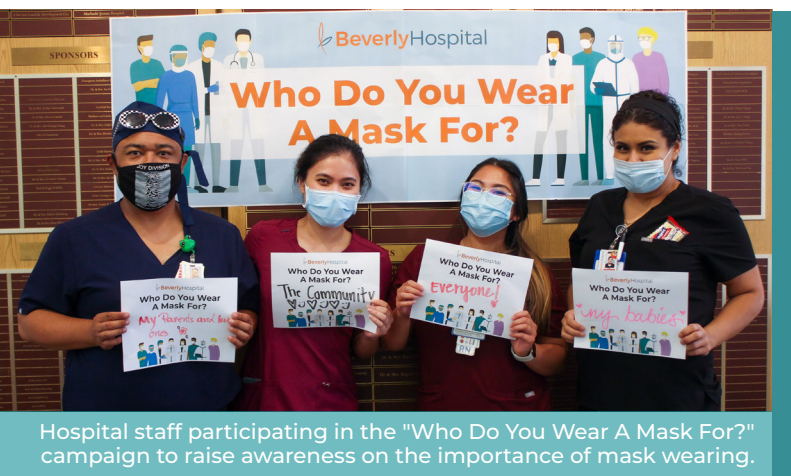
<sup>4</sup> Includes non-billed activities for vulnerable populations and the broader community such as community education, screenings, and health support services. Also included are staffing, cash and in-kind donations, and community benefit operations expense.



## Community Benefit Plan for FY2020-2022

As a result of the 2019 Community Health Needs Assessment process, priority health needs were identified that the hospital will focus on through its Implementation Strategy.

The Implementation Strategy spans the period 2020-2022. A strategy that outlines actions the hospital intends to take, including programs and resources it plans to commit, anticipated impacts of these actions, and planned collaboration between the hospital and other organizations for each health need the hospital plans to address are included in this implementation plan:



Hospital staff participating in the "Who Do You Wear A Mask For?" campaign to raise awareness on the importance of mask wearing.

1. Access to health care
2. Chronic diseases (including healthy eating and active living)
3. Mental health
4. Preventive care

### Access to Health Care

Beverly Hospital will address access to health care by taking the following actions:

- Provide financial assistance through both free and discounted care for health care services, consistent with the hospital's financial assistance policy.
- Provide transportation support to increase access to health care services.
- Offer information and enrollment assistance in the Covered California health care exchange and other low-cost insurance programs and provide information about Medicare benefits updates.
- Pursue Federally Qualified Health Care status for hospital-based clinics to provide primary care services to underserved populations.
- Partner with Beverly Urgent Care facility in Montebello managed by AME.



Community member reviewing swab kit instructions at COVID-19 drive through testing clinic.



## Chronic Diseases (including Healthy Eating and Active Living)

Beverly Hospital will address access chronic diseases by taking the following actions:

- Through the Diabetes Center, provide free diabetes education, host diabetes awareness events, including blood glucose screening and nutrition classes.
- Offer CPR classes.
- Through the Wound Care Center, provide education foot care screenings.
- Host health and wellness fairs for seniors, including screenings.
- Increase cardiac awareness through health education and screening tests to identify cardiac disease.
- Continue participation as a STEMI receiving center designation with LA County.
- Provide support groups to assist those with chronic diseases and their families.
- Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases.
- Continue primary stroke center designation with LA County.
- Provide educational tours of supermarkets to promote healthy food choices.
- Support local Farmers Markets.

## Mental Health

Beverly Hospital will address mental health by taking the following actions:

- Offer community health education, community lectures, presentations and workshops.
- Support multisector collaborative efforts that support access to mental health services.
- Provide increased access to mental health care through the provision of tele-psych services.
- Increase community awareness of prevention efforts and availability of resources to address mental health concerns.
- Pursue Federally Qualified Health Care status for hospital-based clinics to provide mental health care services to underserved populations.
- Support community collaboration and education on mental health by hosting the Beverly Hospital Task Force on Homelessness and Mental Health.

## Preventive Practices

Beverly Hospital will address access preventive practice by taking the following actions:

- Provide free health screenings.
- Provide education and resources focused on healthy living and disease prevention to be offered in English and Spanish.
- Provide education to teens on abstinence, birth control, sexually transmitted diseases and pregnancy prevention
- Offer free childhood immunizations and adult flu shots.
- Provide TB testing.
- Offer breast and cervical cancer screenings at low and no-cost for women through





the Family PACT and Every Woman Counts programs.

- Pursue Federally Qualified Health Care status for hospital-based clinics to provide primary care services to underserved populations.

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

Taking existing hospital and community resources into consideration, Beverly Hospital will not directly address the remaining health needs identified in the CHNA including: dental care, economic insecurity, substance use and misuse, and violence/community safety. Beverly Hospital has elected 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. Beverly Hospital will continue to look for opportunities to address community needs, where we can make a meaningful contribution.



Beverly Hospital Emergency Department staff showing their appreciation of Montebello's first responders. The drive by parade featured several police and fire department vehicles as they flashed their lights to show support of and boost moral to Beverly's healthcare heroes.

### Evaluation of Impact

Beverly Hospital will monitor and evaluate the programs and activities outlined above. The hospital has a system that tracks the implementation of the strategies and documents the anticipated impact. The reporting process includes the collection and documentation of tracking measures, such as the number of people reached/served and collaborative efforts to address health needs. An evaluation of the impact of the hospital's actions to address these significant health needs will be reported in the next scheduled CHNA.



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