

Adventist Health Glendale

2019 Community Health Plan Update/Annual Report

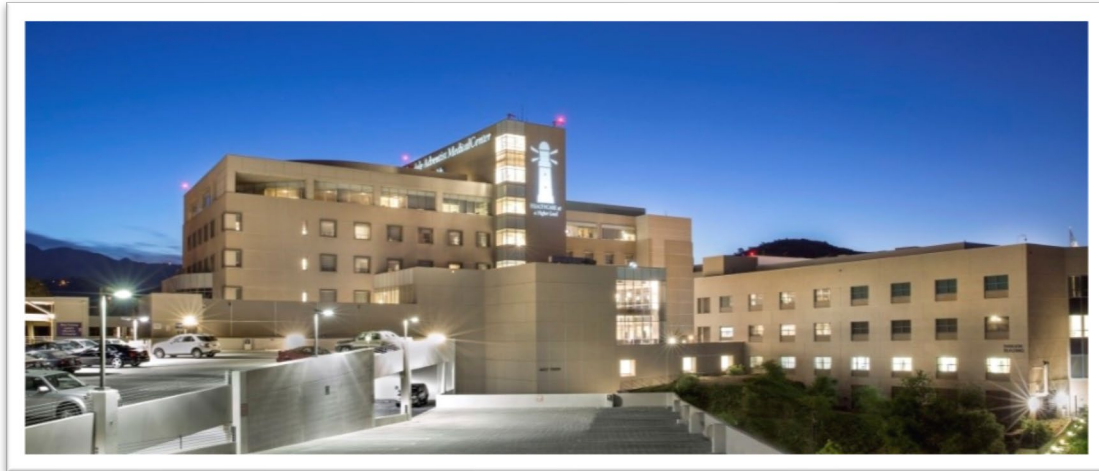


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Adventist Health Overview

Adventist Health Glendale (AHGL) is an affiliate of Adventist Health, a faith-based, nonprofit integrated health system serving more than 80 communities on the West Coast and Hawaii.



OUR MISSION:

Living God's love by inspiring health, wholeness and hope.

OUR VISION:

Adventist Health will be a recognized leader in mission focus, quality care and fiscal strength.

Adventist Health entities include:

- 20 hospitals with more than 3,200 beds
- More than 280 clinics (hospital-based, rural health and physician clinics)
- 13 home care agencies and seven hospice agencies
- Four joint-venture retirement centers
- Compassionate and talented team of 35,000 which included associates, medical staff physicians, allied health professionals and volunteers

We owe much of our heritage and organizational success to the Seventh-day Adventist Church, which has long been a promoter of prevention and whole person care. Inspired by our belief in the loving and healing power of Jesus Christ, we aim to bring physical, mental and spiritual health and healing to our neighbors of all faiths. Every individual, regardless of his/her personal beliefs, is welcome in our facilities. We are also eager to partner with members of other faiths to enhance the health of the communities we serve.

Our commitment to quality health care stems from our heritage, which dates back to 1866 when the first Seventh-day Adventist health care facility opened in Battle Creek, Michigan. There, dedicated pioneers promoted the "radical" concepts of proper nutrition, exercise and sanitation. Early on, the facility was devoted to prevention as well as healing. They called it a sanitarium, a place where patients—and their families—could learn to be well.

More than a century later, the health care system sponsored by the Seventh-day Adventist Church circles the globe with more than 170 hospitals and more than 500 clinics, nursing homes and dispensaries worldwide. And the same vision to treat the whole person—mind, body and spirit—continues to provide the foundation for our progressive approach to health care.

Letter from the President



Dear Colleagues & Community Members,

I'm pleased to share with you this annual Community Health Plan for Adventist Health Glendale. Through this report you will be introduced to our community health projects, population health initiatives and efforts to transcend boundaries and deliver care outside our hospital walls. You will also become familiar with our world of giving through healing.

Since our founding by the Seventh-day Adventist church 115 years ago, Adventist Health Glendale has remained committed to its mission to serve the physical, mental and spiritual needs of our communities. In the midst of a global pandemic, this calling to whole-person care has never been as important or as fulfilling. We are meeting the demands of this crisis with focused leadership, innovation and the collaboration of medical experts while also doing outreach and providing education to protect our community members.

Managing community health is complex work, as it has many facets to consider and requires a thorough assessment of a wide variety of social, economic and environmental factors. What's most important is that we identify the community's needs and then develop a strategic plan on how we can meet those needs through the use of our resources, expertise and collaboration with community partners and stakeholders.

Adventist Health Glendale continues to focus on innovative ways to deliver state-of-the-art care to everyone we serve.

Our award-winning stroke and cardiovascular services have expanded this year to include a wider array of structural heart care. These minimally invasive procedures make it possible to provide cardiac care for patients previously deemed high-risk and enables faster recovery. As one of only a handful of hospitals in the greater Los Angeles area to offer this new capability through our talented physicians, we're able to provide convenience and cutting-edge care close to home.

Adventist Health Glendale has also piloted Hospital-at-home care for patients with a select criteria of symptoms. Using virtual technology and a rapid-response medical team, certain patients can be fully monitored and cared for in the comfort of their home. This supports faster recovery for the patient and enables the hospital to create additional capacity for other patients, a critical tool as the pandemic threat remains.

We are paving the road for a healthier community and our work is being widely recognized. This year, Adventist Health Glendale earned 5 Stars, the highest possible rating, from the Centers for Medicare & Medicaid Services; our 11th straight A grade from The Leapfrog Group, an achievement made by just 3% of hospitals nationwide; and we were named the #10 hospital in the Los Angeles area by *U.S. News & World Report*. Each of these honors recognize the safety and quality experienced by our patient's day in and day out. What's more, these awards are a result from having the right people and partnerships in place, and I could not be more proud of our physicians, nurses and non-clinical associates who dedicate themselves to our patients, our mission and our community.

Best Regards,

A handwritten signature in cursive script that reads "Alice Issai". The ink is dark and the signature is fluid and legible.

Alice Issai, President
Adventist Health Glendale

Hospital Identifying Information



Adventist Health Glendale

Number of Hospital Beds: 515

Alice Issai, Adventist Health Glendale President

1509 Wilson Terrace

Glendale, CA 91206

(818) 409-8000

Community Health Development Team



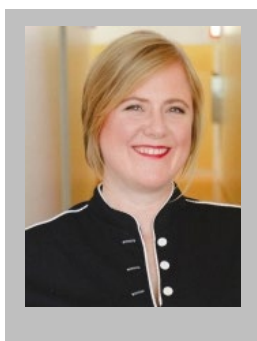
Mark Ishikawa

System Director, Community Integration

IshikaMD@ah.org

+1-916-406-1857

Principal Author



Megan Hobza

Consulting Advisor

CHNA/CHP contact:

Name: Mark Ishikawa

Title: System Director of Community Integration

Email: ishikamd@ah.org (916) 406-1857

Request a paper copy from Administration/President's office. To provide comments or view electronic copies of current and previous community health needs assessments go to: <https://www.adventisthealth.org/about-us/community-benefit/>

Invitation to a Healthier Community

Fulfilling Adventist Health's Mission

Where and how we live is vital to our health. We recognize that health status is a product of multiple factors. To comprehensively address the needs of our community, we must consider health behaviors and risks, the physical environment, the health system, and social determinant of health. Each component influences the next and through strategic and collective action improved health can be achieved.

The Community Health Plan marks the second phase in a collaborative effort to systematically investigate and identify our community's most pressing needs. After a thorough review of health status in our community through the Community Health Needs Assessment (CHNA), we identified areas that we could address using our resources, expertise, and community partners. Through these actions and relationships, we aim to empower our community and fulfill our mission, "to share God's love by providing physical, mental and spiritual healing."

Identified Community Needs

The results of the CHNA guided the creation of this document and aided us in how we could best provide work with us to find solutions across a broad range of sectors to create communities we all want for ourselves and our families. benefit to our community and the most vulnerable among us. As a result, Adventist Health Glendale has adopted the following priority areas for our community health investments for 2017-2019:

- Cardiovascular Health - Integrate Patient Education into Cardiovascular Services
- Improve Stroke Education and Support
- Population Health for Chronic Disease

Additionally, we engage in a process of continuous quality improvement, whereby we ask the following questions for each priority area:

- Are our interventions making a difference in improving health outcomes?
- Are we providing the appropriate resources in the appropriate locations?
- What changes or collaborations within our system need to be made?
- How are we using technology to track our health improvements and providing relevant feedback at the local level?
- Do we have the resources as a region to elevate the population's health status?

Building a healthy community requires multiple stakeholders working together with a common purpose. We invite you to explore how we intend to address health challenges in our community and partner to achieve change. More importantly though, we hope you imagine a healthier region and work with us to find solutions across a broad range of sectors to create communities we all want for ourselves and our families.

Connecting Strategy and Community Health

As hospitals move toward population health management, community health interventions are a key element in achieving the overall goals of reducing the overall cost of health care, improving the health of the population, and improving access to affordable health services for the community both in outpatient and community settings. The key factor in improving quality and efficiency of the care hospitals provide is to include the larger community they serve as a part of their overall strategy.

Health systems must now step outside of the traditional roles of hospitals to begin to address the social, economic, and environmental conditions that contribute to poor health in the communities we serve. Bold leadership is required from our administrators, healthcare providers, and governing boards to meet the pressing health challenges we face as a nation. These challenges include a paradigm shift in how hospitals and health systems are positioning themselves and their strategies for success in a new payment environment. This will impact everyone in a community and will require shared responsibility among all stakeholders.

Population health is not just the overall health of a population but also includes the distribution of health. Overall health could be quite high if most of the population is relatively healthy—even though a minority of the population is much less healthy. Ideally such differences would be eliminated or at least substantially reduced.

Community health can serve as a strategic platform to improve the health outcomes of a defined group of people, concentrating on three correlated stages:

- 1) The distribution of specific health statuses and outcomes within a population;
- 2) Factors that cause the present outcomes distribution; and
- 3) Interventions that may modify the factors to improve health outcomes.

Improving population health requires effective initiatives to:

- 1) Increase the prevalence of evidence-based preventive health services and preventive health behaviors,
- 2) Improve care quality and patient safety and
- 3) Advance care coordination across the health care continuum.

Our mission as a health system is to share God's love by providing physical, mental and spiritual healing and we believe the best way to re-imagine our future business model with a major emphasis of community health is by working together with our community.

2019 Community Benefit Update

In 2016, Adventist Health Glendale conducted a community health needs assessment and was followed by this Community Health Plan (Implementation Strategy) in 2017 to identify the priority needs listed below. The prioritized needs were chosen based on community health data and the voices of our community. Working together with our community is key to achieving the necessary health improvements to create the communities that allow each member to have safe and healthy places to live, learn, work, play, and pray. Below you will find an inventory of additional interventions supporting the health of our communities.

Priority Need 1 - Cardiovascular Disease – Improve Aortic Stenosis Education and Support

2019 Report

Throughout the year, the Cardiovascular Institute has served over 200 participants in the Glendale region, engaging our community through educational seminars, workshops, and screenings to reduce the risk factors of cardiac disease. This also included educating the patient population in our community, primarily seniors, with health risk related to blood clots, about health risks, symptoms, and disease management.

Interventions:

- Collaborated with the LA County STEMI center to obtain two standing screens that have the signs and symptoms of acute coronary syndrome and the differences between men and women. It also discusses the importance of calling 911 when a patient is having any of those symptoms in the community. These screens are displayed at events in the community and on our hospital grounds for the community to see.
- Early Heart Attack Education (EHAC) explaining the signs and symptoms of a heart attack, importance of calling 911, usual signs and symptoms are given on flyers, magnets, and on the hospital website for the community to view and learn from.
- Heart Check Kiosk Screenings: GAMC offers free blood pressure and BMI screenings at the Glendale Galleria shopping mall via a state-of-the-art blood pressure kiosk. A touchscreen available in the kiosk offers information on the hospital's service lines and offers the community an opportunity to receive emails to help them learn more about our physicians, programs and services offered at GAMC.
- Annual senior health fair provided information and CPR demonstrations along with physicians who were available to answer community member questions.
- Heart Month Event Health Screening: The heart institute provided information about heart health, early warning signs of heart attack, and also offered hands on CPR demonstrations.

Partners

- American College of Cardiology
- American Heart Association
- American Red Cross
- National Cardiovascular Data Registry (NCDR) /TVT Registry
- Adventist Health Glendale Cardiac Rehabilitation Program

- Adventist Health Glendale Heart and Vascular Institute
- Hospital and community physicians
- Edwards Life Sciences
- Glendale YMCA
- La Cañada YMCA
- Los Angeles County Department of Health
- Society for Interventional Radiology
- Society of Chest Pain Centers
- Covidien
- Toshiba
- Verdugo Hills Hospital for cardiac rehab
 - Boston Scientific
 - Edwards Life Sciences

Priority Need 2 – Improve Stroke Education and Support

2019 Report

In 2019, AHGL provided stroke education and awareness to the community in on and off-site settings to Live Well Senior Center participants and paramedics. Presentations were offered to increase knowledge of signs and symptoms of stroke, risk factors, and support services for stroke survivors. Blood pressure screening and pre- and post-program survey were also incorporated to assess program effectiveness. Throughout the year, the Neuroscience Institute/ stroke program has provided preventive education to over 1,015 participants in the Glendale region and will continue to serve and expand program offerings in the coming year.

Stroke Interventions

- Provided community education regarding the signs and symptoms of stroke and the need to call 911 vs driving to the ED
- The Neuroscience Institute provides two free stroke awareness community presentations.
- The Neuroscience Institute evaluated the effectiveness of stroke community education by performing a pre-test and post-test survey.
- AHGL provided stroke risk assessments including blood pressure screening at two community events.
- AHGL worked with local partners to incorporate two community health navigators to assist patients with aftercare and reduce utilization of specialists.
- For National Stroke Month, AHGL celebrated stroke awareness with a “wear purple day” and a Stroke Awareness event with purple super foods, stroke screenings, public education on stroke identification and prevention, exercise demonstrations, and the presence of our mascot the “stroke avenger”. These activities

increased the number of patients identified as at risk and directed them to stroke prevention and intervention resources.

- AHGL created a Community Mobility Program for people who have had a stroke and are experiencing neurological deficits that may impair driving ability. Because the loss of driving ability is one of the most difficult losses stroke patients face, AHGL offers this service to evaluate patients from a clinical and an on the road perspective to determine driving ability. Some are evaluated as being able to drive immediately; some as needing special training and others as having lost the dexterity to drive again. AHGL's Community Mobility Program is operated in partnership with the Department of Motor Vehicles.

Partners

- American Heart/ Stroke Association
- National Stroke Association
- Center for Neuro Skills
- Los Angeles Stroke Coordinator's Network (LASCN)
- Department of Motor Vehicles
- Genentech

Priority Need 3 – Population Health for Chronic Disease

2019 Report

Throughout 2019, AHGL engaged the community through preventive wellness classes and grassroots organizing around public health policy under its Champions for Change (C4C) program. C4C is a social marketing campaign funded by the California Department of Public Health Nutrition Education and Obesity Prevention Branch (NEOPB) that aims to decrease statewide rates of obesity and chronic illnesses. Under C4C funding, AHGL reaches children between the ages of four and eight, and their families, in Glendale. AHGL programs under C4C funding to help families implement and sustain healthy practices include nutrition workshops, food demonstrations, gardening, Zumba, and Rethink Your Drink, an effort that focuses on reducing the consumption of high sugar beverages while promoting alternatives such as water. This three-year program follows on the heels of another three-year program called Choose Health L.A.

Key efforts under Champions for Change include teaching fundamental skills such as cooking, reading food labels, shopping on a budget, growing fruits and vegetables, and introducing low-cost and fun ways to be physically active.

In addition, champions in the City of Glendale will be identified to help create improvements in institutional and environmental settings to both improve access to healthier foods and increase opportunities to be physically active in a variety of settings, including parks, recreation centers, early childcare centers, and schools.

Throughout the year, Champions for Change has served over 8,680 participants in the Glendale region and will continue to serve and expand program offerings in the coming year.

Glendale was among the first cities in California to receive & maintain an A grade from the American Lung Association. That A grade was awarded because of grassroots, youth-led policy initiatives. AHGL's grassroots policy initiatives in Glendale reduced access to tobacco products by youth and reduced public places where tobacco use was allowed.

AHGL was awarded almost \$4 million in over two decades of local tobacco health policy initiatives. Under Los Angeles County Tobacco Control Program funding, AHGL has formed 15 youth-led grassroots coalitions in local cities and communities since 1999. The primary focus of the coalitions has been policy adoption related to tobacco retail licenses (TRL) and exposure to secondhand smoke.

These grassroots health policy initiatives in Glendale and 10 surrounding cities reduced access to tobacco products by youth and reduced public places where tobacco use was allowed. As a result, tobacco use has significantly dropped.

Through this project, our team gained experience working with grassroots coalitions in diverse communities throughout the county. Diversity is not only ethnicity and economic status, but also community structure, age, gender, educational attainment, political alignment. Our Tobacco Control and other grassroots health policy coalitions look different in every community.

In 2019, under its Tobacco Control program, AHGL continued surveys, one-on-one meetings, and presentations.

Interventions:

In 2019, the AHGL chapter of Champions for Change:

- AHGL implemented the Smarter Mealtimes program to role model healthy eating and increase healthy cues to action. We conducted nutrition education classes in three schools and implemented a sustainability plan for teachers and school staff and conduct 90 nutrition education classes. A sampling of schoolchildren will show increased consumption of fresh fruits and vegetables.
- AHGL continued community Zumba classes at Pacific Park and Community Center. Classes were conducted to improve fitness among community residents. We sustained 30 participants per class, reached 5-7 new participants, and demonstrated / promoted fitness activities at five community events. A sampling of participants showed improved fitness outcomes.
- AHGL conducted public opinion surveys and educated community leaders about exposure to secondhand smoke, aerosol vapors, and the need to reduce youth access to tobacco. Outcomes included reduced exposure to tobacco by youth and community members.
- AHGL collected 1,000 public opinion surveys and conducted 100 one-on-one coalition building meetings, provided outreach and education at 30 events, conducted 30 group presentations, and convened 50 coalition meetings. This included a presentation to a city council requesting the adoption of city policy changes.
- At the hospital campus, AHGL hosted a diabetes support group serving 92 adults.
- Established an additional partnership with the Glendale Unified School District after school sports program in order to reach as many children and adults as possible in the community. Eight elementary schools participated in a range of sports, to which Champions for Change added nutrition classes. We also trained district coaches in healthy options, and as a group, the coaches pledged to drink only water and healthy drinks for the length of the program in order to set a good example for the children.

- Provided a nutrition and gardening program for the students of Thomas Edison Elementary school. Students learned about plant care, nutritional labels, and the health benefits of drinking water instead of sugary drinks. Using vegetables from the garden had children eating vegetables with enthusiasm—they were excited about recipes such as salsa made with the tomatoes and radishes they had grown and nurtured themselves. The kindergarten students made up their own names for the days the program was held: “Terrific Tuesdays” and “Wonderful Wednesdays.”
- In response to the popularity of garden-grown foods, Champions for Change added a garden to the three it was already providing with Pacific Clinics Head Start, via a grant from AHGL, which helps sustain the other gardens as well.
- Held 446 health promotion events through the course of the year, in the categories Community Gardens, Exercise/Sports, Health Education, and Nutrition Education.
- Direct education classes consist of AHGL staff conducting nutrition education classes to members of the community; Some topics include reading food labels, choosing foods from all the food groups, reducing sugar and sodium, and increasing water consumption; These classes were held at community centers, elementary schools, Head Start sites, and homeless shelters
- Participation at community events entailed giving information about the Champions for Change program and its benefits and took place at the Cesar Chavez Festival, Glendale Fire Pancake Breakfast, Glendale Cruise Night, Edison Elementary School Carnival, Edison Elementary Back to School Night, and After School Sports Championship Events
- Two at Thomas Edison Elementary School, one at Pacific Clinics-Head Start Lexington, and one at Pacific Clinics-Head Start Glendale

Measured Impact for 2019

Evaluating the efficacy of nutrition education is a vital component of public health and thus a vital skill and practice as a public health practitioner. AHGL routinely performs evaluations that identify successful interventions and potential best practices, while informing required modifications for success. This process allows program staff to evaluate the degree to which lessons result in positive behavior change.

In March 2019, a total of 130 students in the 3rd grade participated in the pre-assessment while 121 participated in the post-assessment. A total of six lessons were included that covered topics such as risks associated with sugary foods, whole grains versus refined grains, good fats versus bad fats, and dairy. To assess our project team’s impact, we utilized the Youth Nutrition and Physical Activity Survey. Statistical analysis indicated that students in this cohort experienced a 46% increase in their consumption of whole grains and an 8% increase in access to vegetables at home. Students also reduced their consumption of soda, French fries, and cookies or cake by 50%, 45%, and 53%, respectively.

Champions for Change Program Highlights

AHGL-Champions for Change continues to provide health education to residents of Glendale. In addition to continuing to work with parents and caregivers, AHGL-Champions for Change now provides outreach to older adults, the homeless population, and elementary school children. Additionally, members of the Healthy Kids, Healthy Lives Parent Collaborative continue to take part in our activities.

Teachers expressed gratitude for the school gardens program, as it enabled them to expand their curricula with a new and interesting approach to science, social studies, and language using gardening activities. At Parent Night, parents told us about changes that resulted from the program. “Because of your class we are composting at home,” said one parent, who said he and his family were enjoying this shared activity. Other parents thanked us and encouraged us to continue with “this wonderful program.”

Parents also reported that their children learned how to read a nutritional label and have started helping their parents choose healthy options for their meals. In December, the children initiated a project to revitalize their garden, starting with painting the beds, which they will continue next year.

Gardening is an experience that allows children to gain nutritional education while working with their hands. Gardening can be creative, meditative, social, and more. The time and dedication that children invest yields a positive and relaxing experience, as well a feeling of accomplishment. A young boy on the autism spectrum who attends Thomas Edison Elementary School withdrew emotionally and mentally from our gardening workshops when we first began this program initiative. Our team noticed that he did not participate in the gardening workshops or engage in any of the program activities. With time, support, and reinforcements, he now visibly enjoys all aspects of the program and tends the garden with love and care.

One participant commented that the Zumba class was “really enjoyable,” and had improved her general health and even her diabetes. In partnership with the Glendale Unified School District, Champions for Change offered a Zumba/physical activity class for children as young as four, up to adolescents. The class was held two days a week from January to December, and at its conclusion, served over 40 participants each day. The participants enjoyed dancing to energizing music outdoors and in a safe and judgment-free environment.

Partners

AHGL appreciates the partnership with Los Angeles DHHS and the over \$2 million in funding that DHHS has provided for these outreach programs in Glendale under Choose Health L.A., the program preceding Champions for Change. These programs significantly help improve the health of our community. Other key partners in this initiative include:

Partners

- City of Glendale Parks and Recreation Department
- City of Glendale Community Services Department
- Glendale Unified School District
- Glendale Unified School District, Nutrition Services Department
- Glendale City Manager Scott Ochoa
- Los Angeles County Dept. Public Health, Chronic Disease and Injury Prevention Department
- California Department of Public Health, NEOP Division
- University of California Agriculture and Natural Resources Master Gardener Program
- AJ Nursery
- Pacific Clinics-Head Start, Early Head Start (locations in Glendale, Lexington, and Verdugo)
- Glendale Healthier Community Coalition

- Glendale Parks and Open Space Foundation
- Healthy Kids, Healthy Lives Parent Collaborative
- Glendale Chamber of Commerce
- City of Glendale Fire Department
- Eagle Rock Seventh Day Adventist Church
- Glendale Communitas Initiative
- AHGL Senior Live Well Center
- Glendale YWCA
- Glendale YMCA
- Glendale Kool Dayz Summer Camp
- Glendale Educational Foundation
- Glendale Kiwanis Club
- Crescenta Valley Alliance
- One Glendale After-School Sports Program
- Ascencia Homeless Services
- Adult Recreation Center
- Pacific Park and Community Center
- Maple Park and Community Center
- Thomas Edison Elementary School
- Cerritos Elementary School
- John Marshall Elementary School
- Horace Mann Elementary School
- John Muir Elementary School
- Jefferson Elementary School
- Columbus Elementary School
- City councils
- Coalition members in multiple cities including community-based organizations and grassroots community members

2019 Report

Throughout the year, AHGL's Live Well Senior Center provided geriatric / senior lifestyle supports including finance education, Alzheimer's caregiver support, and volunteer opportunities. Clinical supports: The Live Well Senior Center at AHGL also provided other geriatric / senior services health supports including medication consultations and flu shot clinics. AHGL's Live Well Senior Center also provided geriatric / senior services support that reduced chronic disease risk through physician presentations, stress management support groups and classes, nutrition and exercise classes, health screenings, and health education luncheons.

AHGL's Live Well Senior Center served 45,976 with health education and prevention in 2019.

Interventions:

- Participation by seniors in educational and lifestyle supports provided 250 seniors with finance education, 200 with Alzheimer's caregiver support, and 60 with volunteer opportunities.

- Participation by seniors in clinical supports provided seniors with 100 medication consultations and 100 flu shots.
- Participation in geriatric / senior support services served 200 seniors/month with physician presentations, 35 seniors/month through stress management support groups and classes, 200 seniors with health screenings, 100 seniors with exercise classes, and 200 seniors at each bi-annual nutrition presentation.

Other Community Benefits:

2019 Report

Throughout the year, the AHGL Homeless Care Navigator better integrated AHGL into the Homeless Continuum of Care. The Navigator assists newly homeless patients and patients at risk for homelessness who come into the ED seeking health care. This resource also provided a unique opportunity to stabilize adult homeless seriously mentally ill (SMI) patients with co-occurring diagnoses.

Interventions:

- AHGL employed a navigator / case manager to manage housing stability and disease prevention in conjunction with the discharge process at AHGL. Of those enrolled, 80% of patients signed up for Continuum of Care data sharing. This prevent / reduced homelessness among homeless patients requiring the most complex care, the newly homeless, and those at risk for homelessness (100 served).
- The navigator / case manager supported placement services and Homeless Access Center referrals for newly / homeless patients. Once trained, the navigator coordinated care with the Homeless Continuum of Care, prevented homelessness among those immediately at risk for homelessness (50 served).
- The navigator / case manager supported placement for 50 homeless SMI patients with co-occurring diagnoses by connecting them with the Homeless Continuum of Care.
- Adventist Health Resources (financial, staff, supplies, in-kind etc.) provided for this endeavor include a full-time homeless care navigator and social workers, case workers, and discharge planners from Behavioral Health and Emergency Department.

Partners

- Glendale Homeless Continuum of Care
- Ascencia
- City of Glendale
- YWCA
- Family Promise of the Verdugos
- Armenian Relief Society
- All For Health, Health For All
- Glendale Free Health Clinic
- Adventist Health Glendale Foundation
- Glendale Youth Alliance
- Loaves and Fishes (Catholic Charities)
- The Salvation Army
- Adult Recreation Center
- Glendale Police Department
- Glendale Fire Department EMS

- Cedar House (AFH)

A community partnership with

Throughout the year, *All For Health, Health For All* FQHC clinic group provided a medical home providing primary medical care including diagnostic laboratory, ultrasound, x-ray, and other services; emergency medical services; case management; family planning; and, pharmacy. Upon discharge from AHGL, discharge planners were able to work with *All For Health* to connect frequently admitted patients, medically indigent patients, and other risk populations to this resource for a successful medical transition. This medical home also provided specialist care including podiatry; dental; vision; and, mental health. *All For Health* also provided a pediatric medical home for pediatric care including physicals: dental, vision, and hearing screenings; immunizations, vaccinations; and, health education.

- The increase in available medical services resulted in increased pediatric patient encounters for physical health, dental health, vision and hearing screenings, and disease prevention.
- The increase in access to a medical home providing general care increased adult patient encounters for primary care, emergency care, family planning; and, increased access to services and pharmaceuticals.
- The increase in available specialist services increased adult patient encounters for podiatry, dental, vision, and mental health.
- Adventist Health Resources (financial, staff, supplies, in-kind etc.) provided for this endeavor include an AHGL transition care navigator as well as discharge planners and social workers.

Partners

- Glendale Homeless Continuum of Care
- All For Health, Health For All

Intervention: The hospital newsletter, Health Quarterly (HQ), produced three times a year, offered 8 pages of health education and content.

Community Members Served: 180,000 (60,000 households)

Intervention: The hospital also produced the TV show *Healthline* which aired on CharterMedia and Time Warner Spectrum Media. In 2019, 12 episodes were aired which featured AHGL physicians and subject matter experts interviewed by a host.

Community Members Served: 6,000,000 (500,000 households)

Intervention: The Positive Image Center distributed wigs, cuts, scarves and caps, blankets, and the Cancer Center offered Prostate and Skin Cancer Screenings at Community Outreach and Fairs and Events.

Community Members Served: 6,219

Intervention: Through the Tobacco Control Program, AHGL informs communities in the San Gabriel Valley about the health risks associated with tobacco use, the dangers of nicotine addiction, the tobacco industry's targeted marketing to youth and other vulnerable populations, and the need to protect youth from early experimentation. In order to tackle these public health issues, we utilize a five-phase policy adoption model which includes Community Assessment, Strategic Campaign Plan, Community Outreach and Coalition Building, Outreach and Education to City Officials, and Policy Implementation and Enforcement. These policies include Tobacco Retail Licensing Policy, the Smoke-free Outdoor Air Policy, and the Smoke-Free Multi-Unit Housing Policy.

Community Members Served: 8,644

Intervention: Beyond Loss Bereavement Ministry includes:

- The bi-monthly Beyond Loss Newsletter is designed to comfort those who mourn and offer hope to those who are struggling to find their way. Along with the pain, bereavement brings with it opportunities for growth, heightened awareness, and the promise of new beginnings.
- The annual Beyond Loss Gathering of Remembrance gathers the bereaved to remember their loved ones at a special event during the holidays.
- The Beyond Loss Bereavement weekly support group sessions help people through the grieving process following the loss of a loved one, and includes supportive resources including the newsletter and handouts as well as individual counseling.
- Our Certified Bereavement Facilitator Training offers comprehensive grief training for skilled interaction with the bereaved and to facilitate their grief. Grief facilitator function and the grief process are centered in this training. This multi-day certification intensive also provides training in communication skills, family systems, spirituality, cultural diversity, grief support groups, and types of loss and grief. Our goal is to skillfully and competently convert the fragmentation of grief to healthy integration following a loss.

Community Members Served: 2,200

Intervention: Clinical Research— PCEC is a prostate screening event that is done in conjunction with the cancer center. We offer very low-cost prostate screenings to men in the community. Adventist Health Glendale works with physicians who offer their services to the event for free.

Community Members Served: 80

Intervention: Transportation: Taxi Services and Bus token process is used for patients who are without any other means to get to or pay for transportation to AHGL or their residence or facility. The transportation service is for patients who have no other means of transportation, are ambulatory, and can travel without supervision.

Community Members Served: 1,169

Intervention: Indigent Patient Medication at Discharge: The ASSIST Program provides needed discharged patients medication up to \$100.00. Pharmacy: When the poor are discharged from the hospital and after appropriate approvals are received, Satellite Medication Dispensing (SMD) provides a service to make available medication(s) to treat this patient population for a short period of time. In order to track annual charity activity, a Cerner Solutions software application is used by SMD.

Community Members Served: 665

Intervention: Community Health Education: Hands Only CPR Event: Every year in collaboration with Glendale Fire Department and Emergency Medical Service Agency (EMSA) of Los Angeles County we hold a free community-wide hands-only CPR day. The event provides the Glendale community with a hands-only CPR demonstration in a local community venue. AGHL also offered an early heart attack care event with flyers, signs, and symptoms of a heart attack, and heart healthy education in collaboration with the Emergency Department and LA County Fire.

Community Members Served: 200

Intervention: Volunteer management: Volunteer Resources coordinates, facilitates, and manages a hospital-based program of community volunteers, unpaid student interns, and workforce development participants. This program is comprised of student's w/disabilities, college interns, and high school students ages 14 to 18. 165 volunteers provided 25,857 hours of service to the community

Intervention: Glendale Healthier Community Coalition convenes executive, general, and HIE Task Force meetings. Established in 1990, The Glendale Healthier Community Coalition plans and implements projects that promote disease prevention, health education, clean and safe environments, adequate housing, affordable and quality education, and community revitalization. The GHCC mission statement embraces a broad definition of health which includes the wide spectrum of environmental influences impacting the community's well-being. GHCC has brought together 52 organizational and individual community members including 14 from health care, nine from city government, two from education, seven from business/media, 11 from non-profit agencies, several clergy members, with the balance made of other community stakeholders.

Community Members Served: 260

Intervention: Occupational Therapy Education: Clinical Instruction is provided to Occupational Therapy Students from various accredited universities, colleges, and occupational therapy schools. Hours vary from Fieldwork Level One (one- to four-week clinical instruction internships) to Fieldwork Level Two (12-week clinical instruction internships).

Community Members Served: 23

Intervention: Pharmacy Education: In the Pharmacy Department's accredited teaching program, hospital pharmacists are preceptors to pharmacy students on rotation from various universities in the area. Other pharmacy services are provided to the broader community to support the continuum of care and preventive health through Satellite Medication Dispensing which provides services to make medication available to our most vulnerable population who are unable to afford prescriptions.

General Community Members Served: 920

Low-Income Community Members Served: 463

Intervention: Prehospital Care: As a base station and part of the EMS system, AHGL has an obligation to assist in the development of Registered Nurses in the Emergency Department to become MICN (Mobile Intensive Care Nurses). In conjunction with the EMSA (Emergency Medical Service Agency), we offer an MICN development course (60 CE credits) to the qualifying candidates. An RN passing the course qualifies to take the LA County MICN exam. Upon passing the exam, the MICN candidate is then enrolled with the base station for radio internship, and upon EMSA approval, will be licensed in the County of Los Angeles as a Mobile Intensive Care Nurse.

Community Members Served: 20 Nurses completed training

Intervention: Play to Learn Center - PT, OT, ST Intern Education - The Play to Learn Center at AH Glendale provides expert, compassionate pediatric therapy to children with special needs, disabilities or disorders by providing therapies for each child's specific needs that include physical therapy, occupational therapy and speech therapy. Interns work with licensed occupational, physical and speech therapists to treat a wide range of pediatric conditions including developmental delays, sensory deficits, cerebral palsy, stroke, autism, genetic disorders and many others. Additional services include day camp programs, parent and family education, pool therapy, equipment assessment and referrals to other resources if necessary.

Community Members Served: 16



OUR MISSION:
To share God's love by
providing physical, mental
and spiritual healing

Community Benefit

Our community benefit work is rooted deep within our mission, with a recent recommitment of deep community engagement within each of our ministries.

We have also incorporated our community benefit work to be an extension of our care continuum. Our strategic investments in our community are focused on a more planned, proactive approach to community health. The basic issue of good stewardship is making optimal use of limited charitable funds. Defaulting to charity care in our emergency rooms for the most vulnerable is not consistent with our mission. An upstream and more proactive and strategic allocation of resources enables us to help low-income populations avoid preventable pain and suffering; in turn allowing the reallocation of funds to serve an increasing number of people experiencing health disparities.