



# EISENHOWER HEALTH



**Annual Report and Plan for Community Benefit  
Eisenhower Medical Center (dba Eisenhower Health)  
Fiscal Year 2020 (July 1, 2019 - June 30, 2020)**

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

### Eisenhower Health

Eisenhower Health is a dynamic, progressive health care complex comprised of a 463-bed hospital, the Annenberg Center for Health Sciences at Eisenhower, and the Barbara Sinatra Children's Center at Eisenhower. The Hazelden/Betty Ford Center, owned and operated by Hazelden Betty Ford Foundation, is located on the Eisenhower campus.

As the Coachella Valley's only nonprofit hospital, Eisenhower Health has provided high quality, compassionate care for more than 45 years through a full range of state-of-the-art diagnostic, treatment and emergency facilities. Eisenhower is an accredited teaching hospital, with a School of Graduate Medical Education training new physicians in the specialties of pharmacy, family medicine, emergency medicine and internal medicine as well as a fellowship programs in sports medicine and pulmonary medicine. Eisenhower Health has established health centers in Palm Springs, Cathedral City, Rancho Mirage, Palm Desert and La Quinta to serve the health needs of a diverse population.

The Coachella Valley's population is projected to double its size between 2014 and 2035. Eisenhower is responding to this increasing need by launching a Birthing Center. Newly constructed and outfitted with the latest technology, the 50,000 square-foot center unit will include 14 labor, delivery, recovery, postpartum rooms, an eight-bed NICU (level II), two operating rooms and several ante-partum and postpartum rooms. Eisenhower anticipates opening the Birthing Center in early 2021.

### Awards

Eisenhower Health was the recipient of a number of awards and accolades in 2019:

- LGBTQ Health Care Equality Leader from the Human Rights Campaign Foundation (HRC) for the 7<sup>th</sup> consecutive year
- 4 Stars in Overall Hospital Quality from Centers for Medicare & Medicaid Services (CMS)
- US News & World Report Best Hospitals
  - #1 in Inland Empire
  - #21 in California
- "A" rating for Hospital Safety by Leapfrog Group
- Magnet<sup>®</sup> designated by American Nurses Credentialing Center's (ANCC) Magnet for the second time
- Joint Commission's Gold Seal of Approval<sup>®</sup> for Total Hip and Knee Replacement Certification
- Press Ganey Guardian of Excellence Award<sup>®</sup> for outpatient oncology, achieving the 95<sup>th</sup> percentile or above for performance in Patient Experience.

## Mission and Values

### Mission

Eisenhower Health, a nonprofit organization, exists to serve the changing health care needs of our region by providing excellence in patient care with supportive education and research.

### Vision

*Our Vision will be realized when:*

- Patients, family and friends acknowledge their experience as "ideal patient care."
- Employees and volunteers look forward to coming to work each day.
- Donors tell friends and neighbors that gifts to Eisenhower Medical Center are among the best decisions they have ever made.
- Eisenhower attracts and retains high quality physicians and our physicians voice their pride in being members of the Eisenhower medical staff.
- The community views Eisenhower as a strong and indispensable resource.

### “True North”

Patients, family and friends acknowledge their experience as “ideal patient care.”

### Supporting Commitments

#### Growth

Inpatient and outpatient volumes are steadily increasing.

#### Clinical Excellence

Ensure that measured outcomes meet/exceed agreed upon expectations. Evidence based clinical practice policies, procedures, and other standards are practiced 100% of the time. Tests, treatments and procedures are thoroughly explained to patients and are understood. Patients, visitors and donors are always safe from harm and prefer Eisenhower because of its high quality.

#### Courtesy and Caring

Staff always practice good manners, are friendly, polite, and emotionally sensitive to each individual whether patient, family, visitor or fellow employee.

#### Partners

Medical Staff, volunteers and employees are committed and highly engaged. Leadership and the staff are constantly striving for professional growth and applying that new knowledge to innovate and continuously improve direct patient care and other supporting systems and procedures.

## Healing Environment

A supportive setting is developed and maintained that embraces the physical, emotional, and spiritual aspects of health and healing

## Efficiency and Resource Stewardship

Services are provided efficiently and effectively with a minimum of waste.

## Governance

Eisenhower Health's Board of Trustees guides the direction of community benefit.

### Board of Trustees

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## Caring for our Community

Eisenhower recognizes its obligation to provide service above and beyond its role as a healing facility. Eisenhower has been a leader in health care for the Coachella Valley since the medical center opened in 1971. With primary care, urgent care centers, multi-specialty health centers, and specialized programs across the valley, Eisenhower now offers comprehensive health care support, from education and prevention to diagnosis, treatment and rehabilitation. It's all part of our ongoing effort to be a care partner for our communities, in sickness and in health. Our name reflects this focus, along with our commitment to serving you well, today and in the years to come. This report demonstrates tangible ways in which Eisenhower is fulfilling this mission. Eisenhower provides financial assistance to those in the community who cannot afford services, or whose health insurance does not cover all services rendered. In addition, Eisenhower invests in the community to increase access to health care services and improve health.

## Service Area

Eisenhower Health is located at 39000 Bob Hope Drive, Rancho Mirage, California. The service area is located in Riverside County and includes 15 ZIP Codes, representing 11 cities or communities. The hospital service area was determined from the ZIP Codes that reflect a majority of patient admissions.

### Eisenhower Service Area

Geographic Areas	ZIP Codes
Cathedral City	92234
Coachella	92236
Desert Hot Springs	92240, 92241
Indian Wells	92210
Indio	92201, 92203
La Quinta	92253
North Palm Springs	92258
Palm Desert	92211, 92260
Palm Springs	92262, 92264
Rancho Mirage	92270
Thousand Palms	92276

## Community Snapshot

The population of the Eisenhower Health service area is 412,809. Children and youth make up 22.4% of service area population, 55.2% are adults, and 22.4% are seniors (65 years and older). More than half of the population (50.2%) is Latino or Hispanic. At 42.4% of the population, Whites are the second largest race/ethnic group in the service area. Asians comprise 2.9% of the population in the service area. 2.6% are Black/African American, and 1.9% are American Indian/Alaskan Native, Native Hawaiian/Pacific Islander, or multiple races.

Among area residents, 19.3% are at or below 100% of the federal poverty level (FPL) and 44.1% are low income, living at or below 200% of FPL. In the service area, 19.4% of adults, age 25 years and older, have less than a high school diploma.

## Community Health Needs Assessment

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

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

Eisenhower conducted primary data collection using surveys to gather information and opinions from persons who represent the broad interests of the community served by the hospital. Ninety-three (93) surveys were completed from January to February 2019. Leaders and/or representatives of medically underserved, low-income, and minority populations, local health or other departments or agencies that have current data or other information relevant to the health needs of the community were represented in the sample. Input was obtained from the Riverside University Health System - Public Health.

### Priority Health Needs

The list of significant health needs informed primary data collection. The primary data collection process was designed to validate secondary data findings, identify additional community issues, solicit information on disparities among subpopulations, ascertain community assets to address needs and discover gaps in resources. Community stakeholder surveys were used to gather input and prioritize the significant health needs. The following criteria were used to prioritize the health needs:

- The perceived severity of a health issue or health factor/driver as it affects the health and lives of those in the community;
- The level of importance the hospital should place on addressing the issue.

The stakeholders were also asked to prioritize the health needs according to highest level of importance in the community. A total importance score was created by summing the response scores (not very important = 1, somewhat important = 2, important = 3, very important = 4) for each significant health need. The maximum score any health need could receive was 368, where all 92 participants rated the item “very important”. The lowest score possible was 92, where all 92 participants rated it “not very important”.



Mental health, access to care, homelessness, substance use and misuse, and food insecurity were ranked as the top five priority needs in the service area. The calculations of the community input resulted in the following priority ordering of the significant health needs:

1. Mental health
2. Access to health care
3. Homelessness
4. Substance use and misuse
5. Food insecurity
6. Economic instability
7. Preventive practices
8. Diabetes
9. HIV
10. Overweight and obesity
11. Heart disease
12. Dental care
13. Violence and community safety
14. Environmental pollution
15. Asthma
16. Liver disease
17. Unintentional injuries

The complete CHNA report and the prioritized health needs can be accessed at <https://www.eisenhowerhealth.org/about-us/community-health-needs-assessment/>. We welcome feedback on the Community Health Needs Assessment and Implementation Strategy. Please send your feedback to: [TellUs@eisenhowerhealth.org](mailto:TellUs@eisenhowerhealth.org).

## Addressing Priority Health Needs

In FY2020, Eisenhower Health engaged in activities and programs that addressed the priority health needs identified in the 2020-2022 Implementation Strategy/Community Benefit Plan. Eisenhower has committed to community benefit efforts that address access to health care, chronic diseases (asthma, cancer, heart disease, diabetes, HIV/AIDS), mental health and behavioral health, and preventive practices. Selected activities and programs that highlight Eisenhower's commitment to the community are detailed below.

### Access to Care/Preventive Practices

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

### Response to Need

Eisenhower provided financial assistance through free and discounted care for health care services, consistent with Eisenhower's financial assistance policy. To address health care access issues, the hospital also offered information and enrollment assistance in low-cost insurance programs. The hospital continued to provide transportation support for established patients with transportation challenges, within 25 miles of the hospital using basic van service.

Monthly, Eisenhower hosted education sessions on Medicare Essentials. 40 persons received assistance with Medicare questions and enrollment.

Eisenhower has health centers in Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Palm Springs, Yucca Valley and La Quinta. The health centers provided a variety of services, including primary care physicians, breast centers, imaging centers, laboratories and urgent care centers. Eisenhower also provided off-campus occupational health centers in Cathedral City, Palm Springs and La Quinta, and an adult day care center in Palm Desert.

Eisenhower is an accredited teaching hospital, with a School of Graduate Medical Education training new physicians in the specialties of Family Medicine Residency, Emergency Medicine Residency, Internal Medicine and Pharmacy Residency Programs.

Programs were available for all ages, regardless of ability to pay. The Coachella Valley Volunteers in Medicine (CVVIM) is a nonprofit medical and dental clinic serving low-income, uninsured families and individuals in the Coachella Valley. The clinic is open Tuesday through Saturday and staffed with volunteers. In addition, CVVIM hosted large scale clinics in the community to reach

uninsured residents with primary care and dental care services. Doctors, nurses and other staff from Eisenhower contributed volunteer hours to CVVIM.

Community health fairs and wellness events served 28,000 individuals. Health fairs offered health education materials and provided spirometry screenings for 293 participants, blood pressure screenings for 278 participants, body mass index testing for 50 persons, allergy screenings for 35 participants, and balance screening for 18 persons.

### **Chronic Diseases (Asthma, Cancer, Heart Disease, Diabetes, HIV/AIDS)**

Chronic diseases are long-term medical conditions that tend to progressively worsen. Chronic diseases, such as cancer, heart disease, diabetes and lung disease, are major causes of disability and death. Chronic diseases are also the major causes of premature adult deaths. Eisenhower also serves a community with a high percentage of seniors who suffer from dementia and Alzheimer's disease.

### **Response to Need**

Eisenhower provided free screenings in the community including: balance/fall risk assessments, senior functional screenings, skin cancer screenings, spirometry tests, allergy screening, and fitness screenings. In addition, 3,133 encounters were provided for arthritis exercise, core strengthening, Lebed® Method movement, Tai Chi, Beginners Tai Chi, Arthritis Tai Chi, Beginners Arthritis Tai Chi, Better Balance, exercise for Parkinson's disease, exercise for cancer patients, relaxation and stress management, body mechanics, arthritis core exercise, core strength training, and walking movement classes.

Cancer lecture series, roundtable discussions and informational outreach, including the Look Good Feel Better® program, new trends in cancer survivorship, Cancer Awareness Day, cancer immunotherapies, cancer medications, cancer transitions, treatment options, cancer prevention and physical therapy training for caregivers were provided. Yoga classes for cancer patients and survivors had 212 encounters. 252 encounters for cancer strength training were provided. An American Cancer Society volunteer distributed 101 free wigs to persons undergoing chemotherapy.

Health education lectures were offered throughout the year on a variety of topics, including (partial listing): medication management, diabetes, nutrition, mindful eating, advance directives, palliative care, physical activity, pain management, sleep, sexual health, STIs, arthritis, fall prevention, osteoporosis, strokes, breast feeding, and others. Community lectures reached 29,650 persons in FY20.

Eisenhower financially supported community organizations with programs focused on chronic disease prevention and supporting people with chronic diseases (partial listing):

- ACT for MS
- Alzheimer’s Coachella Valley
- American Cancer Society
- American Heart Association
- Desert AIDS Project
- Desert Cancer Foundation
- ZERO – The End of Prostate Cancer

## **Mental Health and Behavioral Health**

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

### **Response to Need**

Eisenhower Behavioral Health is a hospital-based outpatient behavioral health program located on the Eisenhower Medical Center campus. Eisenhower Behavioral Health treats depression and anxiety, problems, grief and loss, stress from medical issues and/or pain, and aggression/self-harming behaviors. The Behavioral Health clinic uses an interdisciplinary teamwork approach with board-certified psychiatrists, licensed clinical social workers, therapists, psychiatric technicians, registered nurses and other support staff.

The program offers a full spectrum of services, including:

- Psychiatric evaluation
- Psychopharmacology/medication management
- One-on-one psychological counseling for individuals or couples
- Group therapy
- Transcranial Magnetic Stimulation (TMS)

A variety of health education events addressed mental health and substance use topics, including (partial listing): dementia, dealing with depression and anxiety, opiates and addiction, chronic pain management, and CBD for pain relief.

### **Eisenhower Health’s COVID-19 Response**

Throughout the pandemic, hospitals have faced a number of shortages with critical personal protective equipment (PPE), particularly the N95 respirator masks. In order to meet the challenge of a possible surge of cases in the Coachella Valley and demand for PPE, Eisenhower Health’s Biomedical Engineering (Biomed) Department and the hospitals’ Internal Medicine residents worked to find an innovative solution – the Virus Avenger – a specially designed capsule which houses a powerful ultraviolet (UV) light tower to decontaminate N95 masks, making them reusable. Once the decontamination process is complete (approximately two minutes), the masks are placed in a new bag and returned to their original owners for reuse, helping to strengthen the

supply of critical PPE. In addition, the hospital donated to Coachella Valley Masks of Hope, which distributed free masks to essential workers in the Coachella Valley. Eisenhower contributed staff and supplies and hosted free COVID-19 testing in the community. Eisenhower’s COVID-19 hotline has responded to more than 87,000 calls from across the country.

## Community Benefit Services Summary FY2020

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

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

### Community Health Improvement Services

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

#### Community Health Education

- Community health fairs and wellness events reached 28,000 individuals with health education, prevention, resources and support.
- Healing sound meditation and healing touch massage reached 227 individuals.
- 3,133 community members participated in arthritis exercise, core strengthening, Lebed<sup>®</sup> Method movement, Tai Chi, Beginners Tai Chi, Arthritis Tai Chi, Beginners Arthritis Tai Chi, Better Balance, exercise for Parkinson's disease, exercise for cancer patients, relaxation and stress management, body mechanics, arthritis core exercise, core strength training, and walking movement classes.
- Art classes for persons with cancer provided 192 session encounters.
- Community lectures on Memory Care and Compensatory Memory Strategies reached 230 community members.
- Child Abuse Awareness and Prevention activities provided by the Barbara Sinatra Children's Center, including school presentations, and a Protect Yourself Rules animated series, reached 2,005 community members.
- Health education lectures were offered throughout the year on a variety of topics, including: bariatric weight loss, aging and physical therapy, nutrition and healthy cooking, drug and alcohol effects on the brain, lung disease, medication management, Breathe Better, heart failure, acute leukemia, osteoporosis, parenting classes, home safety, healthy bones, aging and healthy pelvic function, the benefits of Tai Chi, how lung infections can be prevented, ostomy care, and others.
- 678 community members participated in lectures on bariatric weight loss, breast cancer, body mechanics, bone health for prostrate patients, balance and fall prevention, osteoporosis and exercise, how to prevent knee pain, shoulder and neck pain, communication and swallowing skills, lymphedema, safety for seniors, strength training,

mobility and stretching.

- Yoga classes for cancer patients and survivors had 212 encounters.
- Cancer strength training was provided to 252 individuals.
- Cancer lecture series, roundtable discussions and informational outreach, including the Look Good Feel Better<sup>®</sup> program, new trends in cancer survivorship, Cancer Awareness Day, cancer immunotherapies, cancer medications, cancer transitions, treatment options, cancer prevention and physical therapy training for caregivers.
- *Healthy Living* magazine was mailed to service area residents to notify the community of services offered at the hospital and in the community. The information was also posted on our website and available at all of our locations.
- Support groups in English and Spanish for community residents and family members/caregivers served 2,725 community members. These included:
  - Alzheimer's Disease/Dementia Caregivers
  - Bariatric Surgery
  - Bereavement
  - Breast Cancer
  - Breathe Better
  - Cancer and Caregivers
  - Cancer support
  - Diabetes Type 1
  - Diabetes and pre-diabetes
  - Gynecological
  - Living with Heart Failure
  - Myeloma
  - Nutrition support
  - Osteoporosis
  - Ostomy
  - Prostate Cancer
  - Stroke and Speech
  - Stress Less for Cancer Patients
- Public health education in the media and community health awareness events to encourage healthy behaviors, including education on the psychology of eating, disease prevention and ways to improve preventive practices, and behavioral health.

### **Community-Based Clinical Services**

- Free health care screenings held in the community included: balance/fall risk assessments, senior functional screenings, skin cancer screenings, spirometry tests, children's allergy, and fitness screenings. 257 screenings were provided.
- Nutrition consultations with Registered Dietitians provided 160 encounters.

## **Health Care Support Services**

- In partnership with the American Cancer Society program, we offered a Wig Bank. An American Cancer Society volunteer distributed 101 free wig fittings to persons undergoing chemotherapy in FY2020.
- Sexual Assault Forensic Examiner (SAFE) training was provided to 133 law enforcement individuals. In addition, 6 advocates and 8 community members received training.
- Transportation services were provided for vulnerable patients visiting our cancer center within 25 miles of the hospital using basic van service.

## **Health Professions Education**

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

### **Professional Health Education**

The Annenberg Center for Health Sciences at Eisenhower offers training and continuing education to community physicians, nurses, pharmacists and other health professionals through a number of workshops and conferences.

### **Graduate Medical Education**

Eisenhower Health has Family Medicine Residency, Emergency Medicine Residency, and Internal Medicine programs. These Residency Programs have 108 residents. Eisenhower received ACGME accreditation for its Emergency Medicine residency program and the first class of physician residents began in July 2019. Eisenhower currently has Fellowships in Pulmonary Disease, Sports Medicine, Infectious Disease and Addiction Medicine.

Eisenhower routinely hosts medical students from the University of Southern California Keck School of Medicine, the University of California Riverside School of Medicine, and Loma Linda University School of Medicine through established affiliation agreements. Third- and fourth-year medical students rotate each month through Eisenhower clerkships. The available clerkship rotations include: emergency medicine, family medicine, geriatrics, HIV, cardiology, dermatology, hospitalist, nephrology, and rheumatology.

Eisenhower is committed to providing an organized program in Graduate Medical Education that includes community volunteer activities. A key element of this commitment includes providing support to our local communities' underserved populations. We do this through support of health clinics in the Riverside County System.

Another key program is the [Coachella Valley Volunteers in Medicine](#), which is a non-profit medical and dental clinic serving low-income, uninsured families and individuals in the Coachella Valley.



The clinic is open Tuesday through Saturday and is staffed with volunteers. Doctors and other staff from the residency programs contribute volunteer hours to the health centers.

### **Continuing Medical Education (CME)**

- In addition to being a clinical site for student precepting, Eisenhower provides opportunities for clinical observation, including access to paramedics and surgical technicians to observe procedures.
- Eisenhower also provided training and continuing education to community physicians, medical residents, nurses, therapists, and other health professionals through lectures and conferences hosted at our facility.
- In FY2020, 65 Rehabilitation professionals received lectures on Innovative Stroke and Neurological Rehab and Clinical Geriatric Neurology.

### **Nursing Education**

Eisenhower has partnerships with universities and colleges to provide staff-precepted clinical education for LVN and RN students. This year, 144 student nurses from College of the Desert were precepted by Eisenhower nursing staff.

Eisenhower has the only Sexual Assault and Family Emergencies (SAFE) Program in the Coachella Valley. Sexual Assault Nurse Examiner (SANE) training was offered to 5 persons in FY2020.

### **Other Health Professions Education**

Other health professionals are educated and perform their clinical hours and/or internship rotations at Eisenhower. Students were directly supervised by Eisenhower staff in Occupational Therapy, Speech Therapy, Physical Therapy, Physical Therapy Assistant, Pharmacy, Surgical Techs, front office staff, Medical Assistants, Radiology/Ultrasound and CT scans, Respiratory Therapy and Social Work. There were 179 students precepted this past fiscal year.

Eisenhower's School of Medical Technology is accredited by the National Accreditation Agency for Clinical Lab Sciences as a site for post-graduate training for clinical laboratory science. Four students received training in the clinical laboratory in FY2020.

### **Research**

*Definition: research is the study or investigation to generate generalizable knowledge made available to the public. Research includes the communication of findings and observations, including publication in a journal.*

Clinicians at Eisenhower Health continue to participate in groundbreaking research, including: interventional cardiology, novel biotherapies in oncology, targeted therapies based on the molecular profile of cancer, early detection of cancer through specialized imaging, drugs aimed at

improving survival of HIV patients, and use of integrative therapies to reduce side effects related to cancer treatment. Eisenhower has a research affiliation with the Community/UCLA Oncology Research Network.

Participation in cancer research is an important commitment of the Eisenhower Lucy Curci Cancer Center in its mission to provide the best cancer treatment. The Center is an affiliate member of Stanford University Medical Center to the Eastern Cooperative Oncology Group (ECOG) for research purposes. A list of current clinical trials is available here:

<https://eisenhowerhealth.org/health-services/eisenhower-lucy-curci-cancer-center-of-excellence/resources/cancer-clinical-trials/#pageTop>.

In compliance with Federal regulations, research expenses made possible by grants and other philanthropic support are reported after applying the restricted research specific offsetting funding revenue.

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

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

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

- IMAHelps received medical supplies from Eisenhower to support its medical humanitarian outreach efforts. Eisenhower also funded travel costs for health professionals participating in an IMAHelps medical mission to Paraguay.
- Project Coachella Valley Masks of Hope – assisted in the distribution free masks to essential workers in the Coachella Valley.
- SafeHouse of the Desert – provides emergency shelter, intervention and outreach services to youth in crisis
- Martha’s Village and Kitchen, Inc. – a provider of homeless services in the Coachella Valley and Riverside County
- Desert AIDS Project – a Federally Qualified Health Center providing primary care and behavioral health services
- Alianza Coachella Valley – previously known as Building Healthy Communities, a regional alliance to improve the community of Coachella Valley residents
- About Families, Inc. – educates families on the emotional, mental, and physical experiences involved during pregnancy, postpartum, and early parenthood

## **Community Benefit Operations**

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

In FY2020, funding supported:

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

## **Community Building Activities**

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

## **Workforce Development**

Eisenhower participated in community programs that encouraged careers in the health professions to students at local schools including:

- In FY2020, 54 middle and high school students participated in a job shadow program in collaboration with their Health Care Academies and supported by the Coachella Valley Economic Partnership (CVEP) Career Pathways Initiative.
- Career Exploration Tours gave 24 high school students the opportunity to tour various departments at Eisenhower, introducing students to health care career options. The program brought students to the Annenberg Health Sciences Building, where a registered nurse explained the various duties performed by nurses. Students then visited a variety of hospital departments where they learned about a health care career and were given equipment demonstrations and an explanation of how the equipment is used with different patients. Tours concluded with a presentation by the human resources department with information presented about job applications, job preparation and Eisenhower's Junior Volunteer program.
- 120 students practiced job interview skills at Eisenhower Health's Professional Interview Day.

## **Economic Development and Advocacy**

Hospital representatives participated in a number of area chambers of commerce on issues that impacted community health improvement and safety. Eisenhower engaged in local, state and national advocacy efforts that supported access to health care.

## Financial Summary of Community Benefit

Eisenhower Health’s financial summary of community benefit for FY2020 (July 1, 2019 to June 30, 2020) is summarized in the table below. The methodology for calculating shortfalls in Medicare and Medi-Cal is based on the Medicare allowable cost-to-charge ratio and the hospital's cost-to-charge ratio.

Community Benefit Categories	Net Benefit
Charity Care/Financial Assistance <sup>1</sup>	\$1,624,993
Unpaid Costs of Medi-Cal <sup>2</sup>	\$28,394,474
Education and Research <sup>3</sup>	\$5,920,033
Other for the Broader Community <sup>4</sup>	\$1,796,095
<b>Total Community Benefit Provided Excluding Unpaid Costs of Medicare</b>	<b>\$37,735,595</b>
Unpaid Costs of Medicare <sup>2</sup>	\$8,455,950
<b>Total Quantifiable Community Benefit</b>	<b>\$46,191,545</b>

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

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

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

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

## Community Benefit Plan FY2021

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

### Significant Needs the Hospital Intends to Address

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

- Access to care/preventive practices
- Chronic diseases (asthma, cancer, heart disease, diabetes, HIV/AIDS)
- Mental health and behavioral health

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

##### Strategy

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

##### **Actions**

1. Eisenhower will provide primary care services, free health screenings, and vaccines/immunizations for the uninsured and underserved.
2. Provide transportation support for established patients with transportation challenges, within 25 miles of the hospital, to increase access to health care services.
3. Provide financial assistance through free and discounted care for health care services, consistent with the hospital's financial assistance policy.
4. Communication to service area residents how to access health care coverage options and primary care services.
5. Reduce injuries and falls among seniors through exercise and balance classes.
6. Provide funding support to community organizations to support preventive health services.
7. Provide education and resources focused on healthy living and disease prevention.

#### Health Need: Chronic Diseases (Asthma, Cancer, Heart Disease, Diabetes, HIV/AIDS)

##### Strategy

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

### **Actions**

1. Provide chronic disease education, screening and treatment.
2. Provide support groups to assist those with chronic diseases, their families and caregivers.
3. Provide funding support to community organizations to support chronic disease prevention and treatment.
4. Provide nutrition consultations.

### **Health Need: Mental Health and Behavioral Health**

#### **Strategy**

Expand access to services that will impact mental health and behavioral health in Eisenhower's service area.

### **Actions**

1. Increase community awareness of prevention efforts and availability of resources to address mental health and substance use and misuse concerns.
2. Improve access to mental health and substance use services by increasing the number of qualified providers.
3. Offer community health education, community lectures, presentations and workshops.

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

Taking existing hospital and community resources into consideration, Eisenhower will not directly address the remaining health needs identified in the CHNA including homelessness, food insecurity, economic instability, violence and community safety, environmental pollution, unintentional injuries, dental care, and overweight and obesity. Eisenhower chose to concentrate on those health needs that can most effectively be addressed, given the organization's capabilities. The hospital has insufficient resources to effectively address all the identified needs and, in some cases, the needs are currently addressed by others in the community. Eisenhower Health will continue to look for opportunities to address community needs and provide assistance where we can make a meaningful contribution.

### **Evaluation of Impact**

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

## Contact Information

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