



EISENHOWER HEALTH



Annual Report and Plan for Community Benefit
Eisenhower Medical Center (dba Eisenhower Health)
Fiscal Year 2021 (July 1, 2020 - June 30, 2021)

Submitted to:
Department of Health Care Access and Information
Accounting and Reporting Systems Section
Sacramento, California

Contents

- About Eisenhower Health 2
- Mission and Values 4
- Governance 5
- Caring for our Community..... 6
- Community Health Needs Assessment..... 7
- Addressing Priority Health Needs..... 9
- Community Benefit Services Summary FY21 12
- Financial Summary of Community Benefit 17
- Community Benefit Plan FY22 18
 - Significant Needs the Hospital Intends to Address..... 18
 - Needs the Hospital Will Not Address 19
 - Evaluation of Impact..... 19
- Contact Information..... 20

About Eisenhower Health

Eisenhower Health

Over the past 50 years, Eisenhower Medical Center has grown from a small community hospital to the hub of a robust health system, with expert primary and specialty care throughout the Coachella Valley. The community counts on Eisenhower Health for comprehensive, high-quality care, from education, wellness, and prevention to diagnosis, treatment, and rehabilitation. Whether we're providing specialty LGBTQ care, launching our new Family Birth Center, or becoming an accredited teaching hospital to attract talented new doctors, we continue to anticipate and address the valley's changing needs. We are proud to support the health of our community – now and for many decades to come.

Eisenhower Health is a nonprofit, comprehensive health care institution that includes the 463-bed Eisenhower Hospital, the Barbara Sinatra Children's Center at Eisenhower and the Annenberg Center for Health Sciences at Eisenhower. The Betty Ford Center is also located on the Eisenhower campus but is an entirely independent organization. Eisenhower is renowned for its Centers of Excellence in Orthopedics, Cardiovascular, Neuroscience and Oncology. Situated on 130 acres in Rancho Mirage, and with outpatient clinics across the valley, Eisenhower Health provides a full range of quality medical and educational services for residents and visitors to the greater Coachella Valley.

The Coachella Valley's population is projected to double its size by 2035. Eisenhower is responding to this increasing need by expanding our services. Our newly constructed 50,000 square-foot Birthing Center includes 14 labor, delivery, recovery, postpartum rooms, an eight-bed NICU (level II), two operating rooms and seven ante-partum and postpartum rooms. In addition, the Eisenhower Desert Orthopedic Center completed its three-year \$68 million expansion in mid-2021, including state-of-the-art surgical suites, expanded physical therapy and clinical space, plus new technology and equipment.

Awards

Eisenhower Health was the recipient of a number of awards and accolades in FY21:

- LGBTQ Health Care Equality Top Performer from the Human Rights Campaign Foundation (HRC) for the 7th consecutive year.
- 5 Stars in Overall Hospital Quality from Centers for Medicare & Medicaid Services (CMS). Less than 15% of hospitals nationwide receive this recognition.
- US News & World Report Best Hospitals
 - #2 in Inland Empire
 - #21 in California
 - Additionally, Eisenhower was rated High Performing in Abdominal Aortic Aneurysm Repair, Aortic Valve Surgery, Spinal Fusion, COPD, Colon Cancer Surgery, Diabetes,

Heart Attack, Heart Failure, Hip Replacement, Kidney Failure, Knee Replacement, Lung Cancer Surgery, Pneumonia, and Stroke.

- Magnet® designated by American Nurses Credentialing Center's (ANCC) Magnet for the second time
- Top Teaching Hospital by The Leapfrog Group
- Silver Level recognition in the American Heart Association's Workplace Health Achievement Index
- Joint Commission's Gold Seal of Approval® for Total Hip and Knee Replacement Certification
- The only hospital in Riverside and San Bernardino Counties named in the annual Fortune/IBM Top 50 Cardiovascular Hospitals study.

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 offers comprehensive health care support, from education and prevention to diagnosis, treatment and rehabilitation. 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, ages 65 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.

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.

Addressing Priority Health Needs

In FY21, Eisenhower Health engaged in activities and programs that addressed the priority health needs identified in the 2020-2022 Implementation Strategy. 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

Health Centers, Urgent Care and Adult Day Care

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 (currently closed due to the pandemic).

Financial Aid, Insurance Assistance and Transportation

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.

Coachella Valley Volunteers in Medicine (CVVIM)

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.

Health Education and Outreach

In FY21, due to COVID-19, Eisenhower moved the community education classes online. Zoom

lectures served community members and included a variety of topics on tips for healthy living, disease prevention and wellness. Eisenhower also provided two flu shot clinics.

Child Abuse Prevention

Child abuse prevention classroom presentations, community events, parenting education, child abuse presentations, and multidisciplinary team meetings provided information and resources.

COVID-19

In FY21, Eisenhower provided a COVID-19 drive-through testing site, provided vaccine outreach, and administered COVID-19 vaccines to community members.

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.

Response to Need

Health Education and Outreach

Eisenhower provided a variety of health education classes and special events that focused on chronic disease prevention, disability, management and treatment. These included:

- Nutrition consultations with Registered Dieticians
- Cancer lecture series, podcasts, roundtable discussions and informational outreach
- A podcast series to help women who have gone through breast and other reproductive cancers
- Health education lectures on disease management, nutrition and treatment options
- Smoking cessation classes

Provided support groups for patients dealing with chronic diseases and their families. Support groups included support for patients with cancer and diabetes.

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

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)

Memory Care Center

The Eisenhower Memory Care Center is an adult day center providing an alternative for many impaired adults and their families. The Eisenhower Memory Care Center offers solutions to families and caregivers who are struggling to manage everyday lives and successful care of their loved one. The Center offers respite care for families to step aside from caregiving, while providing a safe, failure-free environment to those with cognitive impairment(s). The center is currently closed due to the pandemic.

Health Education and Outreach

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, and chronic pain management.

Community Benefit Services Summary FY21

Accomplishments in FY21 (July 1, 2020 to June 30, 2021)

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

- Due to COVID-19, community education classes were moved online. Zoom lectures served nearly 1,350 community members and included topics on: tips for healthy living, losing COVID-19 weight gain, colorectal cancer, what are clinical trials, communication challenges when wearing a mask, stroke, diabetes, pain management, desk ergonomics, better sleep, healthy brain, balance and movement, addiction, nutrition, cardiac health, stress management, and healthy and happy feet.
- Healing sound meditation reached 180 individuals.
- A Zoom series on breastfeeding basics and an introduction to childbirth reached 64 community members.
- Provided three one-hour classes on respiratory care education on COPD. 15 community members participated.
- 21 community members participated in smoking cessation classes.
- Community lectures on Memory Care During a Time of Isolation reached 31 community members.
- *Shay's Warriors, Life After Cancer* is a local nonprofit in the Coachella Valley to help women who have gone through breast and other reproductive cancers. Eisenhower practitioners developed seven podcasts including What Does Stage 4 Really Mean? Coping with Cancer: PTSD, Pivoting During COVID-19, Cancer, COVID-19 and Distress, and 7 Myths about Breast Cancer.
- Child Abuse Awareness and Prevention activities provided by the Barbara Sinatra Children's Center included school presentations, and a Protect Yourself Rules animated series. These reached 2,098 community members.
- Cancer lecture series, podcasts, 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 reached 342 individuals.

- The *Healthy Living* magazine was mailed to 55,000 service area residents to notify them of services offered at the hospital and in the community. The information was also posted on the website and was available at all Eisenhower Health locations.
- Support groups in English and Spanish for community residents and family members/caregivers served 2,352 community members. These included:
 - Bereavement
 - Breast Cancer
 - Cancer and Caregivers
 - Cancer support (Spanish)
 - Diabetes Type 1
 - Diabetes and pre-diabetes
 - Gynecological
 - Lung Cancer
 - Myeloma
 - Nutrition support
 - Ostomy
 - Prostate Cancer
 - 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

- Provided two flu shot clinics administering 400 vaccines.
- Provided a COVID-19 drive-through testing site that served 30,216 community members.
- Provided COVID-19 vaccine clinics that vaccinated 35,745 community members.
- 3,471 individuals received COVID-19 vaccine outreach.
- Nutrition consultations with Registered Dietitians provided 207 encounters.

Health Care Support Services

- In partnership with the American Cancer Society program, we offered a Wig Bank. An American Cancer Society volunteer distributed 24 free wig fittings to persons undergoing chemotherapy.
- 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.

Graduate Medical Education

Eisenhower Health has Family Medicine Residency, Emergency Medicine Residency, and Internal Medicine Residency 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, Geriatric 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, HIV, cardiology, dermatology, hospitalist, nephrology, emergency medicine ultrasound, 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. Additionally, the Family Medicine residents volunteer at Borrego Health, an FQHC with multiple locations.

Nursing Education

Eisenhower has partnerships with universities and colleges to provide staff-precepted clinical education for LVN and RN students, nurse practitioners, RN First Assistants and Doctorate of Nursing professions.

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.

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. Five students received training in the clinical laboratory.

Subsidized Health Services

Definition: clinical services provided despite a financial loss to the organization. The financial loss is measured after removing losses associated with bad debt, financial assistance, Medicaid, and other means-tested government programs.

Eisenhower Memory Care Center - Adult Day Center

The Eisenhower Memory Care Center is an adult day center providing support for adults with cognitive impairment(s) and their families.

Behavioral Health

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.

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.

Cash Donations

Funds were donated to nonprofit community groups and local organizations. The support of these organizations furthered the hospital's mission and addressed the community health needs identified through the CHNA.

In-Kind Donations

Hospital employees represented the hospital on community boards and collaboratives that focused on increased access to health and social services, improved safety, and wellness issues.

Surgical equipment and supplies were donated to IMAHelps.

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 FY21, 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.

Economic Development

Hospital representatives participated in a number of area chambers of commerce, addressing issues that impacted community health improvement and safety.

- Palm Desert Area Chamber
- Palm Springs Chamber
- City of Rancho Mirage Chamber

Financial Summary of Community Benefit

Eisenhower Health’s financial summary of community benefit for FY21 (July 1, 2020 to June 30, 2021) 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 ¹	\$1,311,954
Unpaid Costs of Medi-Cal ²	\$36,321,090
Education and Research ³	\$7,043,122
Other for the Broader Community ⁴	\$4,024,275
Total Community Benefit Provided Excluding Unpaid Costs of Medicare	\$48,700,441
Unpaid Costs of Medicare ⁵	\$0
Total Quantifiable Community Benefit	\$48,700,441

¹ 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.

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

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

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

⁵ There was no Medicare shortfall this year because of additional Medicare reimbursements due to COVID.

Community Benefit Plan FY22

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 FY22 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 FY19 CHNA and detailed in the FY20-FY22 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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Community Benefit Contact

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