



EISENHOWER HEALTH



**Annual Report and Plan for Community Benefit
Eisenhower Health
Fiscal Year 2023 (July 1, 2022 - June 30, 2023)**

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

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About Eisenhower Health

Eisenhower Health has been a leader in health for the Coachella Valley since 1971. Eisenhower Health (Eisenhower) is a nonprofit, comprehensive health care institution that includes the 463-bed Eisenhower Medical Center, 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 Health provides a full range of quality medical and educational services in the Coachella Valley. It is situated on 130 acres in Rancho Mirage, and with outpatient clinics across the valley. Eisenhower is renowned for its Centers of Excellence in Orthopedics, Cardiovascular, Neuroscience and Oncology. In 2022, Eisenhower was designated a Level IV Trauma Center by the Riverside County EMS Agency. The Eisenhower Family Birth Center has a newly licensed Obstetrical Emergency Department (OBED), the first in Riverside County. The new OBED expanded existing services with immediate availability for emergency care and deliveries, unscheduled C-sections, patient evaluations and outpatient consults, pregnancy and postpartum emergencies.

Awards

Eisenhower Health was the recipient of awards and accolades in FY23.

- 5 Stars in Overall Hospital Quality from Centers for Medicare & Medicaid Services (CMS), for the 3rd year in a row. Only 10% of hospitals nationwide receive this recognition.
- *US News & World Report* Best Hospitals
 - #1 in Inland Empire
 - #12 in California
 - Top 10%
 - Geriatrics
 - Neurology & Neurosurgery
 - Orthopedics
 - High Performing in: Aortic Valve Surgery, COPD, Colon Cancer Surgery, Diabetes, Geriatrics, Heart Attack, Heart Bypass Surgery, Heart Failure, Hip Fracture, Hip Replacement, Kidney Failure, Knee Replacement, Leukemia, Lymphoma and Myeloma, Lung Cancer Surgery, Neurology and Neurosurgery, Pneumonia, Prostate Cancer Surgery, Spinal Fusion, and Stroke.
- The only employer in the Coachella Valley on *Forbes’* America’s Best Employers List 2022.
- Geriatric Emergency Department Accreditation from the American College of Emergency Physicians (ACEP), granted to only six percent of hospitals in the United States.
- Awarded an “A” for patient safety by The Leapfrog Group in both fall of 2022 and spring of 2023.

- Named in the annual PINC AI™ Top 50 Cardiovascular Hospitals study for the third year in a row.
- Named a Blue Distinction® Center for Cardiac Care as part of the Blue Distinction Specialty Care program by Blue Shield of California.

Mission and Values

Mission

Eisenhower Health, a nonprofit organization, exists to serve the changing healthcare 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’s Board of Trustees has oversight for community benefit.

Board of Trustees

Albert T. Annexstad	Terry McKay
Joyce C. Brandman	Harold M. Messmer, Jr.
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Caring for our Community

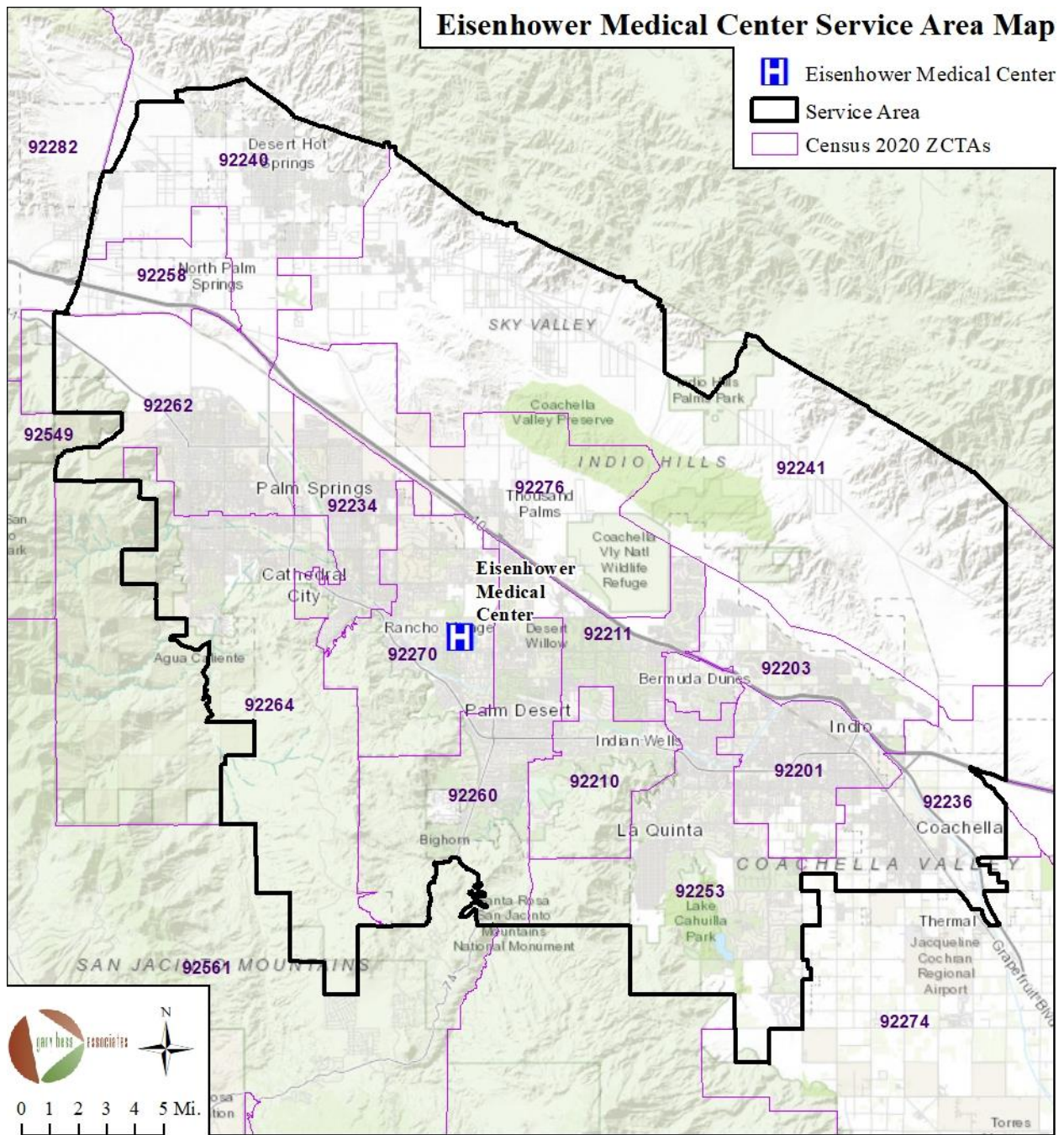
Eisenhower recognizes its obligation to provide service above and beyond its role as a healing facility. Eisenhower is a leader in health care for the Coachella Valley. With primary care, urgent care centers, multi-specialty health centers, and specialized programs, Eisenhower offers comprehensive health care support, from education and prevention to diagnosis, treatment and rehabilitation. This report demonstrates tangible ways in which Eisenhower is fulfilling its mission and providing community benefit. 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 outcomes.

Service Area

Eisenhower Health is located at 39000 Bob Hope Drive, Rancho Mirage, California. The service area is 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 Health 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 service area is 419,650. Children and youth make up 19.0% of the service area population, 56.1% are adults, and 24.9% are older adults, ages 65 and older. Nearly half of the population (48.9%) is Latino or Hispanic residents. White residents are the second largest racial and ethnic group in the service area (42.9%). Asian residents comprise 3.3% of the population in the service area. 2.9% are Black or African American residents, and 2.0% are

American Indian or Alaskan Native residents, Native Hawaiian or Pacific Islander residents, or multiple races.

Among area residents, 17.6% are at or below 100% of the federal poverty level (FPL) and 40.2% are low income, living at or below 200% of FPL. In the service area, 17.0% of adults, age 25 years and older, have less than a high school diploma. Within the service area, 90.9% of the total population has health insurance coverage. Among children and adolescents, ages 0 to 18, 96.1% are insured, and 85.4% of service area adults, ages 19-64, have health insurance. 29% of the Riverside County population has Medi-Cal coverage.

Community Health Needs Assessment

Eisenhower completed a Community Health Needs Assessment (CHNA) in FY22 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 preventive practices. When applicable, these data sets were presented in the context of Riverside County and California and were compared to Healthy People 2030 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. Sixty (60) surveys were completed from local leaders at 50 organizations from November 2021 to January 2022. 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.

Priority Health Needs

Health needs were identified from secondary data using the size of the problem (relative portion of population afflicted by the problem) and the seriousness of the problem (impact at individual, family, and community levels). The analysis of secondary data yielded a preliminary list of significant health needs, which then 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.

The identified significant needs included (in alpha order):

- Access to health care
- Chronic disease
- COVID-19
- Dental care
- Economic instability
- Environmental pollution

- Food insecurity
- HIV/AIDS
- Housing and homelessness
- Mental health
- Overweight and obesity
- Preventive practices
- Substance use
- Unintentional injuries

The identified significant health needs were then prioritized with input from the community. The community stakeholders were asked to rank order the health needs according to highest level of importance in the community. Mental health, access to care, housing and homelessness, food insecurity and economic insecurity were ranked as the top five priority needs in the service area.

The 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 CHNA and Implementation Strategy. Please send your feedback to TellUs@eisenhowerhealth.org.

Addressing Priority Health Needs

In FY23, Eisenhower engaged in activities and programs that addressed the priority health needs identified in the FY23-FY25 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 substance use, and preventive practices (including Covid-19 and unintentional injuries). Eisenhower actively used the implementation strategy while developing a new strategic plan for the health system. Selected activities and programs that highlight Eisenhower's commitment to the community are detailed below.

Access to Care and 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. Preventive 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

Financial Assistance, Insurance Enrollment 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 or no cost health insurance programs. The hospital provided transportation support for patients with transportation challenges, within 25 miles of the hospital.

Health Education, Outreach and Community Resources

Eisenhower provided over 5,200 community encounters for health education, podcasts, social media outreach and community outreach events. General health and wellness education was presented on topics that included: cardiac health, nutrition, dementia, successful aging, sleep, Covid, stress management, sexual health, vaccines, nutrition and exercise, and preventing injuries. Community residents received education materials and health resources at health and wellness fairs.

Healthy Living magazine was mailed to 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 available at all Eisenhower Health locations. Eisenhower sent a digital newsletter called Health Notes to nearly 100,000 area residents to notify them of services and educate them about a variety of health conditions.

Eisenhower hosted a monthly blood drive on the hospital campus or in the community with the blood mobile.

Primary Care

Eisenhower has health centers in Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Palm Springs, Yucca Valley and La Quinta and provided primary care, 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.

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. Doctors, nurses and other staff from Eisenhower contributed volunteer hours to CVVIM. In addition, CVVIM hosted large scale clinics in the community to reach uninsured residents with primary care and dental care services.

Child Abuse Prevention

Child abuse prevention classroom presentations, community events, parenting education, and the prevention program: Protect Yourself Rules train-the-trainer events, offered information and resources and provided 5,166 community encounters.

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 deaths among adults.

Response to Need

Health Education, Outreach and Community Resources

Eisenhower provided health education classes and outreach events that focused on chronic disease prevention, management, and treatment. Targeted health awareness social media campaigns concentrated on cardiovascular care, diabetes, pain management, respiratory issues, and joint replacement.

Eisenhower provided health screenings and support services.

- 24 community members received spirometry education and screenings.
- Blood pressure screenings and BMI screenings were conducted at local health fairs.
- 39 community members received genetic counseling.
- Eisenhower practitioners participated in weekly live television interviews about a wide

variety of health topics of interest to the community.

- 56 community members received CPR and AED training.
- Parkinson's Disease in Motion, a virtual, weekly exercise program supported twelve people.

Cancer Education, Outreach and Screenings

Eisenhower provided health education, media outreach, screenings, and special events that focused on cancer.

- Tai Chi classes provided 686 encounters for cancer patients and survivors. 550 encounters for cancer strength training sessions were provided.
- 2,262 encounters in Healing Sound Meditation were provided for cancer patients and survivors, which provided healing sound techniques for those experiencing stress and anxiety. Classes focused on balancing mind, body and spirit, allowing a sense of revitalized energy, creativity and motivation on the path to healing and wellness.
- Cancer lecture series, podcasts, roundtable discussions and informational outreach reached 407 individuals. Topics included Treatments for Triple Negative Breast Cancer, the Modern Management of Lung Cancer, Colorectal Cancer Update on Prevention, Detection and Treatment Options, and Malignant Melanoma.
- Nutrition consultations with Registered Dietitians were provided to 167 community members with cancer.
- Eisenhower provided free skin cancer screenings for 77 community residents.
- In partnership with the American Cancer Society, Eisenhower offered a Wig Bank. An American Cancer Society volunteer conducted 135 free wig fittings to persons undergoing chemotherapy.

Support Groups

Support groups were provided for patients dealing with chronic diseases and their families and caregivers.

- Bereavement Support Group
- Breast Cancer Support Group
- Cancer Support Group (English and Spanish)
- Caregiver Support Group
- Cancer Caregiver Support Group
- Memory Care Support Group
- Myeloma and Blood Cancer Support Group
- Ostomy Support Group
- Pre-Diabetes and Diabetes Support Group

- Prostate Cancer Support Group
- Type I Diabetes Support Group
- Weight Loss Surgery Support Group

Mental Health and Substance Use

Positive mental health is associated with improved health outcomes. Indicators and contributors to poor mental health include poverty and low education achievement. The need to access 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 or 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 offered:

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

Health Education, Outreach and Community Resources

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.

Narcan Distribution

Increasing the availability of the rescue medication Narcan is a public health priority. Narcan can reverse an opioid overdose when it is given at the time of overdose. In FY23, Eisenhower Health staff distributed 500 doses of Narcan at the bus shuttle location for area music festivals departing from the Agua Caliente Hotel and Casino in Rancho Mirage.

Other Community Benefit Services

Eisenhower provided community benefit services in addition to those programs focused on addressing priority health needs.

Health Professions Education

Graduate Medical Education

Eisenhower has Family Medicine Residency, Emergency Medicine Residency, and Internal Medicine Residency programs. These Residency Programs have 108 residents. Eisenhower has Fellowships in Pulmonary Disease, Sports Medicine, Infectious Disease, Addiction Medicine, and Emergency Medicine Education.

Eisenhower worked with medical students from the University of Southern California Keck School of Medicine, the University of California Riverside School of Medicine, University of California San Diego, and Loma Linda University School of Medicine through established agreements. Third- and fourth-year medical students rotated each month through Eisenhower clerkships. The available clerkship rotations included general inpatient services, emergency department and other departments that allow learning by viewing and doing.

Eisenhower committed to providing an organized program in Graduate Medical Education that included community volunteer activities. A key element of this commitment provided support to the underserved populations in the community through support of health clinics in the Riverside County System.

Nursing Education

Through partnerships with universities and colleges, Eisenhower provided staff-precepted clinical education for 301 LVN students, RN students, nurse practitioners, and nursing professionals earning their Doctor of Nursing Practice degree.

Other Health Professions Education

Other health professionals were educated and performed their clinical hours and/or internship rotations at Eisenhower. 100 students were directly supervised by Eisenhower staff.

- Health Information Management
- Medical Assistant
- Medical Laboratory Scientist
- Occupational Therapy
- Pharmacy
- Physical Therapy

- Radiology, Ultrasound and CT Scan
- Respiratory Therapy
- Social Work
- Speech Therapy
- Surgical Technician

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. Six students received training in the clinical laboratory.

In addition:

- Eisenhower practitioners presented at a Lymphedema Seminar, educating 24 participants.
- A Clinical Pharmacology presentation educated 24 practitioners.
- Eisenhower provided SART training to 18 law enforcement and advocates.

Research

Clinicians at Eisenhower Health continue to participate in groundbreaking research, including: prevention trials, screening trials, and quality of life trials. Currently, Eisenhower is involved in 71 clinical trials focused on asthma, HIV, cardiac devices, neurology, technology for interprofessional patient care communication, cervical disc prosthesis, and pulmonology.

Lucy Curci Cancer Center is affiliated with UC San Diego Health Cancer Network, home of Moores Cancer Center, a National Cancer Institute-designated Cancer Center. This affiliation has yielded new resources for desert residents who would otherwise have to travel out of the area for advanced cancer care.

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

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 collaborative committees

that focused on increased access to health and social services, improved safety, and wellness issues.

Community Benefit Operations

In FY23, community benefit operation supported:

- Administrative support
- Community benefit consultants

Community Building Activities

Economic Development

Hospital representatives participated in several area economic councils and chambers of commerce, addressing issues that impacted community health improvement and safety.

Workforce Development

Eisenhower supported Sacred Heart School Career Day, hosting 60 high school students, providing them with observational roles and an opportunity to explore various disciplines within the medical field.

Financial Summary of Community Benefit

Eisenhower Health’s financial summary of community benefit for FY23 (July 1, 2022 to June 30, 2023) 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	\$1,118,896
Unpaid Costs of Medi-Cal ²	\$50,728,608
Education and Research ³	\$30,893,634
Other for the Broader Community ⁴	\$1,811,451
Total Community Benefit Provided Excluding Unpaid Costs of Medicare	\$84,552,589
Unpaid costs of Medicare	\$787,975
Total Quantifiable Community Benefit	\$85,340,564

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.

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.

Community Benefit Plan FY24

As a result of the FY22 Community Health Needs Assessment (CHNA), Eisenhower Health selected significant health needs it will address through its FY23-FY25 Implementation Strategy. The plan outlines the health needs the hospital will and will not address and the strategies it will use to address the selected health needs.

Significant Needs the Hospital Intends to Address

Eisenhower intends to take actions to address the following health needs:

- Access to care
- Chronic diseases (asthma, cancer, heart disease, diabetes, HIV/AIDS)
- Mental health and substance use
- Preventive practices (including unintentional injuries)

Access to Health Care

Goal: Increase access to health care for the medically underserved.

Strategies and Programs

Financial Assistance

Provide financial assistance through free and discounted care for health care services, consistent with the hospital's financial assistance policy.

Transportation and Prescription Medication Support

Provide transportation support for established patients with transportation challenges to increase access to health care services as allowed by law.

Provide and Expand Primary Care

Provide and expand primary care services, health screenings, and vaccines/immunizations. Expand primary care options in the service area.

Communication

Communicate to service area residents how to access health care coverage options and primary care services.

Chronic Diseases

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

Strategies and Programs

Health Education

Offer health education on chronic disease education, screenings and treatment.

Support Groups

Offer support groups to assist those with chronic diseases, and their families and caregivers.

Community Support

Provide cash and in-kind donations to nonprofit community organizations dedicated to chronic disease prevention and treatment.

Nutrition

Provide nutrition consultations.

Mental Health and Substance Use

Goal: Increase the availability of mental health and substance use/misuse services in the community.

Strategies and Programs

Health Education and Awareness

Increase community awareness of prevention efforts and availability of resource to address mental health and substance use and misuse concerns. Offer community health education, lectures, presentations, and workshops focused on mental health and substance use topics.

Expand Access

Improve and expand access to mental health and substance use services by increasing the number of qualified providers.

Preventive Practices

Goal: Improve community health through preventive health practices.

Strategies and Programs

Health Education

Offer health education and resources focused on healthy living and disease prevention.

Screenings and Vaccines

Provide Covid testing and vaccinations as appropriate to need. Provide free health screenings as allowed by law.

Older Adult Services and Injury Prevention

Reduce unintentional injuries and falls among older adults through exercise and balance classes.

Community Support

Provide cash and in-kind donations to nonprofit community organizations to support preventive health services.

Evaluation of Impact

Eisenhower is committed to monitoring and evaluating key initiatives to access the programs and activities outlined in this Implementation Strategy. We have implemented a system for the collection and documentation of tracking measures, such as the number of people reached/served, and collaborative efforts to address health needs. An evaluation of the impact of Eisenhower's actions to address these significant health needs will be reported in the next scheduled CHNA.

Health Needs the Hospital Will Not Address

Since Eisenhower cannot directly address all the health needs present in the community, we will concentrate on those health needs that can most effectively be addressed given our areas of focus and expertise. Taking existing hospital and community resources into consideration, Eisenhower will not directly address the remaining health needs identified in the CHNA, including dental care, economic instability, environmental pollution, food insecurity, housing and homelessness, and overweight and obesity.

Contact Information

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Community Benefit Contact

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