



EISENHOWER HEALTH



Annual Report and Plan for Community Benefit
Eisenhower Medical Center (dba Eisenhower Health)
Fiscal Year 2022 (July 1, 2021 - June 30, 2022)

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Accounting and Reporting Systems Section
Sacramento, California

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About Eisenhower Health

Eisenhower has been a leader in health for the Coachella Valley since we opened our medical center in 1971. Since then, we've been growing steadily, adding services, capabilities and facilities to anticipate and meet the needs of our expanding area. Today, the Eisenhower name extends beyond the state-of-the-art care we deliver at the hospital.

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 Coachella Valley.

Awards

Eisenhower Health was the recipient of awards and accolades in FY22:

- 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
 - High Performing in Aortic Valve Surgery, Spinal Fusion, COPD, Colon Cancer Surgery, Diabetes, Heart Attack, Heart Bypass Surgery, Heart Failure, Hip Fracture, 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
- 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 2022
- Becker's Hospital Review 100 Great Orthopedic Programs
- 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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Joyce C. Brandman

Gary P. Brinson

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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 its 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 outcomes.

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 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 Health 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. Whites are the second largest race/ethnic group in the service area (42.9%). Asians comprise 3.3% of the population in the service area. 2.9% are Black/African American, and 2.0% are American Indian/Alaskan Native, Native Hawaiian/Pacific Islander, 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.

Community Health Needs Assessment

Eisenhower Health completed a Community Health Needs Assessment (CHNA) in 2022 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, California and 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.

Significant 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 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 FY22, 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

Response to Need

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 patients with transportation challenges, within 25 miles of the hospital using basic van service.

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.

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

Eisenhower provided community lectures that reached 2,550 community members through remote and in-person sessions. Topics included disease prevention, fitness/exercise, accessing health care resources and healthy living.

The *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 was available at all Eisenhower Health locations.

Eisenhower provided podcasts and education videos free to the public.

Child Abuse Prevention

Child abuse prevention classroom presentations, community events, parenting education, and child abuse presentations provided information and resources for 1,588 community members.

COVID-19

In FY22, Eisenhower provided a COVID-19 drive-through testing site, provided vaccine outreach, and administered COVID-19 vaccines to 16,011 community members.

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

Response to Need

Health Education and Outreach

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

- Nutrition consultations with Registered Dietitians were provided to 180 community members impacted by cancer.
- Cancer lecture series, podcasts, roundtable discussions and informational outreach.
- 86 community members received Spirometry education and screenings.
- 475 individuals received blood pressure screenings and education at local health fairs.
- 2,297 cancer patients and survivors participated in Healing Sound Meditation, 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.
- Health education lectures on disease management, nutrition and treatment options.
- 60 community members participated in three one-hour education sessions on respiratory care, spirometry and COPD.
- Eisenhower's community gym provided free classes including pulmonary support, core/stretch/meditate, and toning. Classes were available weekly at no cost and the gym logged 5,459 encounters with community members.
- Parkinson's Disease in Motion, a virtual, weekly exercise program supported eight persons with Parkinson's Disease.
- Strength training classes were offered weekly. 63 community members participated.
- 64 cancer patients and survivors participated in weekly Tai Chi classes and 27 individuals participated in chair yoga and gentle stretch yoga.
- In partnership with the American Cancer Society program, Eisenhower offered a Wig Bank. An American Cancer Society volunteer distributed 99 free wig fittings to persons undergoing chemotherapy.

Support Groups

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

- Bereavement Support Group
- Breast Cancer Support Group
- Cancer Support Group (English and Spanish)
- Caregiver Support Group
- Cancer Caregiver Support Group
- Lung Cancer Support Group
- Multiple Myeloma 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 Behavioral Health

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)

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.

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

Eisenhower hosts with 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

Through partnerships with universities and colleges, Eisenhower provided staff-precepted clinical education for 374 LVN students, RN students, nurse practitioners, and nursing professionals earning their Doctorate of Nursing degrees.

Other Health Professions Education

Other health professionals were educated and performed their clinical hours and/or internship rotations at Eisenhower. More than 117 students were directly supervised by Eisenhower staff in Occupational Therapy, Speech Therapy, Physical Therapy, Pharmacy, Surgical Techs, laboratory, 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.

In addition:

- 26 rehabilitation professionals participated in a seminar about maximizing mobility, balance, gait and fall reduction strategies.
- 20 physical therapy assistants learned about orthobiologics in sports.
- Eisenhower's Health Information Management Director spoke to 20 San Diego Mesa College students interested in the field.
- Eisenhower provided SART training to 306 law enforcement and advocates.

Research

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. Internally funded research and research funded by tax-exempt or government entities are eligible for reporting.

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.

Reported costs included:

- 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 several area economic councils and chambers of commerce, addressing issues that impacted community health improvement and safety.

Financial Summary of Community Benefit

Eisenhower Health's financial summary of community benefit for FY22 (July 1, 2021 to June 30, 2022) 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	\$1,675,842
Unpaid Costs of Medi-Cal ²	\$47,661,106
Education and Research ³	\$11,005,497
Other for the Broader Community ⁴	\$2,010,074
Total Community Benefit Provided	\$62,352,519

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.

Community Benefit Plan FY23

Eisenhower Health continues to implement activities and programs to address the priority needs in our 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 FY22 CHNA and detailed in the FY23-FY25 Implementation Strategy:

- Access to care
- Chronic diseases (asthma, cancer, heart disease, diabetes, HIV/AIDS)
- Mental health and substance use
- Preventive practices (including COVID-19 and unintentional injuries)

Access to Health Care

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

Strategies

1. Provide financial assistance through free and discounted care for health care services, consistent with the hospital's financial assistance policy.
2. Provide transportation support for established patients with transportation challenges to increase access to health care services as allowed by law.
3. Provide and expand primary care services, health screenings, and vaccines/immunizations.
4. Expand primary care options in the service area.
5. 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

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.

Mental Health and Substance Use

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

Strategies

1. Increase community awareness of prevention efforts and availability of resources to address mental health and substance use and misuse concerns.
2. Improve and expand 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 focused on mental health and substance use topics.

Preventive Practices

Goal: Improve community health through preventive health practices.

Strategies

1. Provide free health screenings as allowed by law.
2. Provide COVID-19 testing and vaccines as appropriate to need.
3. Provide education and resources focused on healthy living and disease prevention.
4. Reduce unintentional injuries and falls among seniors through exercise and balance classes.
5. Provide funding support to 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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