

Methodist Hospital

Community Health Needs Assessment Implementation Strategy 2014 to 2016

Introduction

Hospital Community

Methodist Hospital serves the communities of Arcadia, Monrovia, Duarte, Bradbury, Sierra Madre, east Pasadena, Azusa, Baldwin Park, El Monte Rosemead, San Gabriel, and Temple City. The 16 Zip codes representing these communities have an estimated 2013 population of 581,000 people.

The 2013 Community Health Needs Assessment (2013 CHNA) identified three significant health needs:

- Health conditions, including heart disease, stroke, diabetes, and cancer
- Access to health services for adults
- Senior health, including flu shots and management of high blood pressure

This implementation strategy addresses all of the significant priority health needs, within the hospital's mission and financial capacity. The following outlines the actions Methodist Hospital of Southern California will take to address these community health needs.

Implementation Strategy

Health Conditions, including heart disease, stroke, diabetes, and cancer

To address the community need for services for health conditions, Methodist Hospital will continue to provide strong diagnostic and treatment services addressing heart disease, stroke, diabetes and cancer:

- The hospital has highly specialized cardiac services including:
 - the availability of a cardiac care team 24-hours a day, seven days a week
 - dedicated handling of STEMI patients in the hospital's emergency department
 - three cardiac catheterization laboratories
 - open-heart surgery and valve replacements in two dedicated operating rooms
 - specialized coronary care unit and cardiac patient care unit
 - inpatient and outpatient cardiac rehabilitation programs.
- Methodist Hospital is a designated Stroke Receiving Center for the LA County EMS. In January 2014, the hospital will have a 320-slice CT scan to further reduce treatment time. One floor of 30 beds is a dedicated for Stroke and Neurology patients.
- Methodist Hospital has five physicians on staff that specialize in endocrinology and an inpatient diabetes education program.
- Methodist Hospital offers the full complement of oncology services, including early detection cancer screenings, surgery, chemotherapy, radiation therapy on campus, reconstructive surgery, pain management and support groups.

To proactively address health conditions of the service area, Methodist Hospital will provide additional resources through health education and screening programs for adults. For 2014, the hospital will provide:

- Health fairs and screenings: Methodist Hospital will hold a health fair specific to seniors and adults in February at the Arcadia Recreation Center: one specific to the Latin community in March at Our Lady of Guadalupe Church in El Monte, and one specific to the Asian community at the hospital in conjunction with the Hsi Lai Temple.
- Blood pressure testing: Methodist Hospital will offer blood pressure screenings on a monthly basis at scheduled times at the Monrovia Community Center, Arcadia Community Center and Sierra Madre Hart Park House; and continued to sponsor a Heart Check Center™ free blood pressure testing kiosk display at the Westfield Santa Anita Mall in Arcadia, serving approximately 140 to 170 mall visitors each day.
- Cardiac support group: Methodist Hospital will continue to provide a “Mended Heart” program for heart patients and their caregivers who have had experience or have been diagnosed with heart problems.

- Cancer workshops: To raise awareness and assist those with cancer, Methodist Hospital will offer breast cancer survivor workshops in partnership with Susan G. Komen Foundation, known as The Year Beyond and Look Good, Feel Better, in conjunction with the American Cancer Society.
- Diabetes classes and support group: To assist those with diabetes — Type 1, Type 2, gestational diabetes and hypoglycemia (impaired glucose tolerance) — Methodist Hospital will offer specialized classes in 2014. These free diabetes management classes (4 week series for two hours each sessions) are and taught by a team that includes a registered nurse, diabetes educator, registered dietitian, and a physical therapist, discussed topics such as eating and diabetes, exercise, blood glucose monitoring, medications, and prevention of complications. These classes will also be offered in Chinese (Mandarin). In addition, Methodist Hospital will offer outpatient consultation for pregnant women who are diabetic and those who develop gestational diabetes. For 2014, we will continue to provide a diabetes support group for those dealing with diabetes.
- Fit Kids Program: With grant support from The Kathryn Beynon Foundation, Methodist Hospital will offer a Fit Kids two-hour education program at schools located in Baldwin Park in 2014. Students will be taught about nutrition, including healthy eating and healthy snacks and portion sizes, fitness, and exercise.
- Health Ministries Program: Continue to provide health education and training, information and resources for member congregations.
- 50+ Health Connection Program: To continue to provide health education, support, and screening services for seniors
- Chinese Community Health Lecture: We will offer a quarterly lecture on a health topic in Mandarin to be held in the campus auditorium.
- Enhanced web site: Provide additional information specific to heart disease, stroke, diabetes and cancer and calendar of community events, seminars, health fairs, and screenings.

Planned Collaborations: To complete these programs, Methodist Hospital will work closely with the Hsi Lai Temple; Our Lady of Guadalupe Church; Cities of Arcadia, Monrovia and Sierra Madre; Baldwin Park School District; Susan B. Komen Foundation; American Cancer Society; and The California Endowment.

Evaluation Plan: Methodist Hospital will monitor participation and attendance at annual activities and the following statistics for Methodist Hospital service area (benchmarked to Healthy People 2020 national objectives): age-adjusted death rate due to coronary heart disease, age-adjusted death rate due to stroke, age-adjusted death rate due to diabetes related deaths, and age-adjusted death rate due to cancer.

Access to Health Services for Adults

Methodist Hospital's main source of access for adult health services is our emergency department. The 26-bed emergency department is open 24-hours a day and treats over 120 patients per day including providing charity care for patients without the ability to pay for necessary treatment and absorbing the unpaid costs of care for patients with Medi-Cal or Medicare.

In addition, Methodist Hospital will continue to offer a Physician Referral service to assist area residents with finding a physician either by telephone to a dedicated physician referral center or via web search. We will also continue to provide a dedicated Chinese Hot Line. Physician referrals are fulfilled based on physician specialty, location, gender, language, and office hours; and insurance (including Medi-Cal and senior insurance plans).

Planned Collaborations: To improve access to health services in our community, leadership and staff will remain active in the following groups: Healthcare Association of Southern California, SPA 3 Health Planning Group, Arcadia Coordinating Council, Foothill Community Council, Monrovia Coordinating Council, Joint Operating Committee (includes leadership from hospital, local IPAs and health plans), Diabetes Coalition (including Asian Pacific emphasis), and Southern California Women's Collaborative.

Evaluation Plan: Methodist Hospital will monitor Service Planning Area 3 (San Gabriel Valley) experience of adults with health insurance (all or part of the year), usual source of ongoing care, delays in getting medical care, and delays in getting prescription medications. These access and utilization indicators will be available from UCLA Center for Health Policy Research's California 2013 Health Interview Survey and benchmarked to Healthy People 2020 national objectives.

Senior Health, including flu shots and management of high blood pressure

Methodist Hospital will continue to provide health education, support, and screening services for seniors through a dedicated 50+ Health Connection Program. This program provides a monthly speaker a key health topic and a dedicated resource to answer seniors' questions about accessing health services.

At two of the above monthly senior lectures, blood pressure screenings will be made available. Methodist Hospital also will offer blood pressure screenings on a monthly basis at scheduled times at the Monrovia Community Center, Arcadia Community Center and Sierra Madre Hart Park House; and continued to sponsor a Heart Check Center™ free blood pressure testing kiosk display at the Westfield Santa Anita Mall in Arcadia.

Planned Collaborations: Methodist Hospital will work with the Los Angeles County Department of Public Health, the cities of Arcadia, Monrovia, and Sierra Madre; and area physicians and medical groups to provide these services annually.

Evaluation Plan: Methodist Hospital will monitor participation and attendance at annual activities and Service Planning Area 3 (San Gabriel Valley) experience of seniors age 65 years and older with receiving an annual flu shot and diagnosed with high blood pressure. These access and utilization indicators will be available from UCLA Center for Health Policy Research's California 2013 Health Interview Survey and benchmarked to Healthy People 2020 national objectives.