



*Together  
We Grow*



# COMMUNITY BENEFIT REPORT

FISCAL YEAR 2023

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## What is Community Benefit?

Community benefit consists of programs and services designed to improve health in communities and increase access to healthcare. These programs and services are integral to the mission of nonprofit healthcare organizations and are the basis of tax exemption, with specific objectives to:

- Improve access to health services
- Enhance the health and wellness of the community
- Advance medical or health knowledge
- Relieve or reduce burden on government or other community efforts

# Leadership Message



A handwritten signature in black ink, appearing to read 'Patrick Monroe'.

**Patrick Monroe**  
Chair  
PIH Health Board of Directors



A handwritten signature in black ink, appearing to read 'James R. West'.

**James R. West**  
President and Chief Executive Officer  
PIH Health

## Together We Grow

At PIH Health, so much of what we do to improve the health of our communities extends beyond our hospital walls. To best serve our neighbors, we need to understand the most pressing health needs of our service areas and respond with the very best in healthcare. From bringing additional care sites, technology, and talent into local neighborhoods, to working together with our valued partners—our community benefit programs and activities aim to deliver vital resources that foster healthier communities. Our most recent Community Health Needs Assessment identified where help is needed most and serves as the basis for our community health improvement efforts.

This 2023 Community Benefit Report details the many ways our community benefit investment touches lives and empowers our communities. Whether it be through financial assistance for those unable to afford medically necessary care, collaborative efforts that address social determinants of health, or funding for local nonprofit agencies to enhance or expand services to better meet the needs of the individuals they serve—we are dedicated to advancing the health and wellness of our communities.

As we reflect on this past year, we are proud of all that has been achieved and celebrate our fruitful partnerships. We look forward to further uplifting the populations we serve through our community benefit initiatives so we can all continue to grow and flourish together.





## *About PIH Health*

PIH Health is a nonprofit, regional healthcare network that serves approximately 3 million residents in the Los Angeles County, Orange County, and San Gabriel Valley region. The fully integrated network is comprised of PIH Health Downey Hospital, PIH Health Good Samaritan Hospital, PIH Health Whittier Hospital, 31 outpatient medical office buildings, a multispecialty medical (physician) group, home healthcare services and hospice care, as well as heart, cancer, digestive health, orthopedics, women's health, urgent care and emergency services. The organization is nationally recognized for excellence in patient care and patient experience, and the College of Healthcare Information Management Executives (CHIME) has identified PIH Health as one of the nation's top hospital systems for best practices, cutting-edge advancements, quality of care, and healthcare technology.

# Our Community Benefit Investment

All community benefit expenses are based on a cost-to-charge ratio or cost accounting methodology (not charges) in compliance with Internal Revenue Service Form 990 Schedule H instructions.

## PIH Health Total Investment

Charity Care (Financial Assistance)	\$9,598,881
<b>Unreimbursed Costs of Public Health Insurance Programs (Medi-Cal)</b>	<b>\$144,046,289</b>
Medi-Cal	\$142,701,843
Other	\$1,344,446
<b>Other Community Benefit Services</b>	<b>\$31,357,500</b>
Cash & In-Kind Contributions	\$257,407
Community Benefit Operations	\$252,456
Community-Building Activities	\$81,618
Community Health Improvement Services	\$9,410,105
Health Professions Education	\$10,473,836
Research	\$861,648
Subsidized Health Services	\$10,020,430
<b>Total Community Benefit Provided Excluding Unpaid Costs of Medicare</b>	<b>\$185,002,670</b>
<b>Unpaid Costs of Medicare</b>	<b>\$10,968,563</b>
PIH Health Foundation	\$60,222
<b>TOTAL COMMUNITY BENEFIT INVESTMENT</b>	<b>\$196,031,455</b>
10.85% of Enterprise Expenses	

## PIH Health Downey Hospital

Charity Care (Financial Assistance)	\$531,521
<b>Unreimbursed Costs of Public Health Insurance Programs (Medi-Cal)</b>	<b>\$24,956,556</b>
<b>Other Community Benefit Services</b>	<b>\$5,491,324</b>
Cash & In-Kind Contributions	\$47,323
Community Benefit Operations	\$8,421
Community-Building Activities	\$1,184
Community Health Improvement Services	\$855,505
Health Professions Education	\$3,141,977
Subsidized Health Services	\$1,436,914
<b>Total Quantifiable Community Benefit</b>	<b>\$30,979,401</b>
15.7% of Organization Expenses	

## PIH Health Good Samaritan Hospital

Charity Care (Financial Assistance)	\$5,192,391
Unreimbursed Costs of Public Health Insurance Programs (Medi-Cal)	\$54,866,738
Other Community Benefit Services	\$9,288,789
Cash & In-Kind Contributions	\$68,385
Community Benefit Operations	\$8,954
Community Health Improvement Services	\$6,373,353
Health Professions Education	\$1,688,013
Research	\$307,016
Subsidized Health Services	\$843,068
<b>Total Community Benefit Provided Excluding Unpaid Costs of Medicare</b>	<b>\$69,347,918</b>
Unpaid Costs of Medicare	\$3,400,311
<b>Total Quantifiable Community Benefit</b>	<b>\$72,748,229</b>
18.46% of Organization Expenses	

## PIH Health Whittier Hospital

Charity Care (Financial Assistance)	\$3,844,096
Unreimbursed Costs of Public Health Insurance Programs (Medi-Cal)	\$60,829,007
Medi-Cal	\$59,484,561
Other	\$1,344,446
<b>Other Community Benefit Services</b>	<b>\$12,819,873</b>
Cash & In-Kind Contributions	\$140,938
Community Benefit Operations	\$234,951
Community-Building Activities	\$80,434
Community Health Improvement Services	\$2,175,532
Health Professions Education	\$5,010,726
Research	\$554,632
Subsidized Health Services	\$4,622,660
<b>Total Community Benefit Provided Excluding Unpaid Costs of Medicare</b>	<b>\$77,492,976</b>
Unpaid Costs of Medicare	\$7,568,252
<b>Total Quantifiable Community Benefit</b>	<b>\$85,061,228</b>
10.18% of Organization Expenses	

## Other PIH Health Entities \$7.2 Million

PIH Health Physicians - \$7,182,375

- Charity Care (Financial Assistance) - \$30,873 and 107 Persons Served
- Unpaid Costs of Public Health Insurance Programs (Medi-Cal) - \$3,393,988 and 12,613 Persons Served
- Other Community Benefit Services - \$3,757,514 and 84,496 Persons Served

PIH Health Foundation - \$60,222



# Implementation Strategy 2023-2025

Every three years, PIH Health assesses the health status of our communities. Separate reports are produced for the PIH Health Downey Hospital, PIH Health Good Samaritan Hospital, and PIH Health Whittier Hospital primary service areas. The 2022 Community Health Needs Assessment Reports identify health needs in our primary service areas, provide information to select priorities for action, and target geographic areas. This information serves as the basis for community benefit initiatives.

The 2022 reports identified the following significant health needs:

- Access to healthcare
- Birth indicators+
- Chronic diseases (cancer incidence with an emphasis on colon and breast cancer, diabetes incidence/mortality, heart disease, and stroke incidence/mortality)
- COVID-19
- Dental care
- Economic insecurity\*+
- Education+
- Food insecurity+
- Housing and homelessness
- Mental health
- Overweight and obesity
- Preventive practices (emphasis on flu and pneumonia vaccines, and cancer screenings)
- Substance use and misuse
- Violence and injury+

After a prioritization process that included an assessment of PIH Health's ability to effectively address each of the needs over the next three years, PIH Health's leadership and Community Benefit Oversight Committee determined areas of focus for PIH Health (as noted on the image on page 8). Initiatives designed to improve community health that serve as the framework for this plan, include:

- Investing financial resources in organizations to improve community conditions; emphasizing funding where there are gaps in resources
- Leveraging clinical-community partnerships
- Fostering of cross-sectoral collaboration

For the health needs not prioritized as areas of focus—birth indicators, COVID-19, economic insecurity, education, and violence and injury—it was determined that PIH Health has neither the expertise nor the infrastructure to lead efforts in these areas. As these health needs are still very important to PIH Health and the community it serves, emphasis will be placed on referral relationships with community-based agencies already working in these areas. While the hospital does not intend to emphasize community COVID-19 interventions at this point in the pandemic, PIH Health will continue to provide vaccines, testing, and acute medical care to address COVID-19.

*The significant health needs identified for the 2022 CHNA reports relate to all PIH Health Hospitals. Additional health needs identified by an \* were significant for PIH Health Downey Hospital and by a + for PIH Health Good Samaritan Hospital.*

**See Appendix A for the 2023-2025 Community Health Implementation Strategy Progress**

# Areas of Focus

PIH Health's Community Health Needs Assessment reports can be found at [PIHHealth.org/CHNA](https://PIHHealth.org/CHNA)





# Our Community Benefit Programs and Services

Investments are organized according to Internal Revenue Service recognized community benefit categories.

## Financial Assistance (Charity Care)

**\$9,598,881 | 8,296 served**

Defined as free/discounted health services for individuals who cannot afford to pay and who meet financial assistance eligibility criteria. PIH Health offers a generous program, providing charity care to those with family income(s) at or below 400% of Federal Poverty Level\* guidelines.

\*For 2023, the Federal Poverty Level guideline was \$14,580 for one person and \$20,121 for a family of four.

## Unreimbursed Costs of Public Health Insurance Programs

**\$144,046,289 | 127,599 served**

Defined as the shortfall (or unpaid cost) that is created when insurance payments are less than the cost of care, specifically for individuals with healthcare coverage through means-tested public programs (such as Medi-Cal).

## Cash & In-Kind Contributions

**\$257,407 | 385 served**

### SUPPORT OF COMMUNITY ORGANIZATIONS

PIH Health Downey Hospital, PIH Health Good Samaritan Hospital, and PIH Health Whittier Hospital

PIH Health provides in-kind donations and financial contributions to local nonprofit organizations that are responsive to health needs. PIH Health donated an excess supply of personal protective equipment to many community organizations. Dedicated space at PIH Health is provided to the American Cancer Society and the area's Sexual Assault Response Team. During Fiscal Year 2023, over \$124,000 in cash donations were provided to 26 organizations; 92% supporting PIH Health's Implementation Strategy.

### DONATED SPACE AND BOARD SERVICE

PIH Health Downey Hospital, PIH Health Good Samaritan Hospital, and PIH Health Whittier Hospital

Designated staff dedicate time to serving on community health-related boards or committees. PIH Health also provides office space for a healthcare administration university and local nonprofit Whittier First Day.

### SUPPLY CHAIN

This year, PIH Health donated 5,000 N95 Masks to the Hawai'i Air National Guard for their Search and Rescue team for the Maui Wildfire Disaster in the town of Lahaina.

## Community Benefit Operations

\$252,456

### COMMUNITY BENEFIT OPERATIONS

PIH Health Downey Hospital, PIH Health Good Samaritan Hospital, and PIH Health Whittier Hospital

The Community Benefit department ensures successful fulfillment of community benefit mandates required of nonprofit hospitals, meaningful linkages with community partners and participation in regional efforts to address identified community health needs.

## Community-Building Activities

\$81,618 | 1,926 served

### ADVOCACY EFFORTS AND DISASTER READINESS

PIH Health Downey Hospital, PIH Health Good Samaritan Hospital, and PIH Health Whittier Hospital

PIH Health works with a variety of community stakeholders to enhance the collective capacity to address identified community health needs, with an emphasis on social determinants of health. PIH Health also serves as a leader in the area for disaster readiness efforts.

## Community Health Improvement Services

\$9,410,105 | 43,512 served

### EDUCATION, SCREENINGS, AND SUPPORT GROUPS

PIH Health Downey Hospital, PIH Health Good Samaritan Hospital, PIH Health Whittier Hospital, and PIH Health Physicians

PIH Health is proud to partner with and supports organizations that share our vision for improving community health. For more information, visit [PIHHealth.org/Wellness](https://PIHHealth.org/Wellness)

### ENROLLMENT ASSISTANCE

PIH Health Downey Hospital, PIH Health Good Samaritan Hospital and PIH Health Whittier Hospital

Agencies specializing in health insurance enrollment, including Medi-Cal, are contracted to ensure that those eligible are assisted with obtaining coverage. 5,016 community members secured health insurance coverage via PIH Health-contracted agencies.





## Community Health Improvement Services cont.

### HEALTH & WELLNESS CENTER AT WHITTIER FIRST DAY

PIH Health Whittier Hospital and PIH Health Physicians

A collaboration with Whittier First Day, an emergency transitional shelter, meets the healthcare needs of First Day residents and those who are chronically homeless or at-risk.

### PURCHASED SERVICES (AT-RISK PATIENTS)

PIH Health Downey Hospital, PIH Health Good Samaritan Hospital, and PIH Health Whittier Hospital

Based upon needs, uninsured and underinsured patients may be provided with therapy services, skilled nursing, mental health care services, and medical equipment. Upon hospital discharge, 8,761 at-risk patients were connected to vital services and resources to help them manage their health.

### TRANSPORTATION RESOURCES

PIH Health Downey Hospital, PIH Health Good Samaritan Hospital, PIH Health Whittier Hospital, and PIH Health Physicians

Provided to patients with no alternative means of transportation to important doctor visits.



PIH Health offers free non-emergency transportation to and from the hospital for eligible patients. This does not include ambulance trips.

## Health Professions Education

\$10,473,836 | 439 served

### FAMILY MEDICINE RESIDENCY PROGRAM

PIH Health Downey Hospital, PIH Health Good Samaritan Hospital, and PIH Health Whittier Hospital

Trains resident doctor of medicine (MD) and doctor of osteopathic medicine (DO) physicians in primary care and offers rotations in various specialties.

### INTERNSHIP, EXTERNSHIP, PRECEPTORSHIP, AND MENTORING

PIH Health Downey Hospital, PIH Health Good Samaritan Hospital, PIH Health Whittier Hospital, and PIH Health Physicians

Supports the next generation of healthcare providers by educating and mentoring students in clinical, ancillary, and administrative settings.



Class of 2023 PIH Health Downey Hospital and PIH Health Whittier Hospital Residency programs.

## Research

\$861,648 | 871 served

### PIH HEALTH CLINICAL TRIALS PROGRAM

*PIH Health Good Samaritan Hospital and PIH Health Whittier Hospital*

Through innovative and cutting-edge research at PIH Health, many of the newest and best treatment opportunities and technologies are available for our patients. Providing medications, devices, and patient therapies to our communities—long before they become available elsewhere—making PIH Health a recognized leader in providing excellent care for our community.

We currently have more than 64 trials in various stages enterprise-wide in oncology, stroke, cardiovascular, neonatal, podiatry, endovascular, and other therapeutic areas.

## Subsidized Health Services

\$10,020,430 | 439 served

### DIABETES EDUCATION CENTER

*PIH Health Whittier Hospital*

Offers education programs, screenings, and resources to those looking for help with managing their diabetes and living a healthy lifestyle.

## EMERGENCY DEPARTMENT (ED) ON-CALL PHYSICIANS

*PIH Health Downey Hospital, PIH Health Good Samaritan Hospital, and PIH Health Whittier Hospital*

- Receiving over 191,161 visits annually, PIH Health Downey Hospital and PIH Health Whittier Hospital EDs are designated as Emergency Departments Approved for Pediatrics.
- PIH Health Good Samaritan Hospital and PIH Health Whittier Hospital EDs are STEMI (heart attack) Receiving Centers and Comprehensive Stroke Centers.
- PIH Health Whittier Hospital's ED operates the service area's paramedic base station, ensuring local residents receive medical oversight for 9-1-1 emergency services.
- Payments to on-call physicians ensure that eligible patients, who meet the organization's financial assistance policy, have access to care.

### PIH HEALTH HOSPICE HOMES

*PIH Health Whittier Hospital*

Provides community members with the option for compassionate end-of-life care and family support at two PIH Health hospice homes.

### PIH HEALTH URGENT CARE

*PIH Health Physicians*

As an alternative to the emergency room, urgent care providers treat a variety of illnesses and injuries. During Fiscal Year 2023, more than 129,805 patients were seen at PIH Health's seven Urgent Care Centers.



# Leadership Journal

PIH Health professionals who gave their time and talents to promote community health and help people in need:

- Deep Dudeja MD, Ophthalmology: Dr. Dudeja is a member of the American Academy of Ophthalmology and the American Society of Cataract and Refractive Surgery. Passionate about giving back to others and helping underserved communities, Dr. Dudeja is involved in many community events and annual international medical mission trips with Surgical Eye Expeditions International and the Cambodian Health Professional Association of America. Through these mission trips, Dr. Dudeja has visited Cambodia, India, Vietnam, China, Peru, Bolivia, and Mexico, and has performed advanced cataract surgeries on thousands of patients in need, at no cost to them. Dr. Dudeja also shares his medical expertise through presentations and physician training.



Dr. Dudeja performs cataract surgery during recent mission trip to Cambodia.

- Sylvia Gonzalez MD, Pediatrics: Dr. Gonzalez serves as a Board Member for SPIRITT Family Services, which provides a wide range of mental and emotional health programs to children and families in Eastern Los Angeles County that help clients overcome the challenges of abuse and mental illness.
- Brent Gray MD, Obstetrics & Gynecology: Dr. Gray currently serves as a volunteer surgeon for Liga International, the “flying doctors of mercy,” providing free health care and education to communities in Sinaloa, Mexico.
- Rachael Moore MD, Dermatology: Dr. Moore serves as a volunteer attending physician at the West Los Angeles Veterans Affairs Hospital once a month and is a volunteer assistant clinical professor at the University of California, Los Angeles.
- Katrine Zhiroff MD, Cardiovascular Disease, Internal Medicine and Interventional Cardiology: Dr. Zhiroff currently works with American Heart Association’s STEM Goes Red program to mentor young women in pursuing science and medicine professions. Over the past decade, she has also been involved in mentorship of young female physicians pursuing careers in cardiology and interventional cardiology, and travels internationally to support women entrepreneurs in the developing world.

While not reported as community benefit, these efforts illustrate additional ways PIH Health connects with the community and those in need.

# Leadership Journal, continued

## Emergency and Disaster Preparedness/Disaster Resource Center (DRC)

PIH Health Whittier Hospital is one of 13 Los Angeles County designated DRC's that ensure the community has access to resources and the highly-skilled staff needed to respond to a large-scale disaster or other public health emergencies.

## Employee Giving

PIH Health employees participated in an adopt-a-family holiday gift distribution organized by The Whole Child that benefitted 219 families in need and also donated over 350 backpacks filled with supplies to students across our service area.

In addition, PIH Health partnered with Foster Love, a local non-profit organization to provide dignified ways for kids in the foster system to transfer their belongings. This year, PIH Health employees donated over 450 duffle bags packed with items and essentials.

## Environmental and Recycling Projects

PIH Health continues to implement "green" initiatives, including increased usage of LED lighting to decrease consumption of electricity and expansion of a project with the City of Whittier to convert methane gas into electricity. Eyeglasses and hearing aids are collected for recycling and redistribution by the East Whittier Lions Club to those in need.

## PIH Health Volunteer Contributions

Some 1,355 PIH Health volunteers collectively contributed 112,001 hours of service, supporting departments throughout the organization. Through the PIH Health Medical Careers Program, which gives student volunteers a head start in discovering productive and meaningful careers in healthcare, 30 individuals spent 184 hours shadowing medical career professionals and attending simulation labs. Some 15 volunteers and community members attended a 'Meet the Pros' educational class, where a healthcare professional gave a presentation on his career path.

## Reach Out and Read Programs

Each year our Pediatrics department partners with Reach Out and Read to distribute more than 4,742 new books to patients to promote literacy and school readiness.



PIH Health employees generously donated beautifully wrapped gifts to fulfill the holiday wish lists of 219 families in need served by The Whole Child.



# Community Benefit Oversight Committee

Comprised of community stakeholders, including key public health and legislative representatives, the purpose of the Community Benefit Oversight Committee is to:

- Review and validate compliance with respect to community benefit mandates
- Review and validate that PIH Health's community benefit programs and services effectively meet identified community health needs
- Increase public awareness of community benefit activities and community value

**Veronica Castro**  
Interfaith Food Center

**Anthony Cespedas MPA**  
Chair Hilda L. Soils, Supervisor, First District

**Jacob Wolak**  
Congresswoman Linda Sánchez CA 38<sup>th</sup>  
District

**Darren Dunaway**  
Human Services Association

**Richard Espinosa**  
Community-at-Large

**Cortney Kaller MDA RDN CNSC**  
Sodexo

**Lindsey Lastra MPH MCHES**  
**Maria Ochoa CLPHNS**  
Los Angeles County Department of  
Public Health

**Maria Martinez-Poulin Ed.D**  
Los Angeles County Office of Education

**Hillary Mennella DNP FNP-BC**  
Cerritos Community College District

**Irene Muro MPA**  
Whittier First Day

**Juan Navarro**  
Los Angeles Center for Alcohol and Drug  
Abuse (LA CADA)

**Jim Ortiz**  
My Friend's House

**Luz Perez**  
TLC Family Resource Center  
Downey Unified School District

**Ramiro Rubalcaba**  
Los Nietos School District

**Irene Redondo-Churchward**  
Community-at-Large

**Drew Sones**  
Community-at-Large

**Melanie To**  
**Nayon Kang (Alternate)**  
Koreatown Youth and Community Center  
(KYCC)

**Elvia Torres MS LMFT MBA**  
SPIRITT Family Services

# Appendix A

## IMPLEMENTATION STRATEGY 2023-2025 IMPACT EVALUATION

### Year One Progress

#### Preventative Practices

- Emphasis on flu and pneumonia vaccines and cancer screenings

- 5,363 colonoscopies performed
- 39,687 mammograms performed
- 13,556 pap smears performed
- 19,260 flu vaccines and 6,341 pneumonia vaccines provided
- 238 pints of blood collected at four blood drives held at three hospital campuses, saving 714 lives

#### Chronic Diseases / Disorders, specifically:

- Cancer Incidence with an emphasis on colon and breast cancer
- Diabetes Incidence / Mortality
- Heart Disease / Stroke Incidence / Mortality
- Overweight and Obesity
- Substance Use and Misuse

- The Diabetes Education Center offered education programs, screenings, and resources to those looking for help with managing their diabetes and living a healthy lifestyle. Over 1,400 persons with diabetes and their families were supported.
- Smoking Cessation Program reached 15 people.
- Cervical Cancer Screening and Prevention class reached 16 people.
- Support groups available to the community included:
  - »Bariatric Surgery support group
  - »Bereavement support group
  - »Breast and Women's Cancer support group
  - »Breastfeeding support group
  - »Journey through Cancer support group
  - »Metastatic Cancer support group
  - »Mended Hearts support group
  - »Stroke support group
- \$24,500 in funding provided to community organizations to support programs/services promoting healthy lifestyles and disease management.
- 969 residents representing a high-risk population received substance use disorder treatment and care.
- Two schools received heart health programming and donation of playground equipment.

### Access to Care, specifically:

- Dental Care
- Mental Health
- Primary Care

- \$23,000 in total community support dollars provided to organizations to support social determinants of health.
- Medi-Cal eligibility workers assisted 5,016 persons with Medi-Cal enrollment.
- The hospital provided financial assistance through free and discounted care for healthcare services.
- Provided Medication Assisted Treatment (MAT) for opioid addiction. When people presented in the Emergency Department (ED) in withdrawal, they were offered participation in the MAT/ED Bridge program, which included buprenorphine to alleviate withdrawal symptoms.
- Provided case management for persons experiencing homelessness in our Emergency Department connecting them to local resources.

### Food Insecurity

- Distributed digital English/Spanish flyers promoting farmers markets that accept food stamps.
- Promoted the free USDA Summer Lunch program across SPA 4, 6, and 7.
- \$32,500 in funding provided to organizations to support food insecurity.

### Housing/Homelessness

- A collaboration with Whittier First Day, an emergency transitional shelter, addressed the healthcare needs of First Day residents and those who were experiencing chronic homelessness or were at-risk.
- Case management for persons experiencing homelessness was provided in the Emergency Department.
- Social workers provided resources and health information through a community helpline. 3,650 calls were supported.
- \$33,500 in funding provided to organizations to address housing and homeless.







We value your input on our Community Benefit Report,  
Community Health Needs Assessment, and Implementation Strategy.

Please send comments or questions to [Community.Benefit@PIHHealth.org](mailto:Community.Benefit@PIHHealth.org)



# Together We Grow

## PIH Health Downey Hospital

11500 Brookshire Ave., Downey, CA 90241

## PIH Health Good Samaritan Hospital

1225 Wilshire Blvd., Los Angeles, CA 90017

## PIH Health Whittier Hospital

12401 Washington Blvd., Whittier, CA 90602

## PIH Health Physicians

6557 Greenleaf Ave., Whittier, CA 90601



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