

Community Benefit Report and Plan FY 2019

PRESENTED BY: Martin Luther King, Jr. Community Hospital



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Message from the CEO

Improving the health of our community is central to our mission at the Martin Luther King, Jr. Community Hospital (MLKCH). It is our commitment to South LA—access to quality care both inside and outside the walls of the hospital, for our patients and for our community members, in the places where they live and work. Filling the gaps in the care continuum is a key focus as we advance towards a fully integrated healthcare system.

The large numbers of patients we care for in our emergency department—over 100,000 patients a year, a volume larger than hospitals three to four times our size—is evidence of the trust we have built with our community. Community members know they will be welcomed and well cared for when they walk through our doors. Unfortunately, the number of patients seeking care in the hospital is also evidence of significant unmet health needs and an epidemic of chronic illness and social challenges in the community. Our community benefit programs are designed to help address these needs.

The health of our community depends upon our ability to reach people before their conditions progress and to offer solutions to some of the social needs that impact their health. In this report you will read about *Man Up!*, our campaign for men's health in community barbershops, and *Recipe for Health*, our program for food insecure patients that includes fresh produce and cooking classes. You will learn about our *First 48 Hours* class and *Mommy Group*—both initiatives helping mothers and families thrive.

We believe our commitment to health starts in our community. This report describes the benefits MLKCH offers to South LA for improving health and how this work fits into our larger vision of access to quality care for our long-neglected community.

Elaine Batchlor, MD, MPH

CEO, Martin Luther King, Jr. Community Hospital



About Our Community: Social Challenges and Health Disparities

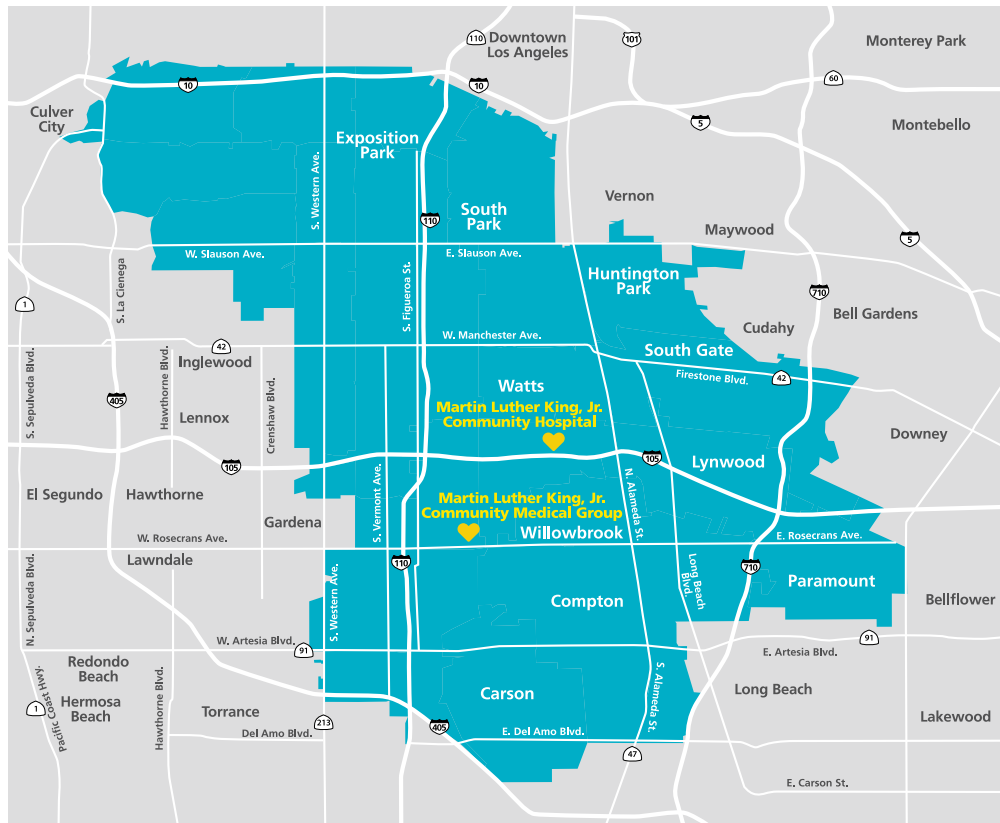
South Los Angeles is home to one of Los Angeles County's most vulnerable populations. Its 1.3 million residents—70% Hispanic and 23% African American—have a poverty rate of 34%, double that of the rest of California. Forty-two percent lack a high school diploma. Years of underinvestment in our community have resulted in social and economic conditions that include lack of access to healthy food, unemployment, and homelessness.

These conditions drive one of the key challenges to healthcare in our community—a deficit of 1,200 physicians, both primary care and the specialists important to the treatment of chronic disease. Large areas of South Los Angeles, the service area for the Martin Luther King, Jr. Community Hospital, are federally designated as a Healthcare Professional Shortage Area, a Medically Underserved Area, or both. Residents struggle to access preventive, primary, and specialty care, often using emergency departments due to the lack of outpatient services. Not surprisingly, our community suffers the lowest life expectancy and the worst health outcomes in all of Los Angeles County.

1.3 million residents

- 42% without a high school diploma
- 77% on Medicaid
- Per capita income of \$12,549, half the California median
- Diabetes mortality rate 72% higher than the rest of Los Angeles County
- Heart disease 26% higher
- Life expectancy 10 years less

Service Area Map



Martin Luther King, Jr. Community Hospital Service Area

Geographic Area	ZIP Code
Carson	90746, 90747
Compton	90220, 90221, 90222
Gardena	90247, 90248
Huntington Park	90255
Los Angeles (includes Hawthorne, Inglewood, Watts, and Willowbrook)	90001, 90002, 90003, 90007, 90008, 90011, 90016, 90018, 90037, 90043, 90044, 90047, 90059, 90061, 90062, 90089
Lynwood	90262
Paramount	90723
South Gate	90280



About the Martin Luther King, Jr. Community Hospital

Opened in 2015 as a state-of-the-art facility, the Martin Luther King, Jr. Community Hospital (MLKCH) is a private nonprofit safety-net hospital situated on the MLK Medical Campus in South Los Angeles. Our mission—to improve the health of our community—drives both quality patient care and programs that address preventive health and social conditions that impact health. We have 131 beds for inpatient care, offering emergency, maternity, general surgery, and ancillary services typical of a community hospital. Our growing health education and outreach services extend our offerings to residents and support our mission.

In 2016, MLKCH formed a nonprofit medical group to address South LA's physician shortage. The MLK Community Medical Group provides specialty care for adults with chronic conditions as well as integrated behavioral health services. The group's first outpatient practice site is located two miles from the hospital on Rosecrans. A second outpatient practice site is scheduled to open in East Compton. The new medical office building on the MLK Medical Campus will offer further opportunities for physician consultation, along with services necessary to ensure a lasting, coordinated solution for healthcare in our historically underserved community.



Mission

Our mission is to provide compassionate, collaborative, quality care and improve the health of our community.

Vision

Our vision is to be a leading model of innovative, collaborative, community healthcare.

Values

The values of the Martin Luther King, Jr. Community Hospital are Caring, Collaboration, Accountability, Respect, and Excellence.



Community Benefit Services Summary—Fiscal Year 2019

Improving the Health of Our Community

During this past year the Martin Luther King, Jr. Community Hospital continued to expand access to quality care and health education throughout our South Los Angeles community. Programs were implemented or expanded to address needs identified in the Community Health Needs Assessment. Using the framework developed in the Implementation Strategy, services for community health improvement extended across four key categories:

1. Access to Preventive, Primary, and Specialty Healthcare
2. Maternal and Infant Health
3. Management of Chronic Health Conditions
4. Social Determinants of Health



1. Access to Preventive, Primary, and Specialty Healthcare

Increasing the Number of Doctors

Our commitment to providing a larger network of doctors trained in a variety of specialties, enabled by strong philanthropic support, remained strong through the expansion of the MLK Community Medical Group. Physicians recruited included psychiatrists, addiction medicine specialists, and specialties related to the treatment of diabetes, heart, and respiratory diseases.

Space and Services

Construction continued on schedule in FY 2019 towards the completion of the new medical office building on the MLK Medical Campus. In addition to expanded space for physician consultation, the medical office building will offer outpatient surgery, wound care, dental services, a pharmacy, and space for training and education.

As part of our commitment to provide residents with assistance to enroll in health insurance programs, the hospital continued to provide rent-free space to the Department of Social Services. Health advocates offer patients help in obtaining health insurance and other public assistance programs, including food support (Supplemental Nutrition Assistance Program [SNAP]).

Charity Care

Charity care, a cost that reflects the rate of poverty in South Los Angeles, comprised half of our community benefit contribution in this past year. Our community's high Medi-Cal enrollment, along with uninsured residents, makes the charity care the hospital provides an essential part of ensuring quality care and an invaluable component of improved health.

MLK Community Medical Group



The MLK Community Medical Group offers primary and specialty care to treat conditions from diabetes and heart disease to behavioral health. Its 32 physicians practice in the Rosecrans clinic and East Compton clinics.



2. Maternal and Infant Health

The need to expand prenatal care and post-delivery support for expectant mothers is widespread throughout the community. Through our partnerships with Planned Parenthood, Miller Children's and Women's Hospital, and the MLK Community Medical Group we have increased access to medical specialists in maternal and child health, along with access to a full range of family planning and contraceptive services. At MLKCH our delivery model includes a 24/7 team of nurse midwives and physician laborists, an innovative approach to ensuring a healthy birth. Our *Welcome Baby* program allows us to provide home and community-based post-delivery support services for new mothers, including home visits following birth.

To improve access to education for mothers and to extend maternal best practices, our perinatal team developed two community programs this year for new and expectant mothers: the *First 48 Hours* class and the *Mommy Group*.

First 48 Hours teaches community members what to expect in the first days after delivery. The free course includes information on testing, immunizations, changes to the mother's body, and breastfeeding education. The *Mommy Group* is a free community peer support group. Topics are extensive and include feeding checks for baby, a healthy diet for mom, stages of breastfeeding, pumping, and returning to work and school while breastfeeding.



3. Management of Chronic Health Conditions

Community Health Programs

Know Your Basics, our signature community health program, offers screenings, health education, resource referrals, and peer support to residents throughout South Los Angeles. *Know Your Basics* reaches community members where they live in their everyday lives—shopping malls, farmers’ markets, community health fairs, barber shops, beauty salons, churches, schools, and housing projects. Nursing students from two local colleges and nurse organizations conducted health screenings for glucose, blood pressure, and body mass index (BMI). During this past year we reached over 180,000 community members with health education, partnered with 40 organizations in community events, and delivered 2,500 health screenings.

The *Man Up!* campaign was launched in January 2019 as an extension of our *Know Your Basics* program, targeting an audience that has historically been slow to address primary care needs. Blood pressure, glucose, and BMI screenings as well as health and prostate cancer education were offered to men in barbershops throughout the community. We partnered with nine local barbershops to provide information on heart disease, diabetes, obesity, and prostate cancer, providing screenings to over 250 men at 25 screening events. As part of the program, *Man Up!* trains barbers to serve as community health advocates, providing ongoing support for improved health throughout the year.

MLKCH Contributions in FY 2019

- 2,500 adult and senior encounters with screening and community health education
- \$393,055 in contributions to health awareness services for South Los Angeles residents



Expanded Access to Medical Specialists

Access to specialty care is critical in managing conditions like diabetes, heart disease, and respiratory disorders. Our continuous collaboration with the MLK Community Medical Group supports effective treatment and realizes our Implementation Strategy goal of access to care and management of chronic health conditions. The hospital uses the medical group to coordinate care across inpatient and outpatient settings, allowing us to comprehensively treat patients with chronic diseases and build the infrastructure needed for the eventual establishment of comprehensive centers of excellence for treating patients with chronic diseases.

Behavioral Health Services

The hospital and the MLK Community Medical Group collaborated this past year on an innovative design for the treatment of mental health, physical health, and substance abuse disorders. The Integrated Behavioral Health initiative begins with assessment at the first point of patient contact, establishing potential links between a chronic medical condition and a behavioral health concern. This allows for the early intervention of a behavioral health team, following the patient from inpatient care to appropriate long-term support, care, and resources in an outpatient setting. We are excited about the potential for this model to address some of the most intractable obstacles to patient health, and we look forward to its launch in the coming year.



4. Social Determinants of Health

Homeless Support Services

Homelessness continues to be a key focus area for the hospital's work. The number of homeless people in our community is significant, and health disparities among this group continue to grow. Many homeless patients repeatedly return to our emergency department seeking a safe place to connect to the programs and services they need to manage their conditions.

In response, we enhanced our care coordination services and expanded our network of external partners to give homeless patients more placement options. We continue to offer food, clothing, prescription medication, and transportation for patients who lack access to care, along with the services of a dedicated homeless services liaison and community health workers to help our patients navigate resources critical to their health.

Our partnerships with community-based homeless service navigators and recuperative care and transitional living facilities are important to this work. As part of our community benefit plan, we contribute to the cost of recuperative care for uninsured and underinsured patients and participate in established transitional housing partnerships, including the local Homeless Coalition and the Homeless Outreach Program Integrated Care System.



Nutrition

To support our patients who experience both chronic conditions and food insecurity, the hospital and the MLK Community Medical Group launched a food prescription program in FY 2019. *Recipe for Health* offers the patient a weekly supply of fresh fruits and vegetables, along with cooking and nutrition classes that help patients learn how food choices can improve their health. Family members often benefit along with the patient, building healthy habits across generations. Our own MLKCH cafeteria—a model of healthful and affordable food choices for our employees and the community—is an integral part of this program, along with the MLK Campus Farmers' Market.

Since its launch in March 2019, the *Recipe for Health* team has enrolled 144 patients. Improvements in health are already being reported and will continue to be evaluated for impact in FY 2020.



Community Building Activities

Community benefit services include MLKCH expertise and resources devoted to strengthening and building our community. Hospital leaders serve on local, regional, and state-level boards, participating in decisions that address health improvement and support health policy that will benefit our community. Employees volunteered their time in *You Can*, an MLKCH community program created to encourage local youth to pursue careers in healthcare. Among this year's *You Can* activities, hospital employees participated in six Career Days, as well as local schools' Read Across America campaigns.

This past year hospital representatives participated in and presented to a number of organizations, including:

- The **2018 Symposium on Discharge of Homeless Patients** in Los Angeles. Discussions included improving the coordination of homeless patient discharge and ensuring their continued care once back in the community.
- **Community Lifting Communities**, the community benefit effort led by the Hospital Association of Southern California.
- The **MLK Community Healing and Trauma Prevention Center**, a Los Angeles County–run center that addresses violence and trauma in response to the community's desires on both healing and organizing for change.



- **The Homeless Task Force**, a Los Angeles County–run initiative to address homelessness and develop coordinated approaches in maintaining a safe and clean environment.
- The **Partnership for Unified Services in HIV**.
- The **Watts Gang Task Force**, a community group committed to reducing gang violence and improving the quality of life in Watts of Los Angeles County.
- The **Los Angeles Partnership Diabetes Prevention Workgroup**. This entity brings together hospital leaders across southern California to develop comprehensive multidisciplinary approaches for diabetes treatment and prevention.

We continue to offer meeting space and provide speakers to numerous non-profit health-focused organizations, including community clinics, Welcome Baby, Central City Community Health Center, and the Southside Coalition.



Community Benefit Profile

Community Benefit Category	Net Benefit
Charity Care ¹	\$19,463,721.72
Unpaid Costs of Medi-Cal ²	\$0
Education and Research ³	\$2,403.90
Other for the Broader Community ⁴	\$19,169,738.31
Total Community Benefit Provided Excluding Unpaid Costs of Medicare	\$38,635,863.93
Unpaid Costs of Medicare ²	\$0
TOTAL NET VALUE OF QUANTIFIABLE COMMUNITY BENEFIT	\$38,635,863.93

1 Charity Care 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. Estimated costs are based on the overall hospital cost-to-charge ratio. This total includes the Hospital Quality Assurance Fee paid to the State of California.

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

4 Includes non-billed programs, such as community health education, screenings, support groups, clinics, and other self-help groups.



Community Benefit Plan—Fiscal Year 2020

The Martin Luther King, Jr. Community Hospital is a leader for change and for a healthier future in a vastly underserved community. Over the next year we will continue the work described in this and previous reports, offering programs and services aligned with goals in each of the four key categories identified in our Implementation Strategy. Findings from our Community Health Needs Assessment serve as a roadmap for the continuation and expansion of community benefit programs and services.



In the third year of our Implementation Strategy we plan to strengthen existing work and expand in a few critical areas, including:

1. Access to Preventive, Primary, and Specialty Care

- Expand the MLK Community Medical Group to include geriatric medicine and women's health; continue to expand family medicine, behavioral health, and diabetes and heart disease specialties.
- Open the medical group's second outpatient practice site in East Compton.
- Complete construction and begin services in the new medical office building on the MLK Medical Campus.
- Support charity care for an increased volume of 110,000 patients in the hospital's emergency department.

2. Maternal and Infant Health

- Achieve Baby Friendly Hospital accreditation status.
- Partnering with community leaders, develop a navigating program for mothers that come through the emergency department and need support beyond general maternal care. The program will include early enrollment into *Welcome Baby* for at-home support.
- Expand upon initiatives like the *First 48 Hours* and the *Mommy Group* for a more inclusive pregnancy and post-delivery experience.

**Yusli Lili Fernandez
Montero, MD, MPH**

Family Medicine and
Addiction Medicine



"What I like best about my job is having the opportunity to build lifelong relationships and partnerships with my patients. Watching families and communities take ownership of their health is one of the most rewarding aspects of my job."



3. Management of Chronic Health Conditions

- Expand the reach of *Know Your Basics*, the hospital's community health screening and education program, to 200,000 community members, doubling screening services to 5,000 residents.
- Expand *Man Up!* outreach efforts to additional locations where men in our community gather, increasing impact and health awareness.
- Introduce *Healthy Moves*, a mobile approach to health, sending the van across South Los Angeles to targeted areas where mobile community health can be most effectively deployed.
- Secure 2,000 Health Seekers to create a digital network for health tips and community-based health information, addressing the challenges of overweight and obesity prevalent in our community.
- Launch the Integrated Behavioral Health program for the identification and integrated treatment of mental and physical health.

Adan Romero, MD

Family Medicine



"I specialize in creating deep connections with patients and understanding their needs. This connection has a very positive impact on a patient's ongoing comprehensive care."



4. Social Determinants of Health

- Continued expansion and strengthening of partnerships to collectively address homeless needs in a comprehensive manner, including food, clothing, medicine, transportation, and contributions for recuperative and skilled nursing care.
- Evaluation of *Recipe for Health*, our food prescription program for patients with chronic conditions and food insecurity, for improved patient outcomes. Potential refinement and expansion of program.
- MLKCH cafeteria healthy foods initiatives, including the sourcing of organic, grass-fed meats.
- Launch a new initiative to educate, recognize, and intervene in cases of human trafficking.
- Participation in the coalition of partners, including the Housing Authority of the City of Los Angeles, applying for a Choice Neighborhood designation for Jordan Downs, allowing for increased investment in our neighborhoods programs and infrastructure.

**PK Fonsworth,
MD, MBA**

Addiction Psychiatry



“I am humbled and inspired by how addiction psychiatry helps bring marginalized groups back into the folds of society, allowing for happier and more connected lives.”



Measuring Impact

MLKCH will measure our progress toward each of our community benefit areas of focus throughout the year using regularly prescribed evaluation routines. We track our performance across 25 metrics that cover access to care, maternal and infant health, management of chronic health conditions, and social determinants of health. We will continue to establish metrics and timelines for each of the initiatives and strategic health needs they address. Metrics will vary based on the initiative described and include the number of people served, the types of services and activities provided, and the variety of partners engaged. Progress will be reported regularly and strategies adjusted as appropriate to reach our goals.



Community Partnerships

We are fortunate to have successful, established relationships with our community partners. Together we have made meaningful impact in the communities we serve. To meet the objectives outlined in our Implementation Strategy, we will continue to engage new partners to support our work. A partial list of our current community partners includes:

- American Diabetes Association
- American Heart Association
- Ánimo James B. Taylor Middle School
- Baldwin Hills Farmers Market
- Be Social Productions
- Black Women for Wellness
- California State University Dominguez Hills
- Cedars-Sinai, Healthy Habits
- Charles R. Drew University of Medicine and Science
- Communities Lifting Communities
- Community Coalition
- Compton Avenue Elementary School
- Compton Early College High School
- Compton Farmers Market
- Compton Unified School District, Ralph J. Bunche Elementary School
- Exodus Recovery, Inc.
- Food Forward
- Grocery Outlet Bargain Market—Compton
- Health Net of California, LLC
- Homeless Outreach Program Integrated Care System
- Hospital Association of Southern California

Community Partnerships (continued)

- Integrated Healthcare Association
- KJLH Radio
- L.A. Care Inglewood Family Resource Center
- L.A. Care Lynwood Family Resource Center
- L.A. Focus
- Los Angeles Area Chamber of Commerce
- Los Angeles Boys & Girls Club
- Los Angeles County Department of Public Health
- Los Angeles County Sheriff's Department
- Los Angeles Sentinel
- Los Angeles South Chamber of Commerce
- Maxine Waters Employment Preparation Center
- MLK Campus Farmers' Market
- MLK Center for Public Health
- MLK Community Medical Group
- Martin Luther King, Jr. Outpatient Center
- Miller Children's and Women's Hospital
- National Coalition of 100 Black Women
- Neighborhood Housing Services of Los Angeles County
- Nickerson Gardens Housing Project
- Plaza Mexico
- Project Angel Food
- Residence Advisory Councils for Jordan Downs, Nickerson Gardens and Imperial Courts
- Sodexo
- South Los Angeles Health Projects
- Southside Coalition
- SPA 6 Homeless Coalition
- Star View Community Services
- Sustainable Economic Enterprises of Los Angeles (SEE-LA)
- Taste of Inglewood
- Taste of Soul
- The Zetema Project
- University of California Los Angeles (UCLA)
- Univision Communications Inc.
- Walnut Park Middle School
- Watts Gang Task Force
- Watts Health Center
- Watts Labor Community Action Committee
- Welcome Baby
- Whole Person Care – Los Angeles (WPC-LA)
- Women, Infants, and Children (WIC)
- Young Women's Christian Association (YWCA)

To meet the objectives outlined in our Implementation Strategy, we will engage new partners to support our work in FY 2020.