

# Community Benefit Report and Plan FY 2017

PRESENTED BY: Martin Luther King, Jr. Community Hospital



**SUBMITTED TO:**

Office of Statewide Health Planning and Development  
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### Message from the CEO

Welcome to our Community Benefit Report and Plan for the period of July 1, 2016-June 30, 2017 (FY2017). This was a pivotal year for our community benefit effort; we conducted our first Community Health Needs Assessment (CHNA) since our hospital opened, and grew signature initiatives that will impact our community going forward.

This report incorporates qualitative and quantitative data, including input from key community stakeholders. CHNA findings reveal the nature and extent of health disparities in our service area, and inform the development of our new Implementation Strategy—a plan that will guide our community benefit focus over the next three years.

We are addressing needs that have a significant impact on our community through our Implementation Strategy. These include:

- Access to preventive, primary, specialty and dental care
- Maternal and infant health
- Obesity and overweight issues (green space, healthy food, management of chronic conditions)
- Social determinants of health (homeless care and service coordination, safe physical environment)

Addressing the social determinants of health related to homelessness and a safe physical environment is particularly important if we are to make progress toward reducing health inequities in South Los Angeles. In an area with limited green space, lack of healthy food, and a shortage of safe, affordable housing, our residents are challenged to maintain and adopt lifestyles needed to improve and manage their health.

The progress we report on here offers a strong foundation for future programs and strategies to address significant health needs. Highlights include: the nonprofit MLK Community Medical Group, which opened its first outpatient practice site to treat adults with chronic illnesses; our partnership with Miller Children's and Women's Hospital, increasing access to specialists who help us improve the community's maternal and infant health; and our *Know Your Basics* program, extending its reach to offer more people education about healthy eating, exercise and management of chronic conditions. This year also saw the establishment of a farmers market on our campus, mentoring and job shadowing for area students, and the creation of a position to connect homeless patients to resources and safe housing.

We are making an impact. Our community trusts us and comes to us for care. Over the next three years, as our Implementation Strategy takes effect, our impact will be even greater. As we look at the work ahead of us we will be guided by words from our hospital's namesake, Martin Luther King, Jr.: "Faith is taking the first step even when you don't see the whole staircase." I welcome you to join us on our journey.

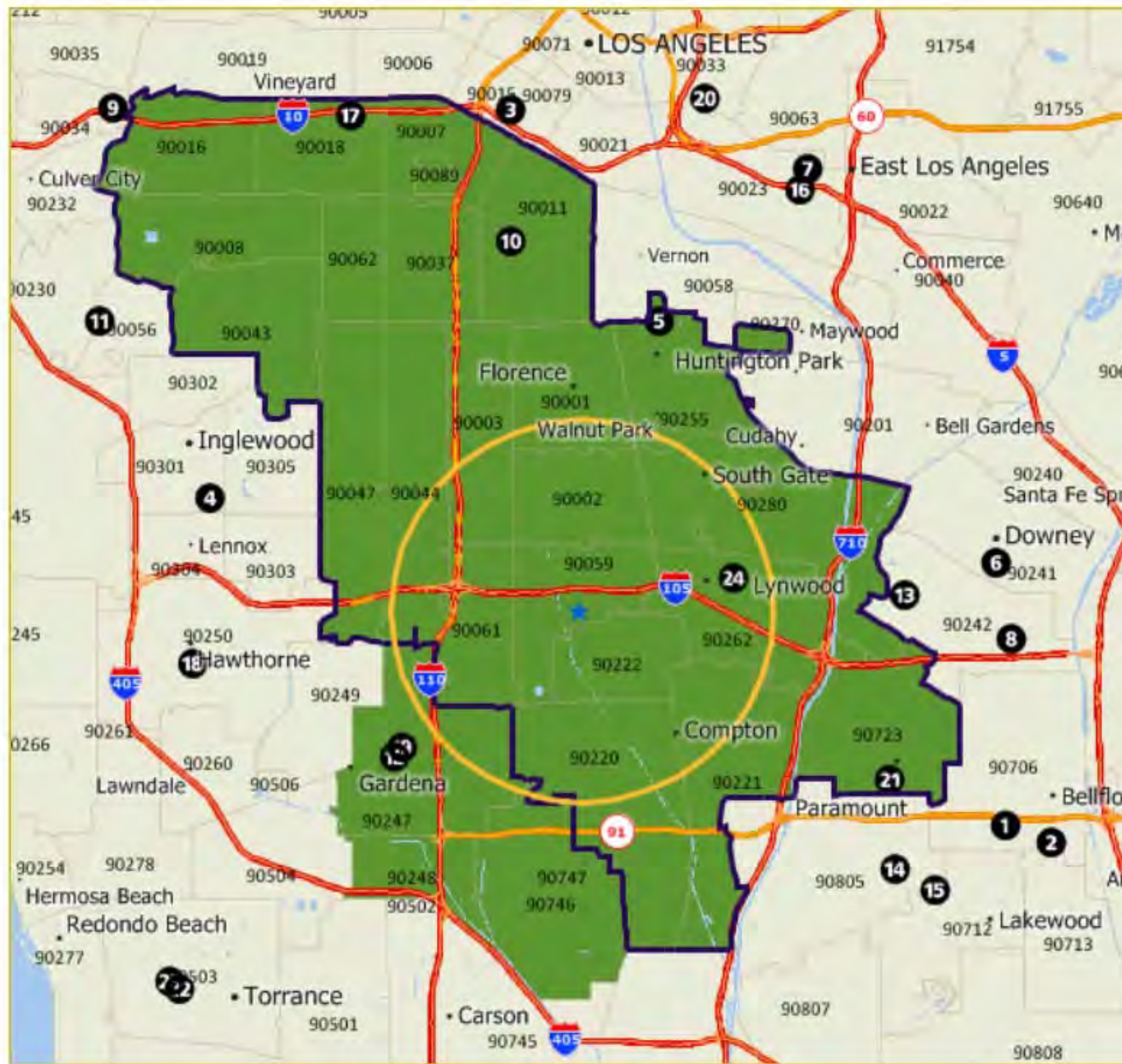
**Elaine Batchlor, MD, MPH**  
Chief Executive Officer



### About Our Community

Martin Luther King, Jr. Community Hospital is located in Los Angeles County. The hospital's service area includes 27 ZIP codes located within a three-mile radius of the hospital, representing a total population of 1,314,330. This is the county's most vulnerable population, with high rates of poverty, unemployment, homelessness and chronic disease. The region is adversely impacted by social determinants of health, which the World Health Organization defines as "the conditions in which people are born, grow, work, live and age, and the wider set of forces and systems shaping the conditions of daily life." In addition, large portions of the hospital's service area are federally designated as Health Professional Shortage, Medically Underserved or both, indicating physician shortages across all specialties. Both social determinants and physician shortages contribute to the worst health outcomes for South Los Angeles among all communities in Los Angeles County.

## 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	90001, 90002, 90003, 90007, 90008, 90011, 90016, 90018, 90037, 90043, 90044, 90047, 90059, 90061, 90062, 90089
Lynwood	90262
Paramount	90723
South Gate	90280



## About Us

Martin Luther King, Jr. Community Hospital (MLKCH) is a private, non-profit, safety net hospital, administered by the Martin Luther King, Jr. –Los Angeles Healthcare Corporation (MLK-LA), a 501 (c)(3) organization. MLKCH is a brand new state-of-the-art facility, with all new equipment, technology, staff and administration. It is located on a larger medical campus with additional services, all of which are operated by the County of Los Angeles.

MLKCH has 131 licensed beds, including 93 medical/surgical beds, 20 intensive care beds and 18 obstetrical beds. Inpatient specialties include: anesthesiology, cardiology, emergency services, gastroenterology, general medicine, general surgery, infectious diseases, nephrology, obstetrics & gynecology, ophthalmology, orthopedics, otolaryngology, pathology, pulmonary medicine, radiology and urology. In late 2016 the hospital formed a nonprofit medical group to provide post discharge care to adults with chronic diseases. The first outpatient practice site for the MLK Community Medical Group is located two miles from the hospital in the city of Compton.



### **Mission**

The mission of Martin Luther King, Jr. Community Hospital is to provide compassionate, collaborative, quality care and improve the health of our community.

### **Vision**

The vision of Martin Luther King, Jr. Community Hospital is to be a leading model of innovative, collaborative, community health care.

### **Values**

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





## Community Benefit Services Summary FY 2017

### Community Health Improvement

In FY2017, we expanded efforts in our signature community benefit program, *Know Your Basics*—a health promotion effort that engages our community in places they feel comfortable, including shopping malls, hair salons, barber shops, farmers markets and churches. In partnership with nursing students from three local colleges, our *Know Your Basics* teams provided health screenings for glucose, blood pressure and BMI, health education, and resource referrals. For many community members, *Know Your Basics* was their first encounter with MLKCH. Through these initial healthcare conversations, we built trust and connections with our community, addressing health disparities through screenings and education. Including outreach in community health fairs, churches and schools, we reached more than 215,000 individuals with health education, 1,155 with health screenings and more than 10,000 with health resources referrals.

### Healthcare Support Services

Homelessness was a key area of focus for FY2017. The number of homeless individuals in the hospital’s service area continues to grow at an alarming rate. Many homeless patients return repeatedly to our emergency department because without a safe home they cannot connect to the programs and services they need to manage their conditions. We joined our service areas Homeless Coalition to partner with other community agencies to address homeless needs more comprehensively. We enhanced our care coordination services and expanded our network of external partners to give homeless patients more placement options. Our work to meet the needs of the homeless will remain a community benefit priority in coming years.

Additionally, we offered transportation to patients who could not otherwise access care. We covered the cost of prescription medication for patients with no insurance. We paid for post discharge care in outside facilities for uninsured and underinsured patients.



### Health Professions Education and Workforce Development

This year we hosted more than 100 high school, college, nursing, and public health students for job shadowing and mentoring with hospital staff. In response to numerous requests, we developed program itineraries specific to the interests of the students. When we hosted students from the UCLA Fielding School of Public Health, for example, their time with us included a hospital tour, a networking lunch with hospital staff and physicians, a presentation on the unique public private partnership which established our hospital, and information on the services we provide to address health disparities in our underserved community.

*You Can* is another signature community initiative we created to encourage local youth to pursue careers in healthcare. Our hospital is in a federally designated Health Professional Shortage Area; *You Can* is intended to help close that gap by introducing a variety of healthcare careers to neighborhood students. Among this year's *You Can* activities, hospital employees participated in Career Day at a local high school and presented a "Teddy Talk" to middle school students, taking the stage at the school auditorium and sharing career paths.

### Cash and In-Kind Contributions

We provided contributions to non-profit organizations that support community benefit efforts. These gifts ranged from clothing and toiletries to homeless patients to service on healthcare community boards and at community forums and health education events.

Community benefit services also included the expertise and resources of our hospital. In FY 2017 hospital representatives shared hospital programs and presented health education and information at Jordan Downs Resident Advisory Committee meetings, the Watts Gang Task Force, Watts Neighborhood Council Board Meetings, and the South Los Angeles Chamber of Commerce.

We offered meeting space and provided speakers to numerous non-profit health focused organizations including community clinics, Women Infants and Children, Welcome Baby, Mother's Nutritional Center and the Southside Coalition. We hosted a healthcare roundtable for U.S.



Representative Nancy Barragan, bringing representatives from several healthcare providers and non-profit clinics together to share perspectives on community health needs. We continued to provide rent-free space to the Department of Social Services to assist uninsured residents with obtaining health insurance and other public assistance programs including food support (SNAP).

**Coalition Building and Advocacy**

Hospital representatives serve on a number of nonprofit boards and committees that address health improvement at local, regional and state levels. We joined Communities Lifting Communities, a regional community benefit effort coordinated by the Hospital Association of Southern California, presented on the impact of a possible repeal of the Affordable Care Act to the UCLA Fielding School of Public Policy, attended California Hospital Association’s “Cal Leg Day” in Sacramento, participated in Representative Karen Bass’s Health Care Task Force Meeting, and presented the impact of health disparities on South Los Angeles at the Congressional Black Caucus Foundation Annual Meeting in Washington, DC.

Community Benefit Categories	Net Benefit
CHARITY CARE <sup>1</sup>	\$9,169,159
UNPAID COSTS OF MEDI-CAL <sup>2</sup>	\$0
EDUCATION AND RESEARCH <sup>3</sup>	\$15,840
OTHER FOR THE BROADER COMMUNITY <sup>4</sup>	\$10,635,457
<b>TOTAL COMMUNITY BENEFIT PROVIDED EXCLUDING UNPAID COSTS OF MEDICARE</b>	<b>\$19,820,456</b>
UNPAID COSTS OF MEDICARE <sup>2</sup>	\$0
<b>TOTAL QUANTIFIABLE COMMUNITY BENEFIT</b>	<b>\$19,820,456</b>

<sup>1</sup> Charity Care includes traditional charity care write-offs to eligible patients at reduced or no cost based on the individual patient's financial situation.

<sup>2</sup> 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 Provider Fees (HPF) paid to the State of California.

<sup>3</sup> Costs related to the medical education programs and medical research that the hospital sponsors.

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



## Community Benefit Plan

With our Implementation Strategy in place, we are developing programs and services to meet the goals for each of our outlined strategic health needs. We will identify staff and community partners to lead us in this effort. Our path will be guided by the health disparities and inequities outlined in our Community Health Needs Assessment (CHNA). For example, the assessment revealed that more than half of our community's residents delay needed medical care due to cost or lack of insurance. We will assist residents with enrollment in health insurance programs by offering this service at *Know Your Basics* events and at the MLK Community Medical Group clinic. Another finding in this assessment highlights lack of access to dental care. We will add a dentist to our MLK Community Medical Group to address this need.

In the area of maternal child health, inadequate time between pregnancies is a significant factor in premature and low weight births. We will increase the availability of family planning and contraceptive services to our patients to prevent these adverse outcomes. Our region suffers from a high incidence of chronic disease, particularly diabetes. Our plan includes creating a center of excellence for treating these patients, incorporating data sharing with other community health providers and increasing our community outreach and education. We will use our *You Can* and *Know Your Basics* programs to address the high prevalence of overweight and obesity among adolescents and adults. We will partner with community organizations like Groceryships and Every Table to introduce healthy, affordable food to South Los Angeles.

Social and economic factors are the largest single predictors of health outcomes, and strongly influence lifestyle choices. Part of improving the health of the community is addressing these social determinants. We will help homeless individuals access services and support they need by partnering with community and government programs, many made available through Measure H. We will support the homeless outreach team on our medical campus, expand placement options for homeless patients and engage elected officials to advocate for increased access to permanent housing. In an effort to create a safe environment for all in our community, we are joining forces with the Housing Authority of the City of Los Angeles, the Residence Advisory Councils for Jordan Downs, Nickerson



Court and Imperial Gardens, the Watts Gang Task Force, and the Los Angeles County Sheriff's Department.

### **Measuring Impact**

The impact of our progress toward each of our community benefit areas of focus will be measured and evaluated during regular prescribed intervals throughout the year. We will establish metrics and timelines for each of the strategic health needs we are addressing. The metrics will vary by initiative and include tracking the number of people served, resources committed to this work and the number of partners engaged. Progress will be reported regularly and strategies adjusted as appropriate to reach our goals.

### *Community Partnerships continued...*

- Los Angeles Police Department -77th Street Community Police Station
- Los Angeles Southwest College
- Los Angeles Trade Technical College
- Lynwood High School
- MLK Campus Farmers Market
- MLK Community Medical Group
- Markham Middle School
- Martin Luther King, Jr. Elementary School
- Martin Luther King, Jr. Community Outpatient Center
- Miller Children's and Women's Hospital
- Mother's Nutritional Center
- Planned Parenthood
- Residence Advisory Councils for Jordan Downs, Nickerson Court and Imperial Gardens
- Sodexo
- South Bay Family Health Care
- South Central Family Health Center
- Southern California Health and Rehabilitation Program
- Southside Coalition
- SPA 6 Homeless Coalition
- St. John's Well Child & Family Center
- To Help Everyone (T. H. E.) Health and Wellness Centers
- The Watts Neighborhood Council
- UCLA Prostate Cancer Research
- UMMA Community Clinic
- UNICEF/ World Health Organization Baby Friendly Initiative
- University of California Los Angeles (UCLA)
- Watts Gang Task Force
- Watts Labor Community Action Committee
- Welcome Baby
- Women, Infants and Children

## Non-discrimination Policy

Martin Luther King, Jr. Community Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Martin Luther King, Jr. Community Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Martin Luther King, Jr. Community Hospital:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Jerry Stockstill, Patient Experience Manager, at (424) 338-8583.

If you believe that Martin Luther King, Jr. has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Department of Quality and Risk, 1680 E. 120<sup>th</sup> Street, Los Angeles, CA 90059, (424) 338-8713, 1-800-735-2929 (TTY/VCO/HCO), [info@mlkch.org](mailto:info@mlkch.org).

You can file a grievance in person or by mail. If you need help filing a grievance, Department of Quality and Risk, is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at [https://ocrportal.hhs.gov/ocr/cp/wizard\\_cp.jsf](https://ocrportal.hhs.gov/ocr/cp/wizard_cp.jsf), or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>





# Martin Luther King, Jr. Community Hospital

## Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電  
1-800-854-7784 (TTY: 1-800-735-2929)。

## Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-854-7784 (TTY: 1-800-735-2929).

## Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-854-7784 (TTY: 1-800-735-2929)

## Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-854-7784 (TTY: 1-800-735-2929)번으로 전화해 주십시오.

## Armenian

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Ձանգահարեք 1-800-854-7784 (TTY (հեռատիպ)՝ 1-800-735-2929)

## Persian

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصترو اریگان بیار شما فمهار می باشد. با 1-800-854-7784 (TTY: 1-800-735-2929) تماس بگیرید.

## Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-854-7784 (телетайп: 1-800-735-2929).

## Japanese

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-854-7784 (TTY: 1-800-735-2929) まで、お電話にてご連絡ください。

## Arabic

ملحوظة: اذ كنت تتحدث ذاكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-854-7784 (رقم هاتف الصم والبكم: 1-800-735-2929)

## Punjabi

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ।  
1-800-854-7784 (TTY: 1-800-735-2929) 'ਤੇ ਕਾਲ ਕਰੋ।



### Mon-Khmer, Cambodian

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, លេខជំនួយផ្នែកភាសា ដោយមិនគិតល្អឺល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ  
1-800-854-7784 (TTY: 1-800-735-2929)។

### Hmong

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-854-7784 (TTY: 1-800-735-2929).

### Hindi

ध्यान द : य द आप हदी बोलते ह तो आपके िलए मुफ्त म भाषा सहायता सेवाएं उपलब्ध ह। 1-800-854-7784 (TTY: 1-800-735-2929) पर कॉल कर ।

### Thai

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-854-7784 (TTY: 1-800-735-2929).