

Methodist Hospital

Community Health Needs Assessment Implementation Strategy 2017 to 2019

Introduction

Hospital Community

Methodist Hospital serves the communities of Arcadia, Monrovia, Bradbury, Duarte, Monrovia, Sierra Madre, east Pasadena, Azusa, Baldwin Park, El Monte, South El Monte, Rosemead, San Gabriel, and Temple City. The 16 Zip codes representing these communities – known as Methodist Hospital Service Area – have an estimated 2016 population of 626,592 persons.

Based on quantitative and qualitative analysis, Methodist Hospital's 2016 Community Health Needs Assessment (2016 CHNA) identified two significant health needs:

- Access to health care services
- Disease prevention and health promotion

This Implementation Strategy addresses both 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, planned collaborations, and evaluation plans.

Implementation Strategy

Significant Health Need: Access to Health Services for Adults

An important source of access to adult health services is Methodist Hospital's Emergency Department. The 26-bed emergency department is open 24-hours a day and treats over 120 patients per day and is approved by Los Angeles County Emergency Medical Services as a Stroke Center and STEMI Receiving Center. Methodist Hospital's Emergency Department is also certified as an Emergency Department Approved for Pediatrics (EDAP).

Methodist Hospital will continue to offer a free 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 health insurance (including Medi-Cal and senior insurance plans).

Methodist Hospital's Community Outreach Department staff will continue to respond to the health needs of our community. Two full-time staff members actively collaborate with area organizations to address the unique needs of persons living in our service area. Some examples include active participation in Chinese (Lunar) New Year Street Festival and an Asian health fair, in collaboration with Buddha's Light International Association – Arcadia; participation in a Latino Health Fair, and program development and coordination with area senior centers to provide support for screenings and health fairs.

Planned Collaborations:

To improve access to health services in our community, leadership and staff will remain active in the following groups: Hospital Association of Southern California, Los Angeles County Service Planning Area (SPA) 3 Council, Arcadia Community Coordinating Council, Monrovia Community Coordinating Council, Buddha's Light International Association – Arcadia, Asian Pacific Diabetes Coalition, Herald Christian Health Center, Southern California Women's Health Conference, as well as various Joint Operating Committees (comprised of leaders from the hospital, local physicians organizations, and health plans).

Evaluation Plan:

Methodist Hospital will monitor and report: activity in our Emergency Department, persons served by Physician Referrals, and results of California Health Interview Surveys for Service Planning Area 3 (San Gabriel Valley) benchmarked to Healthy People 2020 national objectives for: 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.

Significant Health Need: Disease Prevention and Health Promotion

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, and cancer:

- Methodist Hospital's highly specialized cardiac services include:
 - 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
 - Two dedicated operating rooms for open-heart surgery and valve replacements
 - Specialized coronary care unit and cardiac patient care unit
 - Inpatient and outpatient cardiac rehabilitation programs
- Methodist Hospital is a designated Stroke Receiving Center for LA County EMS. In January 2014, the hospital added a 320-slice CT scan to further reduce treatment time. Methodist Hospital also provides neuro-interventional radiology services, including mechanical thrombectomy, for stroke patients.
- 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. Recently, Methodist Hospital added to these oncology services with the opening of two specialized clinics – a Gyn Oncology Institute and a Colorectal Surgery Institute – to continue to provide outstanding clinical services to the community.

To proactively address health conditions of importance to residents of the service area, Methodist Hospital will provide additional resources through health education and screening programs, as follows:

- Health fairs and screenings: Methodist Hospital will participate in three annual three health fairs addressing seniors and adults, the Latino community, and the Asian community.
- Blood pressure testing: Methodist Hospital will offer blood pressure screenings on a monthly basis at scheduled times at the Arcadia Community Center, Monrovia Community Center, and Sierra Madre Hart Park House; and continue to sponsor a Heart Check Center™ free blood pressure testing kiosk display at the Westfield Santa Anita Mall in Arcadia, serving approximately 150 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.
- Community activities: Methodist Hospital will participate with the American Heart Association in supporting heart walks (in the Fall) and heart health talks during February's heart month. In addition, staff from the hospital will train community members in Hands-Only CPR.

- Diabetes classes and support groups: To assist those with diabetes — Type 1, Type 2, gestational diabetes and hypoglycemia (impaired glucose tolerance) — Methodist Hospital will offer specialized classes. These free diabetes management classes (4- week series for two hours each sessions) are taught by a team that includes a registered nurse, diabetes educator, registered dietitian, and a physical therapist, discuss topics such as eating and diabetes, exercise, blood glucose monitoring, medications, and preventing complications. We will continue to provide a diabetes support group for those dealing with diabetes.
- Cancer workshops: To raise awareness and assist those with cancer, Methodist Hospital will offer breast cancer survivor workshops known as The Year Beyond, in partnership with Susan G. Komen Foundation and Look Good, Feel Better, in conjunction with the American Cancer Society.
- Health Ministries Program: Continue to provide health education and training, information and resources for member congregations.
- 50+ Health Connection Program: Continue to provide health education, support, and screening services for seniors.
- Chinese Community Health Lecture: Continue to offer a quarterly lecture on a health topic in Mandarin to be held in the campus auditorium.
- Enhanced web site: Continue to provide additional health information specific to heart disease, stroke, diabetes, cancer and injuries and a community calendar of events, complete with registration information, locations, dates, and times. Those interested can also follow the hospital on various social media platforms including Facebook, Twitter, YouTube, Pinterest, LinkedIn, and Yelp.

Planned Collaborations:

To support disease prevention and health promotion activities, Methodist Hospital will work closely with the Hsi Lai Temple; churches; cities of Arcadia, Monrovia and Sierra Madre; American Heart Association, American Stroke Association, American Cancer Society, and Susan B. Komen Foundation, and Westfield Santa Anita Mall.

Evaluation Plan:

Methodist Hospital will monitor and report participation, attendance and program evaluations at various community activities; results of California Health Interview Surveys for Service Planning Area 3 (San Gabriel Valley) benchmarked to Healthy People 2020 national objectives for: diagnosed with high blood pressure, diagnosed with diabetes, healthy weight and obesity; and analysis of age-adjusted death rates due to coronary heart disease, stroke, diabetes-related deaths, and various cancers.