

# Community Benefit Report and Plan FY 2018

PRESENTED BY: Martin Luther King, Jr. Community Hospital



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Martin Luther King, Jr.  
Community Hospital

## Table of Contents

Message from the CEO	3
About Our Community	4
Access to Health Care	4
Health Status and Behaviors	5
Service Area	6
About MLKCH	7
Mission, Vision, Values	8
Community Benefit Services Summary FY 2018	9
Community Benefit Profile	15
MLKCH's Community Benefit Plan	16
Measuring Impact	23
Community Partnerships	24



## Message from the CEO

Martin Luther King, Jr. Community Hospital (MLKCH) was built with a singular vision: to deliver high-quality, accessible care to our community.

Today, MLKCH has one of the lowest Cesarean section rates in the state. In FY2018, we achieved HIMSS 7 – the highest level of technological excellence, achieved by only 6.4% of hospitals nationally. Our vision of excellence has attracted physicians from the nation's top academic centers and an influx of public and private investment in South LA.

The health of a community depends upon more than just a hospital, however. This report describes the benefits we're providing to our community beyond our hospital walls. Specifically, it describes the hospital's outreach programs that help residents of South LA understand and better manage health challenges and social needs that affect health, like housing and food insecurity and lack of transportation. It reports on our commitment to local schools and to educating the next generation about careers in health care. And it outlines our plans to expand access to care by building an integrated healthcare delivery system that serves our community members where they live and work, and at every stage of their life.

We believe our commitment to health starts in our community. This report outlines the benefits we provide to South LA and how these fit into our larger vision of excellence.

**Elaine Batchlor, MD, MPH**

CEO, Martin Luther King, Jr. Community Hospital





## About Our Community

Martin Luther King, Jr. Community Hospital (MLKCH) is located in the South Los Angeles area of Los Angeles County. The hospital's service area includes 27 zip codes and is defined as the geographic region consisting of Service Planning Area (SPA) 6<sup>1</sup>, including those ZIP codes located within a three-mile radius of the hospital. This geographic region represents a population of 1,314,330. Published data indicates that many of the County's most vulnerable populations reside in our community.

## Access to Health Care

Historically, South LA has suffered from a lack of access to high-quality healthcare for decades. Large portions of the hospital's service area are federally designated as Health Professional Shortage Areas, Medically Underserved Areas, or both, indicating physician shortages across critical primary care and specialty areas. Lack of transportation options within this largely low-income community has limited access to healthcare and resulted in poor health literacy.

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<sup>1</sup> Defined by the County of Los Angeles Public Health Department as the communities of Athens, Compton, Crenshaw, Florence, Hyde Park, Lynwood, Paramount, and Watts. <http://publichealth.lacounty.gov/chs/SPA6/index.htm>



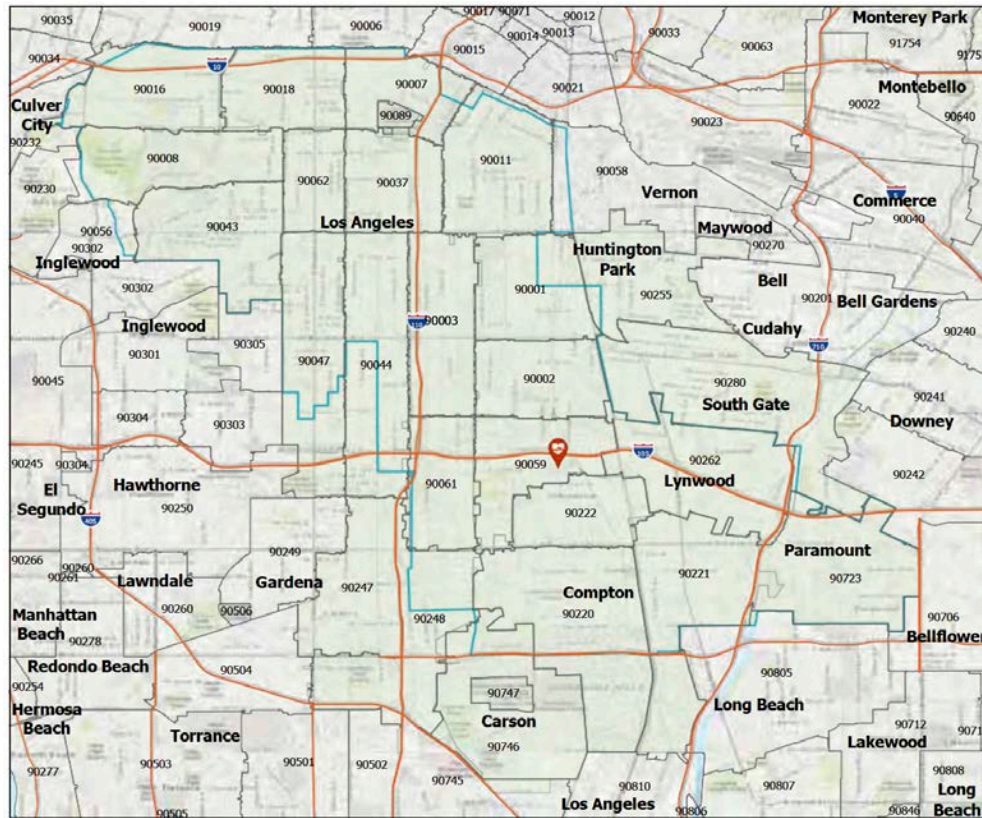
## Health Status and Behaviors

South LA has high rates of poverty, unemployment, homelessness and chronic disease. In comparison to county, state, and national trends, the community's health and the degree to which residents engage in healthy behaviors, is rated far worse for almost all key metrics.

These social and economic factors have resulted in conditions in which residents suffer the lowest life expectancy and worst health outcomes in Los Angeles County.

Despite the challenges, South LA remains a vibrant and resilient place. The public and private partners that came together to establish MLKCH brought a sense of purpose and mission to the establishment of quality healthcare for this community. That mission is attracting new resources and investment.

## 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, 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 MLKCH

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. The hospital is located on the Martin Luther King, Jr. Medical Campus, a larger medical campus with additional services, all of which are operated by the County of Los Angeles.

The hospital opened in 2015 with 131 licensed beds, including 93 medical/surgical beds, 20 intensive care beds, and 18 obstetrical beds. The hospital provides inpatient general acute care services, basic emergency services (24 hours), and health education and outreach services typical of a community hospital.

Despite being a small community hospital, MLKCH's emergency department is one of the busiest in Los Angeles County, serving approximately 100,000 patients per year. This high volume is a reflection of the community's long-unmet medical needs and lack of providers.



## 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 2018

MLKCH delivers programs and services that improve the health of the South Los Angeles community. Below is an overview of community benefit services from July 1, 2017 to June 30, 2018.

### Community Health Improvement

In FY2018 the hospital expanded its signature community benefit program, *Know Your Basics*. This program engages community members where they live, work and feel comfortable—shopping malls, farmers’ markets, community health fairs, barber shops, beauty salons, churches, schools and housing projects.

In partnership with nursing students from local colleges, the *Know Your Basics* program provided individual health screenings for blood glucose, blood pressure and body mass index (BMI), and provided education on important health risks and prevention steps, as well as resource referrals. Venues included the Baldwin Hills/Crenshaw Mall, Green Meadows Recreation Center, and the popular “Taste of Soul” festival.

In FY2018, we reached more than 240,000 individuals with health education, 7,800 with health screenings and more than 10,000 with health resource referrals.

In 2019, the program’s goal is to provide screening services for up to 10,000 community members and health education and awareness for 300,000. The *Know Your Basics* program will also launch a new men’s health initiative, *Man Up!*, that will provide screenings and health education at locations where men gather.

***Know Your Basics*** signature community outreach program.

- 7,800 adult and senior encounters with community health education screening and health fairs.
- \$2,498,877 contribution for community benefit to improve the program and provide necessary health awareness services to residents.



## Homeless Support Services

SPA 6 in the MLKCH service area has the second highest number of homeless residents in Los Angeles County after downtown Los Angeles, according to a 2018 count by the Los Angeles County Homeless Service Authority.<sup>1</sup> MLKCH is committed to meeting the needs of homeless patients in and outside the hospital walls and has implemented best practices that exceed industry standards for post-discharge placement and linkages to social services.

Notably, MLKCH has a care management team specifically dedicated to the coordination of services for homeless patients. This includes a full-time Homeless Liaison, Community Health Workers and Homeless Services Coordinators. These professionals not only secure safe placement for homeless patients after they leave the hospital, they accompany them to those placements. The hospital also pays for post-discharge placements and housing.

Hospital leadership showcased MLKCH's programs for the homeless at a November 2018 panel on "Best Practices and Innovation in Homeless Patient Discharge Planning."

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<sup>1</sup> 2018 Greater Los Angeles Homeless Count - Data Summary. Total Point-In-Time Homeless Population by Geographic Areas. <https://www.lahsa.org/documents?id=2000-2018-greater-los-angeles-homeless-count-data-summary-total-point-in-time-homeless-population-by-geographic-areas>



## Health Professions Education and Workforce Development

*You Can* is a signature community initiative MLKCH created to encourage local youth to pursue careers in healthcare. MLKCH is located in a federally designated Health Professional Shortage Area and *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 Days and Read Across America at community schools to provide healthcare mentoring support.

The hospital also hosted students interested in health-related careers through job shadowing, mentorship, and interactions with hospital staff. For example, the hospital organized a tour, networking lunch and expert presentation to students from the UCLA Fielding School of Public Health. In addition, the hospital offered a new "Summer Junior Volunteers Program" for King/Drew Magnet High School of Medicine and Science students.





### Cash, In-Kind Contributions and Charity Care

MLKCH provided direct and indirect contributions to our community in 2018. These contributions ranged from complementary clothing and toiletries for homeless patients, to contributions to non-profit organizations that support the community, such as the YWCA and Community Coalition.



## Community Building Activities

MLKCH is actively involved in the community we serve through participation in, and attendance at, local events, meetings, task forces, workgroups and more. Specifically, in FY2018 hospital representatives shared hospital programs and presented health education and information at the Century Sheriff Station's Willowbrook National Night Out event, the Watts Gang Task Force, and Black Women for Wellness. MLKCH staff also serve on a number of community boards and were present at health forums, such as The State of Black Women Forum on improving the wellness of black women and girls in California. Other partners include:

- 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 hospital leaders across Southern California together to develop comprehensive multidisciplinary approaches for diabetes treatment and prevention.
- **Community Lifting Communities**, the community benefit effort led by the Hospital Association of Southern California.





MLKCH continued to offer meeting space and provide 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. The hospital provided 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 (Supplemental Nutrition Assistance Program).





## Community Benefit Profile

Community Benefit Category	Net Benefit
Charity Care <sup>1</sup>	\$9,105,219.00
Unpaid Costs of Medi-Cal <sup>2</sup>	\$0
Education and Research <sup>3</sup>	\$6,586.99
Other for the Broader Community <sup>4</sup>	\$12,285,419.90
<b>Total Community Benefit Provided Excluding Unpaid Costs of Medicare</b>	<b>\$21,397,225.90</b>
Unpaid Costs of Medicare <sup>2</sup>	\$0
<b>TOTAL NET VALUE OF QUANTIFIABLE COMMUNITY BENEFIT</b>	<b>\$21,397,225.90</b>

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 Provider Fees (HPF) paid to the State of California.

3 Cost related to medical education programs and medical research at the hospital sponsors.

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



## MLKCH's Community Benefit Plan

MLKCH is committed to being a leader for change and for a healthier future for South LA. The hospital developed an Implementation Strategy to address needs and improve health in the community. Findings from the Community Health Needs Assessment served as a roadmap for expansion of community benefit programs and services. Major themes identified in MLKCH's Implementation Strategy include:

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





## 1. Access to Preventive, Primary, and Specialty Health Care

**Priority Health Need:** Community residents have inadequate access to a broad range of medical and dental services.

**Goal:** Increase access to preventive, primary, specialty, and dental health care for medically underserved populations.

**Impact:** Improved access to health care providers will help residents prevent and manage their health and health conditions.

### *Strategies and Activities*

MLKCH provided rent-free space to the Department of Social Services for their health insurance program enrollment outreach.

To address patient transportation needs, MLKCH engaged ride-sharing services to transport patients to and from post-discharge medical appointments.

In addition, the hospital invested money in recruiting more physicians to practice in South LA to expand services and access to care.

*Yusli Lili Fernandez  
Montero, MD, MPH*

Family Medicine and  
Addiction Medicine



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





## 2. Maternal and Infant Health

**Priority Health Need:** Poor healthcare access and social challenges are associated with a high incidence of poor birth outcomes.

**Goal:** Improve birth outcomes and infant health.

**Impact:** Decreased premature births and infant mortality, decreased low birth weight and premature births, and increased rate of breastfeeding among new mothers.

### *Strategies and Activities*

South LA families need more and better prenatal care and post-delivery support, as well as education and resources for expectant parents. In 2018, MLKCH addressed this need through improved breastfeeding education, high-quality practices for mothers delivering at the hospital, and the provision of other postpartum supports.

A partnership between Planned Parenthood and MLK Community Medical Group was created to increase access to prenatal care. Specifically, this partnership enabled Planned Parenthood to begin to provide prenatal care in collaboration with the MLK Community Medical Group.



Through a continued partnership with Miller’s Children’s and Women’s Hospital, MLKCH increased access to medical specialists in maternal and infant health. The hospital’s partnership with the First 5 “Welcome Baby Program” included a home visit to new parents, and contributed to community-based post-delivery support services for new parents.

Notably, MLKCH is on track to become a “Baby Friendly Accredited Hospital” in 2019. This international accreditation program implements best practices for breast feeding and other mother-child supports. As part of this commitment, the hospital employed a “Baby Friendly Coordinator” to lead this initiative.

African American mothers face disproportionate challenges in prenatal care and support during and after pregnancy. In the coming year, the hospital will enhance community resources for parents by partnering with community leaders to develop a support group for African American mothers.



### 3. Management of Chronic Health Conditions

#### Chronic Disease Management

<p><b>Priority Health Need:</b> High prevalence of poorly managed chronic diseases resulting in bad health outcomes.</p>
<p><b>Goal: Improve management of chronic diseases to reduce complications and disabilities.</b></p>
<p><b>Impact:</b> Reduced morbidity and mortality associated with chronic diseases.</p>

#### *Strategies and Activities*

*Know Your Basics* provided health screenings, education and peer support to help South LA residents identify and better manage health risks and chronic conditions.

The hospital supported recruitment of additional primary care and specialty physicians to practice in the South LA community. These physicians provided staffing for post-discharge care and coordination for hospital patients and community members.

**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.”





## Overweight and Obesity

**Priority Health Need:** High prevalence of overweight and obesity among adolescents and adults.

**Goal:** Empower and encourage residents to maintain healthier weights by eating healthy and engaging in physical activity.

**Impact:** Reduced rates of overweight and obesity related health conditions.

### *Strategies and Activities*

To address the growing prevalence of overweight and obesity among adolescents and adults, the *Know Your Basics* program provided education on nutrition and exercise at approximately 40 community events in FY2018.

In FY2019, MLKCH will expand the *You Can* program to provide customized health and wellness education in community schools.

The hospital continued to co-host the MLK Campus Farmers' Market as a source of fresh, healthy and affordable produce in South Los Angeles. Nutrition and cooking classes were held in the hospital cafeteria on market days.

The MLKCH cafeteria has become a model of healthy and affordable food choices for both campus employees and community members.



#### 4. Social Determinants of Health

##### Care and Service Coordination for the Homeless

**Priority Health Need:** High and growing prevalence of homeless patients with poorly managed health conditions.

**Goal:** Help homeless individuals access housing and other social services so they can stabilize and better manage their health.

**Impact:** Housing affords increased access to healthcare, improved self-management, and enhanced quality of life.

##### *Strategies and Activities*

MLKCH was recognized for its best practices in the care and placement of homeless patients in 2018. In addition to food, clothing, and transportation, the hospital subsidized recuperative care and established transitional housing partnerships, including the local Homeless Coalition, to collectively address homeless needs in a more comprehensive manner.

Much of this outreach is through collaboration with partners, such as the Homeless Outreach Program Integrates Care System, which connects homeless individuals to housing, social services, and other healthcare services. MLKCH employed a Homeless Liaison and Community Health Workers to maintain and create effective partnerships to better coordinate community resources and provide patients with options for care, housing, and transportation. The hospital will continue to expand partnerships with organizations to better connect homeless individuals to high-quality social services and supports.





## Physical Environment

**Priority Health Need:** Lack of green space, high pollution, and high crime rates impact residents' health and ability to pursue healthy activities.

**Goal: Promote environmental safety in our community.**

**Impact:** Increased safe areas for residents to live and exercise.

### *Strategies and Activities*

The hospital recruited a Community Benefit Coordinator to represent the hospital in community councils and events, such as the Watts Gang Task Force and the LA Partnerships collaborative group.

### **Measuring Impact**

MLKCH monitored the effectiveness of its interventions monthly to identify opportunities for modification and expansion. We measured the impact of our intervention in a number of ways:

- The number of MLKCH community health improvement outreach events.
- The number of community members who benefited from this outreach.
- The type and volume of health information disseminated.
- Ways in which MLKCH helped to expand access to care, including number of providers hired, and collaborations with external partners.

The hospital is developing a performance tracking system that will report on a range of indicators, including access to care, maternal and infant health, management of chronic health conditions, and social determinants of health. Progress will be reported regularly and strategies adjusted as appropriate to reach our goals.





## Community Partnerships

MLKCH established successful relationships with many community partners during the time period covered by this report. A partial list of current community partners includes:

- American Diabetes Association
- American Heart Association
- Animo James B. Taylor Middle School
- Baldwin Hill's Farmers' Market
- Be Social Productions
- Black Women for Wellness
- Cal State Los Angeles, Dominguez Hills
- Cedars-Sinai Medical Center, Healthy Habits
- Coalition of 100 Black Women
- Community Coalition
- Communities Lifting Communities
- Compton Avenue Elementary School
- Compton Early College High School
- Compton Farmers' Market
- Compton Unified School District, Ralph J. Bunch Elementary
- Exodus
- Food Forward
- Grocery Outlet Bargain Market
- Health Net of California, Inc.

## Community Partnerships (continued)

- Hospital Association of Southern California
- Homeless Outreach Program Integrated Care System
- Integrated Healthcare Association
- KJLH Radio Station
- L.A. Area Chamber of Commerce
- L.A. Care Inglewood Family Resource Center
- L.A. Care Lynwood Family Resource Center
- L.A. Focus
- L.A. South Chamber of Commerce
- Los Angeles Boys & Girls Club
- Los Angeles County Public Health Department
- Los Angeles County Sheriff's Department
- Los Angeles Sentinel
- Maxine Waters Employment Preparation Center
- MLK Campus Farmers' Market
- MLK Center for Public Health
- MLK Community Medical Group
- Martin Luther King, Jr. Community Outpatient Center
- Medical Administrators Committee
- Miller Children's and Women's Hospital
- Nickerson Gardens Housing Projects
- Partners in Care, Kitchen Divas
- Project Angel Food
- Residence Advisory Councils for Jordan Downs, Nickerson Gardens and Imperial Court
- Sodexo
- South Los Angeles Health Projects
- Southside Coalition
- SPA 6 Homeless Coalition
- Taste of Inglewood
- Taste of Soul
- The Advisory Board Company
- The Zetema Project
- University of California Los Angeles (UCLA)
- Univision Television Broadcasting Company
- Walnut Park Middle School
- Watts Gang Task Force
- Watts Labor Community Action Committee
- Welcome baby
- Women, Infants and Children
- 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 FY2019.