Community Benefit Report

Annual Report and Implementation Plan for Community Benefit
Fiscal Year 2019 (April 1, 2018 – March 31, 2019)

Submitted to:
Office of Statewide Health Planning and Development
Healthcare Information Division
Accounting and Reporting Systems Section
Sacramento, California
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About Casa Colina Hospital

Casa Colina is a nonprofit, freestanding, community-governed organization based in Pomona, California. Founded in 1936, Casa Colina’s first focus was on children recovering from polio and other crippling diseases. Casa Colina’s mission is to provide individuals the opportunity to maximize their medical recovery and rehabilitation potential efficiently in an environment that recognizes their uniqueness, dignity and self-esteem. Casa Colina’s mission and culture as a medical rehabilitation provider have defined the way it serves the community with people who have disabilities or are at risk of a disability. In the broadest sense, this includes a large portion of the population that is at risk for a traumatic medical event or long-term medical condition that could lead to a disability.

Casa Colina Hospital and Centers for Healthcare (CCH) is the core of a network of integrated services. The hospital operates under the corporate umbrella of Casa Colina, Inc. (CCI). The hospital provides services to patients through its acute rehabilitation unit, medical and surgical unit, intensive care unit, surgical suites, outpatient therapy services, physician specialty clinics, satellite outpatient clinic in Azusa, and the pediatric outpatient clinic. Other Casa Colina entities extend the continuum of care and include the Transitional Living Center, Adult Day Health Care Center, Apple Valley and Lucerne Valley residential services, Imaging Center, and the Outdoor Adventures program.

Casa Colina provides a broad range of medical services and is highly renowned for specialized rehabilitation programs that address neurological and orthopedic conditions. It provides a full continuum of medical and rehabilitative care for patients diagnosed with traumatic brain injury, stroke, spinal cord injury, and orthopedic injuries and diseases. Casa Colina has specialized teams of professionals to support patients and families as they move through the phases of recovery and ultimately back to their communities.

A distinction of Casa Colina is the Research Institute, which conducts translational and clinical research studies to measure the impact of rehabilitation treatments, identify new interventions, and improve current treatment. Casa Colina partners with leading scientists and researchers at academic facilities including the California Institute of Technology; Harvard Medical School; the University of California, Los Angeles; and the University of California, San Diego, University of Southern California, as well as local universities and innovative technology companies.
**Mission, Vision, Values, and Goals**

**Mission**
Provide individuals the opportunity to maximize their medical recovery and rehabilitation potential efficiently in an environment that recognizes their uniqueness, dignity and self-esteem.

**Vision**
A center of excellence in leading and continuously redefining a patient-centered approach for those requiring highly specialized medically-driven levels of care.

**Values**
It is our commitment to enhance the quality of life of every person we serve through a continuum of care.

**Goals**
The goal of Casa Colina is to provide exceptional clinical care through a multidisciplinary team approach that is focused on the delivery of highly specialized, customized care for our patients. This is accomplished through implementing outcome-based protocols, with emphasis on continued performance improvement and the education of our staff. This emphasis on exceptional care is a commitment we make to our patients and the community we serve. Health and wellness programs, outreach to reduce health disparities, education, and partnering with local organizations are ways we work with our community. Casa Colina’s service in the community addresses disability in three ways:

1. *Preventing disability* – Casa Colina provides education in the community focused on health and wellness to prevent disabling conditions. This includes education on a host of preventive topics such as balance, diabetes and weight management, stroke, spinal cord injury, and traumatic brain injury. Health and fitness programs are a key strategy for keeping our community healthy by increasing their activity levels. Activities related to primary prevention are part of Casa Colina’s ongoing community benefit programs and engagement with our community.

2. *Treatment of disability* – Casa Colina addresses treatment through specialized medical diagnosis, risk assessment and proactive intervention, which may be at the personal, family, community, or environmental level. Early intervention is our goal, as well as secondary prevention to reduce the risk of further exacerbation of a disabling condition. Outreach programs, support groups, screenings, and education are part of Casa Colina’s community benefit effort.

3. *Maximizing the potential of people with disabilities* – Casa Colina provides a continuum of care through highly skilled medical clinicians, evidence-based and best practices, and clinical pathways for intervention and rehabilitation therapies.
Therapy includes physical, occupational, speech and language, cognitive retraining, education and training in adaptation to a person’s surroundings, and community re-integration. To improve the quality of life of an individual with disabilities, Casa Colina provides recreational activities through the Outdoor Adventures program, Land Meets Sea Sports Camp, community fitness and exercise programs, support groups, community networking, and patient navigation for high-risk patients. The main program components are the provision of medical and rehabilitation care to individuals, support services and training to family members and caregivers, training and development of staff, subsidized programs that provide important functions to the health of the community, the provision of financial assistance, and unreimbursed care, when needed.
Board of Directors Casa Colina, Inc. and Affiliates

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Our Community

Historically, Casa Colina has defined the community it serves as persons with or at risk of disability. These are persons who can benefit from medical and rehabilitation interventions to prevent, remediate, or delay progression of disabling conditions and the impact on function, independence, and quality of life. Casa Colina Hospital (CCH) is located at 255 E. Bonita Ave, Pomona, CA 91767. The service area encompasses 31 ZIP Codes representing 15 cities, in two counties (Los Angeles and San Bernardino). Casa Colina tracks ZIP Codes of origin for all patient admissions. Since the hospital attracts patients regionally and nationally, the service area was determined from the ZIP Codes that reflect a majority of patient admissions from the local geographic area. In Los Angeles County, the hospital is located in Service Planning Area (SPA) 3.

### Casa Colina Hospital Service Area

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<tr>
<th>Place</th>
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CHNA findings indicated that the population of Casa Colina’s service area is 1,248,576 persons. Children and youth, ages 0-19, make up less than one-third of the population (27.2%), 35.4% are 20-44 years of age, 26.1% are 45-64; and 11.3% of the population are seniors, 65 years of age and older. Close to half (48.4%) of the population in the service area is Hispanic or Latino, and 27.5% of the population is White/Caucasian. Asians make up 16.1% of the population in the service area, while Blacks or African Americans are 5% of the population. Nearly, 53% in the CCH service area speak English only, 30.9% of the population speaks Spanish in the home and 12.6% speak an Asian/Pacific Islander language.

In the service area, 12.7% of the residents are at or below 100% of the federal poverty level (FPL), and 31.4% of the population are considered low income, living at or below 200% of FPL. The median household income for the hospital service area is $74,631. The average high school graduation rate in the service area is 91.5%, which is higher than the county and the state (83.2%) and exceeds the Healthy People 2020 objective for high school graduation of 87%.

Overall, 85.9% of residents in the service area are insured. When adult insurance coverage in the area is examined by ZIP Code, there is a variation among communities. Claremont (91.7%) has the highest rate of insurance coverage, and Pomona has the lowest rate of insurance coverage (70.5%). However, community stakeholders noted that residents still lack health insurance. Low-income jobs may not provide health insurance, and low-income workers may lack access to health care. Those who do have Medi-Cal or a Covered California policy may have limited provider choices. A majority of residents (84.6%) in the service area have a source of health care. Community input noted there is often a long wait to schedule an appointment and that providers usually see patients during the day, Monday through Friday. Lack of transportation is also a barrier to accessing care. The lack of available health care services may result in residents going to the local Emergency Department for health care.
Addressing Priority Health Needs

In FY2019, Casa Colina engaged in activities and programs that addressed the priority health needs identified in the 2019-2021 Implementation Strategy. Selected activities and programs are detailed below that focus on the unique contribution Casa Colina made toward preventing and treating acute and chronic disabilities.

Access to Care/Preventive Care
To promote access to care, Casa Colina provided financial assistance for patients who were uninsured or under-insured.

Casa Colina offered independent and assisted fitness programs for continued wellness of persons with disabilities, including neurological injuries. Participants accessed specialized gyms and aquatic exercise programs through the community fitness program.

Casa Colina supported health care providers and allied health professionals to obtain training in the care of patients with disabilities and chronic diseases. This was accomplished through offering occupational and physical therapy residency programs in physical rehabilitation, orthopedics, and neurology. The coursework provided training in clinical examination, decision-making, and treatment skills. It was designed to accelerate therapists’ professional development while allowing them to achieve clinical excellence in all aspects of patient care. Additionally, Casa Colina provided a Physical Medicine and Rehabilitation physician residency program. The residency program is approved by the American Osteopathic Association.

During FY2019, the hospital provided programs focused on senior injury prevention and maintenance of physical and cognitive functioning. Special education sessions dedicated to senior health issues and support groups for seniors and their caregivers were also provided.

Infants, children, and teens with disabilities received specialized services and programs. These programs helped children improve their social skills and quality of life. The hospital offered support, education, and resources for families and caregivers of children with disabilities.

The hospital partnered with community organizations at open houses, expos, community events and health fairs to provide health information and access to resources. These community outreach efforts distributed information on prevention and treatment of disabilities as well as access to available community resources. Additionally, the hospital administered free immunizations to adults in the community.
Brain Injury/Stroke/Arthritis/Osteoporosis/Fibromyalgia/Disabilities/Hearing Loss

Casa Colina is committed to caring for persons’ physical and neurological conditions. In FY2019 Casa Colina offered a continuum of medical and rehabilitation care through the medical surgical hospital, the inpatient rehabilitation unit, long-term residential centers, Children’s Services Center, Transitional Living Center, long-term Residential care at Apple Valley and Lucerne Valley, and Padua Homes, Adult Day Health Care Center, and therapeutic recreation programs through Outdoor Adventures.

As a result of stroke, the Speech Conversation Group promoted expressive language skills by practicing strategies that enhanced daily conversations within the home and community. The group focused on individuals who have communication difficulties. A speech-language pathologist led the group and addressed improved initiation in social contexts, problem-solving communication breakdowns, and accessing resources within the community.

Casa Colina provided health education sessions and screenings, which were offered to the broader community, the disabled community, and professionals. The educational sessions focused on topics related to disability prevention and disease treatment topics. The hospital provided ongoing programs for reduction of pain and tension, injury prevention, training and education, and skill acquisition (e.g. for persons with arthritis, osteoporosis, and fibromyalgia). Sports injury screenings were provided free of charge to athletes and community members on a weekly basis to reduce the incidence of injury, and senior evaluations.

Casa Colina also offered a number of support groups that provided emotional support and important educational information for individuals with disabilities, their families, and caregivers. Support groups included: autism, brain injury, ALS, COPD, Parkinson’s disease, post-polio, MS, parents of children with disabilities, fibromyalgia (for adults and teens), and spinal cord injury.

In response to hearing loss, licensed audiologists, certified by the American Speech & Hearing Association, conducted free hearing screenings in FY2019.

In addition with a strong commitment to research, Casa Colina invested in research focused on improving rehabilitation outcomes and overall functioning for individuals living with disabling conditions.
Community Benefit Services Summary FY2019

Casa Colina provided services that promote health and healing by addressing the identified health needs of our community. For a program or service to be considered a community benefit it must: improve access to health care, enhance the health of the community, advance medical or health care knowledge, or reduce the burden of government or other nonprofit community efforts. Casa Colina provided community benefit activities and programs within its service area. A summary of these activities include:

Community Health Improvement Services
Activities were carried out to improve community health available to the public. This included free/low-cost screenings, support groups, health education, preventive care, and supportive services.

Community Health Education
- Casa Colina provided support groups available free of charge and open to the community. Support groups included autism, brain injury, ALS, COPD, Parkinson’s disease, post-polio, parents of children with disabilities, stroke, fibromyalgia, and spinal cord injury. In FY2019, there were over 1,800 participant visits at the support groups.
- Over 3,500 persons benefited from free education sessions on a variety of topics including: autism, parenting children with disabilities, proper exercise, joint care, healthy aging, senior care topics, traumatic brain injury, Parkinson’s disease, living with disabilities, injury prevention, multiple sclerosis, speech therapy, and stroke.
- Casa Colina provided low-cost opportunities for community members, particularly those with disabilities, to participate in exercise programs such as the community fitness and pool exercise programs. In FY2019, 8,158 individuals participated.
- Casa Colina participated in community health fairs, expos, informational booths and open houses, including the Abilities Expo, Disability Awareness Fair, Parents Place Information Fair, VA Adaptive Sports Expo and the Triumph Wheelchair Sports Festival. Over 2,500 community members, families of children with disabilities, and persons and caregivers of those with disabilities were provided with education and resources.

Community-Based Clinical Services
- Free sports injury clinics were offered in Casa Colina Pomona and Azusa clinics. Screenings by a physician were provided to identify sports-related injuries. These clinics provided safety education to help prevent new injuries, avoid exacerbating existing injuries, and guard against re-injury. This service assisted 111 persons.
The Outdoor Adventures program provided adventure experiences to people with varying disabilities, providing freedom without boundaries. Through the Outdoor Adventures program, over 200 people with disabilities participated in day trips and nature adventures. These outings helped individuals gain self-confidence, acquire new skills and share adventure activities with people of all abilities.

Sophisticated audiology testing and hearing aid fitting were made available in the community. This service was provided to 768 persons.

Immunizations and flu shots were provided to 991 persons at no charge.

**Health Care Support Services**
- The Speech Conversation Group promoted expressive language skills by assisting 20 persons with communication difficulties as a result of a stroke and for individuals with speech difficulties (aphasia, dysphasia, word finding, etc.).

**Health Professions Education**
Education programs for physicians, nurses, nursing students, physical therapists, occupational therapists, speech and language therapists, and other health professionals were offered by the hospital throughout the year. Casa Colina welcomed students from schools across the nation for internships, practicums, and residencies.

**Continuing Education for Physicians, Nurses, and Other Health Professionals**
The health professionals at Casa Colina provided education and support to providers and health care students. With their expertise in rehabilitative medicine, the health professionals conducted presentations and trainings throughout the region. Some of the education topics included:
- Brain injury
- Multiple sclerosis
- Neurology
- Recreation therapy
- Rehabilitation medicine
- Research
- Spinal cord injury
- Stroke
Physician Education
The Physical Medicine and Rehabilitation (PM&R) Residency Program at Casa Colina Hospital and Centers for Healthcare is a three-year comprehensive, structured training and educational program. It is associated with the OPTI-West Medical Education Consortium. The PM&R Residency Program offers training experiences in the latest rehabilitation therapies and technologies. Nine residents work with attending faculty members from Casa Colina’s medical staff in treating patients. Attending physicians participating in residency training are board-certified in Physical Medicine and Rehabilitation. Board-certified physicians in other medical disciplines and rehabilitation-related health care professionals provide additional teaching and training to PM&R residents.

Physical Therapy Residency Programs
Casa Colina’s Physical Therapy Residency Programs in Orthopedics and Neurology provides advanced knowledge and skill in a focused clinical environment. Credentialed by the American Physical Therapy Association (APTA), coursework is designed to accelerate a therapist’s professional development while allowing them to achieve clinical excellence in all aspects of patient care. Upon completion of the program, clinicians are eligible to apply for the certified specialty examination offered by the APTA.
Occupational Therapy Physical Rehabilitation Fellowship Program
Casa Colina’s Occupational Therapy Physical Rehabilitation Fellowship Program provides advanced knowledge and skill in a focused clinical environment. The coursework offers training in clinical examination, decision-making, and treatment skills. It is designed to accelerate a therapist’s professional development and help them to achieve clinical excellence in all aspects of patient care. Rotations are completed for inpatient rehabilitation, transitional living, and outpatient neurology. Upon completion of the program, clinicians will have had the training to apply for the board certification offered by the American Occupational Therapy Association (AOTA) in Physical Rehabilitation in three years (versus five years).

Nursing Education
The hospital serves as a training site for nursing students from area colleges and universities. In FY2019, 236 nursing students participated in precepted clinical training at Casa Colina.

Other Health Professions Education
The hospital also provided preceptors for students in various health care disciplines:
- Physical therapists and physical therapy assistants
- Occupational therapy and occupational therapy assistants
- Speech language pathology students
- Neuropsychology students
- Human Resources students in health care settings

Subsidized Services
Subsidized services are clinical programs that are provided to meet an identified community need and are provided despite a financial loss to the organization. The services meet a community need and if not offered, would be unavailable in the area or would become the responsibility of the government or another nonprofit organization. In compliance with regulations, subsidized health service expenses are reported after removing expenses for charity care, bad debt, and Medi-Cal shortfalls. Casa Colina provided more than $1.3 million in subsidized services in FY2019.
Children’s Services Center
The Children’s Services Center offers programs for children ages 1 month to 15 years with various disabilities or developmental disorders. A pediatric neurologist specializing in the area of autism spectrum disorders oversees the program. Physical, occupational, and speech therapists, as well as early intervention specialists, provide services. Casa Colina provided subsidized care for children (infants to teens) at the Children’s Services Center or local schools for identification and treatment of development disabilities, orthopedic injuries, and learning disabilities.

The Senior Evaluation Program (SEP)
SEP helps seniors define capabilities and target areas of disability that have potential for remediation. Seniors are provided with a thorough assessment of functional ability, psychological health, physical health, and socio-environmental health.

Research
Casa Colina supports an independent research program and collaborates with many medical and academic institutions, encouraging and sponsoring research on rehabilitation techniques, efficacy of models of care, outcomes measurement, and health policy research. The Research Institute at Casa Colina supports independent research, engages in multi-site research projects, serves as an incubator for young therapist-researchers and students, engages in evaluation of programs and innovations, and serves as a site for collaborative research.

The Casa Colina research program includes studies and investigations that create generalizable knowledge focused on rehabilitation, clinical, and translational research.
Data and results from the research projects are presented at national and international conferences and published in peer-reviewed journals that are available to health care professionals and the public. Casa Colina maintains its own federally sanctioned Institutional Review Board (IRB) to monitor and oversee the role of human subjects in research projects. Additionally in FY2019, to support its commitment to research in the field, Casa Colina hosted a Research Fellowship in Neuroscience/Neurosurgery at UCLA for a junior faculty member.

**Cash and In-Kind Contributions**
Funds and in-kind services were donated to community groups and nonprofit organizations. Casa Colina made contributions of over $108,000 to organizations through cash and in-kind contributions and sponsorships of events that address health needs. The support of these organizations furthered the hospital's mission and supported the health of the community.

**Community Building Activities**
These activities support the community by offering the expertise and resources of Casa Colina Hospital.

**Community Support**
A number of hospital leaders and clinical staff supported community organizations through participation in coalitions, committees, and advisory group networks of agencies addressing common issues. Employees also engaged in planning, education presentations, consortia, summits, and meetings with community groups.

**Coalition Building and Advocacy**
Hospital representatives served on organizations and committees that address health improvement and community development. Casa Colina engaged in advocacy efforts that support access to health care and improvement of the lives of individuals with disabilities. Casa Colina also supported efforts to address social issues and community health disparities.

Casa Colina Hospital is a representative for the National Post-Acute Care services in supporting enhanced coordination between acute-care hospitals and post-acute providers to improve overall quality of care through:

- Representation and advocacy
- Participation in public policy development
- Communication, education, and management strategies
- Collaborating with national organizations to lay the foundation for aligned positions on behalf of post-acute care providers across the continuum of care.
**Economic Development**
Casa Colina participated in coalitions with local economic development organizations, city government leaders, and advisory committees to address health and safety issues.

**Workforce Development**
Students from local high schools learned about health care careers. Casa Colina participated in community events focused on the health care professions to create remarkable opportunities for teaching, learning, and research, with a focus on improving the care for our patient population. This included providing a learning environment for college students, student tours and educational sessions, and opportunities for volunteering and mentoring as a requirement for school entrance.
Financial Summary of Community Benefits

Community Benefit Summary FY2019 (April 1, 2018 - March 31, 2019)

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<sup>1</sup> Charity Care includes financial assistance to eligible patients for care at reduced or no cost based upon 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 costs are determined and are based on the overall cost-to-charge ratio.

<sup>3</sup> Includes clinical programs that address an identified community need and where negative margins remain after removing financial assistance, bad debt, and Medi-Cal shortfalls.

<sup>4</sup> Costs related to the health professions education programs and research that the hospital sponsors.

<sup>5</sup> Includes non-billed activities for vulnerable populations and the broader community, such as community education, screenings, and health support services. Also included are cash and in-kind donations and community benefit operations expense.
Community Benefit Implementation Plan FY2020

Casa Colina Hospital continues to implement activities and programs to address the identified unmet health needs in our service area. As a result of the 2018 Community Health Needs Assessment process, Casa Colina chose to address the following health needs through a commitment of community benefit programs and charitable resources.

- Access to health care
- Chronic diseases
- Disabilities
- Overweight and obesity
- Preventive health care
- Senior health

Addressing Health Needs

The Implementation Strategy developed from the 2018 Community Health Needs Assessment spans the period FY2019-FY2021. This includes the following:

ACCESS TO HEALTH CARE

Casa Colina intends to address access to health care and preventive care by taking the following actions:

1. Provide financial assistance for health care services consistent with Casa Colina’s financial assistance policy.
2. Offer free audiology screenings.
3. Communicate to service area residents how to access health care services through established communication methods and social media.

CHRONIC DISEASES

Casa Colina intends to address chronic conditions by taking the following actions:

1. Provide access to specialized gyms and aquatic exercise programs through the community fitness program.
2. Provide education on pain management, disease prevention, treatment, and wellness.
3. Provide support groups for individuals with chronic diseases (arthritis, Multiple Sclerosis, Parkinson’s disease, cardiovascular disease, and fibromyalgia) and their families.
4. Provide ongoing programs for reduction of pain and tension, injury prevention, training and education, and skill acquisition for persons with arthritis and fibromyalgia.
5. Increase the number of health care providers and allied health professionals who
obtain training in the care of patients with chronic diseases.
6. Implement research focused on improving rehabilitation outcomes and overall function for individuals living with disabling conditions.

**DISABILITIES**
Casa Colina intends to address improved care for persons with disabilities by taking the following actions:
1. Provide independent and assisted wellness and fitness programs for people with disabilities.
2. Provide health education focused on disability prevention and treatment topics.
3. Provide support groups for individuals with disabilities, their families, and caregivers.
4. Provide comprehensive support programs for persons with disabilities.
5. Offer a continuum of rehabilitation care with long-term residential care, Children’s Services Center, Adult Day Health Care, Transitional Living Center, therapeutic recreation, and Outdoor Adventures.
6. Educate and train health care providers and allied health professionals to focus on disability care.
7. Provide patient navigation services for individuals post-discharge.
8. Advocate on a national and regional level for persons with disabilities.
9. Provide programs for kids to increase social skills and quality of life (Kids’ Crew, Teen Scene, and Adventure Club).

**OVERWEIGHT AND OBESITY**
Casa Colina intends to address overweight and obesity by taking the following actions:
1. Provide health education focused on obesity prevention and treatment.
2. Provide access to specialized gyms and aquatic exercise programs through the community fitness program.
3. Offer healthy eating and active living programs for children and adults.
4. Develop a weight management and diabetes prevention/intervention clinic to support persons who are medically complicated.

**PREVENTIVE HEALTH CARE**
Casa Colina will address preventive healthcare issues through the following actions:
1. Collaboration with institutions, the community, and key stakeholders to address local health issues and social determinants of health.
2. Provide free health information, screenings, flu shots, and resources at community events.
3. Provide free community sports injury screening clinics.
SENIOR HEALTH
The hospital intends to address senior health by taking the following actions:

1. Provide education on healthy aging, prevention, treatment, and wellness.
2. Provide support groups for seniors, their families, and caregivers (e.g. stroke, arthritis, fibromyalgia, Parkinson’s disease).
3. Provide programs for injury prevention and maintaining physical and cognitive functioning (e.g. vestibular balance screening).
4. Provide seniors opportunities for specialized fitness programs.

Evaluation of Impact
Casa Colina will monitor and evaluate the programs and activities outlined above as they impact people with disabilities including their wellness, productivity and physical activity. The Casa Colina reporting process includes the collection and documentation of program measures and collaborative efforts to address health needs. An evaluation of the impact of the hospital’s actions to address these significant health needs will be reported in the next scheduled Community Health Needs Assessment in FY 2021.

Engaging the Community
Casa Colina engages the community and obtains their feedback through multiple community efforts. Casa Colina is committed to fostering partnerships with community members and community-based organizations. The Community Benefit plan includes maintaining current partnerships and exploring opportunities to engage with new partners.
Contact Information

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