



Community Benefits Report

**Annual Report and Implementation Plan for Community Benefits
Fiscal Year 2020 (April 1, 2019 – March 31, 2020)**

**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 and Centers for Healthcare

History

Casa Colina Hospital and Centers for Healthcare is a nonprofit, freestanding, community-governed organization based in Pomona, California. Founded in 1936, Casa Colina's original focus was on treatment for children recovering from polio and other crippling diseases. In the decades that followed, Casa Colina has expanded its continuum of care to include a state-of-the-art hospital that offers acute rehabilitation and medical-surgical care, as well as a broad range of outpatient services that includes specialized clinics, physical therapy, occupation therapy, speech therapy, neuropsychology, diagnostic imaging, children's services, and an outdoor recreation program for people with disabilities.

Casa Colina's 84-year legacy of hope and healing has helped tens of thousands with disabilities to maximize their health and independence and return to the highest-possible level of function.

Legacy of Healing

In 1936, Frances Eleanor Smith, affectionately known as "Mother Smith," founded Casa Colina in response to the tragic polio outbreak. In a hacienda-style house in Chino, California, she created a place to care for young children with polio and teach them how to regain their mobility, functionality, and self-esteem. In the process, Casa Colina developed groundbreaking physical therapy modalities for polio patients. After Jonas Salk developed a polio vaccine in the early 1950s, Casa Colina broadened its services to care for patients of all ages with physical injuries, illnesses, and disabilities.

True to Mother Smith's legacy, today Casa Colina is recognized throughout the nation as an innovator in rehabilitative medicine. Achievements include being among the first inpatient rehabilitation facilities to assemble interdisciplinary treatment teams to collaborate with physicians, pioneering management of chronic pain, and offering a complete continuum of care for those with brain injuries and other neurological trauma. Casa Colina expands this legacy of innovation by sharing its outcomes and research with other institutions with the hope of helping patients everywhere.

Casa Colina Hospital and Centers for Healthcare (CCH) has grown into a network of integrated services. The hospital operates under the corporate umbrella of Casa Colina, Inc. (CCI). The hospital provides services through its acute rehabilitation unit, medical-surgical unit, intensive care unit, surgical suites, outpatient therapy services, physician specialty clinics, satellite outpatient clinic in Azusa, and a pediatric outpatient clinic. Other Casa Colina entities extend the continuum of care and include the Transitional Living Center, long-term residential care for adults with traumatic brain injury and other developmental disabilities, diagnostic imaging center, and an adaptive sports and recreation program.

Hospital Services

Acute Rehabilitation Wing

Inpatient rehabilitation services are provided in a state-of-the-art 68-bed hospital wing for a wide range of medical conditions that include brain injury, spinal cord injury, stroke, orthopedic conditions, respiratory disorders, multiple trauma, neurological diseases, wounds, and burns. Patient care is supervised by a physician specializing in physical medicine and rehabilitation. Each patient receives three hours a day of therapy a minimum of five days a week and more than 6.5 hours of direct licensed nursing care daily.

Acute Rehabilitation Wing

Our specialized rehabilitation programs have earned a nationally recognized reputation for excellence in addressing neurological and orthopedic conditions and for providing a continuum of medical and rehabilitative care for conditions such as brain injury, stroke, spinal cord injury, and orthopedic injury and disease. Through proven clinical pathways, our rehabilitation programs concentrate on the individual needs of every patient.



Medical-Surgical Wing/ICU

Inpatient medical-surgical services are provided in a state-of-the-art hospital wing with three spacious surgical suites, a gastroenterology procedure room, a six-bed Intensive Care Unit, and 25 private medical-surgical beds designed for the comfort of patients and their families. Using highly specialized robotic technology and minimally invasive equipment, the region's top surgeons perform orthopedic, neurological (spine), GI, gynecological, urological, and general surgical procedures.

Outpatient Services

Casa Colina offers a wide range of outpatient services, including physical, occupational, and speech therapies to treat a wide range of orthopedic and neurological conditions. Casa Colina also offers specialty programs for audiology, sports medicine, adaptive driver training, lymphedema, and technology for balance and vestibular issues.

Children's Services Center

Casa Colina offers a variety of programs for children aged one month to 15 years with various disabilities or developmental disorders. A Pediatric Neurologist specializing in the area of Autism Spectrum Disorders provides assessments of children with cognitive and physical delays. Physical, occupational, and speech therapists and early intervention specialists offer services across seven key areas of development: gross motor skills, fine motor skills, expressive language skills, receptive language, cognitive skills, socialization, and self-help.

Azusa Center

The Casa Colina Azusa Center is a hospital-based outpatient facility treating patients with orthopedic and neurological conditions. Azusa Center offers a variety of services, including physical and occupational therapies, speech-language pathology, certified hand therapy, and free sports screenings.

Rancho San Antonio Rehabilitation Center

In partnership with San Antonio Regional Hospital, Casa Colina manages all outpatient and inpatient rehabilitation services. Outpatient sites include Rancho San Antonio and Sierra Antonio in Fontana. Hospital-based inpatient services include rehabilitative programs on medical-surgical floors.

Outdoor Adventures

This high-adventure recreational program focuses on empowering people with disabilities by creating opportunities for challenging and exciting outdoor activities.

Physician Specialty Clinics

Casa Colina's physician clinics feature an array of medical specialists in one location. From Multiple Sclerosis and Cardiology to Wound Care and Hyperbaric Medicine, physicians collaborate with therapy teams to treat a range of medical conditions.

Residential Care

Transitional Living Center (TLC)

Accredited by the Commission on Accreditation of Rehabilitation Facilities, the TLC is a 42-bed short-term residential rehabilitation facility that offers a bridge between acute rehabilitation and home. TLC residents experience significant gains in physical and cognitive abilities through rigorous daily therapy. In addition to residential rehabilitation, the TLC offers day treatment and home and community services.

Long-Term Residential Services

Casa Colina's satellite locations in Apple Valley and Lucerne Valley provide structured or semi-independent living programs to meet the unique needs of individuals with traumatic brain injury. Our Padua Village Residential Program is home to 12 licensed beds for adults with developmental disabilities.

Research Institute

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.

Awards and Accolades FY2020



In January 2020, Casa Colina Hospital received a Five-Star rating in the Centers for Medicare and Medicaid Services (CMS) Overall Hospital Quality Star Ratings. Casa Colina Hospital is among just 8.9% of hospitals nationwide to receive Five Star rating—the highest possible score—out of more than 4,500 Medicare-certified hospitals rated.

Casa Colina is also proud to be recognized by HealthGrades for Joint Replacement Excellence, Treatment of Pneumonia, and Patient Safety Excellence in FY2020.

Growth and Progress FY2020

Casa Colina continues to experience growth and expansion as it broadens its centers of excellence and wellness programs.

Expansion at Apple Valley

The expansion project at Casa Colina at Apple Valley was completed in September 2019, and the High Desert facility is now offering expanded long-term residential services for individuals with traumatic and acquired brain injuries. Since 2001, Casa Colina at Apple Valley has provided residential care for individuals recovering from brain injury who seek to develop skills of daily living and participate in their community. In September 2019, Apple Valley began offering 12 new private bedrooms for a total of 54 beds. The six new apartments feature two private bedrooms, each with a dedicated bathroom, as well as a shared kitchen and living and dining room. The expansion project also included a new dining hall and an outdoor recreation area.

Spiritual Garden

The John P. Previti Memorial Spiritual Garden is currently under construction. The garden

will be a non-denominational place of worship and reflection that will contribute to the recovery of Casa Colina patients and bring solace to their families. The garden will feature a soothing water fountain and ample seating set beneath a wooden trellis framed by lush plants and flowers.

More Temporary Housing for Families

Casa Colina has purchased two new residences that will be converted into temporary housing for visiting families whose loved ones are undergoing long-term recovery at Casa Colina. Both properties will undergo an ADA-compliant overhaul that includes widened doorways and other upgrades. The new homes are adjacent to the Transitional Living Center and offer convenient direct access to Casa Colina's 20-acre campus.

Advanced Technology for Surgeons

Casa Colina Hospital has acquired two new pieces of state-of-the-art surgical equipment: the StealthStation™ and O-arm™. The StealthStation is a computer-based navigation system that provides surgeons with enhanced visual guidance to increase surgical precision and confidence. The O-arm equips surgeons with real-time, intraoperative imaging abilities to increase procedural accuracy and make needed adjustments based on the unique anatomy of each patient.

Upgrades to Audiology Center

Casa Colina completed recent upgrades to the Audiology Center, which include expanded office space and a third sound booth.

New Speech Suite

Speech-Language Pathology's new dedicated suite increases our number of speech therapy rooms from four to six and provides a larger, more comfortable patient waiting area.

Mission, Vision, and Values

With great pride in our history and an eye toward the future, Casa Colina recently updated our mission, vision, and values. After careful consideration, we finalized a trio of statements we believe are in keeping with the principles we hold dear and the future we seek to create. These declarations will guide us as we build on our legacy of patient-focused care.

Mission: Optimize medical recovery and rehabilitation outcomes for all of our patients in a safe environment that respects their dignity, diversity, and individuality.

Vision: Leading and defining excellence in specialized medical and rehabilitative care.

Values: Apply clinical excellence, education, and research to enhance the quality of life for people in our community, with a commitment to compassion, collaboration, and integrity

As we begin a new decade of hope and healing, Casa Colina remains committed to helping all our patients achieve their greatest recovery potential.

Board of Directors Casa Colina, Inc. and Affiliates

Our Board of Directors provides a special kind of leadership. Their responsible oversight and forward thinking enable Casa Colina to continue to grow in dynamic ways and evolve into one of the country's top medical and rehabilitation facilities. They comprise physicians, community leaders, and previous patients.

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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 their resulting 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 30 ZIP codes representing 17 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

Place	ZIP Code	County	Place	ZIP Code	County
Chino	91708	San Bernardino	Ontario	91764	San Bernardino
Chino	91710	San Bernardino	Pomona	91766	Los Angeles
Chino Hills	91709	San Bernardino	Pomona	91767	Los Angeles
Claremont	91711	Los Angeles	Pomona	91768	Los Angeles
Covina	91722	Los Angeles	Rancho Cucamonga	91701	San Bernardino
Covina	91723	Los Angeles	Rancho Cucamonga	91730	San Bernardino
Covina	91724	Los Angeles	Rancho Cucamonga	91737	San Bernardino
Diamond Bar	91765	Los Angeles	Rancho Cucamonga	91739	San Bernardino
Glendora	91740	Los Angeles	San Dimas	91773	Los Angeles
Glendora	91741	Los Angeles	Upland	91784	San Bernardino
La Verne	91750	Los Angeles	Upland	91786	San Bernardino
Montclair	91763	San Bernardino	Walnut	91789	Los Angeles
Ontario	91758	San Bernardino	West Covina	91790	Los Angeles
Ontario	91761	San Bernardino	West Covina	91791	Los Angeles
Ontario	91762	San Bernardino	West Covina	91792	Los Angeles

Casa Colina conducted its most recent Community Health Needs Assessment (CHNA) in 2018, available on the hospital's website: <http://www.casacolina.org/Community-Benefits-Report.aspx>.

A summary of demographics from the completed CHNA indicated that the population of the Casa Colina's service area was 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 or 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, while 30.9% speak Spanish and 12.6% speak an Asian/Pacific Islander language.

In addition, 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 and the average high school graduation rate is 91.5%—higher than county and the state averages (83.2%) and exceeding 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 is examined by ZIP code, however, there is a variation among communities. Neighboring Claremont (91.7%) has the highest rate of insurance coverage, while Pomona (70.5%) has the lowest.

Community stakeholders noted that residents in this service area still lack health insurance. Low-income jobs may not provide health insurance, and low-income workers may lack access to healthcare. Those who 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 healthcare.

Community input noted there is often a long wait to schedule appointments and that providers usually see patients during the day, Monday through Friday, during hours that many community members cannot access. Lack of transportation is also a barrier to accessing care. The lack of available healthcare services may result in residents going to the local emergency department for healthcare.

Community Health Needs Assessment

The CHNA incorporated components of primary and secondary data collection and analysis that focused on the health and social needs of the service area. Secondary data were collected from a variety of local, county, and state sources to present community demographics, social determinants of health, healthcare access, birth characteristics, leading causes of death, acute and chronic disease, health behaviors, mental health, substance use and misuse, and preventive practices. Casa Colina Hospital conducted 17 targeted interviews to gather information and opinions from persons who represent the broad interests of the community served by the hospital.

Casa Colina Hospital also conducted a survey to gather data and opinions from community residents and persons who represent the broad interests of the community served by the hospital. Over the course of four months, 181 persons responded to the survey. Available in an electronic format, the survey was distributed to community residents and to leaders and representatives of medically underserved, low-income, immigrant, and minority populations. Additionally, Casa Colina made paper copies of the survey available on site in places easily accessible to members of the community.

Priority Health Needs

Casa Colina identified significant community health needs from secondary data using the size of the problem (relative portion of population afflicted by the problem) and the seriousness of the problem (impact at individual, family, and community levels). To determine size or seriousness of the problem, health need indicators identified in the secondary data were measured against benchmark data: specifically, county/state rates and/or Healthy People 2020 objectives. Indicators related to health that performed poorly against one or more of these benchmarks met the criterion to be considered a health need.

The analysis of secondary data yielded a preliminary list of health needs, including:

- Access to Healthcare
- Chronic Diseases
- Disabilities
- Mental Health
- Overweight and Obesity
- Preventive Practices
- Senior Health
- Substance Abuse

Casa Colina used community stakeholder interviews and surveys to gather input and prioritize the significant health needs. Access to Healthcare, Chronic Diseases, Disabilities, Overweight and Obesity, Preventive Practices, and Senior Health were ranked as the top priority needs in the service area.

Addressing Priority Health Needs

In FY2020, Casa Colina engaged in activities and programs that addressed the priority health needs identified in the 2019-2021 Implementation Strategy/Community Benefits Plan. Based on the mission and vision of Casa Colina and the needs of the community, Casa Colina's services addressed the following health needs categories:

- Access to Healthcare
- Chronic Diseases
- Disabilities
- Overweight and Obesity
- Preventive Practices
- Senior Health

The following are descriptions of how Casa Colina addressed each priority health need.

Access to Healthcare

A lack of access to care presents barriers to good health. Access to primary care is a key determinant of health that exposes individuals to preventive measures and disease management, reducing the likelihood of hospitalizations and emergency room admissions. Individuals who receive services in a timely manner have greater opportunity to prevent or detect disease during earlier, treatable stages. A delay of necessary care can lead to an increased risk of complications.

Response to Need

Casa Colina Hospital increased access to healthcare and provided financial assistance for patients who were uninsured or under-insured in the amount of \$351,531 in charity care.

In response to hearing loss, licensed audiologists, certified by the American Speech & Hearing Association, conducted free hearing screenings and hearing aid fitting for 768 individuals.

Casa Colina provided 1,280 flu shots free of charge to community members.

Casa Colina presented health education sessions and provided support groups to 3,763 area residents and the disabled community in FY2020. Educational sessions focused on topics such as disability prevention, disease treatment, and family support for children

with disabilities. This included the following regularly scheduled support groups: Acquired Brain Injury/Caregiver Support Group, Stroke, Spinal Cord Injury, Fibromyalgia, Parent Support Group, Post-Polio Support Group, ALS, and Conversation Group.

The hospital also provided community rehabilitation programs for 815 persons in FY2020. Programs focused on reduction of pain and tension, injury prevention, and other training and education for persons with disabling conditions such as arthritis, osteoporosis, joint, replacement, Fibromyalgia, ALS, Ehlers-Danlos Syndrome, and Parkinson's disease.

Casa Colina offers free sports injury screenings at two locations weekly. Our physicians and physical therapists saw a total of 420 athletes and community members to treat injuries or reduce the incidence of re-injury. We also provided radiology services as needed.

The hospital partnered with community organizations at open houses, expos, community events, and health fairs to provide health information and access to resources for over 8,000 persons. These community outreach efforts distributed information on prevention and treatment of disabilities as well as access to available community resources.

To improve quality of care and services, Casa Colina created the Patient & Family Advocacy Council (PFAC). The PFAC seeks to create a culture of transparency and partnership, where patients and their loved ones feel empowered to influence their medical care in a meaningful way. By sharing their stories and collaborating with stakeholders from all levels of Casa Colina's medical and rehabilitation systems, the PFAC incorporates a wide variety of patient voices, seeking members from different ethnic, cultural, and economic backgrounds to better reflect Casa Colina's diverse patient population.

Chronic Diseases

Chronic diseases are long-term medical conditions that tend to worsen progressively. Chronic diseases such as cancer, heart disease, diabetes and stroke are major causes of disability and premature deaths in adults.

Response to Need

Casa Colina Hospital offered education programs for physicians, nurses, nursing students, physical therapists, occupational therapists, speech and language therapists, and other health professionals throughout the year. In FY2020, Casa Colina welcomed 434 physician residents, nurses, therapists, and other allied health students from schools across the nation to prepare the next generation of healthcare providers.

Continuing Education for Physicians, Nurses, and Other Health Professionals

The health professionals at Casa Colina provided education and support to healthcare students. With their expertise in rehabilitative medicine, these health professionals conducted presentations and trainings throughout the region.

Casa Colina supported healthcare providers and allied health professionals to obtain training in the care of patients with disabilities and chronic diseases. This was accomplished by offering: occupational therapy/aide to 78 students; speech-language pathology/aide to 15 students; physical therapy/aide to 31 students; psychology externs (8 doctoral and 1 fellow); residency programs in neurological and orthopedic physical therapy and occupational therapy to 6 students; and nursing training (265 nurses and 21 student preceptors). Additionally, Casa Colina provided a Physical Medicine and Rehabilitation physician residency program for 9 residents. This residency program is approved by the American Osteopathic Association.

The hospital provided training in clinical examination, decision-making, and treatment skills. Casa Colina clinicians gave presentations on treatment of diagnosis and best practices at international and national conferences and local seminars, including:

- American Congress of Rehabilitation Medicine
- International Brain Injury Association
- RehabWeek 2019, Toronto, Canada. Presented research data to therapists, students, doctors, and community members.
- SoCal Women's Cancer Conference. Led breakout session on education for physical therapy and lymphedema cancer.
- California Physical Therapy Association (CPTA) Webinar: New Reimbursement Models for Post-Acute Care 2020. Stephanie Kaplan, PT, DPT, ATP is the Hospital Administrator and Director of Rehabilitation at Casa Colina and presented participants with an in-depth analysis of the recent changes to Medicare Part A rules and regulations and what to expect in the coming year.
- Pomona Valley Hospital Medical Center's Trauma Day presentation educated 100.
- California State University San Bernardino-Palm Desert Leadership Lecture.
- Casa Colina presented to 250 individuals at the 4th International Conference on Coma and Consciousness: Concussion in Sport.
- Over 1,000 individuals participated in Casa Colina's presentations at the American Congress of Rehabilitation Medicine.
- Casa Colina staff and researchers educated over 3,000 community members at the World Congress on Brain Injury.

- Gait Rounds educated 195 students examining progress of rehabilitation patients. Casa Colina provided free health education sessions on topics related to disability prevention and disease treatment topics, reaching over 5,000 individuals.

Disabilities

Disability may be defined as one of the following: 1) Limited activity because of physical, mental, or emotional problem(s), 2) Health problem requiring use of special equipment, or 3) Self-perception of being disabled.

Response to Need

Casa Colina is committed to caring for patients with physical and neurological conditions, offering a continuum of care that includes medical-surgical care, acute rehabilitation, outpatient services, physician specialty clinics, short-term residential rehabilitation, long-term residential care for individuals with brain injury, and an adaptive sports and recreation program. Other programs for the treatment of disabilities include our Children's Services Center, which treats children with a variety of developmental delays and disabilities, and the Padua Village Residential Program, which offers long-term residential care for adults with developmental delays.



In FY2020, Casa Colina offered independent and assisted fitness programs for continued wellness for 5,843 persons with disabilities. Participants accessed specialized gyms and aquatic exercise programs through the community fitness program. An additional 2,306 community members participated in Casa Colina's Community Land Fitness Program, a subsidized fitness gym program.

In FY2020, Casa Colina offered 760 infants, children, and teens with disabilities specialized services and programs, helping them to improve their social skills, physical and cognitive abilities, and overall quality of life. Casa Colina also offered support, education, and resources for the families and caregivers of these children.

As stated earlier, Casa Colina reached over 3,000 community members through support groups and educational sessions, including individuals with disabilities and their families

and caregivers. Support group topics ranged included community reintegration, opportunities to share experiences and helpful resources, and movement and healthy activities. Support groups were available for a variety of conditions and diagnoses, including autism, brain injury, ALS, Parkinson's disease, post-polio, MS, parents of children with disabilities, fibromyalgia (for adults and teens), and spinal cord injury.

The Casa Colina Research Institute conducted clinical research studies to improve the clinical care of people with disabilities and discover new findings about disabilities. The Research Institute performs outcomes-based studies, which aim to measure the impact of medical rehabilitation in patients with disabilities, as well as clinical studies, which aim to identify novel interventions for conditions and impairments treated at Casa Colina.

Casa Colina's 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. Led by a licensed speech-language pathologist, the group and addresses initiation in social contexts, problem-solving communication breakdowns, and accessing resources within the community. The group served 714 individuals in FY2020

Overweight and Obesity

The terms *overweight* and *obesity* refer to body weight that is greater than what is considered healthy for a certain height. The World Health Organization defines *overweight* as a body mass index (BMI) greater than or equal to 25, and *obesity* as a BMI greater than or equal to 30. Obesity is a proven causative factor for chronic disease and disability.

Response to Need

Casa Colina's Medical Weight Loss and Wellness program provided nutrition and weight management education and tools to 40 persons.

Casa Colina offered independent and assisted fitness programs for continued wellness of persons with disabilities. A total of 8,149 participants engaged in exercise sessions at our gyms and pool through our community fitness program.

Casa Colina's Outdoor Adventures program empowered people with disabilities by enabling them to participate in challenging outdoor activities that promote fitness, community, and healing. Emphasizing ability over disability, the program provided opportunities for participants to experience success both physically and emotionally. Casa

Colina provided 12 scholarships for Outdoor Adventures trips and our Land Meets Sea Sports Camp. A total of 161 individuals participated in 49 trips or events during FY2020 (56 for Outdoor Adventures and 105 for Land Meets Sea). Overall, the goal of Casa Colina is to teach participants how to live a healthy and active lifestyle despite their disability.

Preventive Practices

The Preventive Practices category refers to establishing a routine of healthcare that includes screenings and check-ups.

Response to Need

In FY2020, Casa Colina provided heart disease and healthy heart education, nutrition management, and community-based health/sports screenings to 497 individuals. Casa Colina held its annual blood drive to support local healthcare services, with 768 individuals participating. In addition, Casa Colina provided community education, flu shots, auditory screening, and sports screening to community members free of charge.

Senior Health

Aging is a complex process. As individuals age, they experience natural physical changes. Some diseases and conditions become more prominent in the elderly. Exercise, medical care, education, and support services are critical to maintaining and maximizing health.

Response to Need

Casa Colina provided programs focused on senior injury prevention and maintenance of physical and cognitive functioning, as well as education sessions dedicated to senior health issues and support groups for seniors and their caregivers.

The Senior Evaluation Program (SEP) helped seniors define capabilities and target areas of disability that have potential for remediation. Participants undergo a thorough assessment of functional ability, psychological health, physical health, and socio-environmental health. In FY2020, Casa Colina served 15 individuals through this program.

In FY2020, Casa Colina provided Wellness Consultation services to develop senior wellness programs for 124 residents at Monte Vista Grove Homes, a senior community.

Community Benefits Services Summary FY2020

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 healthcare, enhance the health of the community, advance medical or healthcare 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 follows.

Community Health Improvement Services

Casa Colina created activities to improve community health and make health resources more available to the public. This included free/low-cost screenings, support groups, health education, preventive care, and support services.

Community Health Education

Community Health Fairs

Casa Colina collaborated with local educational institutions, nonprofit community-based organizations, and partnering hospitals and clinics to participate in community health fairs. Casa Colina staff presented educational and interactive events and offered a variety of screenings at no cost to the community.

Casa Colina staff interacted with nearly 14,000 persons through participation in community health fairs, conferences, and education events throughout the year. Examples include:

- Participation in the annual Abilities Expo reached 5,000 community members.
- Irwindale Health & Safety Fair served 100 participants.
- Parent's Place Information Fair supported 2,000 local parents.
- At the Ehlers-Danlos Syndrome Society's Annual Health Fair, Casa Colina assisted 95 community members.
- 1,300 individuals received program and educational materials at Casa Colina's Tour de Foothills booth.
- Casa Colina participated in LA County Fair's Pomona Day at the Fair with an information booth, providing program and educational materials to 1,000 individuals.
- To offer education on head injuries, Casa Colina hosted an education booth at Triumph Foundation's Wheelchair Sports Festival, serving 100 individuals.

Community Education Programs

Casa Colina offered a number of free community education programs to individuals with disabilities, as well as their families and caregivers. During the past year, over 3,000 individuals attended community classes.

- Class topics included arthritis, 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.
- Formal lectures included Healthy Weight Loss and Wellness, Disability Awareness for Teachers, Preparing Youth for Adult Life, Parenting Classes, Rehab Advice to Ages 70+, Lymphedema Management, Rethinking the Treatment of Arthritis, Living with Fibromyalgia, Awareness of Aphasia, Ehlers-Danlos Syndrome, and Heart Disease.

Support Groups

Casa Colina offered an extensive array of support groups to community members, families of children with disabilities, and persons and caregivers of those with disabilities. Support group topics included spinal cord injury, traumatic brain injury, stroke, autism, Parkinson's disease, post-polio, parents of children with disabilities, fibromyalgia, and caregiver support groups.

Exercise Programs

Casa Colina provided low-cost opportunities for community members, particularly those with disabilities, to participate in exercise programs:

- 5,843 individuals enjoyed Casa Colina's pool exercise program.
- 2,306 community members participated in Casa Colina's Community Land Fitness Program.
- Casa Colina offered a subsidized fitness gym for community members for a low monthly fee.
- Outdoor Adventures and Land Meets Sea served 161 individuals.

Sibling Wellness

To strengthen the wellness of siblings of people with disability, the Casa Colina Children's Services Center hosted four Sibshop sessions and family groups, serving 391 persons.

Youth Programs

Casa Colina reached 26 community members on youth-specific programs, including Transitional Age Youth. In addition, Casa Colina engaged 150 young adults preparing for adulthood at the Transition Fair.

Healthy Aging

Casa Colina staff and faculty provided Wellness Consultation services to develop senior wellness programs for 124 residents at Monte Vista Grove Homes, a senior community in Pasadena, California.

Community-Based Clinical Services

Sports Injury Clinics

Casa Colina provided free sports injury clinics at our Pomona and Azusa clinics. Screenings to identify sports-related injuries were conducted by a physician and a licensed physical therapist and/or athletic trainer. These clinics provided safety education to help prevent new injuries, avoid exacerbating existing injuries, and guard against re-injury. This service assisted 420 persons in FY2020.

Audiology Testing

Casa Colina provided 768 individuals with sophisticated audiology testing or hearing aid fittings.

Influenza Shots

Casa Colina provided 1,280 free flu shots to community members, including 200 shots at the Claremont Fall Festival & Flu Shot Clinic.

Expressive Language Skills

The Speech Conversation Group promoted expressive language skills by assisting 714 persons with communication difficulties as a result of a stroke and for individuals with speech difficulties (aphasia, dysphasia, word finding, etc.).

Recreation Activities

Casa Colina hosted numerous outdoor recreation activities for community members of all ages. In FY2020, 161 individuals participated in the following activities:

- Therapeutic horseback riding
- Adaptive indoor rock wall climbing
- Sailing
- Snow skiing
- Adaptive hand-cycling
- Whale watching and exploring local venues such as Catalina Island and the Aquarium of the Pacific in Long Beach

The 24th Land Meets Sea Sports Camp, part of the Outdoor Adventure Program, engaged participants of all ages and abilities to experience an array of adaptive outdoor recreation, including rock climbing, hand cycling, jet skiing, kayaking, and sailing. The camp also organized a number of competitive wheelchair sports, from quad rugby and hockey to basketball and tennis. The camp served participants from throughout Southern California, including children and adults with a wide range of disabilities. The camp served 105 participants in FY2020.



Health Professions Education

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 offered training experiences in the latest rehabilitation therapies and technologies. Nine residents worked 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 healthcare 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 provided 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 provided advanced knowledge and skill in a focused clinical environment. The coursework offered training in clinical examination, decision-making, and treatment skills. It is designed to accelerate a therapist's professional development and help them achieve clinical excellence

in all aspects of patient care. Rotations were completed for inpatient rehabilitation, transitional living, and outpatient neurology. Upon completion of the program, clinicians can 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 served as a training site for nursing students from area colleges and universities. In FY2020, 265 nursing students and 21 nurse preceptors participated in clinical training at Casa Colina.

Other Health Professions Education

In FY2020, the hospital provided precepted education for students in various healthcare disciplines, including:

- 31 physical therapists and physical therapy aides
- 78 occupational therapy and occupational therapy aides
- 15 speech-language pathology students
- 6 neurological and orthopedic physical/occupational therapy students
- 22 psychiatric technicians
- 494 volunteers in healthcare settings

Subsidized Services

Subsidized services are clinical programs provided to meet an identified community need despite a financial loss to the organization. If not offered, the services 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 financial assistance, bad debt, and Medi-Cal shortfalls. Casa Colina provided more than \$1.8 million in subsidized services in FY2020.

Senior Evaluation Program (SEP)

SEP helped seniors define capabilities and target areas of disability that have potential for remediation. Participants undergo a thorough assessment of functional ability, psychological health, physical health, and socio-environmental health. In FY2020, Casa Colina served 15 individuals through this program.

Children's Services Center

The Children's Services Center offers programs for children from infancy to 15 years old with various disabilities or developmental disorders. A pediatric neurologist specializing in autism spectrum disorders directs 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. In FY2020, Casa Colina served 760 children and their families.

Community Building Activities

These activities support community assets by offering the expertise and resources of Casa Colina Hospital and Centers for Healthcare. Community building activities may address the social determinants of health, such as homelessness, poverty, and environmental concerns.

Economic Development

Casa Colina participated in many local economic development activities in the community by working with a number of organizations that assist with employment and support of individuals with disabilities in the community. In addition to supporting economic development through a commitment of leadership time, the hospital donated funds to support development initiatives. For example, hospital staff actively participated in the Inland Regional Center's Vendors of Early Intervention, advocating for 1,560 individuals with disabilities.

Coalition Building and Advocacy

Hospital representatives served on a number of community committees and boards that addressed health improvement and community development. Casa Colina engaged in advocacy efforts focused on increased access to healthcare and improvement of the lives of individuals with disabilities. Casa Colina also supported efforts to address social issues and community health disparities. For example, Casa Colina Hospital sent a staff 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. To support its Early Start Program, Casa Colina leaders participated in Local Interagency Coordinating Agencies (LICA) meetings, in collaboration with local school districts, service providers, Family Resource Centers, the LA County Department of Mental Health, and the LA County Department of Children and Family Services.

Workforce Development

Students from local high schools learned about healthcare careers. Casa Colina participated in community events focused on the healthcare 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.

Cash and In-Kind Contributions

Casa Colina donated funds and in-kind services to community groups and nonprofit organizations. The support of these organizations furthered the hospital's mission and aligned with the community health needs identified through the CHNA. Casa Colina contributed over \$144,673 in FY2020.

Financial Summary of Community Benefits

Casa Colina Hospital community benefit funding for FY2020 (April 1, 2019 – March 31, 2020) is summarized in the table below. Casa Colina's community benefit costs are compliant with Internal Revenue Service instructions for Form 990 Schedule H. All community benefit expenses are compliant with IRS Form 990 Schedule H instructions, using a cost-to-charge ratio for financial assistance.

Community Benefits Summary FY2020 (April 1, 2019 - March 31, 2020)

Community Benefit Categories	Net Benefit
Charity Care/Financial Assistance ¹	\$351,531
Unpaid Costs of Medi-Cal ²	\$1,040,067
Subsidized Services ³	\$1,840,434
Education and Research ⁴	\$3,926,686
Other Benefits for the Community ⁵	\$712,121
Total Quantifiable Community Benefits	\$7,870,839

¹ Charity Care includes financial assistance to eligible patients for care at reduced or no cost based upon the individual patient's financial situation.

² The unpaid cost of Medi-Cal includes 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.

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

⁴ Costs related to the health professions education programs and research that the hospital sponsors.

⁵ 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 FY2021

Casa Colina Hospital and Centers for Healthcare continues to implement activities and programs to address the priority health needs in our service area. Given the ongoing public health crisis of Covid-19, Casa Colina anticipates that FY2021 Community Benefit Implementation activities may be modified and that urgent community needs and situational restrictions that may limit how community-based organizations are able to support the health and wellbeing of at-risk individuals and families in our service area.

Significant Needs the Hospital Intends to Address

As a result of the 2018 Community Health Needs Assessment, and based on the mission and vision of Casa Colina, the following priority health needs will be addressed through a commitment of community benefit programs and charitable resources: Access to Healthcare, Chronic Diseases, Disabilities, Overweight and Obesity, Preventive Practices, and Senior Health. This plan spans the period of 2019 through 2021.

Access to Healthcare

Strategies

1. Provide financial assistance for healthcare services consistent with Casa Colina's financial assistance policy.
2. Provide free health information, screenings, flu shots, and resources at community events.
3. Provide free sports-injury screening clinics.
4. Offer free audiology screenings.
5. Communicate to service area residents how to access healthcare services through established communication methods and social media.

Chronic Diseases

Strategies

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, and training and education for persons with arthritis and fibromyalgia.
5. Increase the number of healthcare 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

Strategies

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 care that includes acute rehabilitation, medical-surgical care, outpatient services, physician specialty clinics, short-term residential rehabilitation, long-term residential care, therapeutic recreation, and children's services.
6. Educate and train healthcare providers and allied health professionals to focus on disability care.
7. Provide patient navigation services for individual's post-discharge.
8. Advocate for persons with disabilities at the national and regional levels.
9. Provide programs for kids to increase social skills and quality of life (e.g. SibShops, Adventure Club, etc.).

Overweight and Obesity

Strategies

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 medically complex patients.

Preventive Practices

Strategies

1. Collaborate 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 sports-injury screening clinics.

Senior Health

Strategies

1. Provide education on healthy aging, including disease 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 strategies outlined above. The hospital has a system that tracks the implementation of these strategies. The reporting process includes the collection and documentation of tracking measures, such as the number of people reached/served 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 for FY2021.

Significant Needs the Hospital Does Not Intend to Address

Taking existing hospital and community resources into consideration, Casa Colina will not directly undertake activities and programs that focus on the remaining health needs identified in the CHNA including: Mental Health and Substance Abuse. Since Casa Colina cannot address all the health needs present in the community, the focus is on those health needs that it can most effectively address given its areas of focus and expertise. Therefore, the hospital's charitable resources will be dedicated to the selected priority health needs.

Contact Information

Address of Hospital Campus

Casa Colina Hospital and Centers for Healthcare
255 East Bonita Avenue
Pomona, CA 91767

Web Address

www.casacolina.org

Community Benefit Contact

Trixie Hidalgo
Director, Grants Management and Administration
909/596-7733, ext. 2217
thidalgo@casacolina.org

Bonnie Scudder
Chief Planning and Development Officer
909/596-7733, ext. 2205
bscudder@casacolina.org