



**Annual Report and Plan for Community Benefit
Keck Hospital of USC
Fiscal Year 2021 (July 1, 2020 - June 30, 2021)**

**Submitted to:
Department of Health Care Access and Information
Accounting and Reporting Systems Section
Sacramento, California**

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About Keck Hospital of USC

Keck Medicine of USC

Keck Medicine of USC is the University of Southern California's medical enterprise. Encompassing academic excellence, world-class research and state-of-the-art clinical care, we attract internationally renowned experts who teach and practice at the Keck School of Medicine of USC, the region's first medical school.

We operate the Keck Medical Center of USC, which includes two acute care hospitals: Keck Hospital of USC and USC Norris Cancer Hospital. The enterprise also owns the community hospital USC Verdugo Hills Hospital, and it includes more than 40 outpatient facilities, some at affiliated hospitals, in Los Angeles, Orange, Kern, Tulare and Ventura counties. In addition, we operate USC Care Medical Group, a medical faculty practice.

Keck Hospital of USC

Keck Hospital of USC is a private, nonprofit, 401-bed acute care hospital. The hospital offers some of the most sophisticated technology available. Keck Hospital of USC provides innovative care for complex medical and surgical issues. Among the hospital's advanced services are neuro-interventional radiology, minimally invasive cardiothoracic surgery, robotic surgery and interventional cardiology. Surgical specialties include organ transplantation and neurosurgery, as well as cardiothoracic, bariatric, esophageal, orthopedic, and plastic and reconstructive surgeries.

In addition to patient care, Keck Hospital of USC is a site for clinical research, supporting patients participating in cutting edge clinical trials. Keck Hospital of USC is also strongly committed to education. As a member of the USC family, it is a teaching hospital, training residents and fellows in graduate medical education. Keck Hospital of USC is also a highly regarded clinical rotation site for local nursing and allied health programs.

Awards

Keck Hospital of USC was the recipient of the following awards and accolades in FY21:

- U.S. News & World Report Best Hospitals
 - Ranked in the top 3 in Los Angeles County and top 5 in California
 - Ranked nationally in 11 specialties
 - Ranked #7 in Geriatrics
 - Ranked # 9 in Urology
 - Ranked #12 in Pulmonology and Lung Surgery
 - Ranked #12 in Ophthalmology
 - Ranked #15 in Cardiology and Heart Surgery

- Ranked #15 in Gastroenterology and GI Surgery
 - Ranked #19 in Neurology and Neurosurgery
 - Ranked #21 in Nephrology
 - Ranked #26 in Cancer
 - Ranked #30 in Orthopedics
 - Ranked #44 in Otolaryngology
- High Performance in Abdominal Aortic Aneurysm Repair, Aortic Valve Surgery, Colon Cancer Surgery, Heart Bypass Surgery, Heart Failure, Hip Replacement, Knee Replacement, Lung Cancer Surgery and Transcatheter Aortic Valve Replacement (TAVR).
- Magnet® designated by American Nurses Credentialing Center's (ANCC) Magnet Recognition Program® for nursing excellence
- Received an "A" Safety Grade from Leapfrog Group, an independent national organization committed to health care quality and safety.
- Keck Hospital received the 2020 Patient Safety Honor Roll Award from the California Health and Human Services Agency
- Pasadena Magazine Top Doctors ranked 110 physicians associated with Keck Medicine included in the magazine's roster of Top Doctors, representing 33 specialties
- Los Angeles Business Journal named over a dozen Keck Medicine of USC physicians as top doctors of 2021 in Los Angeles
- Top hospital for LGBTQ+ patients and health-care workers by the Human Rights Campaign
- Get with the Guidelines Gold Plus by the American Heart Association

Mission and Values

Mission

Keck Medical Center of USC.

- We strive to be the trusted leader in quality health care that is personalized, compassionate and innovative.
- We stand for empowerment, integrity, respect, collegiality and vitality.
- We commit to authenticity.
- We commit to excellence in clinical care, teaching and research.
- You can count on us to be fully present in the delivery of uncompromising health care.

Values

- We deliver quality health care through uncompromised service excellence.
- We show compassion while building positive relationships with our colleagues, our patients and their families.
- We contribute to innovation through collegial collaboration.
- We are empowered to improve the performance of the organization.
- We have integrity and are accountable to the highest professional standards.
- We demonstrate respect for our environment by our demeanor, actions, and personal appearance.
- We demonstrate vitality by being fully present and engaging others.
- We are responsible for authentic communication with our colleagues, our patients and their families.
- We provide a private, safe and secure environment.
- We commit to personalizing the “KNOWN” Service Standards™
 - Kind greeting
 - Notice needs
 - Own it
 - Wow them
 - Next steps

Governance

The USC Health System Board provides strategic, financial, and operational oversight to the USC Health System and clinical care activities across the University and its health professional schools, enables the USC Health System to be nimble and thrive in a competitive Los Angeles health care market, and continues to ensure patient access and experience meet the highest levels of safe and quality care.

USC Health System Board

Wanda M. Austin, PhD

Tia Bush

Carol L. Folt, PhD

Rod Hanners

Gerald Hickson, MD

John Kusmiersky, JD

Leonard D. Schaeffer

Steven D. Shapiro, MD

William E.B. Siart

Jim Staten

Charles F. Zukoski, PhD

The Board of Directors provides organizational leadership for community benefit. The Board functions as an oversight and policy-making body for the hospital's community benefit commitments, efforts and strategic alignment with community needs. The Board has accountability for community benefit performance.

Keck Hospital of USC and USC Norris Cancer Hospital Governing Board

Tammy Capretta, MPH, RN

Mark Cunningham, MD

Michael Gallagher

Stephanie Hall, MD

Rod Hanners

Caryn Lerman, PhD

Holly Muir, MD

David Peng, MD, MPH

Marty Sargeant

Steven D. Shapiro, MD

Steven Siegel, MD, PhD

Vaughn Starnes, MD

James Staten

Annette Sy, DNP, MSN, RN

Mark Todd, PhD

Alison Wilcox, MD

Caring for our Community

Keck Hospital of USC recognizes its obligation to provide service above and beyond its role as a healing facility. This report demonstrates tangible ways in which Keck Hospital of USC is fulfilling its mission to improve the health and wellbeing of our community and provide personalized, compassionate and innovative health care. Keck Hospital of USC provides financial assistance to those in the community who cannot afford services, or whose health insurance does not cover all services rendered. In addition, Keck Hospital invests in the community to increase access to health care services and improve health.

Service Area

Keck Hospital of USC is located east of downtown Los Angeles on the USC Health Sciences Campus at 1500 San Pablo Street, Los Angeles, California 90033. Keck Hospital of USC is located in the Boyle Heights neighborhood of Los Angeles in LA County Service Planning Area (SPA) 4. The hospital draws primarily adult patients regionally from Southern California, with a primary service area of Los Angeles County, California.

Map of Los Angeles County by Service Planning Areas 1-8

Community Snapshot



The population of Los Angeles County is 10,057,155. Children and youth make up 22.8% of service area population, 64.9% are adults, and 12.2% are seniors, ages 65 and older. Almost half of the population (48.3%) is Hispanic or Latino. At 26.7% of the population, Whites are the second largest race/ethnic group in the service area. Asians make up 14.1% of the population in the service area and African Americans are 8% of the population. In Los Angeles County, Spanish is spoken in 39.4% of the homes, 43.3% of the residents speak English only, and 10.9% speak an Asian language in the home.

Among county residents, 22.6% are at or below 100% of the federal poverty level (FPL), which is higher than in the state (15.8%). Poverty increases for the population at 200% of FPL as 45% of county residents are at 200% of FPL. In Los Angeles County, children suffer with higher rates of poverty (30.4%) compared to the state (21.9%). Low levels of education are linked to poverty and poor health. In the county, 77.7% of the adult population, 25 years and older, have obtained a high school diploma or higher education. This is lower than the state rate of 82.1%.

Community Health Needs Assessment

Keck Hospital of USC completed a Community Health Needs Assessment (CHNA) in 2019 as required by state and federal law. The CHNA is a primary tool used by the hospital to determine its community benefit plan, which outlines how it will give back to the community in the form of health care and other community services to address unmet community health needs. The assessment incorporated components of primary data collection and secondary data analysis that focused on the health and social needs of the service area.

The CHNA examined up-to-date data sources for the service area to present community demographics, social determinants of health, access to health care, leading causes of death, maternal and infant health, disease and disability, health behaviors, mental health, substance use and misuse, and preventive practices. When applicable, these data sets were compared to the Healthy People 2020 objectives.

Targeted interviews were used to gather information and opinions from persons who represent the broad interests of the community served by the hospital. Eight (8) interviews were completed from February to March, 2019. Interviewees included individuals who are leaders and/or representatives of medically underserved, low-income, and minority populations, local health or other departments or agencies that have current data or other information relevant to the health needs of the community. Input was obtained from the Los Angeles County Department of Public Health.

Community Engagement

In addition, Keck Medicine of USC commissioned the National Health Foundation (NHF) to conduct a Community Environmental Scan in FY19 to create a three-dimensional picture of the hospital communities, including their social, economic and physical barriers to healthy living, and engage the community for their perspectives on these issues.

This community engagement strategy was designed to gather community input on disparities within the hospital's service area, understand community resources, gauge gaps in services, clarify and enhance the community profile and provide recommendations for strategies and investments that could address community concerns and health disparities. Data collection occurred in three phases: community canvassing, focus groups and community stakeholder surveys.

Community canvassing occurred at two large events across the hospital's service area. The canvassing events engaged 111 residents. During these canvassing events, community residents were recruited for focus groups in multiple languages. Ten (10) focus groups engaged 108 persons and were conducted from November 2018 to March 2019.

Finally, community stakeholders were identified during these community canvassing and focus group recruitment events. Executive leaders in community organizations or schools, or individuals heavily involved in addressing community issues through local government were identified as qualified stakeholders. Stakeholder surveys were developed and disseminated once canvassing and focus group themes emerged. The surveys summarized the needs and concerns of community residents, which allowed the NHF team to ask stakeholders more direct questions regarding the severity of the emerging issues. The eleven (11) responding stakeholders represented a broad range of interest in the hospital's services area and included nonprofit leaders, school principals, police department representatives and local government officials.

Priority Health Needs

Health needs were identified 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). The analysis of secondary data yielded a preliminary list of significant health needs, which then informed primary data collection. The primary data collection process was designed to validate secondary data findings, identify additional community issues, solicit information on disparities among subpopulations, ascertain community assets to address needs and discover gaps in resources.

The identified significant health needs were prioritized with input from the community. Housing and homelessness, mental health, and preventive practices were ranked as the top three priority needs in the service area. The calculations of the community input resulted in the following priority ordering of the significant health needs:

1. Housing and homelessness
2. Mental health
3. Preventive practices
4. Chronic diseases
5. Access to health care
6. Sexually transmitted infections
7. Cancer
8. Overweight and obesity

The complete CHNA report and the prioritized health needs can be accessed at <https://www.keckmedicine.org/community-benefit/>. We welcome feedback on the Community Health Needs Assessment and Implementation Strategy. Please send your feedback to: BenefitandOutreach@med.usc.edu.

Addressing Priority Health Needs

In FY21, Keck Hospital of USC engaged in activities and programs that addressed the priority health needs identified in the 2020-2022 Implementation Strategy. Keck Hospital of USC has committed to community benefit efforts that address chronic disease, mental health and preventive practices. Selected activities and programs that highlight the Keck Hospital commitment to the community are detailed below.

Chronic Diseases

Response to Need

Food Assistance

In collaboration with the American Heart Association, Keck Hospital supported food security measures in East LA neighborhoods and increasing SNAP incentives for fruit and vegetable purchase. Over the past year, families were provided with immediate food assistance

Inglewood Active Communities Collaborative

Keck supported the American Heart Association's Inglewood Active Communities Collaborative in partnership with the Unified School District to virtually implement a physical activity program in K-8 schools aimed at keeping the students physically active. As a result, 82% of students reported increasing the average numbers of days per week that they were physically active.

EmPOWERED

Keck supported the American Heart Association's EmPOWERED to Serve/Social Support Circles are designed to foster social connections, reduce isolation, and encourage a sharing of knowledge and skills. Sessions included virtual health lessons on chronic condition management. Participants often utilized the program through their place of worship.

AIDS Walk

Keck provided support to APLA Health for the AIDS Walk LA.

Support Groups

The community was served by several support groups, open to the public and offered free of charge, which included:

- Bariatric Support Group
- Bladder Cancer Support Group
- Deep Brain Stimulation Support Group
- Lung Transplant Support Group
- Mindfulness Support Group

- Transplant Caregiver Support Group
- Multiple Sclerosis Support Group
- Parkinson’s Disease Support Group
- Stroke Support Group
- Stroke and TIA Journal Club
- Ventricular Assist Device (VAD) Support Group

Tele-Stroke

Keck Hospital of USC provided tele-stroke consultation to several California emergency departments. This enabled patients to access critical specialty services, regardless of their ability to pay.

Community Support

The hospital provided financial support to several community organizations focused on chronic disease prevention and treatment.

Mental Health

Response to Need

Health Education

The hospital provided health education informational materials on behavioral health issues. Public health education in the media and community health awareness events were conducted to encourage improved mental health.

LGBTQ Healthcare Equality Leaders

In 2020, the Human Rights Campaign Foundation (HRC), the educational arm of the nation’s largest LGBTQ civil rights organization, designated Keck Medicine’s hospitals — Keck Medical Center of USC, which consists of Keck Hospital of USC and USC Norris Cancer Hospital, and USC Verdugo Hills Hospital — as LGBTQ Healthcare Equality Leaders.

The HRC’s Healthcare Equality Index provides health care facilities information and resources that help ensure that LGBTQ people have access to nondiscriminatory, patient-centered care. The report is used to applaud facilities that have shown their commitment to LGBTQ patient-centered care, with scores based on the services and programs offered to the LGBTQ community.

Community Support GrandPads Program

Nearly 3,000 seniors were living in isolation and in need of socialization during the pandemic in the East Los Angeles region. Keck Hospital of USC supported AltaMed’s PACE program (All-Inclusive

Care for the Elderly Program) by providing 100 senior participants with tablets to support the care and services necessary for the seniors to stay safe, comfortable and healthy living in their own home. The GrandPad portal helped address senior’s socialization and isolation concerns and needs.

Creative Wellness Institute

Keck Hospital of USC supported the Sewing for Self-Care Program. The art therapy program, geared toward homeless individuals and families, directly affects the mind/body connection as well as helping to improve brain functioning and emotional wellness. Offered at the Safe Parking Program in the areas surrounding the medical center, the program provided anxiety relief and built resiliency for our most vulnerable neighbors.

Proyecto Pastoral

Supported Proyecto Pastoral to ensure that vulnerable Boyle Heights residents had access to food and basic necessities. Provided a safe space for homeless residents to shelter in place; connecting residents to critical health and wellness resources; and addressing the growing education gap for low-income students in the wake of statewide school closures.

Preventive Practices

Response to Need

Health Education

Keck Hospital undertook an ambitious health awareness campaign, reaching individuals through health blogs, publications, news media interviews, and social media posts with messages on today’s top health topics, trends and concerns.

Guadalupe Homeless Project

Supported a local East Los Angeles shelter that served men and women over the age of 55. The Guadalupe homeless project is the only shelter for older women in Los Angeles.

Transportation Services

Transportation is a documented barrier to accessing health care services. The hospital funded transportation services for low-income patients and families who could not afford transportation to obtain needed health care services.

Tobacco and Vaping Advocacy

Supported the American Heart Association’s advocate efforts against tobacco and vaping. In 2021, the cities of Maywood and Alhambra took steps to reduce the harm from tobacco use in their

communities by eliminating the sale of flavored tobacco products while adding electronic tobacco products to retail licensure.

Promesa Boyle Heights

Supported Proyecto Pastoral's social justice collaborative and promotora network that focuses on community organization, leadership development and restorative practice efforts.

YMCA of Metropolitan Los Angeles

Provided support for equity, education, health and wellness, and empowerment hub efforts at the Weingart East Los Angeles YMCA.

COVID-19 Response

USC, Keck Medicine and USC Verdugo Hills Hospital established dedicated coronavirus update pages to serve a variety of audiences needing to know safety precautions, visitor policies and more.

COVID Outreach, Education and Vaccines

Keck Medicine of USC developed many education materials on COVID-19 and provided community outreach to distribute the education materials. The hospital hosted four community outreach vaccination events.

Research

Ali Gholamrezanezhad, MD, a clinical emergency radiologist with Keck Medicine of USC, was one of the first researchers to study COVID-19 in early 2020. Today, Gholamrezanezhad has co-authored more than 40 papers on the disease, gathering and analyzing a wide array of data and patient scans.

Vaccine Access

Keck Medicine has been increasing efforts to raise vaccination access to the predominantly Latino communities around the Health Sciences Campus. Given the disproportionate impact of COVID-19 on Latino and African American communities, efforts to quickly vaccinate these high-risk community members was important. In January 2021, Keck Medicine of USC opened up 300 slots for the first dose of the COVID-19 vaccine to the 65-and-older family members of Environmental Health Services employees and cafeteria workers.

National Advocacy

Lourdes Baezconde-Garbanati, PhD, MPH, a member of the Pandemic Research Center at the Keck School of Medicine of USC, the Associate Director of Community Outreach at USC Norris Cancer

Center and chair of the Board of Directors of the National Alliance for Hispanic Health, presented to the White House COVID-19 Health Equity Task Force. The task force, which is chaired by Marcella Nunez Smith, MD, MHS, of Yale School of Medicine, was created by President Joe Biden and Vice President Kamala Harris to study and address the disproportionate impact of the pandemic on some of the nation's most vulnerable communities.

Food Assistance

In collaboration with the American Heart Association, the hospital supported food security measures in East LA neighborhoods and increasing SNAP incentives for fruit and vegetable purchase. Over the past year, more than 85,000 families were provided with immediate food assistance.

Community Benefit Services Summary FY21

Accomplishments in FY21 (July 1, 2020 to June 30, 2021)

Community benefit services promote health and healing and are focused on addressing the identified unmet health needs of the community. For a program or service to be considered a community benefit it must: improve access to health care; or enhance the health of the community; or advance medical or health care knowledge; or reduce the burden of government or other nonprofit community efforts. Due to COVID-19, some of our annually supported programs and events were postponed. Other programs were transferred from in person events to virtual meetings to allow for social distancing.

Community Health Improvement Services

Definition: activities carried out to improve community health, available to the public, which address a community need.

Community Health Education

- Keck Hospital of USC hosted education seminars and workshops on a variety of topics open to the public and provided health education informational materials. Of note, in FY21, Keck Hospital supported COVID-19 vaccine outreach including:
 - Charles R. Drew School of Medicine’s Vaccine Virtual Town Hall
 - Answering Questions About the COVID-10 Vaccine Facebook Live Event
- Over 1,000 community members were served by a number of support groups, open to the public and offered free of charge, including:
 - Bariatric Support Group
 - Bladder Cancer Support Group
 - Deep Brain Stimulation Support Group
 - Lung Transplant Support Group
 - Mindfulness Support Group
 - Transplant Caregiver Support Group
 - Multiple Sclerosis Support Group
 - Parkinson’s Disease Support Group
 - Stroke Support Group
 - Ventricular Assist Device (VAD) Support Group
- Public health education in the media and community health awareness events were conducted to encourage healthy behaviors and prevent chronic and communicable diseases.
- Keck Hospital and Keck Medicine of USC partnered with other leading health systems in the BetterTogether Health Public Service Campaign, a multi-media educational campaign: *Get Back to Your Doctor. Your Health. Your Joy. We Love a Healthy LA.*

Community-Based Clinical Services

- COVID-19 community outreach vaccination events on February 20, 27 and March 10 and 17, 2021.
- 64 Nursing Students assisting with COVID Vaccine Clinics.
- While people waited to vote at the USC Vote Center, Keck Hospital provided free flu shots.

Health Care Support Services

- Transportation vouchers were made available to patients and families for whom accessing transportation is a barrier to obtaining care.
- Keck Hospital provided access to an electronic health library available to the public on its website. The site provided information on health conditions, wellness and prevention topics.
- Keck Hospital of USC provided tele-stroke consultations to several emergency departments. This enabled patients to access critical specialty services, regardless of their ability to pay.

Health Professions Education

Definition: education programs for physicians, nurses, nursing students, and other health professionals.

Graduate Medical Education

The USC Hospitals are clinical settings for Interns, Residents and Fellows from the USC Keck School of Medicine. Clinical faculty at the Keck School of Medicine directs a broad range of accredited residency and fellowship training programs. The hospital offered lectures presented to the at-large community and to health sciences students in Southern California, including:

- LGBTQ Health and Cultural Competency Training for 34 medical students at the ATSU Pride Alliance and VOALA Sanctuary (Volunteers of America Los Angeles).
- 2020 Cerebrovascular Disease Symposium: From Clinical Trial to Clinical Practice for 114 people.
- Clinical Chart Review Seminar for 92 practitioners.
- The Stroke and TIA journal club engaged 65 health professions.
- 200 practitioners participated in the Interprofessional Education Day, promoting collaboration across disciplines.
- In partnership with the American Heart Association, the hospital brought together over 120 practitioners from hospitals, medical practices and health service organizations through the virtual *Target: BP Symposium*.

Surgery Internship Program

Keck Hospital provided career development opportunities for minority group medical students within Los Angeles County to allow them to gain access and experience within the field of general surgery.

Other Health Professions Education

Keck Hospital of USC welcomed numerous health professionals in FY21. Occupational Therapy students and USC Pharmacy students were educated and performed their clinical hours and/or internship rotations.

Cash and In-Kind Donations

Definition: funds and in-kind services donated to community groups and nonprofit organizations.

Cash Donations

Funds were donated to nonprofit community groups and local organizations. The support of these organizations furthered the hospital's mission and addressed the community health needs identified through the CHNA.

In-Kind Donations

- Hand sanitizers were donated in Boyle Heights and for homeless outreach in Los Angeles.
- Medical equipment/supplies donated to the Republic of Armenia.
- The Keck Hospital Laboratory provided Drug Testing Kits to the USC Street Medicine Team.

Community Benefit Operations

Definition: direct and indirect costs associated with assigned staff, community health needs assessments, community benefit planning, tracking, reporting, evaluating and operations.

In FY21, funding supported:

- Community benefit staff salary, benefits and expenses
- Administrative support for community benefit
- Community benefit consultants

Community Building Activities

Definition: activities that support community assets by offering the expertise and resources of the hospital organization. These activities may address the root causes of health problems or the determinants of health, such as education, homelessness, poverty and the environment.

Workforce Development

Keck Hospital participated in community programs that encouraged careers in the health professions.

JEDI

Keck Hospital supported the JEDI workforce program, geared towards young adults, age 18-26. Individuals are from the surrounding neighborhoods around the Health Sciences Campus. The program is founded on JEDI principles of Justice, Equity, Diversity and Inclusion.

Dermatology Pipeline Program

The Dermatology Pipeline Program engaged with 440 students in grammar schools, high schools, undergraduate programs, and medical schools who have an interest in dermatology. The goal is to expose students to Dermatology at an early age and pair up the students with mentors at Keck Hospital.

Financial Summary of Community Benefit

The Keck Hospital of USC financial summary of community benefit for FY21 (July 1, 2020, to June 30, 2021) is summarized in the table below. The Hospital's community benefit costs are in compliance with Internal Revenue Service instructions for Form 990 Schedule H and are based on the Medicare cost report adjusted for the Form 990 reporting period.

Community Benefit Categories	Net Benefit
Charity Care/Financial Assistance ¹	\$7,422,734
Unpaid Costs of Medi-Cal ²	\$37,178,407
Unpaid cost of Indigent Care ²	\$926,522
Education and Research ³	\$25,639,449
Other for the Broader Community ⁴	\$823,847
Total Community Benefit Provided Excluding Unpaid Costs of Medicare	\$71,990,959
Unpaid Costs of Medicare ²	\$114,461,847
Total Quantifiable Community Benefit	\$186,452,806

¹ Financial Assistance includes traditional charity care write-offs to eligible patients at reduced or no cost based on the individual patient's financial situation. Financial Assistance or Charity Care does not include costs for patients who had commercial insurance, but could not afford their out-of-pocket costs.

² Unpaid costs of public programs include the difference between costs to provide a service and the rate at which the hospital is reimbursed.

³ Costs related to the health professions education programs and medical research that the hospital sponsors.

⁴ Includes non-billed programs such as community health education, screenings, support groups, clinics, support services and community benefit operations.

Community Benefit Plan FY22

Keck Hospital of USC continues to implement activities and programs to address the priority needs in our service area. Given the current unprecedented times as a result of COVID-19, Keck Hospital anticipates some FY22 plans may be modified due to urgent community needs and situational restrictions that may limit how we are able to support the health and wellbeing of at-risk individuals and families in the hospital service area.

Significant Needs the Hospital Intends to Address

Keck Hospital intends to take actions to address the following health needs that were identified in the FY19 CHNA and detailed in the FY20-FY22 Implementation Strategy:

- Chronic diseases
- Mental health
- Preventive practices

Health Need: Chronic Diseases

Strategy

Increase access to programs that support prevention and health maintenance and decrease barriers to care for vulnerable populations with chronic diseases.

Actions

1. Collaborate with Proyecto Pastoral to offer community health education, community lectures, presentations and workshops, including the Annual Proyecto Pastoral Women's Conference.
2. Through our ongoing partnership with American Heart Association, Keck hospital will:
 - a. Provide education to community members and primary care providers on cardiac disease and stroke prevention at the Annual FQHC Clinical Symposium.
 - b. Provide a reoccurring free produce market, *A Tu Salud*, to help address food access and affordability for the surrounding community. In addition, the hospital will host a weekly Famers Market to provide fresh fruits and vegetables for the local community and donate fresh fruits and vegetables to families in need.
3. Host health and wellness fairs, including screenings at the Mariachi Festival, Skid Row Carnival of Love, and Taste of Soul.
4. In collaboration with the Street Medicine program at Keck School of Medicine of USC, Keck Hospital will address the circumstances that undermine the physical health of the community's homeless population.
5. Provide support groups to assist those with chronic diseases and their families.
6. Design and implement strategies to foster a welcoming environment for LGBTQ community members facing chronic diseases.

7. Provide funding and in-kind support to encourage chronic disease prevention and treatment.

Health Need: Mental Health

Strategy

Expand access to services that will impact mental health in Los Angeles County.

Actions

1. In collaboration with the Street Medicine program at Keck School of Medicine of USC, Keck Hospital will address the circumstances that undermine the mental and emotional well-being of the community's homeless population.
2. Offer community health education, community lectures, presentations and workshops.
3. Ensure equitable and inclusive care of lesbian, bisexual, transgender and queer (LGBTQ) community members facing mental health issues and concerns.
4. Support collaborative efforts that support access to mental health including partnering with the Department of Psychiatry for continuous care.
5. Increase community awareness and prevention efforts and availability of resources to address mental health concerns.
6. Provide funding and in-kind support to increase mental health awareness and access to care.

Health Need: Preventive Practices

Strategy

Expand availability and access to preventive care practices and increase compliance with preventive care recommendations, including screenings, immunizations, and lifestyle and behavior changes.

Actions

1. In collaboration with the American Heart Association, Keck Hospital will continue the innovative school-based Teaching Garden program that promotes healthy lifestyle and eating habits to youth.
2. Provide education and resources focused on healthy living and disease prevention.
3. Increase access to primary and specialty care through telehealth services. Collaborate with local and regional clinics and hospitals in the Los Angeles Region on innovative expansion of telemedicine services to underserved patients.
4. Ensure staff members are equipped with the skills and knowledge to provide nondiscriminatory patient-centered preventive care.
5. Provide funding and in-kind support to increase preventive health screenings.

Needs the Hospital Will Not Address

Taking existing hospital and community resources into consideration, Keck Hospital will not directly address the remaining health needs identified in the CHNA including access to health care, housing and homelessness, overweight and obesity, and sexually transmitted infections. Keck Hospital chose to concentrate on those health needs that can most effectively be addressed, given the organization's capabilities. Keck Hospital will continue to look for opportunities to address community needs and provide assistance where we can make a meaningful contribution.

Evaluation of Impact

Keck Hospital of USC will monitor and evaluate the programs and activities outlined above. The reporting process includes collection and documentation of tracking measures, such as the number of people reached/served and collaborative efforts to address health needs.

Contact Information

Keck Hospital of USC
1500 San Pablo Street
Los Angeles, California 90033

[www.keckmedicine.org/community-benefit/
benefitandoutreach@med.usc.edu](http://www.keckmedicine.org/community-benefit/benefitandoutreach@med.usc.edu)