



**Annual Report and Plan for Community Benefit
Keck Hospital of USC
Fiscal Year 2022 (July 1, 2021 - June 30, 2022)**

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, a university-based medical system in the Los Angeles area. Keck Medicine combines best-in-class physicians, access to cutting edge research, and state-of-the-art facilities to provide highly specialized care for our patients. Our renowned physicians provide world-class patient care at Keck Hospital of USC, USC Norris Cancer Hospital, USC Verdugo Hills Hospital and more than 80 outpatient locations in Los Angeles, Orange, Kern, Tulare, and Ventura counties.

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 is the recipient of the following awards and accolades:

- *U.S. News & World Report* Best Hospitals
 - Ranked in the top 3 in Los Angeles County and top 10 in California
 - Ranked nationally in 8 specialties
 - Ranked #6 in Gastroenterology and GI Surgery
 - Ranked #8 in Urology
 - Ranked #12 in Geriatrics
 - Ranked #18 in Cancer
 - Ranked #19 in Cardiology and Heart Surgery
 - Ranked #25 in Pulmonology and Lung Surgery
 - Ranked #30 in Orthopedics
 - Ranked #35 in Ear, Nose and Throat
- 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 for the sixth consecutive time.
- Keck Hospital received the 2022 Patient Safety Honor Roll Award from the California Health and Human Services Agency.
- Pasadena Magazine Top Doctors ranked 136 physicians associated with Keck Medicine in the magazine’s roster of Top Doctors, representing 41 specialties.
- *Los Angeles Business Journal* named Marty Sargeant, CEO of Keck Medical Center, Hospital Chief Executive Officer of the year in FY22. Chris Allen, CFO for Keck Medical Center, was named the 2022 Rising Star CFO of the Year Honoree.
- Healthcare Equality Index Leader Designation, the highest award granted by the Human Rights Campaign to hospitals that have demonstrated a commitment to LGBTQ+ patient centered care, inclusive employee policies and benefits, engagement and public commitment to the LGBTQ+ patient community.
- 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

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 community service above and beyond its role as a healing facility. This report demonstrates tangible ways in which Keck Hospital of USC fulfills 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 of USC 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.

Community Snapshot

The population of Los Angeles County is 10,087,570. Children and youth make up 22% of the population, 64.8% are adults, and 13.3% are seniors, ages 65 and older. Among adults, 7.9% in Los Angeles County identify as part of the Lesbian Gay Bisexual (LGB) community.

In the service area, 48.5% of residents are Hispanic or Latino, 26.2% of residents are White, 14.4% of residents are Asian, and 7.8% of area residents are Black or African American. Persons who are Native American, Native Hawaiian/from other Pacific Islands, or of other or multiple races make up 3.1% of the area population. In Los Angeles County, Spanish is spoken in 39.2% of the homes, 43.4% of the residents speak English only, and 10.9% speak an Asian language in the home. Linguistic isolation is defined as the population, ages 5 years and older, who speaks English “less than very well.” In the service area, 23.6% of the population is linguistically isolated.

Among county residents, 14.9% are at or below 100% of the federal poverty level (FPL) and 34.8% are at 200% of FPL. In Los Angeles County, children suffer with higher rates of poverty (20.8%) compared to the state (18.1%). Low levels of education are linked to poverty and poor health. In the county, 79.8% 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 84%.

Within LA County, 92.1% of the total population has health insurance coverage. 24% of the population had Medi-Cal coverage and 47.8% had employment-based insurance.

During the 2020 Los Angeles County homeless count, 63,706 persons experiencing homelessness were counted; 76% were adults and 19% were families. Of these persons, 72.3% were unsheltered and 27.7% were sheltered.

People with a disability have difficulty performing activities due to a physical, mental, or emotional condition. Among adults, 24.6% in Los Angeles County reported a physical, mental or emotional disability. 14.7% of children were reported to have special health care needs.

Los Angeles air quality averages a US AQI or air quality index rating of “moderate.” Monthly averages in 2019 varied from AQI 32 (“good”) in February to AQI 64 (“moderate”) in November. Despite seemingly optimistic ratings, Los Angeles’s air pollution is among the worst in the United States, both for PM2.5 and ozone. The American Lung Association State of Air report rated Los Angeles County has unhealthy under Ozone, Particle Pollution (24 hours), and receiving a FAIL grade for annual particle pollution. In 2021, Los County’s water met and surpassed all federal and state drinking water standards set by the U.S. Environmental Protection Agency (U.S. EPA) and the State of California, Water Resources Control Board – Division of Drinking Water.

Community Health Needs Assessment

Keck Hospital of USC completed a Community Health Needs Assessment (CHNA) in 2022 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, maternal and infant health, leading causes of death, disease and disability, COVID-19, health behaviors, mental health, substance use and misuse, and preventive practices. When applicable, these data sets were compared to the Healthy People 2030 objectives.

Targeted interviews were used to gather information and opinions from persons who represent the broad interests of the community served by the hospital. Thirteen (13) interviews were completed during January and February 2022. 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.

Significant 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 needs included (in alpha order):

- Access to health care
- Cancer (screening, early detection, and treatment)
- Chronic diseases
- COVID-19
- Economic insecurity
- Food insecurity
- Housing and homelessness

- Mental health
- Overweight and obesity
- Preventive practices
- Sexually transmitted infections and HIV/AIDS
- Substance use
- Violence and injury

The identified significant health needs were then prioritized with input from the community. The community stakeholders were asked to rank order the health needs according to highest level of importance in the community. Among key stakeholder interviewees, access to care, mental health, cancer, overweight and obesity and COVID-19 were ranked as the top five priority needs in the service area.

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 FY22, Keck Hospital of USC engaged in activities and programs that addressed the priority health needs identified in the FY20-FY22 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 of USC commitment to the community are detailed below.

Chronic Diseases

Chronic diseases are long-term medical conditions that tend to progressively worsen. Chronic diseases, such as cancer, heart disease, diabetes and lung disease, are major causes of disability and death. Chronic diseases are also the major causes of premature adult deaths.

Response to Need

Health Education and Outreach

Health education and prevention messages were provided to the community. Information on chronic diseases, COVID-19, flu shots, and spine care were provided through infographics, flyers, videos and other social media. USC Health Magazine provided health prevention messages and resources for chronic disease treatment.

Food Assistance

In collaboration with the American Heart Association, Keck Hospital supported food security measures in East LA neighborhoods by increasing SNAP incentives for fruit and vegetable purchase, providing grocery vouchers, increasing grocery store access and hosting Farmers Markets. Over the past year, more than 85,000 families were provided with immediate food assistance. Programs included:

- Lincoln High School garden and Farmers Market
- Hollenbeck Middle School garden and “Meet a Doctor” event
- White Memorial Senior Center and Lincoln High School Community Building Day
- Boyle Heights Farmers Market community pop-up market
- Keck Nutrition Workshops at Lincoln High School
- Lincoln High School STEM workshop and Go Red STEM program
- Weingart East LA YMCA Nutrition Security Resource Center.

The hospital supported a weekly Farmer’s Market at in East Los Angeles. Additionally, a weekly Farmer’s Market was held on the campus of USC Health Sciences Campus located in Boyle Heights, providing fresh fruits and vegetables to local families.

AHA Heart & Stroke Walk

Provided support to the American Heart Association for the Heart and Stroke Walk. Keck Medicine of USC had over 200 walkers on 29 unique teams supporting heart disease and stroke awareness.

Support Groups

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

- Lung Transplant Support Group
- Transplant Caregiver Support Group
- Stroke Support Group
- Deep Brain Stimulation Support Group
- Bariatric Support Group
- Mindfulness Support Group
- 6 Keck Hospital of USC FY21 Community Benefit Report and Plan
- Multiple Sclerosis Support Group
- Parkinson's Disease Support Group
- Stroke and TIA Journal Club
- Ventricular Assist Device (VAD) Support Group

Tele-Stroke

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 community organizations focused on chronic disease prevention and treatment. Some of the community partners included:

- American Heart Association
- APLA Health for the AIDS Walk LA

Mental Health

Positive mental health is associated with improved health outcomes. Indicators and contributors to poor mental health include poverty and low levels of education. The need to access mental health services was noted as a high a priority among community members.

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 access to mental health care resources.

LGBTQ Healthcare Equality Leaders

In 2021, 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.

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.

The Wall Las Memorias Project

Keck Hospital of USC collaborated with the Wall-Las Memorias Project to educate and promote access to specialized services designed to prevent HIV/AIDS, substance abuse and to promote societal wellness.

Community Support

The hospital provided financial support to community organizations focused on access to mental health care treatment and resources. Some of the community partners included:

- Proyecto Pastoral
- The Wall/Las Memorias AIDS Monument

Preventive Practices

Routine health care includes screenings, check-ups, and counseling to prevent illness, disease, or other health problems. Individuals, who receive services in a timely manner, have a greater opportunity to prevent or detect disease during earlier, treatable stages.

Response to Need

Los Angeles Times Festival of Books Health and Wellness Pavilion

Keck Hospital of USC and Keck Medicine of USC participated in the Los Angeles Times Festival of Books with a health and wellness pavilion offering health education and screenings for skin

cancer, blood pressure, glucose, BMI, sleep apnea and dental health. Nearly 34,000 community members participated.

Health Education and Outreach

Presented a 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. Keck Hospital of USC 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 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.*

Food Resources

In partnership with the American Heart Association, Keck Medicine provided Weingart East Los Angeles YMCA additional food resources in FY22 which helped the YMCA to establish a Nutrition Security Resource Center. Since its launch, the YMCA has continued to giveaway food as well as help the homeless with watch centers, clothes, job training opportunities and career development support.

TransLatin@ Coalition

Keck Medicine of USC collaborated with The TransLatin@ Coalition to improve access to specialized care for the transgender community, recognizing the importance of personalized, compassionate health care for all. The collaboration includes a patient/peer navigator, education and training opportunities for faculty and staff, as well as community engagement, focus groups and forums to advance dialogue, share progress and solicit input and feedback.

COVID Recovery Clinic

Keck Medicine of USC launched a COVID Recovery Clinic to treat patients with long COVID-19. A multi-disciplinary team of clinicians provided comprehensive, specialized care to treat a broad spectrum of lingering symptoms. The team includes physical and occupational therapists, behavioral health specialists, cardiologists, neurologists, rheumatologists, and social workers.

Community Support

The hospital provided financial support to community organizations focused on preventive care treatment and resources. Some of the community partners included:

- East LA YMCA
- Nutrition for Health and Longevity Community program
- American Heart Association

Other Community Benefit Services

Keck Hospital of USC provided community benefit services in addition to those programs focused on addressing priority health needs.

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 direct a broad range of accredited residency and fellowship training programs.

Lectures and continuing medical education were presented to the at-large health professional community and to health sciences students in Southern California, including:

- Cerebrovascular Disease Symposium: From Clinical Trial to Clinical Practice
- Clinical Chart Review Seminar
- Stroke and TIA Journal Club
- In partnership with the American Heart Association, hosted the 6th annual *Target: BP Symposium* for over 100 practitioners from hospitals, medical practices and health service organizations

Nursing Education

41 undergraduate and graduate level nursing students participated in precepted clinical rotations at Keck Hospital of USC. Students participated from California State University, Los Angeles, Mount Saint Mary's University, and UCLA School of Nursing.

Other Health Professions Education

Health professions students in occupational therapy and pharmacy were educated and performed their clinical hours and/or internship rotations at the hospital. Additionally, the Speech Therapy department held several seminars for health professionals.

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. Some of the community partners that received donations included:

- Los Angeles Pride
- Community Partners for Latino Equality Alliance
- Calvary Chapel Women’s Event
- AIDS/Life Cycle

In-Kind Donations

- Donated cots and chairs to the Midnight Mission
- Provided pharmacy and nonpharmacy supplies to the AIDS/LifeCycle event
- Provided health related items to the Calvary Chapel Women’s event and the Annual Pride Parade

Community Benefit Operations

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

Reported costs included:

- 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 of USC participated in community programs that encouraged careers in the health professions.

LA Hire Youth

Keck Medicine of USC worked with LA Hire Youth to employ 10 students over the summer. An initiative between USC and the city of Los Angeles, the program provided local youth an opportunity to get real-world, professional experience and provided them with the skills and confidence needed to pursue a job in the health care field.

Day of Discovery

This Annual Educational Series welcomed high school students and families from East Los Angeles and the local community to listen to Keck Medicine of USC guest speakers and discuss careers in the health care industry.

Med-COR

The Medical Counseling, Organizing, and Recruiting program (Med-COR) seeks to increase the pool of high school students of color committed to the pursuit of health professional careers. Through the Med-Cor program, supported 17 students from disadvantaged backgrounds and helped prepare them academically to be competitive for admission to college and to commit themselves to a career in health.

Financial Summary of Community Benefit

The Keck Hospital of USC financial summary of community benefit for FY22 (July 1, 2021, to June 30, 2022) is summarized in the table below. The Hospital's community benefit costs comply with Internal Revenue Service instructions for Form 990 Schedule H. Costs are determined as part of the VHA Community Benefit package and are based on the Hospital's overall cost to charge ratio.

Community Benefit Categories	Net Benefit
Charity Care/Financial Assistance ¹	\$4,937,352
Unpaid Costs of Medi-Cal ²	\$37,076,283
Others for the Economically Disadvantaged ³	\$796,737
Education and Research ³	\$23,413,893
Other for the Broader Community ⁴	\$367,713
Total Community Benefit Provided Excluding Unpaid Costs of Medicare	\$66,591,979
Unpaid Costs of Medicare ²	\$133,199,860
Total Quantifiable Community Benefit	\$199,791,839

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 Includes other payors for which the hospital receives little or no reimbursement (e.g., County indigent program).

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

⁵ Includes non-billed programs such as community health education, support groups, support services, cash and in-kind donations, and community benefit operations.

Community Benefit Plan FY23

Keck Hospital of USC continues to implement activities and programs to address the priority needs in our service area.

Significant Needs the Hospital Intends to Address

Keck Hospital of USC intends to take actions to address the following health needs that were identified in the FY22 CHNA and detailed in the FY23-FY25 Implementation Strategy:

- Chronic diseases
- Food insecurity
- Mental health
- Preventive practices

Chronic Diseases

Goal: Reduce the impact of chronic diseases and increase the focus on chronic disease prevention and treatment education.

Strategies

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 its ongoing partnership with the American Heart & Stroke Association, Keck Hospital will provide education to community members and primary care providers on cardiac disease and stroke prevention.
3. Host health/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 grant funding and in-kind support to encourage chronic disease prevention and treatment.

Food Insecurity

Goal: Reduce the impact of food insecurity in the local community in collaboration with nonprofits.

Strategies

1. In conjunction with the American Heart & Stroke Association and Hazard Park Recreation Center, Keck Hospital will provide a reoccurring free produce market, *A Tu Salud*, to help address food access and affordability for the surrounding community.
2. The hospital will host a weekly Farmers Market to provide fresh fruits and vegetables for the local community and donate fresh fruits and vegetables to families in need.
3. In collaboration with the American Heart & Stroke Association, Keck Hospital of USC will continue the innovative school-based Teaching Garden program education students on healthy lifestyle habits and eating habits.
4. Support food security measures in East LA neighborhoods and increasing SNAP incentives for fruit and vegetable purchase.
5. Prepare and serve healthy meals to vulnerable men and women receiving shelter at the Dolores Mission.

Mental Health

Goal: Increase access to mental health care resources, services and education. Decrease the stigma associated with seeking mental health care.

Strategies

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 of prevention efforts and availability of resources to address mental health concerns.
6. Provide grant funding and in-kind support to increase mental health awareness and access to care.

Preventive Practices

Goal: Improve community health through preventive practices.

Strategies

1. Host health/wellness fairs, including screenings at the Mariachi Festival, Skid Row Carnival of Love, and Taste of Soul.

2. Provide COVID-19 vaccines.
3. The hospital will seek out a community group or organization to collaborate with on the design and implementation of new activities such as "Walk with a Doc" to promote a healthier community.
4. Through its ongoing partnership with the American Heart & Stroke Association, Keck Hospital will provide education to community members and primary care providers on cardiac disease and stroke prevention.
5. Provide education and resources focused on healthy living and disease prevention.
6. 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
7. Ensure staff members are equipped with the skills and knowledge to provide nondiscriminatory patient-centered preventive care.
8. Provide grant funding and in-kind support to increase preventive health services.

Evaluation of Impact

Keck Hospital of USC is committed to monitoring and evaluating key initiatives to assess the programs and activities outlined in this Implementation Strategy. We have implemented a system for 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 Keck Hospital of USC's actions to address these significant health needs will be reported in the next scheduled CHNA.

Needs the Hospital Will Not Address

Since Keck Hospital of USC cannot directly address all the health needs present in the community, we will concentrate on those health needs that can most effectively be addressed given our areas of focus and expertise. Taking existing hospital and community resources into consideration, Keck Hospital of USC will not directly address the remaining health needs identified in the CHNA, including access to health care, economic insecurity, housing and homelessness, overweight and obesity, STIs/HIV/AIDS, substance use, and violence and injury.

Contact Information

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Los Angeles, California 90033

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