

# Glendale Memorial Hospital and Health Center

## Community Benefit 2024 Report and 2025 Plan

Adopted November 2024



**Dignity Health®**

Glendale Memorial Hospital  
and Health Center

## A message from

Betsy Hart, President, and Carl Povilaitis, Chair of the Dignity Health Glendale Memorial Hospital and Health Center Community Board.

Dignity Health’s approach to community health improvement aims to address significant health needs identified in the Community Health Needs Assessments that we conduct with community input, including from the local public health department. Our initiatives to deliver community benefit include financial assistance for those unable to afford medically necessary care, a range of prevention and health improvement programs conducted by the hospital and with community partners, and investing in efforts that address social drivers of health.

Dignity Health Glendale Memorial Hospital and Health Center shares a commitment with others to improve the health of our community and promote health equity, and delivers programs and services to help achieve that goal. The Community Benefit 2024 Report and 2025 Plan describes much of this work. This report meets requirements in California (Senate Bill 697) that not-for-profit hospitals produce an annual community benefit report and plan. We are proud of the outstanding programs, services and other community benefits our hospital delivers, and are pleased to report to our community.

In fiscal year 2024 (FY24), Glendale Memorial Hospital provided \$35,469,247 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$21,189,073 in unreimbursed costs of caring for patients covered by Medicare fee-for-service.

The hospital’s Community Board reviewed, approved and adopted the Community Benefit 2024 Report and 2025 Plan at its November 20, 2024 meeting.

Thank you for taking the time to review our report and plan. We welcome any questions or ideas for collaborating that you may have, by reaching out to Cassie McCarty, Director of Mission Integration, at (818) 502-4578 or [cassie.mccarty@commonspirit.org](mailto:cassie.mccarty@commonspirit.org).

Betsy Hart

Carl Povilaitis

---

President

---

Chairperson, Board of Directors

## Table of Contents

<b>At-a-Glance Summary</b>	<b>Page 4</b>
<b>Our Hospital and the Community Served</b>	<b>Page 6</b>
About the Hospital	Page 6
Our Mission	Page 6
Financial Assistance for Medically Necessary Care	Page 6
Description of the Community Served	Page 6
<b>Community Assessment and Significant Needs</b>	<b>Page 8</b>
Community Health Needs Assessment	Page 8
Significant Health Needs	Page 9
<b>2024 Report and 2025 Plan</b>	<b>Page 10</b>
Creating the Community Benefit Plan	Page 10
Community Health Core Strategies	Page 10
Report and Plan by Health Need	Page 11
Community Health Improvement Grants Program	Page 15
Program Highlights	Page 15
Other Programs and Non-Quantifiable Benefits	Page 19
<b>Economic Value of Community Benefit</b>	<b>Page 22</b>
<b>Hospital Board and Committee Rosters</b>	<b>Page 24</b>

## At-a-Glance Summary



**Hospital HCAI ID:** 106190522

**Report Period Start Date:** July 1, 2023

**Report Period End Date:** June 30, 2024

**This document is publicly available online at:**

<https://www.dignityhealth.org/socal/locations/glendalememorial/about-us/serving-the-community/community-health-needs-assessment-plan>

<p><b>Community Served</b></p> 	<p>Dignity Health Glendale Memorial Hospital and Health Center (GMHHC) is located in Glendale, California within the county of Los Angeles and serves the greater Glendale community. The total population within GMHHC’s primary service area is 529,412.</p> <p>GMHHC’s primary service area is the following 16 ZIP Codes:</p> <ul style="list-style-type: none"><li>· Glendale (91201, 91202, 91203, 91204, 91205, 91206, 91207, 91208)</li><li>· La Crescenta (91214)</li><li>· Los Angeles<ul style="list-style-type: none"><li>○ Hollywood: 90026, 90029</li><li>○ Los Feliz: 90027</li><li>○ Griffith Park: 90039</li><li>○ Eagle Rock: 90041</li><li>○ Highland Park: 90042</li><li>○ Glassell Park: 90065</li></ul></li></ul>
<p><b>Economic Value of Community Benefit</b></p> 	<p>\$35,469,247 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits</p> <p>\$21,189,073 in unreimbursed costs of caring for patients covered by Medicare fee-for-service.</p> <p>The hospital’s net community benefit expenses for services to vulnerable populations and to the broader community are listed by category in the Economic Value of Community Benefit section of this report.</p>
<p><b>Significant Community Health Needs Being Addressed</b></p>	<p>The significant community health needs the hospital is helping to address and that form the basis of this document were identified in the hospital’s most recent Community Health Needs Assessment (CHNA). Needs being addressed by strategies and programs are:</p>



- Mental Health
- Access to Health Care
- Chronic Diseases
- COVID-19

#### FY24 Programs and Services



The hospital delivered several programs and services to help address identified significant community health needs. These included:

- Community Health Improvement Grants Program (Grant awardees provided programs and/or services that addressed our significant community health needs.)
- 50+ Senior Services
- Hospital and Community Health Fairs
- Breastfeeding Resource Center
- Diabetes and Nutrition Program
- Collaboration with Glendale Healthier Community Coalition
- Health Professions Education (provided internships to ultrasound, X-ray, phlebotomy, lab, pharmacy, surgical technician, and dietician students)
- Workforce Development: Healthcare Professions Program (Glendale Unified School District, Pasadena Unified School District, and Glendale City College students)

#### FY25 Planned Programs and Services



For FY25, the hospital plans to continue the same programs and activities, as well as grant funding for our Community Health Improvement Grants Program.

Written comments on this report can be submitted to the Dignity Health Glendale Memorial Hospital and Health Center, c/o Director of Mission Integration, 1420 S. Central Ave., Glendale, CA 91204 or by e-mail to [Cassie.McCarty@commonspirit.org](mailto:Cassie.McCarty@commonspirit.org).

# Our Hospital and the Community Served

## About Dignity Health Glendale Memorial Hospital and Health Center

Glendale Memorial Hospital is a member of Dignity Health, which is a part of CommonSpirit Health. The hospital offers services in multiple areas of health including:

- Adult Behavioral Health Unit
- Colorectal Care Center
- Critical Care Medicine
- Emergency Services
- Gastroenterology
- Heart Care
- Maternity Care
- Neonatal Intensive Care Unit (Level III)
- Orthopedics
- Rehabilitation Services
- Spine Services
- Stroke Care
- Surgical Services
- Women’s Health
- Wound Care

## Our Mission

As CommonSpirit Health, we make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.

## Our Vision

A healthier future for all – inspired by faith, driven by innovation, and powered by our humanity.

## Financial Assistance for Medically Necessary Care

It is the policy of CommonSpirit Health to provide, without discrimination, emergency medical care and medically necessary care in CommonSpirit hospital facilities to all patients, without regard to a patient’s financial ability to pay. This hospital has a financial assistance policy that describes the assistance provided to patients for whom it would be a financial hardship to fully pay the expected out-of-pocket expenses for such care, and who meet the eligibility criteria for such assistance. The financial assistance policy, a plain language summary and related materials are available in multiple languages on the hospital’s website.

## Description of the Community Served

Glendale Memorial Hospital and Health Center (GMHHC) serves the city of Glendale and the surrounding communities of La Crescenta, La Canada/Flintridge, portions of Burbank and northern sections of the greater Los Angeles metropolitan area. Glendale includes a large population of Armenian community members, including immigrants. GMHHC is located in the southernmost part of Glendale, an underserved area of our community.

Dignity Health hospitals define the community they serve as the geographic area served by the hospital. Our primary service area is the basis for our Community Health Needs Assessment. A summary description of the community is below, and additional details can be found in the CHNA report online.

GMHHC is located at 1420 South Central Avenue, Glendale, California, 91204. The population of the GMHHC service area is 529,412. Children and youth, ages 0-17, make up 17.3% of the population, 68% are adults, ages 18-64, and 14.7% of the population are seniors, ages 65 and older. The majority of the population in the service area identifies as White/Caucasian (42.7%). 35.7% of the population identify as Hispanic/Latino, 16.2% as Asian and 2.2% as Black/African American. 2.7% of the population identifies as multiracial (two-or-more races), 0.2% as American Indian/Alaskan Native, and 0.1% as Native Hawaiian/Pacific Islander. In the service area, 38.4% of the population, ages 5 and older, speak only English in the home. Among the area population, 29.4% speak Spanish, 12.2% speak an Asian/Pacific Islander language, and 18.9% speak an Indo-European language in the home. 15.8% of the service area population speaks Armenian in the home.



Among the residents in the service area, 14.6% are at or below 100% of the federal poverty level (FPL) and 33.1% are at 200% of FPL or below. According to the US Department of Housing and Urban Development, those who spend more than 30% of their income on housing are said to be “cost burdened.” In the service area, 48.7% of owner and renter occupied households spend 30% or more of their income on housing. This is higher than the county (47.3%) and state rate (41.7%). Educational attainment is a key driver of health. In the hospital service area, 16.5% of adults, ages 25 and older, lack a high school diploma. 41% of area adults have a Bachelor’s or higher degree.

## Community Assessment and Significant Needs

The hospital engages in multiple activities to conduct its community health improvement planning process. These include, but are not limited to, conducting a Community Health Needs Assessment with community input at least every three years, identifying collaborating community stakeholder organizations, describing anticipated impacts of program activities and measuring program indicators.

### Community Health Needs Assessment

The health issues that form the basis of the hospital's community benefit plan and programs were identified in the most recent CHNA report, which was adopted in June 2022. The hospital makes the CHNA report widely available to the public online at <https://www.dignityhealth.org/content/dam/dignity-health/pdfs/chna/chna-glendale.pdf> and upon request from the hospital's Mission Integration office. The report is also shared with members of the Glendale Healthier Community Coalition.

The CHNA contains several key elements, including:

- Description of the assessed community served by the hospital;
- Description of assessment processes and methods;
- Presentation of data, information and findings, including significant community health needs;
- Community resources potentially available to help address identified needs; and
- Discussion of impacts of actions taken by the hospital since the preceding CHNA.

Additional detail about the needs assessment process and findings can be found in the CHNA report, which is publicly available at <https://www.dignityhealth.org/content/dam/dignity-health/pdfs/chna/chna-glendale.pdf> or upon request at the hospital's Mission Integration Department.

#### **Community Groups that Attended or Engaged in the CHNA:**

- Bold Law
- Glendale Unified School District
- City of Glendale
- Kids' Community Dental Clinic
- Family Promise of the Verdugos
- Preferred IPA of California
- Community Services & Parks Department, City of Glendale
- Glendale Fire Department
- Los Angeles Department of Public Health
- Glendale City Seventh-day Adventist Church
- Ascencia
- IPA Preferred
- Los Angeles LGBT Center
- YWCA Glendale and Pasadena
- State Senator
- Armenian Relief Society
- Glendale Police Department
- National Alliance on Mental Illness Glendale



- Glendale Community College
- Korean American Family Services

**Vulnerable Populations Represented by These Groups:**

- Racial and ethnic groups experiencing disparate health outcomes, including the following:
  - Black/African American
  - Korean
  - Other non-white racial, groups
  - Individuals of Hispanic/Latino origin
- Socially disadvantaged groups, including the following:
  - The unhoused
  - People identifying as lesbian, gay, bisexual, transgender, or queer
  - Individuals with limited English proficiency

**Significant Health Needs**

The CHNA identified the significant needs in the table below, which also indicates which needs the hospital intends to address. Identified needs may include specific health conditions, behaviors and health care services, and also health-related social needs that have an impact on health and well-being.

<b>Significant Health Need</b>	<b>Description</b>	<b>Intend to Address?</b>
Mental Health	Experiencing frequent mental distress and/or needing help for emotional or mental health problems within the past year, including alcohol-drug related issues. This includes teens and adults.	Yes
Access to Health Care	Lack of health insurance and resources to obtain healthcare, cultural and language issues, transportation, and a lack of trust of hospitals and health care providers.	Yes
Chronic Diseases	High rates of death from heart disease, cancer, Alzheimer’s disease, stroke and Chronic Lower Respiratory Disease. Comorbidity factors for diabetes and heart disease are high blood pressure (hypertension) and high blood cholesterol.	Yes
COVID-19	Community stakeholders noted that COVID-19 has impacted every segment of the community from health and well-being to social determinants of health.	Yes

## 2024 Report and 2025 Plan

This section presents strategies and program activities the hospital is delivering, funding or on which it is collaborating with others to address significant community health needs. It summarizes actions taken in FY24 and planned activities for FY25, with statements on impacts and community collaboration. Program Highlights provide additional detail on select programs.

Planned activities are consistent with current significant needs and the hospital’s mission and capabilities. The hospital may amend the plan as circumstances warrant, such as changes in community needs or resources to address them.

### Creating the Community Benefit Plan

The hospital is dedicated to improving community health and delivering community benefit with the engagement of its management team, board, clinicians and staff, and in collaboration with community partners.



Hospital and health system participants included the Director of Mission Integration, Community Health Program Coordinator, members of the Senior Leadership Team, and the Community Health Improvement Grants Committee (this committee is made up of representatives from a number of hospital departments as well as community members). These entities review existing community benefit programs to ensure alignment with significant health needs identified in the most recent CHNA. On-going collaboration occurs with departments that participate in community outreach and community education efforts. In addition, the hospital’s Community Board reviews community benefit plans and program updates (see Page 23 for our Community Board roster).

The programs and initiatives described here were selected on the basis of alignment with our most recent CHNA prioritized health needs or other identified health needs by the hospital. In addition, opportunities to support or collaborate with community organizations who are also addressing the CHNA prioritized health needs were considered.

### Community Health Core Strategies

Driven by a commitment to equity and social justice, we envision a future where health and well-being are attainable by all regardless of background or circumstance.

The hospital believes that program activities to help address significant community health needs should reflect a strategic use of resources and engagement of participants both inside and outside of the health care delivery system.

CommonSpirit Health has established three core strategies for community health improvement activities. These strategies help to ensure that program activities overall address strategic aims while meeting locally-identified needs.




- Extend the care continuum by aligning and integrating clinical and community-based interventions.
- Strengthen community capacity to achieve equitable health and well-being.
- Implement and sustain evidence-based health improvement program initiatives.

## Report and Plan by Health Need

The tables below present strategies and program activities the hospital has delivered or intends to deliver to help address significant health needs identified in the community health needs assessment.

They are organized by health need and include statements of strategy and program impact, and any collaboration with other organizations in our community.

 <b>Health Need: Mental Health</b>			
Strategy or Program	Summary Description	Active FY24	Planned FY25
Support for situationally homeless families	<ul style="list-style-type: none"> <li>• Community grant for Home Again Los Angeles. This project will provide support for parents and children as they obtain housing, jobs, and maintain schooling. This will include support for families for overall mental well-being.</li> </ul>	☒	☒
Breastfeeding Resource Center	<ul style="list-style-type: none"> <li>• Our hospital’s Breastfeeding Resource Center provides free support to new moms and their infants in the community through the hospital’s warm telephone line. This support is provided in English and Spanish. Breastfeeding is linked to a lower risk of postpartum depression.</li> </ul>	☒	☒



### Health Need: Mental Health

Strategy or Program	Summary Description	Active FY24	Planned FY25
Support for chronically homeless individuals and families	<ul style="list-style-type: none"> <li>Community Grant to Ascencia to support access to medical care/medical home and permanent supportive housing and case management. This includes supporting and addressing mental health needs.</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Support for survivors of domestic violence	<ul style="list-style-type: none"> <li>Community Grant to Door of Hope to provide mental health services for survivors of domestic violence, including families.</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Support for transition age youth with mental health disabilities	<ul style="list-style-type: none"> <li>Community Grant to Mental Health Advocacy Services, Inc. will provide legal support for issues such as housing that TAY with mental health disabilities who have difficulty navigating these issues, thereby supporting their unique mental health needs.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Goal and Impact:** The hospital’s initiatives to address Mental Health are anticipated to result in increased education, destigmatization, and/or support for the mental well-being of a variety of populations in our community.

**Collaborators:** In particular, through our Community Grants program, our hospital partners with a number of community organizations to ensure a broader reach with respect to addressing Mental Health needs.



### Health Need: Access to Care

Strategy or Program	Summary Description	Active FY24	Planned FY25
Access to oral care	<ul style="list-style-type: none"> <li>Community Grant to Kids’ Community Dental Clinic. This project will provide education and access to dental care for low-income and homeless children.</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Access to medical care/medical home	<ul style="list-style-type: none"> <li>Community Grant to Ascencia to support access to medical care/medical home and permanent supportive housing and case management. This</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



### Health Need: Access to Care

Strategy or Program	Summary Description	Active FY24	Planned FY25
	includes supporting and addressing mental health needs.		
Access to mental health services for survivors of domestic violence	<ul style="list-style-type: none"> <li>Community Grant to Door of Hope to provide mental health services for survivors of domestic violence, including families.</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Access to occupational therapy	<ul style="list-style-type: none"> <li>Community Grant to Neighborhood Housing Services of Los Angeles County to provide a number of services for seniors, including occupational therapy.</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Financial assistance	<ul style="list-style-type: none"> <li>Our hospital provides financial assistance to eligible patients who do not have the capacity to pay for medically necessary health care services, and who otherwise may not be able to receive these services. The financial assistance policy and plain language summary are on the hospital's web site and at the end of this report.</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Goal and Impact:** The hospital's initiatives to address Access to Medical Care are anticipated to result in increased access, education, and information for various populations in our community.

**Collaborators:** Our connection to local community organizations, including Senior Centers, provide opportunities for collaboration regarding this prioritized health need.



### Health Need: Chronic Diseases

Strategy or Program	Summary Description	Active FY24	Planned FY25
Education for the community	<ul style="list-style-type: none"> <li>Our hospital hosts monthly health education lectures for seniors regarding screenings, diagnosis, treatment options and diet on various health topics as well as safety topics.</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Support for chronically homeless individuals and families	<ul style="list-style-type: none"> <li>Community Grant to Ascencia to support access to medical care/medical home and permanent supportive housing and case management. This includes supporting and addressing chronic diseases.</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Education for Armenian seniors	<ul style="list-style-type: none"> <li>Community Grant to Hope Through Housing Foundation will provide health education classes to Armenian seniors in Armenian language.</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Disease management education for patients	<ul style="list-style-type: none"> <li>Our hospital offers an outpatient Diabetes and Nutrition Program (diabetes self-management course) that entails 4 sessions of 2 hour classes over 4 weeks. We offer this course in English and Spanish.</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Goal and Impact:** The hospital’s initiatives to address Chronic Diseases are anticipated to result in increased education and disease management for various populations in our community.

**Collaborators:** Our connection to local Senior Centers and other community agencies provide opportunities for collaboration around Chronic Diseases.



**Health Need: COVID-19**

Strategy or Program	Summary Description	Active FY24	Planned FY25
Food security for seniors	<ul style="list-style-type: none"> <li>Community Grant to Catholic Charities of Los Angeles–Glendale Senior Center to provide healthy meals and food options for seniors who continue to be impacted by COVID-19 pandemic.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Education for the community	<ul style="list-style-type: none"> <li>Our hospital hosts monthly health education lectures for seniors regarding screenings, diagnosis, treatment options and diet on various health topics as well as safety topics. This year we will include education regarding vaccines.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Goal and Impact:** The hospital’s initiatives to address COVID-19 are anticipated to result in increased food security for seniors with COVID-19.

**Collaborators:** The hospital collaborates with local community partners who continue to provide community members with support following the COVID-19 pandemic.

## Community Health Improvement Grants Program


One important way the hospital helps to address community health needs is by awarding financial grants to non-profit organizations working together to improve health status and quality of life. Grant funds are used to deliver services and strengthen service systems, to improve the health and well-being of vulnerable and underserved populations related to CHNA priorities.

In FY24, the hospital awarded the grants below totaling \$131,368. Some projects also may be described elsewhere in this report.

Grant Recipient	Project Name	Health Needs Addressed	Amount
Door of Hope	Mental Health Program for Survivors of Domestic Violence	Mental Health	\$24,368
Glendale Youth Alliance	Homeless Diversion Program	Housing	\$32,000
Hope Through Housing	Connections to Care	Chronic Disease	\$20,000
Kids' Community Dental Clinic	Dental Treatments and Education for Low Income Children	Oral Health	\$25,000
Neighborhood Housing Services of Los Angeles County	Supporting Low-Income Older Adults of Color in Aging in Place	Access to Care	\$30,000

## Program Highlights

The following pages describe a sampling of programs and initiatives listed above in additional detail, illustrating the work undertaken to help address significant community health needs.

 <b>50+ Senior Services</b>	
Significant Health Needs Addressed	<ul style="list-style-type: none"> <li>• Mental Health</li> <li>• Access to Health Care</li> <li>• Chronic Diseases</li> </ul>

Program Description	The major components of our hospital’s senior services are comprised of the 50+ membership program which offers: <ul style="list-style-type: none"> <li>• Education <ul style="list-style-type: none"> <li>○ Free monthly health related education specifically targeted for seniors.</li> </ul> </li> <li>• Social Gatherings <ul style="list-style-type: none"> <li>○ Quarterly gatherings for seniors to develop community and relationships, thereby decreasing isolation.</li> </ul> </li> </ul>
Population Served	Adults age 50 and over
Program Goal / Anticipated Impact	Increase health awareness for seniors in our community.
<b>FY 2024 Report</b>	
Activities Summary	Hosted monthly senior lectures and quarterly social events to promote senior mental health and well-being.
Performance / Impact	Provided educational opportunities and access to subject matter health experts in the hospital and community for seniors. Persons served: 492.
Hospital’s Contribution / Program Expense	\$9,871
<b>FY 2025 Plan</b>	
Program Goal / Anticipated Impact	Increase health awareness and well-being for seniors in our community.
Planned Activities	Community Health Program Coordinator to continue collaborating with local senior centers and serve on the City of Glendale Senior Services Committee. Continue to offer monthly education lectures and quarterly social gatherings.






## Breastfeeding Resource Center

Significant Health Needs Addressed	<ul style="list-style-type: none"> <li>• Mental Health</li> <li>• Chronic Diseases</li> </ul>
Program Description	<p>GMHHC’s Breastfeeding Resource Center has trained certified lactation educators to assist new mothers with breastfeeding needs and assess the mother/baby dyad to ensure that the baby is breastfeeding effectively. All women in the community are invited to participate, whether or not their baby was delivered at GMHHC. In particular, many low-income women have limited or no access to breastfeeding support and education, and we want to make our resources available to them. The short-term and long-term benefits of breastfeeding for mother and child are well documented (e.g., for mother—breastfeeding linked to a lower risk of these types of health problems: Type 2 diabetes, breast cancer, cervical cancer, and postpartum depression; for baby—breastfeeding linked to lower risk of Type 1 &amp; 2 Diabetes, childhood leukemia, lower respiratory infections, asthma, and obesity).</p>
Population Served	Mothers and baby dyads
Program Goal / Anticipated Impact	<ul style="list-style-type: none"> <li>• Pending COVID safety restrictions, offer free Breastfeeding Support Group and classes.</li> <li>• Increase numbers of pregnant women attending the BF classes.</li> <li>• Nurture a free Spanish-speaking weekly support group.</li> <li>• Community awareness that breastfeeding consultations and breast pump purchase assistance is now available through most health insurance plans.</li> <li>• Advertise our free warmline, classes and support group to surrounding clinics in the community.</li> <li>• Open up a low cost/no cost Lactation Service for the community.</li> </ul>

### FY 2024 Report

Activities Summary	<p>Receiving calls on our warmline for mothers seeking resources and more breastfeeding information. Collaborated with the community to advertise resources.</p>
Performance / Impact	<p>Served 100 persons.</p> <p>Due to COVID-19 safety concerns, the support group classes were still on pause.</p>

Hospital's Contribution / Program Expense	\$2,948. (Includes Breastfeeding Resource staff and dedicated phone line.)
<b>FY 2025 Plan</b>	
Program Goal / Anticipated Impact	<ul style="list-style-type: none"> <li>● Inform the community regarding our free warmline for breastfeeding support.</li> <li>● Pending COVID-19 safety concerns: <ul style="list-style-type: none"> <li>○ Advertise our free Breastfeeding support group and classes.</li> <li>○ Breastfeeding follow up clinic (low cost/no cost)</li> <li>○ Increase numbers of pregnant women attending the BF classes.</li> <li>○ Nurture a free Spanish-speaking weekly support group.</li> </ul> </li> <li>● Community awareness that Breastfeeding Consultations and Breast pump purchase assistance is now available through most Health Insurance Plans.</li> </ul>
Planned Activities	Working with the Director of Breastfeeding Promotion at WIC, she has generously donated time to visit physician offices to give free Breastfeeding Education to their staff. In addition, work with the City of Glendale to promote Breastfeeding Resource Center through resource pamphlets.

 <b>Community Health Improvement Grants</b>	
Significant Health Needs Addressed	<ul style="list-style-type: none"> <li>● Mental Health</li> <li>● Access to Health Care</li> <li>● Chronic Diseases</li> </ul>
Program Description	The objective of Dignity Health Community Grants Program is to award grants to nonprofit 501c (3) organizations (excluding hospitals) whose Accountable Care Community proposal responds to the Dignity Health Glendale Memorial Hospital's strategic priorities identified in the most recent Community Health Needs Assessment and the community benefit plan. In addition, programs will be evaluated for the five Dignity Health Community Benefit Principles of serving disenfranchised populations with unmet health needs, primary prevention, seamless continuum of care, community capacity building, and collaborative governance.
Population Served	Various: Adults, Children, Youth, Seniors

Program Goal / Anticipated Impact	Increase education, disease management, access to care, prevention, and well-being of community members.
<b>FY 2024 Report</b>	
Activities Summary	<ul style="list-style-type: none"> <li>• Mental health services</li> <li>• Housing for unhoused</li> <li>• Health education and access to services</li> <li>• Oral health education and services</li> </ul>
Performance / Impact	Increased education, disease management, access to care, prevention, and well-being of community members.
Hospital's Contribution / Program Expense	\$131,368
<b>FY 2025 Plan</b>	
Program Goal / Anticipated Impact	Increase education, disease management, access to care, prevention, housing, legal services, and well-being of community members.
Planned Activities	Glendale Memorial will provide grant funding and collaborate with the following lead applicants: Ascencia, Door of Hope, Glendale Youth Alliance, Home Again Los Angeles, Journey Out, Mental Health Advocacy Services, Inc.

## Other Programs and Non-Quantifiable Benefits

The hospital delivers community programs, services and non-quantifiable benefits in addition to those described elsewhere in this report. Like those programs and initiatives, the ones below are a reflection of the hospital's mission and its commitment to improving community health and well-being.

GMHHC is proud to support Health Professions Education through our clinical rotations for ultrasound, X-ray, phlebotomy, lab, pharmacy, surgical technician, and dietician students.

GMHHC also provides leadership for a key organization supporting a healthier Glendale community. The Glendale Healthier Community Coalition (GHCC), composed of key community leaders representing local community agencies and Glendale's hospitals, was created by Glendale's three hospitals and has successfully worked on many community-wide projects for 30 years (since 1994). These include the launch of Glendale Healthy Kids; the city's Quality of Life Indicators; and healthcare projects serving the homeless, as well as collaborating on the triennial Community Health Needs Assessment.

GMHHC will continue to partner with the GHCC, as well as the lead organizations that have been awarded community grants and their partnering organizations. Most of the organizations participating in our community grant program are also members of the Glendale Healthier Community Coalition. In addition, we will continue to dialogue and develop our relationships with local city leaders and elected officials. Our collaboration includes GMHHC senior leaders serving on various community boards and community councils to contribute to community building and relationship building.

Finally, we are proud to report that in FY24 we had our third year of our Health Professions Program for underrepresented high school and college students in our community. Twenty-seven students were given the opportunity to learn about various healthcare professions and healthcare departments during the school year, providing a community building opportunity between our hospital, local schools, and our community, and contributing towards building community capacity for the future.

Additionally, the following projects are Community Investment Programs in our hospital's service area:

#### **Abode Communities (Abode)**

In 2019 CommonSpirit approved a 3-year \$2,000,000 line of credit to fund acquisition and predevelopment costs related to new development projects. A partner of Dignity Health since 2010, Abode is considered a thought leader in the affordable housing industry and since 2012, has placed in service 500 affordable housing units within the County of Los Angeles, with another 900 affordable units currently under construction and expected to be placed in service over the next several years. With Dignity Health's support, Abode has built affordable housing in Long Beach, Hollywood, South and Central Los Angeles. The line of credit was renewed in 2022 and will provide 431 units of housing in Coachella Valley / Indian Wells, Berkeley (Workforce Housing), and Los Angeles.

#### **Everytable, PBC**

Everytable, PBC, is a for-profit "public benefit corporation" founded in 2015 with the purpose of making healthy food affordable, convenient, and accessible for all. The company has opened nine stores throughout Los Angeles in Baldwin Hills, Century City, Downtown LA, Santa Monica, Compton, Brentwood, Watts, and Cal State Dominguez Hills. In 2019 alone, the corporation sold over 700,000 meals in these locations. In April 2020 CommonSpirit Health approved a 7-year \$500,000 loan to the company to build the infrastructure for an Everytable franchise program focused on entrepreneurs from low- to medium-income communities and the build-out and launch of new stores.

#### **Genesis LA Economic Growth Corporation**

Founded in 1998, Genesis LA Economic Growth Corporation (Genesis) is a Community Development Financial Institution (CDFI) with over \$42 million in total assets, making it the fourth largest CDFI headquartered in Los Angeles (LA) County. In September, 2018, Dignity Health approved a 7-year \$1,000,000 loan to Genesis for lending capital in Genesis' GCIF that focuses on investments in community development projects, affordable housing, and microloans to residents living in the underserved, economically distressed communities of LA County.

#### **United Way of Greater Los Angeles**

United Way of Greater Los Angeles is a Los Angeles, California, nonprofit organization whose mission is to permanently break the cycle of poverty for the most vulnerable individuals, supporting low-income families, students, veterans, and people experiencing homelessness. The organization administers an annual fundraising campaign in Los Angeles County, California, and uses those funds to support a variety of human services. UWGLA is focused on providing long-term solutions in three interconnected areas that the organization believes are the root causes of poverty, which include low-income individuals having

a home, quality education and career, and access to economic resources and opportunities to thrive. Loan proceeds approved in 2023 will be used to support UWGLA's new Affordable Housing Initiative Fund that was started in 2020 to finance the creation and preservation of up to 2000 affordable homes through 60 developments (Predominantly minor owned or BIPOC developers), with a focus in the Greater Los Angeles area.

## Economic Value of Community Benefit

The economic value of all community benefit is reported at cost. Patient financial assistance (charity care) reported here is as reported to the Department of Health Care Access and Information in Hospital Annual Financial Disclosure Reports, as required by Assembly Bill 204. The community benefit of financial assistance, Medicaid, other means-tested programs and Medicare is calculated using a cost-to-charge ratio to determine costs, minus revenue received for providing that care. Other net community benefit expenses are calculated using a cost accounting methodology. Restricted offsetting revenue for a given activity, where applicable, is subtracted from total expenses to determine net benefit in dollars.

<b>Glendale Memorial Hospital and Health Center</b>					
<b>Complete Summary - Classified (Programs) Including Non Community Benefit (Medicare)</b>					
<b>For period from 07/01/2023 through 06/30/2024</b>					
	<u>Persons</u>	<u>Expense</u>	<u>Offsetting Revenue</u>	<u>Net Benefit</u>	<u>% of Expenses</u>
<b><u>Benefits for Poor</u></b>					
<b>Financial Assistance</b>	<b>2,291</b>	<b>\$6,690,565</b>	<b>\$0</b>	<b>\$6,690,565</b>	<b>2.0%</b>
<b>Medicaid</b>	<b>36,129</b>	<b>\$146,483,023</b>	<b>\$121,199,454</b>	<b>\$25,283,569</b>	<b>7.7%</b>
<b><u>Community Services</u></b>					
A - Community Health Improvement Services	5,244	\$310,403	\$0	\$310,403	0.1%
E - Cash and In-Kind Contributions	205	\$706,924	\$0	\$706,924	0.2%
<b>Totals for Community Services</b>	<b>5,449</b>	<b>\$1,017,327</b>	<b>\$0</b>	<b>\$1,017,327</b>	<b>0.3%</b>
<b>Totals for Benefits for Poor</b>	<b>43,869</b>	<b>\$154,190,915</b>	<b>\$121,199,454</b>	<b>\$32,991,461</b>	<b>10.0%</b>
<b><u>Benefits for Broader Community</u></b>					
<b><u>Community Services</u></b>					
A - Community Health Improvement Services	1,642	\$48,670	\$0	\$48,670	0.0%
B - Health Professions Education	1,694	\$2,107,884	\$0	\$2,107,884	0.6%
E - Cash and In-Kind Contributions	200	\$15,474	\$2,518	\$12,956	0.0%
F - Community Building Activities	70	\$45,831	\$12,196	\$33,635	0.0%
G - Community Benefit Operations		\$274,641	\$0	\$274,641	0.1%
<b>Totals for Community Services</b>	<b>3,606</b>	<b>\$2,492,500</b>	<b>\$14,714</b>	<b>\$2,477,786</b>	<b>0.8%</b>
<b>Totals for Broader Community</b>	<b>3,606</b>	<b>\$2,492,500</b>	<b>\$14,714</b>	<b>\$2,477,786</b>	<b>0.8%</b>
<b>Totals - Community Benefit</b>	<b>47,475</b>	<b>\$156,683,415</b>	<b>\$121,214,168</b>	<b>\$35,469,247</b>	<b>10.8%</b>
<b>Medicare</b>	<b>11,742</b>	<b>\$83,935,996</b>	<b>\$62,746,923</b>	<b>\$21,189,073</b>	<b>6.4%</b>
<b>Totals Including Medicare</b>	<b>59,217</b>	<b>\$240,619,411</b>	<b>\$183,961,091</b>	<b>\$56,658,320</b>	<b>17.2%</b>

\*For the Medicaid provider fee program effective for the two-year period of January 1, 2023 - December 31, 2024, the State of California received Centers for Medicare & Medicaid Services approval in December 2023. As such, during the fiscal year July 1, 2023 - June 30, 2024, the hospital recognized provider fee net income of \$30,560,558 covering 18 months dating back to January 2023. Subtracting the six months of net provider fee attributable to the prior fiscal year, FY24 Medicaid net benefit would be \$33,908,475 and total community benefit including Medicare would be \$65,283,226.

## Hospital Board and Committee Rosters

Yasmin Beers  
Former City Manager, City of Glendale

Manny Cid  
Chief, Glendale Police Department

Robert Gall, MD  
Hospital Physician

Silva A. Gasparian, PharmD  
Community Pharmacist

Vigen Khojayan, MD  
Hospital Chief of Staff

Patrick Liddell, Esq  
Attorney, Melby & Anderson

Richard Martin, CPA  
Martin & Associates

Carl Povilaitis (*Chair*)  
Former Chief, Glendale Police Department

Frank Quintero  
Former Mayor of Glendale

Teresa Swida, DO  
Hospital Physician

Kalust Ucar, MD  
Hospital Physician

Petar Vukasin, MD  
Hospital Physician

Douglas Webber, MD  
Hospital Physician

Betsy Hart  
Hospital President & CEO