

USC Arcadia Hospital

IMPLEMENTATION STRATEGY

2023 to 2025



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Community Health Needs Assessment Implementation Strategy 2023 to 2025

Introduction

Hospital Community

USC Arcadia Hospital serves the communities of Arcadia, Monrovia, Bradbury, Duarte, Monrovia, Sierra Madre, east Pasadena, Baldwin Park, Azusa, Glendora, El Monte, South El Monte, Rosemead, San Dimas, San Gabriel, West Covina, Alhambra, and Temple City. The 22 ZIP codes representing these communities – known as USC Arcadia Hospital Service Area – have an estimated 2022 population of 763,737.

Based on quantitative and qualitative analyses, USC Arcadia Hospital's 2022 Community Health Needs Assessment (2022 CHNA) identified the following significant priority health needs:

- Access to health services
- Availability of mental health services
- Screening, care, and management of individual health

This Implementation Strategy outlines the actions USC Arcadia Hospital will take to address these community health needs within the hospital's mission and financial capacity, including planned collaborations, and evaluation plans.

Implementation Strategy

Significant Health Need: Access to and Availability of (Physical and Mental) Health Services

An important source of access to health services in the San Gabriel Valley is USC Arcadia Hospital's Emergency Department. The hospital's 26-bed emergency department is open 24-hours a day and is designated by Los Angeles County Emergency Medical Services as a Stroke Center and STEMI (heart attack) Receiving Center, as well as an Emergency Department Approved for Pediatrics.

Following our affiliation with Keck Medicine of USC on July 1, 2022, USC Arcadia Hospital continues to increase local access – at both the hospital and at off-campus locations – to high quality, high technology facilities and physician services across a wide range of specialties, such as cardiology, cancer, pulmonology, urology, and neurosurgery. Advantages for the community include superior care available close to home for patients, families and caregivers; early detection and screening; and full spectrum of services.

USC Arcadia Hospital will continue to offer a free Physician Referral service to assist area residents with finding a physician, either by telephone to a dedicated physician referral call center or via on-line search through the hospital's web site. We will also continue to provide a dedicated Chinese language Hot Line. Physician referrals are fulfilled based on requested physician specialty, location, gender, language, and office hours; and health insurance (including Medi-Cal and senior insurance plans). The hospital will continue to provide a wide array of specialty and surgical services, with increased local access to many needed services.

USC Arcadia Hospital's Community Outreach Department will continue to raise awareness of services provided by the hospital, and respond to the health needs of our community, including the needs of large population groups such as Asians and Latinos. Hospital staff actively collaborates with area organizations to address the unique needs of persons living in our service area. Some examples include active participation in Chinese (Lunar) New Year Street Festival and an Asian health fair, in collaboration with Buddha's Light International Association – Arcadia; participation in a Latino Health Fair, and program development and coordination with area senior and community centers to provide support for screenings and health fairs that address the needs of the 65+ population.

USC Arcadia Hospital will continue to work with other area hospitals in the Health Consortium of Greater San Gabriel Valley on access and availability concerns, such as improved patient navigation services and coordinating efforts to address food insecurity across the San Gabriel Valley. USC Arcadia Hospital will also review the feasibility of enhanced mental health inpatient and outpatient services.

Planned Collaborations:

To improve access to health services in our community, leadership and staff will remain active in the following groups: Hospital Association of Southern California, Health Consortium of Greater San Gabriel Valley, City of Arcadia Health Committee, Arcadia Community Coordinating Council, Arcadia Chamber of Commerce (including meetings for Chinese businesses), Monrovia Community Coordinating Council, Duarte Chamber of Commerce, Buddha's Light International Association – Arcadia, Asian Pacific Diabetes Coalition, Herald Christian Health Center, Foothill Unity Center, Southern California Women's Health Conference, as well as various Joint Operating Committees (comprised of leaders from the hospital, local physicians organizations, and health plans).

Evaluation Plan:

USC Arcadia Hospital will monitor and report: activity in our Emergency Department, persons served by Physician Referrals, and results of California Health Interview Surveys for Service Planning Area 3 (San Gabriel Valley) benchmarked to Healthy People national objectives for: adults with health insurance (all or part of the year), usual source of ongoing care, delays in getting medical care, and delays in getting prescription medications.

Significant Health Need: Screening, Care and Management of Individual Health

Catalyzed by our affiliation with Keck Medicine of USC, USC Arcadia Hospital continues to increase local access to physician specialties as well as high technology facilities and services, such as cardiology, cancer, pulmonology, urology, and neurosurgery. Advantages for the community include a wide spectrum of high quality health services that is available close to home for patients, families and caregivers; enabling not only early detection and screening, but also faster treatment.

To address the community need for services that address specific health conditions, USC Arcadia Hospital will continue to provide high quality diagnostic and treatment services for heart disease, stroke, and cancer:

- USC Arcadia Hospital is designated by LA County EMS as a STEMI (heart attack) Receiving Center
- USC Arcadia Hospital's highly specialized cardiac services include:
 - Availability of a cardiac care team 24-hours a day, seven days a week
 - Dedicated handling of STEMI patients in the hospital's emergency department
 - Three cardiac catheterization laboratories
 - Two dedicated operating rooms for open-heart surgery and valve replacement
 - Specialized coronary care unit and cardiac patient care unit
 - Inpatient and outpatient cardiac rehabilitation programs
- USC Arcadia Hospital is accredited by DNV as a Comprehensive Stroke Center
- USC Arcadia Hospital is designated by LA County EMS as a Comprehensive Stroke Center. One floor of 30 beds is dedicated for Stroke and Neurology patients.
- USC Arcadia Hospital offers a wide complement of oncology services, including early detection cancer screenings, surgical oncology, reconstructive surgery, pain management, and support groups.
- As a result of its affiliation with Keck Medicine of USC, USC Arcadia Hospital expanded local accessibility to key specialties, including urology, head & neck surgery, pancreatic surgery, liver surgery, thoracic surgery, and gastric/esophageal surgery.
- Chemotherapy and radiation therapy services are also accessible locally at Keck Medicine of USC clinic sites in Arcadia.

To proactively address health conditions of importance to residents of the service area, USC Arcadia Hospital will provide additional resources through health education and screening programs, as follows:

- Health fairs and screenings: USC Arcadia Hospital will participate in at least three annual health fairs addressing seniors and adults, the Latino community, and the Asian community.
- Blood pressure testing: USC Arcadia Hospital will offer blood pressure screenings on a monthly basis at scheduled times at the Arcadia Community Center and Monrovia Community

Center; and continue to sponsor a Heart Check Center™ free blood pressure testing kiosk at the Santa Anita Mall in Arcadia, serving mall visitors and employees on a daily basis.

- Heart and stroke support group: USC Arcadia Hospital will continue to offer a monthly Stroke and Brain Injury support group, open to any stroke or brain injury survivor or care partner in the community.
- Community activities: USC Arcadia Hospital will participate with the American Heart Association in supporting heart walks (in the Fall) and heart health talks during February's heart month. In addition, hospital staff will train community members in Hands-Only CPR.
- Diabetes classes and support groups: To assist those with diabetes — Type 1, Type 2, gestational diabetes and hypoglycemia (impaired glucose tolerance) — USC Arcadia Hospital will offer specialized classes and consultations. These free diabetes management classes (4-week series for two hours each sessions) are taught by a team that includes a registered nurse, diabetes educator, registered dietitian, and a physical therapist, and will discuss topics such as healthy eating, exercise, blood glucose monitoring, medication management, and preventing complications.
- Cancer services: To raise awareness and assist those with cancer, USC Arcadia Hospital will continue to offer educational and informational programs and services addressing cancer prevention and management. USC Arcadia Hospital will continue to offer routine Tumor Board meetings for physicians, promoting clinical excellence and opportunities to provide effective cancer treatments for area residents.
- Health Ministries Program: USC Arcadia Hospital will continue to provide health education and training, information and resources for member congregations.
- 50+ Health Connection Program: USC Arcadia Hospital will continue to provide health education, support, and screening services for seniors.
- Chinese community health lectures: USC Arcadia Hospital will continue to offer a quarterly lectures in Mandarin on health topics relevant to the local Chinese community. These Chinese language lectures are in the campus auditorium.
- Enhanced web site: USC Arcadia Hospital will continue to provide additional health information – in English, Chinese, and Spanish – specific to hypertension and heart disease, stroke, diabetes, obesity, cancer and other important health topics; along with a community calendar of events, complete with registration information, locations, dates, and times. Those interested can also follow the hospital on various social media platforms including Facebook, Twitter, WeChat, YouTube, Pinterest, LinkedIn, and Yelp.

Planned Collaborations:

To support disease prevention and health promotion activities, USC Arcadia Hospital will continue to collaborate with the Hsi Lai Temple; local churches; cities of Arcadia, Monrovia, Temple City, and Sierra Madre; American Heart Association, American Stroke Association, American Cancer Society, Susan B. Komen Foundation, Santa Anita Mall, and area hospitals.

Evaluation Plan:

USC Arcadia Hospital will monitor and report participation, attendance and program evaluations at various community activities; results of California Health Interview Surveys for Service Planning Area 3 (San Gabriel Valley) benchmarked to Healthy People national objectives for: diagnosed with high blood pressure, diagnosed with diabetes, healthy weight and obesity; and analysis of age-adjusted death rates due to coronary heart disease, stroke, diabetes-related deaths, and various cancers.