

Hoag Memorial Hospital Presbyterian

2015 Community Health Needs Assessment

In the Summer of 2015, Hoag Memorial Hospital Presbyterian (HMHP) embarked on a Community Health Needs Assessment (CHNA) process to identify and address the key health issues for our community.

Hoag Memorial Hospital Presbyterian (HMHP), located in Newport Beach and Irvine in Orange County, California, is a trusted and nationally recognized healthcare leader. It is HMHP's mission as a non-profit, faith-based hospital to provide the highest quality health care services to the communities we serve.

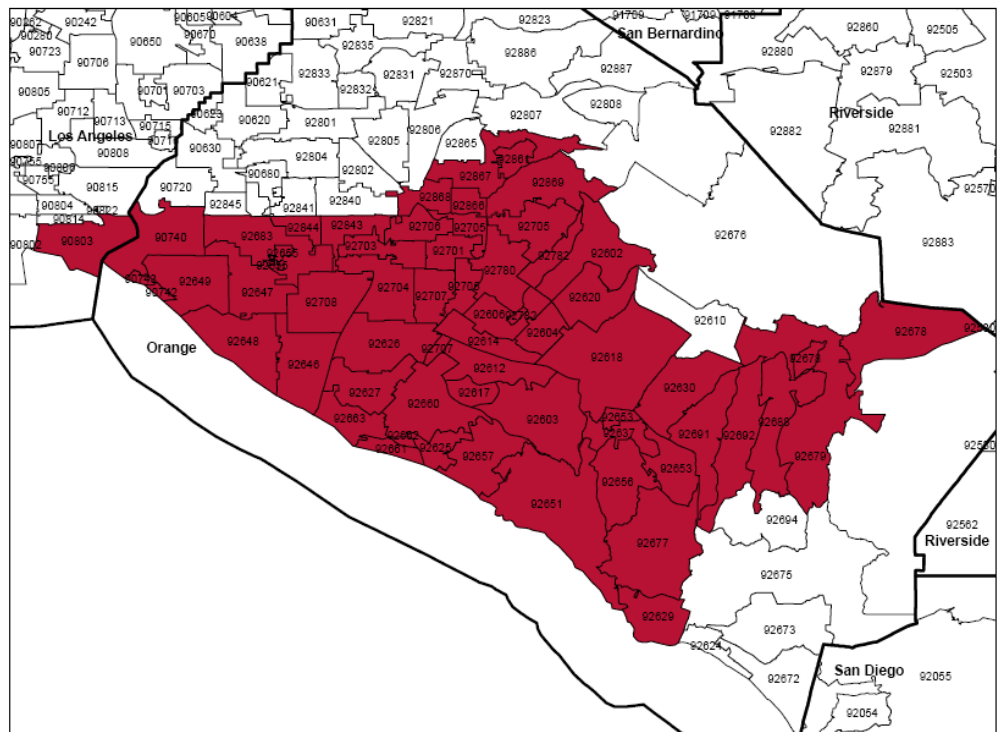
Definition of the Community Served

[IRS Form 990, Schedule H, Part V, Section B, 1a, 2]

Hoag Memorial Hospital Presbyterian completed its Community Health Needs Assessment (CHNA) in Summer 2015.

CHNA Community Definition

The study area for the survey effort (referred to as the "HMHP Service Area" in this report) is defined as each of the 56 residential ZIP Codes comprising the hospital's service area. This community definition, determined based on the ZIP Codes of residence of recent patients of Hoag Memorial Hospital Presbyterian, is illustrated in the following map.

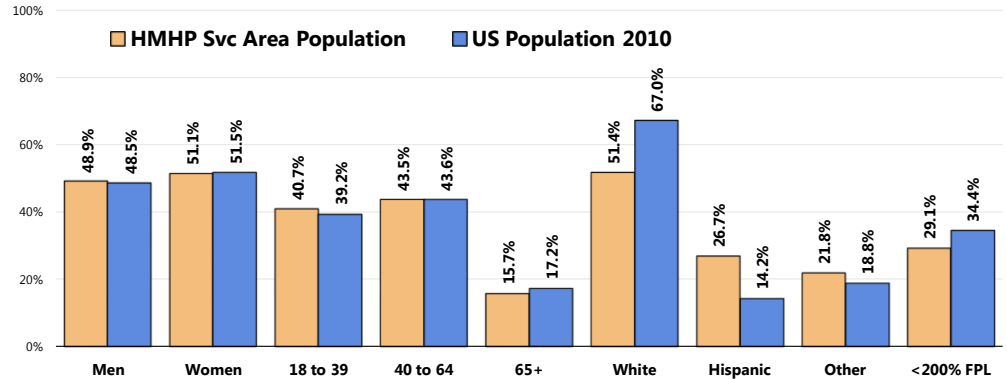


Demographics of the Community

[IRS Form 990, Schedule H, Part V, Section B, 1b]

The population of the hospital's service area is estimated at 1,874,329 people. The age distribution of our population is similar to that of that nation as a whole, but our area is racially and ethnically much more diverse, with non-Hispanic White residents comprising only a narrow majority of residents.

Community Profile



Sources:

- Census 2010. U.S. Census Bureau.
- 2013 PRC Community Health Survey, Professional Research Consultants, Inc.

The following represent potential measures and resources (such as programs, organizations, and facilities in the community) available to address the significant health needs identified in this report. This list is not exhaustive but rather outlines those resources identified by key informant focus group participants in the course of conducting this Community Health Needs Assessment.

Access to Healthcare Services

211

Access OC Southern CA

Access OC, Healthy Smiles, Serving Kids Hope & SmileOnU

Affordable Care Act

Age Well Senior Services

Alta Med Clinics

Alzheimer's Family Services

Buena Park Community Clinic

Cal Optima

California Children's Services

Cambodian Family Community Center

Certified Enrollment Counselors

Child Abuse Prevention Center

Children's Bureau Infant and Toddler In-Home Visitation

CHIOC

CHOC, Hoag and UCI

Clinica San Miguel

Community Benefit Programs

Community Clinics

Community Family Resource Centers

Community Health Initiative of Orange County

Community Health Organizations

Costa Mesa Homeless Task Force

Costa Mesa Senior Center

Council on Aging

Counseling Center for Caregivers

Covered California and MediCal

Dayle McIntosh Center

Alzheimers Assoc

Emergency Departments

Entail Health Providers

Exercise, Yoga, Healthy Cooking and Meditation Classes

Faith Nurse

Family Resource Center

Federally Qualified Health Centers, UC Irvine, Alta Med

FRC's Anaheim and Santa Ana

HB Free Clinic

Healthy Smiles

Hertz Family Clinic

HICAP

Hoag Community Health Department

Hoag Hospital

Hoag Mental Health

HOPE Clinic

Hurtt Family Clinic

Institute for Healthcare Advancement

Irvine Families Forward Community Counseling

IUSD Family Resource Center

Kaiser

Kaiser Ambulatory Clinic Services

Kaiser Permanente Partners w/ Latino Health Access

Komen Orange County's Breast Health Community Grant

La Amistad

Lastonic Lodge

Latino Health Access

MediCal

Mind Boosters at Neuroscience Institute

Minnie Street Family Resource Center

Mobile Clinics

Neighborhood Associations

Nonprofit State Licensed Community Clinics

OCTA's Medical Transport and Medicare Funded Transport

Orange County Cancer Coalition

Orange County Coalition of Community Health Centers

Orange County Healthcare Agency

Orange County Health Department

Orange County Office on Aging

Orange County Public Health Clinics

Pediatricians Community Health Centers

Primary Care Physicians

Promotoras for Spanish Speaking Women

Public Schools

Share Ourselves

Silverado

Social Security Administration

SOS

St. Joseph Hospital of Orange
St. Joseph's Children's Hospital
Student Health Center
Support Groups in the Community
The Gary Center
UCI
UCI Ambulatory Clinic Services
Vinante
WIC
Women's Services Related to Domestic Violence

Arthritis, Osteoporosis & Chronic Back Conditions

Acupuncture for Pain
Aquatic Classes
Arthritis Foundation
Cambodian Family Community Center
Classes for Knee, Shoulder and Foot Pain
Council on Aging
Exercise/Yoga Classes
Family
Foundations
Good Nutrition
Hoag Hospital
Hoag Orthopedic
Kaiser Hospital
Memorial Care Hospital
Mindful Meditation Classes
Neurosciences Hoag Hospital
Nursing Homes
Office on Aging
Outpatient Rehab Dept. for PT/OT
Primary Care Providers
Senior Programs
SOS Clinic
Specialist
St. Joseph Hospital
Tustin Rescue Mission
Yoga, Zumba, Cycling

Cancer

211
Academia
ACCESS
American Cancer Society
American Lung Association
Center for Cancer Counseling
Chemo Angels
CHOC
Chronic Disease Support Group
City of Hope
Community Health Clinics
Community Organic Gardens
Council on Aging
Educational Classes
Educational Programs at Claremont Club
Faith Nurses
Healthcare Systems
Hoag Cancer Center
Hoag Hospital
Hoag Oncology Department
Hoag Palliative Care
Hoag Prostate Cancer Support Group
Hope Wellness Center
Hospital-Run Education Programs and Seminars
Kids Konnected
Latino Health Access
Leukemia Lymphoma Society
Local Hospitals
Los Alimitos Medical Center
Medi-Cal
Memorial Care Cancer Institute
Non-Profit Hospitals
OCAPICA
Orange County Cancer Coalition
Orange County Cancer Society
Orange County's Breast Health Community Grant Prog
Personal Doctor
Pomona Valley Hospital
Prostate Forum of Orange County
SeniorServ
SOS Clinic
St. Joseph Cancer Center
St. Joseph Medical Center
St. Joseph Prostate Cancer Support Group
Support Groups
Susan G. Komen Foundation
Transportation Services
UCI
Urgent Care

Chronic Kidney Disease

ACCESS Bus
Dialysis Centers
Free Community Health Clinics
SOS
UCI

Dementias, Including Alzheimer's Disease

211
A Place for Mom
Acacia Adult Day Care Center
ADSOC
Adult Day Care Centers
Age Well Senior Services
Ageless Alliance
Alzheimer's Research Facility
Alzheimer's Association
Alzheimer's Association, Orange County Chapter
Alzheimer's Family Service Center
Alzheimer's Support Group
Care Agency
Care Connections
Caregiver Resource Center
Cognitive Care Solutions
Community Senior Services in Claremont
Cordula Cares
Costa Mesa Dementia Care
Council on Aging
Families of Patients
Good Shepard Presbyterian Church Senior Program
Healthcare Agency's Toolkit
Healthier Together
Hoag
Hoag Community Benefits Programs
Hoag Neurosciences Institute
Hoag Vital Aging Program
Hoag's Neuroscience Institute
Hospitals
In-Home Care Agencies
Irvine Adult Day Health Services
Irvine Cottages Memory Care
Jewish Federation and Family Services
Karlon Residential Care Center
Keen Center
Lakeview Senior Center
Meals on Wheels
Memory Care Facilities
Mind Boosters Program

Mount San Antonio Gardens
Multiple City Senior Center Programs
My Age Well
Nonprofit Organizations
OC Mental Health
OCASC
Office on Aging
Orange County Elder/Senior Program
Orange County Vital Aging
Personal Doctors
Primary Care Providers
Private Care
Remote Electronic Surveillance Services
SeniorServ
SOS
Specific Clinics
Support Groups
Susi Q Senior Center
UCI
UCI Geriatrics
University Synagogue Bridges Program
Veteran's Services Office

Diabetes Mellitus

Academy of International Dance
Alliance for a Healthier Orange County
Alliance for Healthy OC, Obesity Prevention Coalition
AltaMed
America on Track
American Diabetes Association
CalOptima
Cambodian Family Community Center
Champion Moms
CHOC
Chronic Disease Self-Management Training
College Health Center
Community Clinics
Council on Aging
Delhi Center
Diabetes Outreach Clinics
Diabetes Self-Management Support Groups
Dr. Riba's Clinic
Families Together of Orange County Community Clinic
Free Clinics
Grant Funded Diabetes Educational Programs
Healthcare Agencies Diabetes Coalition

Hoag Community Benefits Programs

*Hoag Diabetes Center
Hoag Hospital
HOPE Clinic
Hospitals
Insurance Programs
Internet
JDRF
Kaiser
Lakeview Senior Center
Latino Health Access
Mary and Dick Allen Diabetes Center
National Diabetes Association
Nonprofit Hospital
Nonprofit Organizations
Nutrition Institute
OCDE
On Campus Registered Dietitian
Orange County Clinic
Orange County Public Health Programs
Organization of Community Clinics
Padre
Pharmacy Programs
Primary Care Providers
Professional Medical Associations
Provide Diabetes Literature
Public Health
Schools
Senior Health Outreach and Prevention Program (SHOPP)
Share Ourselves
Silver Slippers Program for Seniors
SOS Clinic
St. Joseph Health
St. Joseph Heritage Medical
St. Joseph Hospital Diabetes Education
St. Joseph Hospital of Orange
St. Jude Hospital Diabetes Education
Student Health Center
Swanson Health Center
Sweet Success
Tustin Rescue Mission Health Clinic
UC Irvine Health
UC Irvine Health Diabetes Center
YMCA*

Family Planning

*Act Nurses
Altamed
College Health Center
Community Clinics
Family Pact Clinics
Family Planning Center
Friters
Girls Incorporated of Orange County
Huntington Beach Free Clinic
MOMs
Ob/Gyn Medical Community
OC Nurse Family Program
Orange County Women's Health Project
Planned Parenthood
Primary Doctors
Public Health Department
Schools
SOS
UCI*

Hearing & Vision

*211
AltaMed
Cambodian Family Community Center
Charity of Local Eye Providers
Community Clinics
Costa Mesa Senior Center
Dayle McKintosh
Families Together
Free Vision Events
Fullerton College of Optometry
HearRX
Hoag
HOPE Clinic
Illumination Foundation
Insurance Programs
Lakeview Senior Center
Latino Health Access
LensCrafters
Lions Club
Orange County Healthcare Agency
Providence
Providence Speech and Hearing Providers/Hospitals
Referral by Social Workers/Primary Care Physicians
Regional Assessment Center
SOS
Word of Mouth Referrals*

Heart Disease & Stroke

Academy of International Dance
Alliance for a Healthier Orange County
AltaMed
American Heart Association
Beaches, Parks and Trails
Books/Magazines
CalOptima
Cambodian Family Community Center
CDC.gov
CHOC
Delhi Center
Disease-Specific Nonprofits
Emergency Rooms
Ethnically-Oriented Nonprofit Organizations
Families Together
Fit Clubs at Schools
Healthcare Agency
Healthcare Agency, Chronic Disease Prevention
Healthcare Systems
Health Insurance
Hoag Cardiac Rehab Center
Hoag Hospital
Hoag Stroke Center
Hospitals
Kaiser
LaAmistad
Latino Health Access
Minnie Street Family Resource Center
National Stroke Association
OCAPICA
OCHCA Clinics
Orange County Office on Aging
Paramedics
Primary Care Providers
Schools
Silver Sneakers Program
Social Workers from Senior Center, Senior Agencies
SOS
Stead Heart and Vascular Center
Stroke Association
The County
UCI
Web MD
Word of Mouth

HIV/AIDS

AIDS Services Foundation Orange County
Altamed Health Services
Girls Incorporated of Orange County
Lastonic Center
Medical Community
Orange County Healthcare Agency
Planned Parenthood
Public Health Facility

Immunization & Infectious Diseases

American Academy of Pediatrics
CDC
Center for Infectious Disease
Children and Families Commission of OC
Children's Hospital
CHOC
Claremont Colleges
Community Clinics
Education System
Flu Clinic
Free Clinics
HCA, CBO Working With Families
Healthcare Agency
Health Department
Hoag Community Health Flu Vaccination Program
Hospital Outpatient Services
Kaiser
Mobile Agency
Mobile CHOC Van
OC Immunization Coalition
OCHCA
Orange County
Pediatric Community
Pomona Pediatrics
Primary Care Physicians
Public Health Immunization Programs
Rite Aid
School Immunizations Daycare through University
School-Readiness Nurses
Schools
SOS
UCI

Infant & Child Health

ACES
Act Nurses
American Academy of Pediatrics
Assistance League Early Intervention Program
Bridges Maternal Child Health Network
Cal Optima
Casa Teresa
Catholic Charities
CHDP, First 5, OC Healthcare Agency and WIC
Children and Families Commission of Orange County
CHOC
Community Resources
County Maternal Child Health
Dr. Light Medical Director of Social Services Agency
Ethnically Oriented Nonprofit Organizations
Family Resource Centers
Family Support Network
Food Bank
Food Kitchen
Free/Low Cost Clinics
Healthcare Agency
Healthcare Systems
Health Department
Help Me Grow
Hoag
HOPE Clinic
Hospital Prenatal Parent Classes
Irvine Public Schools Foundation
Kaiser
Kid Healthy
Latino Health Access
MOMS
MOPS
OC Hlth Care Agency, Nutrition Edu Obesity Prevention
Organizations That Provide Resources/Connections
Pediatric Providers
Primary Care Providers
Providence Speech and Hearing
Public Health Clinics
Regional Center of Orange County
Schools
Serving Kids Hope
Share Ourselves
WIC

Injury & Violence

AA
Adult Protective Services
Batter's Intervention Classes
CalWorks
Casa Teresa
CSP
DASU
Department of Justice and Police
Domestic Violence Shelters
Family Resource Center
Family Violence Resources, Child Abuse Prevention
Healthcare Providers Injury Prevention Initiatives
Hospital Emergency Rooms and Police Departments
Hotlines
Human Options
Interval House
Latino Health Access
Laura's House
Law Enforcement and Juvenile Court System
Legal Aid Society
Local Shelters and PEP Classes
Mad Moms
Mental Health Counseling Agencies
OC Child Abuse Prvt, Hoag Comm Med & Children's Bureau
OC Families and Children's Together Resource Centers
OC Health and Domestic Violence Task Force
OC Rape Hotline
Orange County Women's Health Project
Police Department
SOS
SSA
State Unemployment Agency
Substance Abuse Centers
UCI
UCI Div of Geriatric Medicine and Gerontology
Women Against Sexual Assault
Women Helping Women
Women's Transitional Living
WTLC

Mental Health

211

A Community of Friends

ACOG Depression Tool Kit

Adult Protective Services

Alzheimer's Family Services Center

ATSC

Bridges Maternal Child Health Network

Cal Optima

Cambodian Family Community Center

Canyon Acres/Seneca

Chapman University

Child Behavioral Pathways CHOC, UCI

Children's Hospital

City of Irvine for Families and Lakeview Senior Center

City of Irvine, IPD Mental Health Outreach

College Hospital

Costa Mesa Senior Center

Council on Aging - Preventative Mental Health Program

Counseling Centers

Counseling Services through Insurance Company

County Mental Health Services

County Postpartum Wellness Program

County Program - Outreach and Engagement

County Services

Daddleback Church

Department of Aging

Diamond Counseling

Didi Hirsch

Dr. BZ's Programs

Emergent Services

Families Forward

Family Resource Centers, LGBT Center of Orange County

Feeling the Blues

FRC, Bridges, Mental Health Collaboratives

Free Bus Passes through County or VA

HCA MHSA

HCA-Behavioral Health

Healthcare Agency, Behavioral Health

Healthcare Agency - Mental Health Department

Healthcare Systems

Hoag Community Benefits Programs

Hoag Community Medicine

Hoag Hospital

Hoag Mental Health Services

Homeless Prevention Officers

Homeless Shelters

Hospitals

Human Options

IUSD Family Resource Center

Kaiser

Latino Health Access

LINK

Loma Linda

Low Cost Community Clinics

Mariposa Women's Center

MECCA

Medicaid/MediCal

Mental Health Agencies/Professionals

Mental Health Association

Mental Health Counselors

Mental Health Services Act

MHSA Services

Mission Hospital

National Association for Mental Illness

OASIS

OC Centralized Assessment Team

OC Pediatric and Youth Adult Mental Health

OC Postpartum Wellness Program

OCAPICA

OCDE

OCHCA BSH Hotline

OCPPW

Older Adult Services

Orange County

Orange County Behavioral Health

Orange County Healthcare Agency

Orange County Mental Health

Orange County Social Services Agency

Police and County Assessment Staff

Primary Care Physicians

Private Clinics

Providence Community Services

Psychiatric Hospitals

Psychologists, Psychiatrists, MFTs, Social Workers

Public Health Department

Reconnect, Council on Aging

School District

School Readiness Nurses

Social Services

SOS

St. Joseph Hospital

Student Health Mental Health

Support Groups

The Gary Center

Turning Point

Tustin Rescue Mission - Community Care Clinic
UCI Medical Center
VA System
Wellness Center
Western Youth Services

Nutrition, Physical Activity & Weight

211

Age Well Senior Services
All Fall Prevention Programs
Alliance for a Healthier Orange County
Alta Med
Alzheimer's Family Services Center
America on Track
American Diabetes Association
AYSO
Boys and Girls Club
Cambodian Family Community Center
Camp Fire
Champion Moms
Champions for Change
Child Guidance Center
Child Nutrition Department of Orange County
Children and Families Commission of Orange County
Children's and Family Commission for Funding
CHOC Ambulatory Clinics
Church Programs
Community Action Partnership of Orange County
Cooking Classes and Healthy Eating
Dr. Patricia Riba's Health Club
Dr. Taylor Lucas/UCI Pediatrics
Eat, Play, Breathe Campaign
Ethically Oriented Non-Profit Organizations
Family Resource Center
Farmer's Market
Girls Incorporated of Orange County
Grocery Stores
Gyms
Healthcare Systems
Hoag
HOPE Clinic
Hospitals
House Mothers of Casa Teresa
Internet Research on Nutrition
Juvenile Diabetes
Kaiser
Kid Healthy

KidsWork at Bishop Manor
LA Fitness
Latino Health Access
Local Community Centers
Local Community Sports
Mary and Dick Allen Diabetes Center
Meals on Wheels
Minnie Street Family Resource Center
NMUSD Nutrition Services
NuPac
Nutrition Books, Classes at Community Collages
Nutritionists and Dietitians
Nutritionists and Nurses
OC Nutrition and Physical Activity Collaborative
Ocean Swimming, Beach Walking
Online Apps for Calorie Counting
Orange County Food Bank
Orange County Healthcare Agency
Orange County Healthcare Agency - NEOP
Orange County Susan G. Komen Race for the Cure
Orangewood Children's Foundation
Overeaters Anonymous
Padres En Accion
Parks and Recreation Programs
Parks, Basketball Courts
Parks, Trails and Beaches
Physical Activity Classes for Youth and Adults
Physical Therapists
PODOR
Primary Care Physicians
Running Clubs
Save Our Youth
Schools
Second Harvest Food Bank
Senior Centers
SeniorServ
Serving Kids Hope
SOS
St. Joseph's Hospital
Teen Leadership Foundation in Costa Mesa
UC Irvine GREEN Project
UCI
UCI Weight Management
United Way
Walking Group
Walking Trails
Weight Management Program
Weight Watchers
WIC

Workplace Walking Program
Workplace Wellness Program
YMCA

Oral Health

211
ACT Nurses
Assistance League
Assistance League of Newport Mesa
CAL Optima One Care
Camino Health Center
Gary Center
Healthcare Agency
Healthy Smiles
Hope Clinic
Illumination Foundation Orange County
Lestonnac Free Clinic
Local Dentists
National Children's Oral Health Foundation
OC Healthcare
Onesies Program
School-Readiness Nurses
SmileOnU
SOS
West Coast University Dental Hygiene Clinic

Respiratory Diseases

American Lung Association
CHOC Breathmobile
Primary Care Doctors
SOS
St. Joseph's
UCI

Sexually Transmitted Diseases

ACT Nurse
Altamed
Casa Teresa Inc., RN
College Health Clinics
Family Pact Clinics
Girls Incorporated of Orange County
Ob/Gyn Medical Community
Orange County Healthcare Agency
Planned Parenthood
Private Medical Clinics
Urgent Care Centers

Substance Abuse

211
ACT
Alcoholics Anonymous
Betty Ford/Hazeldon
Breakaway
Chapman House
College Health Centers
College Hospital
Community Churches
County Behavioral Health
County of Orange
County's Study of Substance Exposed Births
Doctors
Drug Court
Drug-Rehab Hotline
Healthcare Agency - Alcohol and Drug Abuse Services
Healthcare Agency - Behavioral Health
Health Providers
Hoag Chemical Dependency Unit
Hoag Community Health
Hoag Community Medicine Program
Hoag Hospital
Hoag Substance Abuse Services
Hospital Emergency Rooms
JADE/Second Chance
La Familia Alcohol/Drug Service Center
Local and County Support Groups
Low Cost Community Clinics
Mariposa Women's Center
Narcotics Anonymous
Northbound Treatment Center
OC Links
OC Rescue Mission
OCHCA BHS ADAS
Online Resources
Orange County Healthcare Agency
Orange County Health Department
Orangewood Children's Foundation
Parents, Teachers and Police
Phoenix House
Private Coverage
Private Drug Rehab Facilities
Private Hospital
Providence
Psychologists, Psychiatrists, Counselors
Salvation Army
START Program
Straight Talk
Substance Abuse Programs

*The Gary Center
Touchstone
Treatment Programs/Facilities*

Tobacco Use

*211
ACT Nurses
America On-Track
American Cancer Society
American Lung Association
Anaheim Regional Medical Center
Casa Teresa RN
College Health Centers
CSP
Education about Effects of Smoking
Around Children
Healthcare Agency - Tobacco Use
Prevention Program
No Butts
OC Smoking Cessation Group
Orange County Department of
Education
Orange County Healthcare Agency
Quit Smoking Information
UCI or St. Joseph Hospital*

Sponsorship

[IRS Form 990, Schedule H, Part V, Section B, 4]

The Community Health Needs Assessment was sponsored by Hoag Memorial Hospital Presbyterian (HMHP).

CHNA Goals & Objectives

This Community Health Needs Assessment is a systematic, data-driven approach to determining the health status, behaviors and needs of residents in the service area of Hoag Memorial Hospital Presbyterian (HMHP) on behalf of Hoag Memorial Hospital Presbyterian, Newport Beach and Irvine, as well as Hoag Orthopedic Institute, Irvine. Subsequently, this information may be used to inform decisions and guide efforts to improve community health and wellness.

A Community Health Needs Assessment provides information so that communities may identify issues of greatest concern and decide to commit resources to those areas, thereby making the greatest possible impact on community health status. This Community Health Needs Assessment will serve as a tool toward reaching three basic goals:

- **To improve residents' health status, increase their life spans, and elevate their overall quality of life.** A healthy community is not only one where its residents suffer little from physical and mental illness, but also one where its residents enjoy a high quality of life.
- **To reduce the health disparities among residents.** By gathering demographic information along with health status and behavior data, it will be possible to identify population segments that are most at-risk for various diseases and injuries. Intervention plans aimed at targeting these individuals may then be developed to combat some of the socio-economic factors which have historically had a negative impact on residents' health.
- **To increase accessibility to preventive services for all community residents.** More accessible preventive services will prove beneficial in accomplishing the first goal (improving health status, increasing life spans, and elevating the quality of life), as well as lowering the costs associated with caring for late-stage diseases resulting from a lack of preventive care.

This assessment was conducted on behalf of Hoag Memorial Hospital Presbyterian by Professional Research Consultants, Inc. (PRC). PRC is a nationally-recognized healthcare consulting firm with extensive experience conducting Community Health Needs Assessments such as this in hundreds of communities across the United States since 1994.

CHNA Methodology

This assessment incorporates data from both quantitative and qualitative sources. Quantitative data input includes primary research (the PRC Community Health Survey) and secondary research (vital statistics and other existing health-related data); these quantitative components allow for trending and comparison to benchmark data at the state and national levels. Qualitative data input includes primary research gathered through an Online Key Informant Survey.

Community Health Survey

The survey data used in this assessment reflect data collected by PRC on behalf of Hoag Memorial Hospital Presbyterian in 2013.

The survey instrument was based largely on the Centers for Disease Control and Prevention (CDC) Behavioral Risk Factor Surveillance System (BRFSS), as well as various other public health surveys and customized questions addressing gaps in indicator data relative to health promotion and disease prevention objectives and other recognized health issues. The final survey instrument was developed by Hoag Memorial Hospital Presbyterian and PRC.

A precise and carefully executed methodology is critical in asserting the validity of the results gathered in the *PRC Community Health Survey*. Thus, to ensure the best representation of the population surveyed, a telephone interview methodology — one that incorporates both landline and cell phone interviews — was employed. The primary advantages of telephone interviewing are timeliness, efficiency and random-selection capabilities.

The sample design used for this effort consisted of a random sample of 751 individuals age 18 and older in the HMHP Service Area. All administration of the surveys, data collection and data analysis was conducted by Professional Research Consultants, Inc. (PRC).

The sample design and the quality control procedures used in the data collection ensure that the sample is representative. Thus, the findings may be generalized to the total population of community members in the defined area with a high degree of confidence.

Public Health, Vital Statistics & Other Data

A variety of existing (secondary) data sources was consulted to complement the research quality of this Community Health Needs Assessment. Data for the service area were obtained from the following sources (specific citations are included in the CHNA report):

- California Department of Public Health
- Centers for Disease Control & Prevention
- National Center for Health Statistics
- State of California Department of Justice
- US Census Bureau
- US Department of Health and Human Services
- US Department of Justice, Federal Bureau of Investigation

Note that secondary data reflect county-level data (Orange County).

Online Key Informant Survey

To solicit input from key informants, those individuals who have a broad interest in the health of the community, an Online Key Informant Survey was also implemented as part of this process. A list of recommended participants was provided by Hoag Memorial Hospital Presbyterian; this list included names and contact information for physicians, public health representatives, other health professionals, social service providers, and a variety of other community leaders. Potential participants were chosen because of their ability to identify primary concerns of the populations with whom they work, as well as of the community overall.

Key informants were contacted by email, introducing the purpose of the survey and providing a link to take the survey online; reminder emails were sent as needed to increase participation. In all, 151 community stakeholders took part in the Online Key Informant Survey, as outlined below:

Online Key Informant Survey Participation		
Key Informant Type	Number Invited	Number Participating
Physicians	11	6
Public Health Experts	16	7
Other Health Providers	59	22
Social Service Providers	157	82
Business and Community Leaders	60	34

Through this process, input was gathered from several individuals whose organizations work with low-income, minority populations, or other medically underserved populations:

Minority populations represented:

African-Americans, American Indian/Alaskan Native, Asians, blind/low vision, Cambodians, Caucasians, children, children of prisoners, Chinese, disabled, elderly, ESL, families, Filipinos, foster children, hard-to-reach, Hispanics, homeless, immigrants, Iranians, Japanese, Jewish, Kenyan, Korean, LGBT, low-income, Marshallese, MediCal, Medicare, mentally-ill, middle class, Middle Eastern, multiracial, non-English-speaking, other ethnic demographics, Pacific Islander, Persian, political refugees, pregnant women, Somalian, teen parents, the underserved, the undocumented, uninsured/underinsured, veterans, victims of abuse, Vietnamese, women, young adults

Medically underserved populations represented:

African-Americans, all populations, those with Alzheimer's/dementia, Asians, blind/low-vision, Cambodians, Caucasians, children, children of prisoners, diabetics, disabled, elderly, eligible public program recipients, families, foster children, high-risk for unprotected sexual activity, Hispanic, homebound, homeless, immigrants, Koreans, LGBT, low education level, low-income, Medicaid, MediCal, Medicare, mentally ill, Middle Eastern, MSI, newly-insured, non-English-speaking, non-seniors (don't Qualify for SSD), pregnant women, severe traumatic histories, substance abusers, teenagers, undocumented, unemployed, uninsured/underinsured, veterans, "working-poor" families, young adults

Participants include representatives of the following organizations:

- 211
- AIDS Services Foundation Orange County
- Alzheimer's Association
- Alzheimer's Family Services Center
- American Diabetes Association
- American on Track
- Boys & Girls Club of Santa Ana
- Care Connections Network
- Casa Teresa Inc.
- City of Irvine
- Cordula Cares
- Families Forward
- HCA
- Hoag Memorial Hospital Presbyterian
- Hoag Mental Health Center
- Illumination Foundation
- Irvine Children's Fund
- Irvine Public Schools Foundation
- Kid Healthy
- Laguna Beach Seniors
- Latino Health Access
- Local Law Enforcement
- March of Dimes
- MOMS Orange County
- Newport-Mesa Unified School District
- Orange Coast Unitarian Universalist
- Orange County Health Care Agency, Public Health Svcs
- Providence Speech and Hearing Center
- Seneca Family of Agencies
- SeniorServ

NOTE: These findings represent qualitative rather than quantitative data. The groups were designed to gather input from participants regarding their opinions and perceptions of the health of the residents in the area. Thus, these findings are based on perceptions, not facts.

Information Gaps

[IRS Form 990, Schedule H, Part V, Section B, 1i]

While this assessment is quite comprehensive, it cannot measure all possible aspects of health in the community, nor can it adequately represent all possible populations of interest. It must be recognized that these information gaps might in some ways limit the ability to assess all of the community's health needs.

For example, certain population groups — such as the homeless, institutionalized persons, or those who only speak a language other than English or Spanish — are not represented in the survey data. Other population groups — for example, pregnant women, lesbian/gay/bisexual/transgender residents, undocumented residents, and members of certain racial/ethnic or immigrant groups — might not be identifiable or might not be represented in numbers sufficient for independent analyses.

In terms of content, this assessment was designed to provide a comprehensive and broad picture of the health of the overall community. However, there are certainly a great number of medical conditions that are not specifically addressed.

Vulnerable Populations

[IRS Form 990, Schedule H, Part V, Section B, 1f]

The CHNA analysis and report yielded a wealth of information about the health status, behaviors and needs for our population. A distinct advantage of the primary quantitative (survey) research is the ability to segment findings by geographic, demographic and health characteristics to identify the primary and chronic disease needs and other health issues of vulnerable populations, such as uninsured persons, low-income persons, and racial/ethnic minority groups.

For additional statistics about uninsured, low-income, and minority health needs please refer to the complete PRC Community Health Needs Assessment report, which can be viewed online at <http://www.hoag.org/Why-HOAG/Pages/Community-Benefit/Reports.aspx>.

Public Dissemination

[IRS Form 990, Schedule H, Part V, Section B, 5-5c]

The Community Health Needs Assessment and Implementation Plan is available to the public using the following URL: <http://www.hoag.org/Why-HOAG/Pages/Community-Benefit/Reports.aspx>

HMHP will provide any individual requesting a copy of the written report with the direct website address, or URL, where the document can be accessed. HMHP will also maintain at its facilities a hardcopy of the CHNA report and Implementation Plan that may be viewed by any who request it.

Prioritization of Health Needs

On May 27, 2015, a total of 37 community stakeholders met to evaluate, discuss and prioritize health issues for the community, based on findings of the 2015 PRC Community Health Needs Assessment (CHNA). This group included both health providers and representatives of various community organizations. Professional Research Consultants, Inc. (PRC) began the meeting with a presentation of key findings from the CHNA, highlighting the significant health issues identified from the research (see Areas of Opportunity above).

Following the data review, PRC answered any questions and facilitated a group dialogue, allowing participants to advocate for any of the health issues discussed. Participants were then provided an overview of the prioritization exercise that followed.

In order to assign priority to the identified health needs (i.e., Areas of Opportunity), a wireless audience response system was used in which each participant was able to register his/her ratings using a small remote keypad. The participants were asked to evaluate each health issue along two criteria:

- **Scope & Severity** — The first rating was to gauge the magnitude of the problem in consideration of the following:
 - How many people are affected?
 - How does the local community data compare to state or national levels, or Healthy People 2020 targets?
 - To what degree does each health issue lead to death or disability, impair quality of life, or impact other health issues?

Ratings were entered on a scale of 1 (not very prevalent at all, with only minimal health consequences) to 10 (extremely prevalent, with very serious health consequences).

- **Ability to Impact** — A second rating was designed to measure the perceived likelihood of the hospital having a positive impact on each health issue, given available resources, competencies, spheres of influence, etc.

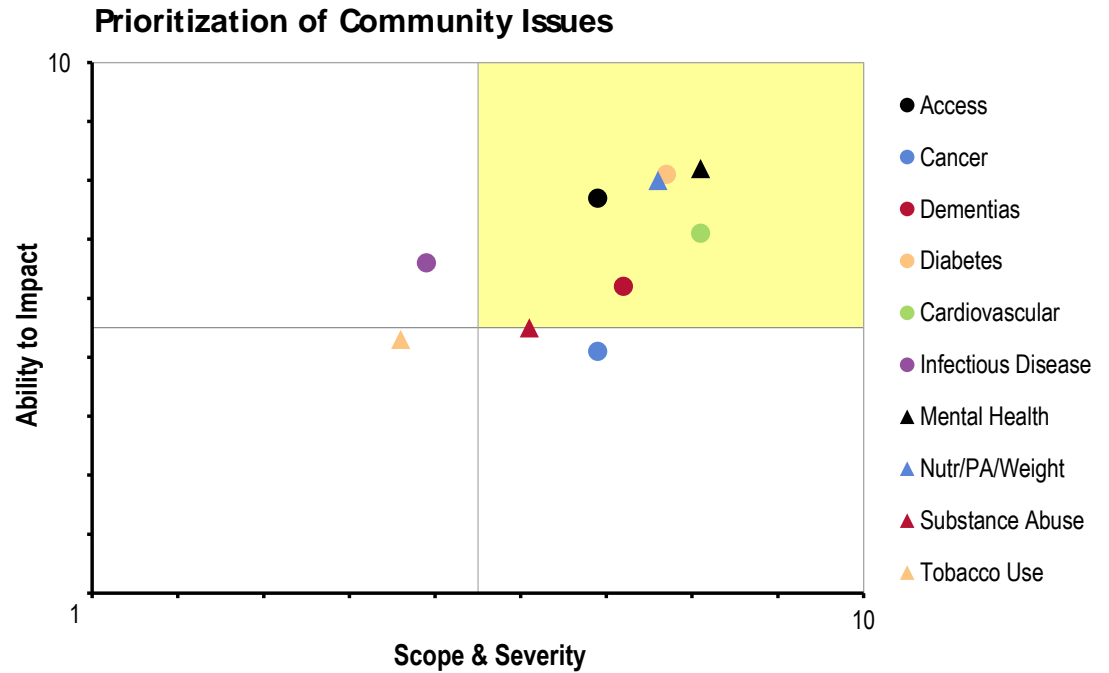
Ratings were entered on a scale of 1 (no ability to impact) to 10 (great ability to impact).

Individuals' ratings for each criteria were averaged for each tested health issue, and then these composite criteria scores were averaged to produce an overall score. This process yielded the following prioritized list of community health needs:

1. **Mental Health**
2. **Diabetes**
3. **Nutrition, Physical Activity & Weight**
4. **Heart Disease & Stroke**
5. **Access to Healthcare Services**
6. **Dementias, Including Alzheimer's Disease**
7. **Cancer**

- 8. Substance Abuse
- 9. Immunization & Infectious Diseases
- 10. Tobacco

Plotting these overall scores in a matrix illustrates the intersection of the Scope & Severity and the Ability to Impact scores. Below, those issues placing in the upper right (shaded) quadrant represent health needs rated as most severe, with the greatest ability to impact.



While the hospitals will likely not implement strategies for all of these health issues, the results of this prioritization exercise will be used to inform the development of the hospitals' Implementation Strategies to address the top health needs of the community in the coming years.

This process yielded the following **priorities** for Hoag Memorial Hospital Presbyterian to address in improving the health of the community:

1. **Access to Care for Vulnerable Populations**
2. **Chronic Disease Management**
3. **Mental Health**
4. **Preventative Health**

These priorities, and plans to address these, will be integrated into Hoag Memorial Hospital Presbyterian's Implementation Strategy for the coming years.

Additional needs identified were not deemed as significant needs and did not rank highly enough to earn a prioritized ranking.

Community-Wide Community Benefit Planning

[IRS Form 990, Schedule H, Part V, Section B, 6c-6d]

As individual organizations begin to parse out the information from the 2015 Community Health Needs Assessment, it is HMHP's hope and intention that this will foster greater desire to embark on a community-wide community health improvement planning process. HMHP has expressed this intention to partnering organizations and is committed to being a productive member in this process as it evolves.

Opportunities for regional Community Benefit efforts at the St. Joseph Hoag Health (SJHH) system level are currently being explored. Focus areas include mental health and health disparities.

Hoag Memorial Hospital Presbyterian

FY2016-FY2018 Implementation Strategy

For more than 50 years, Hoag Memorial Hospital Presbyterian has demonstrated its commitment to meeting the health needs of our community.

This summary outlines Hoag Memorial Hospital Presbyterian’s plan (Implementation Strategy) to address our community’s health needs by 1) sustaining efforts operating within a targeted health priority area; 2) providing funding to support existing or develop new programs and initiatives to address identified health needs; and 3) promoting an understanding of these health needs among other community organizations and within the public itself.

Hospital-Level Community Benefit Planning

Priority Health Issues To Be Addressed

In consideration of the top health priorities identified through the CHNA process — and taking into account hospital resources and overall alignment with the hospital’s mission, goals and strategic priorities — it was determined that Hoag Memorial Hospital Presbyterian would focus on developing and/or supporting strategies and initiatives to improve:

- **Access to Health Care**
- **Chronic Disease Management**
- **Mental Health**
- **Preventative Health**

Integration With Operational Planning

[IRS Form 990, Schedule H, Part V, Section B, 6e]

Community Benefit remains an integral component of Hoag’s Core Values and is incorporated into the hospitals strategic and operational planning process.

Priority Health Issues That Will Not Be Addressed & Why

[IRS Form 990, Schedule H, Part V, Section B, 7]

In acknowledging the wide range of priority health issues that emerged from the CHNA process, Hoag Memorial Hospital Presbyterian determined that it could only effectively focus on those which it deemed most pressing, most under-addressed, and most within its ability to influence.

Health Priorities	Reason
Not Chosen for Action	
Substance Abuse	<i>Substance abuse treatment for the vulnerable population is currently being addressed on a limited scale by the Chemical Dependency Program at Hoag. In 2016, Hoag plans to expand the services to include adolescence through the ASPIRE program. This Intensive Outpatient Program provides psychotherapy, psychiatry, and socialization for clients with a higher mental health disorder acuity.</i>

The following outlines Hoag's priority health issues chosen for action during FY2016-FY2018.

ACCESS TO CARE FOR VULNERABLE POPULATIONS

Strategies to Address Need

- Provide funding and/or in kind support to primary care clinics that serve pediatrics through seniors
- Provide funding and/or in kind support to community non-profit organizations that reduces barriers to accessing care
- Provide funding and/or in kind support to women's health specialty services

CHRONIC DISEASE MANAGEMENT

Strategies to Address Need

- Provide chronic disease management education and support groups
- Provide funding and/or in kind support to community organizations focused on chronic disease management

MENTAL HEALTH

Strategies to Address Need

- Provide psychotherapy in individual, group, family, and couple format through Hoag's Mental Health Center primarily focused on the low income population.
- Integrate psychiatric services for the Mental Health Center
- Provide funding and/or in kind support to community organizations focused on mental health

PREVENTATIVE HEALTH

Strategies to Address Need

- Provide influenza immunization clinics for the community
- Provide health and wellness outreach to faith based organizations through the Health Ministries Program.
- Provide funding and/or in kind support to obesity prevention programs
- Provide funding and/or in kind support to nutrition education
- Provide funding and/or in kind support to physical activity programs
- Provide smoking cessation classes

On November 12, 2015, the Executive Committee of the Hoag Board of Directors adopted the Implementation Strategy set forth in this document.
