



Huntington Beach Hospital



**IMPLEMENTATION PLAN TO MEET IDENTIFIED
COMMUNITY HEALTH NEEDS 2019-2021**

FOREWORD

The Huntington Beach Hospital (HBH) *Implementation Plan to Meet Identified Community Needs 2019-2021* outlines the hospital's plans to address community needs as documented in HBH's *Community Health Needs Assessment 2018*.

Huntington Beach Hospital, in accordance with requirements of the Affordable Care Act, prepares a Community Health Needs Assessment (CHNA) every three years. The full 2018 CHNA report can be found elsewhere on HBH's website. This *Implementation Plan to Meet Identified Community Needs 2019-2021* (Implementation Plan) addresses the needs identified in the CHNA and outlines HBH's plans to meet those needs to the extent considered achievable.

The Implementation Plan report first reviews the previous Implementation Plan prepared in 2015 and lists HBH's efforts to address the needs found during that CHNA process. Following that review, the needs developed during the 2018 CHNA process are listed, along with HBH's plans to address those needs. The plans will be reviewed annually, and adjustments may be made if conditions warrant.

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ABOUT HUNTINGTON BEACH HOSPITAL

Founded in 1967, Huntington Beach Hospital is a 131-bed, not for profit, acute-care community hospital, and member of the Prime Healthcare Foundation, a 501(c)3 public charity.

We believe exceptional healthcare should be a part of every community. As the only hospital in Huntington Beach, Huntington Beach Hospital is proud to be the community hospital serving the residents of Huntington Beach and the surrounding area for the past 50 years. Fully accredited by the Joint Commission, and with nearly 200 physicians and more than 400 healthcare and other professionals on staff, our highly qualified team is committed to providing outstanding service in a safe, comfortable and caring environment.

Patients treated at Huntington Beach Hospital benefit from the expertise of a large hospital system in a smaller, more personal setting.

Our Mission

To deliver compassionate, quality care to patients and better healthcare to communities.

These are our Values

1. **Quality** -We are committed to always providing exceptional care and performance.
2. **Compassion** - We deliver patient-centered healthcare with compassion, dignity and respect for every patient and their family.
3. **Community** - We are honored to be trusted partners who serve, give back and grow with our communities.
4. **Physician Led** - We are a uniquely physician-founded and physician-led organization that allows doctors and clinicians to direct healthcare at every level.

Huntington Beach Hospital Board of Directors

Huntington Beach Hospital's Governing Board is comprised of community members, physicians, and hospital administrative leaders.

- **Hassan Alkhoul**, MD, Regional Chief Medical Officer – Chairman
- **Mark Bell**, MD, Physician Member
- **David Bloom**, MD, Physician Member
- **Mylinh Bui**, Regional Chief Financial Officer – Administrative Member
- **Khaled Chan**, MD, Chief of Staff – Physician Member
- **Patricia Cody**, RN, MBA, Chief Nursing Officer – Administrative Member
- **Cathy Green**, Community Member
- **Robert Handy**, HB Chief of Police – Community Member
- **Michael Mahdad**, MD, Physician Member
- **Joseph Nassir**, MD, Physician Member
- **Paul QaQundah**, MD, Physician Member
- **Richard M. Rowe**, PharmD, Chief Executive Officer – Administrative Member
- **Timothy Ryan**, Esq., Community Member
- **David Segura**, HB Fire Chief – Community Member

Huntington Beach Hospital Executive Leadership

- **Richard M. Rowe**, PharmD, Chief Executive Officer
- **Patricia Cody**, RN, MBA, Chief Nursing Officer
- **Mylinh Bui**, Regional Chief Financial Officer

Huntington Beach Hospital Medical Leadership

- **Hassan Alkhoul**, MD, Regional Chief Medical Officer
- **Khaled Chan**, MD, Chief of Staff

IMPLEMENTATION PLAN REVIEW 2015

HBH has provided services and support for needs identified in the 2015 Community Health Needs Assessment. This portion of the Implementation Plan outlines the work done and still in progress to meet those needs. HBH will continue to enhance existing services while implementing new ideas and programs. The hospital's responses and ongoing services are listed in red.

Mental Health Services

HBH was one of Orange County's hospitals with an existing designated Acute Psychiatric wing providing 25 beds in 2015. Additional beds were designated to allow the hospital to operate a locked unit for patients admitted under the state's 5150 designation. This allows the hospital to offer a comprehensive range of inpatient services for mental health. HBH currently provides services reaching out to community resources and linking clients with appropriate providers. Among the programs and services available:

- Inpatient mental health care in a designated wing - ongoing
- Gero-psych services both inpatient and outpatient - ongoing
- Referral services to community mental health and social services providers to provide continuity of services on discharge - ongoing
- Referrals to step-down residential treatment providers for clients needing additional institutional care following acute episodes – Programs in place, continuing to develop new relationships with additional providers
- Development of care protocols for clients discharged from inpatient services – existing protocols continuously being updated to address changing client needs, regulations and innovations in service practices
- For clients with transportation problems, taxi vouchers and bus passes – a continuing program to provide transportation, including bus passes, taxi vouchers and, where applicable, transportation app services.

HBH has continued its ongoing programs to interact with other providers to enhance coordination of services. Incremental services over the past three years include:

- Designation by OSHPD of HBH's program for 5150 Inpatient Psychiatric Hold clients, which will allow the hospital to provide secure care for designated patients, and add to the list of psychiatric services available in one facility – Designation in place and program in operation
- Continuing to work with local social service providers to better integrate services for homeless and substance abuse clients to aid in their return to full function in the community – Ongoing referral networks in place, new relationships constantly being sought.

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- Explore additional coordination opportunities with residential providers to assist clients in transitioning back to the community – ongoing, expanding search for social service providers to expand use of community resources to aid clients in reintegrating into the community.

Community Education / Awareness

HBH's services in the community have been varied. They include sponsorships of various community activities, providing support for social service and healthcare agencies, and direct education programs offered both in the hospital and at other sites.

Community Activities Sponsored - Ongoing

- Rodgers Senior Center free blood pressure checks first Tuesday of the month
- Cypress Health Fair
- Constable Classic Police Association Tournament
- Buena Park Senior Health Expo
- American Red Cross Blood Drive
- Huntington Beach Council on Aging (HBCOA) Senior Saturday
- Golden West College Chefs for Scholarships
- Boys and Girls Club Gala
- Surf City Providers Bi-Monthly meeting
- Great Balls of Fire Firefighters Tournament
- Spurgeon Award Luncheon Explorer Program
- Annual Drive Through Flu Clinic
- Provision of Thanksgiving Meals to homebound Seniors in HB in coordination with Rodgers Senior Center and HBCOA
- **Linda Sanchez 15th Annual Senior Fair**

Social Service and Healthcare Agency Support - Ongoing

- Base Hospital for Orange County Emergency Medical Services
- Orange County Circle of Friends
- Huntington Beach Coordinating Council
- Huntington Beach Council on Aging
- Surf City Providers

Direct Education Support - Ongoing

- American Career College -Cardiopulmonary Students
- Coastline Regional Occupational Center— Health Occupation Students
- Concorde Career College-Licensed Vocational Nursing Students
- Orange Coast Community College— Cardiopulmonary Students
- Orange Coast Community College— Radiology Technician Students
- Santa Ana College/Rancho Santiago— Pharmacy Technician Students

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- Stanbridge College— Licensed Vocational Nursing Students
- West Coast University - Registered Nursing Students

Plans for Continuing Education and Awareness

- Continuing to support the organizations listed - **Ongoing.**
- Find and support two new community organizations' health fairs/education programs in local ethnic communities – **Linda Sanchez 15th Annual Senior Fair, HBH Sponsored On-site Health Fair.**
- Develop a speakers bureau to provide education at community business and social organization meetings - **Ongoing.**

Older Adult Health

The *Orange County Health Improvement Plan* identified Older Adult Health as a Priority Area #2 in its goals for a healthier Orange County. HBH has been actively working with older residents in several health-related areas, including:

- Gero-psych services – **Continuing to operate**
- Chronic Disease Management – **Ongoing, with improvements to assist residents to manage care in home settings**
- Coordination of care upon discharge from hospital - **Ongoing, with improvements to assist residents to manage care upon return to home settings**
- Education focused on the needs of the elderly – **Senior Fairs and in-house education programs**
- Direct involvement with seniors' groups, including;
 - Rogers Senior Center blood pressure checks and Thanksgiving meals programs
 - Huntington Beach Coordinating Council Senior Expo
 - Fountain Valley Senior Center Senior Expo
 - Silver Anchor Auxiliary
 - Orange County Circle of Friends
 - **All programs continuing in operation**

Plans for additional programs include:

- Reaching out to ethnic community service organizations to offer education and preventive services to their senior populations – **Ongoing coordination with various organizations.**
- Developing and disseminating evidence-based programs for chronic disease management – **new education programs for Diabetes, obesity and falls prevention.**
- Increase preventive screening programs for chronic diseases of the elderly – **offered at health fairs on site and in community.**

PLANS TO MEET COMMUNITY HEALTH NEEDS - IMPLEMENTATION PLAN 2019-2021

KEYGROUP's research elicited 25 health needs as stated by focus groups, key informant interviews and surveys. In order to cut down this list, a multi-voting approach was executed by a focus group with 13 participants in the prioritization meeting. The participants were instructed to identify and mark the most important health needs. This process streamlined the list to 7 top health needs. In the second round of the multi-voting process, the participants were asked to rank these health needs from 10 (being most important) to 6 (being least important). Using these rankings, each health need was assigned a point value, and ranked accordingly. A summary for each immediate health need is provided below, listed in order from highest to lowest priority. These ranked needs were then submitted to the Steering Committee of the hospital for final prioritization in terms of HBH's response. The top priorities from the focus group's deliberation are outlined below, along with the hospital's planned responses.

PRIMARY COMMUNITY NEEDS – SUMMARY OF FOCUS GROUP DELIBERATION

1. **Hospital Outreach** – HBH has been successful in getting clients to come to the hospital, but several participants noted that it has been viewed by some parts of the community as remote. HBH is close to several low-income areas in Huntington Beach, but representatives of those communities noted that their residents tend to bypass HBH in favor of other hospitals further away.
 - a. The hospital's current management is in the process of outreach to the area communities that have historically bypassed the hospital to serve them better.
 - b. A list of community organizations is being developed to provide targeted proposals which will request specific issues unique to each organization, and which can be addressed by HBH.
2. **Mental Health** – While mental health care is a mandatory covered service under ACA regulations, payors have only recently begun providing adequate compensation for inpatient services. HBH has been in the forefront of developing services for behavioral health clients, and currently operates one of the few secured behavioral health facilities licensed to provide care for those admitted under involuntary criteria (often designated as 5150 clients after the state's defining legislation). This leadership is expected to continue.
 - a. HBH will continue to provide a comprehensive array of inpatient services for behavior and mental health clients, while working with public health and social services agencies to develop plans to address these issues before they become acute.

- b. HBH will seek cooperation with public health agencies, first responders and social services providers to identify high utilizers of mental health services and develop methods to serve these people in their homes.
3. **Opioids** - Prescription opioid abuse has emerged as a significant problem nationwide, and focus group members noted that it is growing as an issue in the area. A compounding problem is the proliferation of related opioid compounds both natural and man-made. While HBH does not prescribe, its medical staff is involved with the supervision and management of clients use of prescription opioids.
 - a. The hospital is actively working with its medical staff to develop protocols to protect patients from overuse, and is reaching out to community organizations to assist them in working with community members' substance abuse problems.
 - b. In education programs at community sites, emphasis will be placed on avoiding the risks of opioid abuse, as well as in discussing other substance abuse issues.
4. **Caregiver Education** – Many hospital clients complete their course of recovery in venues other than the hospital, whether in nursing facilities or, increasingly, at home. The caregivers for these patients may have limited or no formal caregiving training. Since the outcomes for these patients are dependent on the ability of the caregivers to deal with the problems that arise, training is a crucial element of the recovery process. Although home health agencies can provide in-home services, the most intimate care is often provided by family members or other lay people. The course of recovery is thus dependent on people with no formal training, who can be taught the basics of care needed to assure full recovery.
 - a. HBH is working with its referral sources to assure that the care provided in step-down environments is adequate to allow patients to continue their recovery to the fullest extent possible.
 - b. HBH will explore new protocols for educating lay caregivers in managing recovery processes for patients in their care, with emphasis on empowering caregivers to identify risks and conditions that could negatively impact the course of care.
5. **Grants** – The process of research and development for new methodologies in treatment often involves philanthropic organizations. HBH has not historically sought grants, but has contacts within its ownership foundation as well as with outside funders to provide seed money for caregiving innovations.
 - a. HBH will solicit ideas for innovations in care from its staff, as well as from local service agencies, and champion ideas presented that merit research.
 - b. HBH will reach out to various community groups to work with them on new programs, they may have requests for funding that the hospital can facilitate.
6. **Dental** – As more people gain health insurance, one health category not normally covered is dental care.

- a. Since many clinical providers of dental care now have contracts with MediCal or other payors to provide services, HBH will develop a list of referral resources to provide to hospital clients who have dental issues in addition to the problems that caused them to see hospital care.
 - b. Where possible, HBH will assist patients in obtaining healthcare coverage that will include dental services, and guide them through the application processes needed to qualify them.
7. **Dementia / Alzheimer's Disease** – This issue often presents itself at HBH has an emergency admission for injury sustained as a result of faulty memory or other mental process.
- a. HBH's primary responsibility for clients with dementia symptoms is to properly diagnose and confirm that the problem is long-term as opposed to acute in nature.
 - b. In its role as a clearinghouse for behavioral and substance abuse issues, HBH staff is accustomed to discerning subtle clues for longer-term mental issues.
 - c. HBH is well-positioned to act as a referral source to organizations specializing in caring for these clients.
 - d. HBH will continue to work with local agencies and providers to make sure that clients are referred to appropriate providers for long-term care.

These seven issues are the ones determined by the focus group process to be the most important to the community. It should be noted that several of them are only marginally addressable by any hospital, although HBH will continue to meet the immediate needs of patients who present at the hospital with these needs, and find appropriate referral sources to directly address their core issues.

PRIORITY NEEDS IN THE ORANGE COUNTY HEALTH IMPROVEMENT PLAN 2017-2019

As a secondary review of community needs, a county-wide statement of community health priorities was reviewed. The *Orange County Health Improvement Plan 2017-2019 (OCHIP)* is a publication produced by a coalition of healthcare providers and other interested parties. This publication is produced every three years, and outlines county-wide needs as perceived by the participants. The four primary **Priority Areas** developed by the OCHIP are discussed below and addressed as they are considered appropriate areas for HBH consideration.

These priority areas are summarized here.

8. **Priority Area 1: Infant and Child Health** – This area is considered a relatively well-served function of hospitals with 86.1% of all mothers-to-be receiving prenatal care, although rates are lower in some ethnic groups. The area is not one in which HBH participates, however, since the hospital does not offer maternity services. Any maternity cases presenting at the

emergency room will be served in the best possible manner, and referred to other providers as soon as they can be stabilized and safely transported.

9. **Priority Area 2: Older Adult Health** - By 2040, 1 in 4 residents of Orange County will be 65 or older. The public health system is challenged to meet the needs of this growing population. The OCHIP outlines two objectives to address the issue.
 - a. First, to improve wellness and quality of life of older adults in the county, the OCHIP sets a goal of increasing utilization of Annual Wellness Visits by 5% each year. HBH will assist in this objective by offering clients access to Annual Wellness Visits when they are seen for emergent health problems.
 - b. Second, to reduce complications of chronic disease by increasing completion rates in chronic disease self-management program by 10%. HBH can assist in this process by providing such programs both on site and in community settings.
10. **Priority Area 3: Obesity and Diabetes** – The OCHIP focuses on children, noting that 1 in 6 fifth graders is obese, but also notes that obesity rates overall have increased by 22.4% between 2005 and 2014. Two goals have been set to address these conditions.
 - a. The first goal involves increasing the proportion of residents who are in a healthy weight category. This is to be accomplished by supporting community specific coalitions to implement collective impact approaches that includes multi-sector interventions. HBH’s participation in community programs, health fairs and onsite education programs will be used to advocate for better nutrition and exercise.
 - b. A second goal is to reverse the trend of increasing incidence of diabetes among Orange County Adults. As with the previous goal, the OCHIP plan includes promotion and expansion of the availability and utilization of effective diabetes prevention and self-management programs by persons who are risk for diabetes and living with prediabetes, diabetes, or gestational diabetes. Activities include diabetes workshops presented on-site and at community venues and health fairs.
11. **Priority Area 4: Behavioral Health** – This Area coincides well with issues raised by the Focus Group, as well as with HBH’s goal of providing comprehensive services to residents with behavioral and mental health problems. Orange County’s hospitalization rates due to alcohol abuse and substance abuse were reported by OCHIP to be higher than the state average. Only half of Orange County adults who needed behavioral health services reports receiving them. The Goals outlined in the OCHIP document are congruent with plans in place and in process at HBH. Specific goals include:
 - a. Reduce drug and alcohol abuse in Orange County. This includes programs to address underage substance abuse, reduce impaired driving collisions, reduce opioid-related visits to Orange County emergency rooms, and create a clearinghouse of resources to manage changes in marijuana laws. HBH can be most effective in working with its

- medical staff to reduce opioid use to address this goal. In addition, programs will be expanded to provide substance abuse education in schools and colleges.
- b. Increase the number of Orange County residents who experience emotional and mental wellbeing throughout their lifespan. The program strategy involves working with the Orange County Health Care Agency Behavioral Health Services (OHCABHS) to publish a comprehensive assessment of the mental health system of care, needs and gaps. As HBH expands its capabilities in inpatient mental health care, it will coordinate with OHCABHS to ensure that services needed are made available at HBH to the extent allowed,