



**Annual Report and Plan for Community Benefit  
MemorialCare Saddleback Medical Center  
Fiscal Year 2024 (July 1, 2023 - June 30, 2024)**

Submitted to:  
Department of Health Care Access and Information  
Accounting and Reporting Systems Section  
Sacramento, California  
November 2024

## Contents

About Saddleback Medical Center .....	2
Mission and Values .....	4
Governance.....	4
Caring for our Community .....	6
Community Health Needs Assessment.....	9
Addressing Priority Health Needs.....	11
Financial Summary of Community Benefit .....	18
Community Benefit Plan FY25 .....	19
Significant Needs the Hospital Intends to Address.....	19
Evaluation of Impact .....	23
Needs the Hospital Will Not Address.....	23
Contact Information .....	24

## About Saddleback Medical Center

### MemorialCare

MemorialCare is a nonprofit integrated health system that includes leading hospitals – Saddleback Medical Center, Long Beach Medical Center, Miller Children’s & Women’s Hospital Long Beach, and Orange Coast Medical Center; award winning medical groups – MemorialCare Medical Group and Greater Newport Physicians MemorialCare, Select Health Plan, and outpatient health centers, urgent care centers, imaging centers, breast centers, surgical centers, physical therapy centers and dialysis centers throughout Orange and Los Angeles Counties.

### Saddleback Medical Center

Saddleback Medical Center (SMC) is a full service, nonprofit hospital with 248-licensed beds. The hospital provides a wide range of services and innovative specialty programs through its Centers of Excellence, which include the MemorialCare Heart & Vascular Institute, the MemorialCare Cancer Institute, the MemorialCare Breast Center, the MemorialCare Joint Replacement Center, Spine Health Center, robotic-assisted surgery program and The Women’s Hospital.

In June 2023, the Women’s Hospital at Saddleback Medical Center celebrated the opening of its new Obstetric Emergency Department. The new center provides high-quality maternity care to patients who experience obstetric or non-obstetric issues while pregnant or newly postpartum. The Obstetric Emergency Department works in conjunction with the main Emergency Department to fill a gap in emergency maternity care in South Orange County.

SMC has been nationally recognized as one of 389 accredited Geriatric Emergency Departments and named one of 866 Level 2 Age-Friendly Health Systems by the Institute for Healthcare Improvement (IHI). The SMC geriatric-focused emergency care initiative addresses the unique needs of our senior patients. The Geriatric Emergency Department Accreditation is granted to health care institutions that meet rigorous standards such as having doctors and nurses with at least four hours of geriatric focused education, providing seniors with mobility aids, and providing seniors with easy access to food and drink.

In addition, Saddleback Medical Center was named an Age-Friendly Health System by IHI. Age-Friendly Health Systems are defined as health care institutions that follow an essential set of evidence-based practices, cause no harm, and align with what matters to seniors and their families.

## Awards

Saddleback Medical Center is the recipient of the following awards and accolades:

- 2024 *U.S. News & World Report* Best Hospitals:
  - High-performing rankings in Abdominal Aortic Aneurysm Repair, Congestive Heart Failure, Heart Attack, Hip Fracture, Kidney Failure, Knee Replacement, Pneumonia, Spinal Fusion, and Stroke
- Healthgrades 2024 Awards include:
  - America's 250 Best Hospitals for the second year in a row
  - Patient Safety Excellence Award
  - Specialty Clinical Quality Awards
    - America's 100 Best Hospitals for Critical Care
    - America's 100 Best Hospitals for Gastrointestinal Care
    - Gastrointestinal Surgery Excellence
    - Pulmonary Care Excellence
    - Critical Care Excellence
  - Five-Star Recipient for Pulmonary Embolism, Heart Failure, Treatment of Hip Fracture, Sepsis, Chronic Obstructive Pulmonary Disease, Colorectal Surgeries, Gastrointestinal Bleed, Bowel Obstruction, Respiratory Failure, and Stroke.
- *The Orange County Register's* Best of Orange County ranked among the Best Hospitals in Orange County and a Top Workplace.
- Magnet® designated by American Nurses Credentialing Center (ANCC) for nursing excellence.
- Geriatric Emergency Department Accreditation by the American College of Emergency Physicians and recognized as an Age Friendly Health System Committed to Care Excellence Hospital.
- *Newsweek's* American's Best Maternity Hospitals 2024 for the second time.
- 2023 Press Ganey Human Experience Guardian of Excellence Award, placing Saddleback among the top 5% of health care providers.
- American Heart Association/American Stroke Association Get With the Guidelines Stroke SILVER PLUS with Target: Stroke Honor Roll and Target: Type 2 Diabetes Honor Roll.
- Received an "A" Safety Grade from Leapfrog Group, an independent national organization committed to health care quality and safety, for the seventh consecutive time.
- Center of Excellence by the Society for Obstetric Anesthesia and Perinatology.
- Blue Distinction Center by Blue Cross Blue Shield for Maternity, Spine Surgery and Knee and Hip Replacement.

## Mission and Values

### Mission

To improve the health and well-being of individuals, families and our communities.

### Vision

Exceptional People. Extraordinary Care. Every Time.

### Values

#### *The iABCs of MemorialCare*

The iABCs are a statement of our values—Integrity, Accountability, Best Practices, Compassion and Synergy. They remind us of our commitment to the highest standard of patient care and the active communication of clinical outcomes.

➤ **Integrity**

Always holding ourselves to the highest ethical standards and values. Doing the right thing, even when no one is watching.

➤ **Accountability**

Being responsible for meeting the commitments we have made, including ethical and professional integrity, meeting budget and strategic targets, and compliance with legal and regulatory requirements.

➤ **Best Practices**

Requires us to make choices to maximize excellence, and to learn from internal and external resources about documented ways to increase effectiveness and/or efficiency.

➤ **Compassion**

Serving others through empathy, kindness, caring and respect.

➤ **Synergy**

A combining of our efforts so that together we are more than the sum of our parts.

## Governance

The MemorialCare Orange County Board of Directors guides the direction of community benefit, with assistance from the Community Benefit Oversight Committee (CBOC).

### FY24 Board of Directors

Barry Arbuckle, PhD

Sharon Cheever (MHS Board Chair)

Resa Evans

Thomas Feldmar, Vice Chair

Catherine Han, MD  
Julio Ibarra, MD, Secretary  
Lalita Komanapalli, MD  
Rhonda Longmore-Grund  
Frank Marino, MD  
Michael Moneta, MD  
Tam Nguyen, MD  
Tom Rogers, Chair  
Dale Vital  
David Wolf

### **Community Benefit Oversight Committee**

The CBOC (Community Benefit Oversight Committee) is an advisory committee for the hospital's community benefit programs and reports to the Strategy Committee and the Board of Directors. The CBOC reviews and validates legal and regulatory compliance specific to community benefit mandates, assures community benefit programs and services are effectively meeting identified community health needs, with emphasis on populations with unmet health needs; and increases transparency and awareness of community benefit activities.

The members of the CBOC include:

- Kim Branch-Stewart, Saddleback College
- Roneet Cooper, Saddleback Medical Center
- Beth Krom, Community Member
- David Law, MD, Retired Physician MemorialCare
- Eric Nunez, Laguna Woods Village
- Kristen Pugh, MPA, MemorialCare Health System
- Donna Rane-Szostak, Community Member
- Jessica Reiter-Flax, San Clemente Village
- Kelli Ruiz, Saddleback Medical Center
- Suzie Swartz, Saddleback Valley Unified School District

## Caring for our Community

This report demonstrates tangible ways in which SMC is fulfilling its mission to improve the health and well-being of our community and provide extraordinary care. SMC provides financial assistance to those in the community who cannot afford services, or whose health insurance does not cover all services rendered. In addition, SMC invests in the community to increase access to health care services and improve health.

### Service Area

SMC is located at 24451 Health Center Drive, Laguna Hills, in Orange County, California. The service area includes 28 ZIP Codes, representing 17 cities or communities in Orange County. This primary service area was determined by averaging total inpatient ZIP Codes over three years and represents 88% of ZIP Codes of patient origin.

**Saddleback Medical Center Service Area**

Geographic Areas	ZIP Codes
Aliso Viejo	92656
Capistrano Beach	92624
Dana Point	92629
Foothill Ranch	92610
Irvine	92602, 92603, 92604, 92606, 92612, 92614, 92618, 92620
Ladera Ranch	92694
Laguna Beach	92651
Laguna Hills	92653
Laguna Niguel	92677
Laguna Woods	92637
Lake Forest	92630
Mission Viejo	92691, 92692
Rancho Santa Margarita	92688
San Clemente	92672, 92673
San Juan Capistrano	92675
Trabuco Canyon	92679
Tustin	92780, 92782



## Saddleback Medical Center Service Area Map



## Community Snapshot

(Based on data from the FY22 Community Health Needs Assessment.)

The population of the SMC service area is 984,079<sup>1</sup>. Children and youth make up 20.5% of service area population, 62.6% are adults, and 16.9% are seniors (ages 65 and older)<sup>2</sup>. The service area has a higher percentage of seniors than found in the county (15.7%) and the state (15.2%). More than half of the population are White residents (52.4%). At 21.9% of the population, Asian residents are the second largest race and ethnic group in the service area. Latino or Hispanic residents make up 19.1% of the population in the service area. Black or African American residents are 1.6% of the population. The remaining races and ethnicities comprise 4.6% of the service area population<sup>3</sup>.

<sup>1</sup> Orange County's Healthier Together, Claritas, 2021. [www.ochealthiertogether.org](http://www.ochealthiertogether.org)

<sup>2</sup> Ibid.

<sup>3</sup> Ibid.



65% of residents in the service area speak English only in the home. Spanish is spoken in 13.6% of the homes in the service area. An Asian or Pacific Islander language is spoken in 13.2% of service area homes. 7.3% of residents in the service area speak an Indo-European language in the home<sup>4</sup>. In the service area, 11.9% of adults are high school graduates. 63.7% of the population in the service area has graduated college, higher than the rate for the county (48.6%) and the state (41.8%)<sup>5</sup>. Among service area residents, 95.3% of the population have health insurance<sup>6</sup>.

### Vulnerable Populations

- Among area residents, 7.3% are at or below 100% of the federal poverty level (FPL) and 16.6% are at 200% of FPL or below (low-income)<sup>7</sup>.
- In the service area, 7.7% of children, 8.1% of seniors, and 20.7% of female head of households with children live in poverty<sup>8</sup>.
- Between 2017 and 2019, homelessness increased in the county, with the largest increase coming from unsheltered homelessness. On any given night, there were 6,860 residents experiencing homelessness in Orange County. In Orange County, 4.5% of students in public schools were experiencing homelessness<sup>9</sup>.
- Among Orange County adults, 3.3% identify as gay, lesbian, or homosexual. 3.9% identify as bisexual<sup>10</sup>.
- Among adults in Orange County, 24.0% were identified as having a physical, mental or emotional disability. 3.7% of county adults could not work for at least 30 days due to illness, injury, or disability<sup>11</sup>.

---

<sup>4</sup> Orange County's Healthier Together, Claritas, 2021. [www.ochealthiertogether.org](http://www.ochealthiertogether.org)

<sup>5</sup> Ibid.

<sup>6</sup> U.S. Census Bureau, American Community Survey, 2015-2019, B27010. <http://factfinder.census.gov>

<sup>7</sup> U.S. Census Bureau, American Community Survey, 2015-2019, B05010. <http://factfinder.census.gov>

<sup>8</sup> U.S. Census Bureau, American Community Survey, 2015-2019, DP03, B17001. <http://factfinder.census.gov>

<sup>9</sup> HUD Continuum of Care Homeless Assistance Programs Homeless Population and Subpopulations, 2017 and 2019. <https://www.hudexchange.info/programs/coc/coc-homeless-populations-and-subpopulations-reports/>

<sup>10</sup> California Health Interview Survey, 2020. <http://ask.chis.ucla.edu/>

<sup>11</sup> California Health Interview Survey, \*2016, \*2019. <http://ask.chis.ucla.edu>

## Community Health Needs Assessment

Saddleback Medical Center completed a Community Health Needs Assessment (CHNA) in FY22 as required by state and federal law. The CHNA is a primary tool used by the hospital to determine its community benefit plan, which outlines how it will give back to the community in the form of health care and other community services to address unmet community health needs. The assessment incorporated components of primary data collection and secondary data analysis that focused on the health and social needs of the service area.

The CHNA examined up-to-date data sources for the service area to present community demographics, social determinants of health, health care access, maternal and infant health, leading causes of death, disability and disease, COVID-19, health behaviors, mental health, substance use, and preventive practices. When applicable, these data sets were presented in the context of Orange County and California and were compared to the Healthy People 2030 objectives (<https://odphp.health.gov/healthypeople>).

Targeted interviews were used to gather information and opinions from people who represent the broad interests of the community served by the hospital. Twelve (12) interviews were completed from November 2021 to January 2022. Interviewees included individuals who are leaders and/or representatives of medically underserved, low-income, and minority populations, and local health or other departments or agencies that have current data or other information relevant to the health needs of the community. Input was obtained from the Orange County Health Care Agency.

### Priority Health Needs

Health needs were identified from secondary data using the size of the problem (relative portion of population afflicted by the problem) and the seriousness of the problem (impact at individual, family, and community levels). The analysis of secondary data yielded a preliminary list of significant health needs, which then informed primary data collection. The primary data collection process was designed to validate secondary data findings, identify additional community issues, solicit information on disparities among subpopulations, ascertain community assets to address needs and discover gaps in resources.

The identified significant needs included (in alphabetical order):

- Access to care
- Chronic diseases
- COVID-19
- Food insecurity

- Housing and homelessness
- Mental health
- Overweight and obesity
- Preventive practices
- Senior health
- Substance use

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

The complete CHNA report and the prioritized health needs can be accessed at [www.memorialcare.org/about-us/community-benefit](http://www.memorialcare.org/about-us/community-benefit). Feedback may be sent to: [communitybenefit@memorialcare.org](mailto:communitybenefit@memorialcare.org).

## Addressing Priority Health Needs

In FY24, SMC engaged in activities and programs that addressed the priority health needs identified in the FY23-FY25 Implementation Strategy. SMC has committed to community benefit efforts that address access to care, behavioral health, chronic diseases, and preventive practices with a focus on older adults, the social determinants of health, and health equity. Selected activities and programs highlighting the hospital's commitment to the community are detailed below.

### **Priority Health Need: Access to Care and Preventive Practices**

Access to care is a key determinant of health that provides preventive measures and disease management, reducing the likelihood of hospitalizations and emergency room admissions. Preventive health care includes screenings, check-ups, and counseling to prevent illness, disease, or other health problems. Individuals, who receive services in a timely manner, have a greater opportunity to prevent or detect disease during earlier, treatable stages.

#### **Response to Need**

##### **Camino Health Center**

The SMC community benefit grant program provided funding for Camino Health Center's dental program. In FY24, 51 underserved adults in South Orange County obtained full or partial dentures. Recipients were either Medi-Cal or uninsured, with 90% of the population living in poverty or below 200% of the Federal Poverty Level (FPL).

##### **Financial Assistance**

The Patient Financial Assistance Program was available to everyone in the community. This included people without health insurance and patients with insurance who were unable to pay the portion of their bill that insurance did not cover. Patient Financial Services assisted community members with the financial assistance programs.

##### **Health Education, Resources and Community Outreach**

SMC provided support and services for community residents that removed barriers to care and increased access to health care and preventive measures. General health and wellness education, social media postings, blogs, podcasts, and informational articles were presented on topics that included: safety and fall prevention, back to school education, women's health, men's health, spine health, sports medicine, trauma, preventive health, maternal health, immunizations, and influenza. Over 135,395 encounters occurred.

## Health Resource Fairs

In FY24, SMC participated in over 30 Health and Resource Fairs in the community reaching 10,553 community members.

## Newsletters

The *CareConnection* quarterly newsletter was made available to community residents to provide health education messages and notify the community of free classes, support groups, and screenings offered by the hospital. Newsletters were mailed to households, and the information was also posted on the website at <https://www.memorialcare.org/blog>.

SMC published the *Village Breeze* newsletter for Laguna Woods Village residents, providing health messaging for older adults. And SMC physicians appeared on local television every other month providing timely health care information to 122,794 community members.

## Parent Education

Parents-to-be were provided with education, advice, strategies, and tools through prenatal, childbirth and parenting classes. 7,407 community encounters were provided. Topics included healthy pregnancy, childbirth, maternal support, childcare and breastfeeding support. A postpartum support group served 249 individuals. Breastfeeding support was provided by lactation experts through phone consultations for 4,099 encounters.

## Social Work Care Management

High-risk seniors were supported by a licensed Social Worker. The Social Worker provided needed care management, supplies, and home care services based on an individualized care plan after discharge from the hospital.

## Support Services

The hospital offered services to increase access to care and support preventive health care.

- Transportation was provided to 163 people who could not easily access medical care and appointments. Additionally, 222 senior adults were provided with medical transportation.
- The Compassionate Care program provided free prescriptions, home health medications, recuperative care and/or transportation for 67 community members.
- The High-Risk Pharmacy Discharge program delivered prescriptions to patients who could not afford the cost of the medication prior to discharge so they would be able to leave the hospital with their prescriptions.
- Outreach to the Vietnamese community included an Alzheimer's support group and local TV health education, reaching 363 community members.

### **Priority Health Need: Behavioral Health (Mental Health and Substance Use)**

Positive mental health is associated with improved health outcomes. The need to access mental and behavioral health services was noted as a high priority among community members.

#### **Response to Need**

##### **Behavioral Health Integration Program**

MemorialCare recognizes that physical and mental health should be coordinated in primary care settings. As a result, the Behavioral Health Integration (BHI) program is included in all the MemorialCare Medical Group Primary Care sites of care throughout our service area. Primary care practitioners screen for mental health conditions and coordinate care options for patients with behavioral health needs. The program includes:

- An embedded clinical social worker at each location
- Referral to needed services
- Access to a trained psychiatrist via telehealth
- Tele-video visits to patients enrolled in the program
- Online patient self-management tools through SilverCloud

##### **Casa Youth Shelter**

The SMC community benefit grant program provided funding for Casa Youth Shelter's residential shelter care program for 28 at-risk youth. Participants received wraparound services to stabilize their lives, including housing, mental health supports, food, and substance use services.

##### **SilverCloud**

In response to the unprecedented need for mental health and mental wellbeing services, MemorialCare offered a free online resource to the entire community. SilverCloud is an on-demand, virtual mental health platform that offers digital behavioral health care via evidence-based content, programs and support. The online psychoeducational and therapeutic program aims to help manage anxiety, depression, stress and sleep. Using online programs, the platform is customizable and designed to meet a person's unique mental health goals. The program does not require a doctor's order, can be completed at any pace by participants and is accessible any time on smartphone, tablet and computer devices.

##### **Support Services**

Unused prescription drugs can be obtained illegally and lead to substance abuse. The Outpatient Pharmacy maintained a drug take back repository, which received unused drugs from the community and appropriately destroyed them.



## **Western Youth Services**

The SMC community benefit grant program provided funding for Western Youth Service's One Door Any Door® Access Coordination model to deliver personalized support for 65 Orange County residents. The program increased access to mental health services for children, youth and families.

## **Priority Health Need: Chronic Diseases**

Chronic diseases are long-term medical conditions that tend to progressively worsen. Chronic diseases, such as cancer, heart disease, diabetes, and lung disease, are major causes of disability and death. Chronic diseases are also the causes of premature adult deaths. The hospital serves a community with a high percentage of seniors who suffer from dementia and Alzheimer's disease.

## **Response to Need**

### **Senior Programs**

SMC provided a senior care advocate who supported senior adults in the community. Senior-focused activities included:

- Laguna Woods Village Health and Wellness Expo served 1,000 community members.
- At the Laguna Woods Village Health Fair, 100 seniors received blood pressure screenings and education on the Hospital Elder Life Program (HELP).
- SMC arranged for senior medical transportation services for 222 individuals.
- Medicare education was provided to 156 individuals.

## **Health Education, Resources and Community Outreach**

SMC provided health education classes, social media posts, blogs, podcasts, and articles in regional publications that focused on chronic disease prevention, management, and treatment. Over 241,735 community members were reached with presentations and information on heart health, cancer, dementia, diet and exercise, diabetes, successful aging, medication management, and other disease-related topics.

## **Laguna Woods Village**

The SMC community benefit grant program provided funding to provide 22 "fall prone" Laguna Woods Village residents with Personal Emergency Response Devices. The devices allowed individuals to receive immediate life-saving medical assistance in an emergency.

## **Support Groups and Counseling Services**

Families, patients, and caregivers participated in both bereavement and cancer support groups, which resulted in 778 encounters. In addition, 192 individuals were provided with oncology counseling and therapy sessions.

## Other Community Benefit Services

Saddleback Medical Center provided community benefit services in addition to those programs that focused on addressing priority health needs.

### Health Professions Education

#### Nursing Education

481 nursing students participated in precepted clinical rotations at SMC. In addition, two Clinical Nurse Specialists participated in clinical rotation hours.

#### HELP Program

HELP is an evidence-based, innovative model of hospital care designed to prevent delirium and functional decline among patients. There were 479 nursing students trained in the HELP program to provide targeted interventions, which are Daily Visitation, Mealtime Assistance, Therapeutic Activities, Sleep Promotion, and Early Mobilization.

#### Other Health Professions Education

SMC staff provided precepting for 198 health professionals. Students were educated and performed their clinical hours and/or internship rotations in the following clinical areas:

- Imaging
- Occupational therapy
- Paramedics
- Pathology
- Pharmacy technician
- Physical therapy
- Respiratory therapy
- Sonographer
- Speech therapy

### Cash and In-Kind Donations

#### Cash Donations

SMC supported community organizations through cash donations that addressed identified community health needs, health equity and the social determinants of health.

#### In-Kind Donations

SMC employees represented the hospital on community boards and collaborative committees that focused on increased access to health and social services, improved safety, and senior health.

## Community Benefit Grant Program

SMC provided community benefit grant funds to support community-based organizations that addressed identified health needs and served vulnerable populations within the hospital service area. Grants were provided to:

- Casa Youth Shelter
  - Residential shelter care program served as a safe haven for 28 at-risk youth. Participants receive wraparound services to stabilize their lives. Casa Youth Shelter provided approximately 1,228 hours of Group Therapy, 310 hours of Expressive Therapy, 633 hours of Individual Therapy, 231 hours of Family Therapy, and 259 hours of Outpatient Therapy. Of those served under the grant:
    - 88% of youth reported a successful or satisfactory exit disposition rate
    - Achieved a 90% success rate of youth of exiting into safe housing.
    - 63% of residents and their families participated in aftercare counseling services.
    - 82% of youth at exit reported one supportive adult in their life.
    - 85% of youth stayed on their education path.
- Camino Health Center
  - Expanded dental services for 51 underserved individuals in South Orange County to obtain full or partial dentures.
- Laguna Woods Village
  - Provided 22 “fall prone” Laguna Woods Village residents with Personal Emergency Response Devices. The devices allowed individuals to receive immediate life-saving medical assistance in an emergency.
- Western Youth Services
  - Utilized the One Door Any Door® Access Coordination model to deliver personalized support for 65 Orange County residents to increase access to vital services, addressing the social determinants of health.
    - 48 participants received mental health screening.
    - Referrals were provided for mental health therapy, medications, food resources and social development.

## Community Benefit Operations

In FY24, community benefit operations included administrative support and community benefit consultants.

## Community Building Activities

### Economic Development

The hospital supported economic development groups that focused on issues that impacted

community health improvement and safety, including:

- Laguna Hills Chamber of Commerce
- Orange County Business Council
- South Orange County Economic Coalition
- San Clemente Chamber of Commerce

### **Health Improvement Advocacy**

Participated in meetings and collaborative efforts to advocate for improved health and safety.

### **Workforce Development**

Project A – Pulse®, the Medical Magnet Program at JSerra High School offers students considering a career in the medical field a four-year course of studies as well as clinical knowledge provided by practitioners. In FY24, 84 students observed operations by SMC medical professionals along with hands-on procedures and online digital forensics.

## Financial Summary of Community Benefit

The SMC financial summary of community benefit for FY24 (July 1, 2023 to June 30, 2024) is summarized in the table below. The Hospital's community benefit costs comply with Internal Revenue Service instructions for Form 990 Schedule H. Costs are determined as part of the VHA Community Benefit package and are based on the Hospital's overall cost to charge ratio.

Community Benefit Categories	Net Benefit
Charity Care/Financial Assistance <sup>12</sup>	\$2,375,320
Unpaid Costs of Medi-Cal <sup>13</sup>	\$13,737,610
Education and Research <sup>14</sup>	\$8,343,840
Other for the Broader Community <sup>15</sup>	\$3,012,640
<b>Total Community Benefit Provided Excluding Unpaid Costs of Medicare</b>	<b>\$27,469,410</b>
Unpaid Costs of Medicare <sup>13</sup>	\$17,817,460
<b>Total Quantifiable Community Benefit</b>	<b>\$45,286,870</b>

---

<sup>12</sup> Financial Assistance includes traditional charity care write-offs to eligible patients at reduced or no cost based on the individual patient's financial situation.

<sup>13</sup> Unpaid costs of public programs include the difference between costs to provide a service and the rate at which the hospital is reimbursed.

<sup>14</sup> Costs related to health professions education programs and medical research that the hospital sponsors.

<sup>15</sup> Includes non-billed programs such as community health education, screenings, support groups, support services, cash and in-kind donations and community benefit operations.

## Community Benefit Plan FY25

As a result of the FY22 Community Health Needs Assessment (CHNA), Saddleback Medical Center (SMC) selected significant health needs it will address through its FY23-FY25 Implementation Strategy. The plan outlines the health needs the hospital will and will not address and the strategies it will use to address the selected health needs.

### Significant Needs the Hospital Intends to Address

Saddleback Medical Center intends to take actions to address the following health needs:

- Access to care
- Behavioral health (mental health and substance use)
- Chronic diseases
- Preventive practices

Using the lens of the social determinants of health and health equity, SMC will provide some additional attention to food insecurity as well as bringing community awareness to housing and homelessness as applied to these priority health needs.

### Priority Health Need: Access to Care

**Goal:** Increase access to health care for the medically underserved.

### Strategies and Programs

#### Community Support

Provide cash and in-kind donations to nonprofit community organizations dedicated to increasing access to health care.

#### Financial Assistance

Provide financial assistance through free and discounted care for health care services, consistent with the hospital's financial assistance policy.

#### Social Determinants of Health and Health Equity

Work in collaboration with community agencies to address the health care needs of older adults. Collaborate with agencies to address the impact that social determinants of health and health equity have on health care access.

#### Transportation and Prescription Medication Support

Provide transportation support for patients who cannot access health services because of lack of



transportation. Provide low-income residents with low-cost or no-cost prescription medications.

### **Priority Health Need: Behavioral Health (Mental Health and Substance Use)**

**Goal:** Increase access to mental health and substance use services in the community.

#### **Strategies and Programs**

##### **Collaborations**

Support multisector collaborative efforts to increase access to behavioral health services.

##### **Community Screenings and Home Support**

Participate in health and wellness fairs that include screenings for anxiety and depression. Provide mental health support for home-bound seniors.

##### **Community Support**

Provide cash and in-kind donations to nonprofit community organizations dedicated to increasing behavioral health awareness and services.

##### **Health Education and Awareness**

Increase community awareness of prevention efforts and availability of resources to address mental health and substance use and misuse concerns. Offer community health education, lectures, presentations, and workshops focused on mental health and substance use topics.

##### **Social Determinants of Health and Health Equity**

Work in collaboration with community agencies to address the impacts that the social determinants of health and health equity have on behavioral health services.

### **Priority Health Need: Chronic Diseases**

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

#### **Strategies and Programs**

##### **Collaboration**

Work in collaboration with community agencies to address chronic disease prevention and treatment among older adults.

##### **Community Support**

Provide cash and in-kind donations to nonprofit community organizations dedicated to chronic disease prevention and treatment.

### **Flu Vaccinations**

Provide flu vaccinations, free to the public, in areas easily accessible to the general public.

### **Health Education and Screenings**

Offer health education workshops and presentations on chronic disease prevention, treatment, and management. Provide wellness fairs for older adults, including screenings.

### **Media and Health Awareness**

Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases.

### **Social Determinants of Health and Health Equity**

Work in collaboration with community agencies to address the impacts that the social determinants of health and health equity have on chronic diseases.

### **Support Groups**

Offer support groups to assist those with chronic diseases and their families.

### **Priority Health Need: Preventive Practices**

**Goal:** Improve community health through preventive health practices.

### **Strategies and Programs**

#### **Community Support**

Provide cash and in-kind donations to nonprofit community organizations to increase and expand preventive health services.

#### **Health Education**

Offer health education and resources focused on healthy living and disease prevention.

#### **Media and Health Awareness**

Provide public health education in the media and community health awareness events to encourage healthy behaviors and promote preventive health care.

#### **Older Adult Services and Injury Prevention**

Work in collaboration with community agencies to provide preventive services to older adults. Reduce injuries and falls among older adults through balance improvement and fall prevention classes.

### **Screenings and Vaccines**

Provide free health screenings to promote preventive care. Provide flu vaccinations, free to the public, in areas easily accessible to the general public.

### **Social Determinants of Health and Health Equity**

Work in collaboration with community agencies to address the impacts that the social determinants of health and health equity have on access to preventive practices.

### **Evaluation of Impact**

SMC is committed to monitoring and evaluating key initiatives to assess the programs and activities outlined in this Implementation Strategy. We have implemented a system for the collection and documentation of tracking measures, such as the number of people reached or served, and collaborative efforts to address health needs. In addition, through our grants program, we track and report program outcomes. An evaluation of the impact of SMC's actions to address these significant health needs will be reported in the next scheduled CHNA.

### **Needs the Hospital Will Not Address**

Since SMC cannot directly address all the health needs present in the community, we will concentrate on those health needs that can most effectively be addressed given our areas of focus and expertise. Taking existing hospital and community resources into consideration, SMC will not directly address the remaining significant health need identified in the CHNA, which was overweight and obesity.

## Contact Information

Saddleback Medical Center  
24451 Health Center Drive  
Laguna Hills, California 92653

[www.memorialcare.org/locations/saddleback-medical-center](http://www.memorialcare.org/locations/saddleback-medical-center)

## Community Benefit Contact

Kristen L. Pugh, MPA  
Vice President, Advocacy & Government Relations  
MemorialCare Health System  
[kpugh@memorialcare.org](mailto:kpugh@memorialcare.org)