



Annual Report and Plan for Community Benefit
Henry Mayo Newhall Hospital
Fiscal Year 2023 (October 1, 2022 – September 30, 2023)

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

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About Henry Mayo Newhall Hospital

Henry Mayo Newhall Hospital is a 357-bed, not-for-profit, acute care hospital, which has served the Santa Clarita Valley since 1975. Henry Mayo is an Advanced Primary Stroke Center and a STEMI Receiving Center. The hospital features modern inpatient facilities, a neonatal intensive care unit, catheterization lab, breast center and an outpatient surgery center. Additional services include cardiovascular, trauma, emergency, intensive care, maternity, surgery, wound care, spine and joint, behavioral health, acute rehab, state-of-the-art cancer center, wound care, imaging, lab, digestive, respiratory services, and physical and occupational therapies.

HONORS AND AWARDS

Henry Mayo Newhall Hospital earned awards for quality and excellence.

It's a good feeling to be recognized and honored for your work. These recognitions demonstrate that we achieved the high standard of care we pursue every day.

- For the 11th consecutive year, the hospital was recognized by the American Heart Association with their Gold Plus Quality Achievement award for quality stroke care. The hospital was also named to the Target: Stroke Elite Honor Roll award for quality measures developed to reduce the time of a patient's arrival at the hospital and treatment with tPa to treat ischemic stroke.
- Gold Seal of Approval from The Joint Commission for Stroke Care.
- Ultrasound Department Gold Seal of Accreditation from the American College of Radiology.
- Re-designated a Level II Trauma Center by the American College of Surgeons Committee on Trauma.
- Recertified by the Joint Commission for the palliative care program. The Joint Commission's Advanced Certification Program for Palliative Care recognizes hospital inpatient programs that demonstrate exceptional patient and family-centered care and optimize the quality of life for adult and pediatric patients with serious illness.
- Designated by the American College of Radiology as a Breast Imaging Center of Excellence, the Sheila R. Veloz Breast Center maintains quality standards and has undergone a rigorous accreditation process including image evaluations by a team of experts.
- Full recognition Plus for the Diabetes Prevention Program from the Centers for Disease Control.
- DNV Accredited Hospitals Organization Certification.
- Achievement Award from the California Department of Health and Human Services for the "Healthy People 2023 target for low-risk, first-birth Cesarean sections."
- STEMI Heart Attack Receiving Center.

Purpose Statement

Under the governance of our community-based Board of Directors, and in partnership with our compassionate physicians, staff and volunteers, our purpose is to:

Be the trusted regional leader to inspire and deliver optimal health and wellness.

Together we share the following values:

- Quality
- Safety
- Teamwork
- Accountability
- Integrity
- Respect

Governance

Henry Mayo's Board of Directors is charged with overseeing the overall quality and sustainability of hospital services, facilities, finances, properties and affairs. All board members are community-minded individuals, who receive no compensation for their services on the Board. Because Henry Mayo is a not-for-profit community hospital, excess funds, gained after day-to-day expenses are met, are used for improvements such as purchasing new equipment, necessary expansion, and funding of new services. There are no investors who receive hospital funds or other resources for their private benefit.

Caring for our Community

This report demonstrates tangible ways in which Henry Mayo is working to fulfill its Purpose. Henry Mayo's impact in the community is felt in many ways, from providing financial assistance to uninsured patients and offering prevention and awareness programs to keep the community healthy, to providing education and training to current and future health care professionals. In addition, Henry Mayo invests in the community to increase access to health care services and improve health.

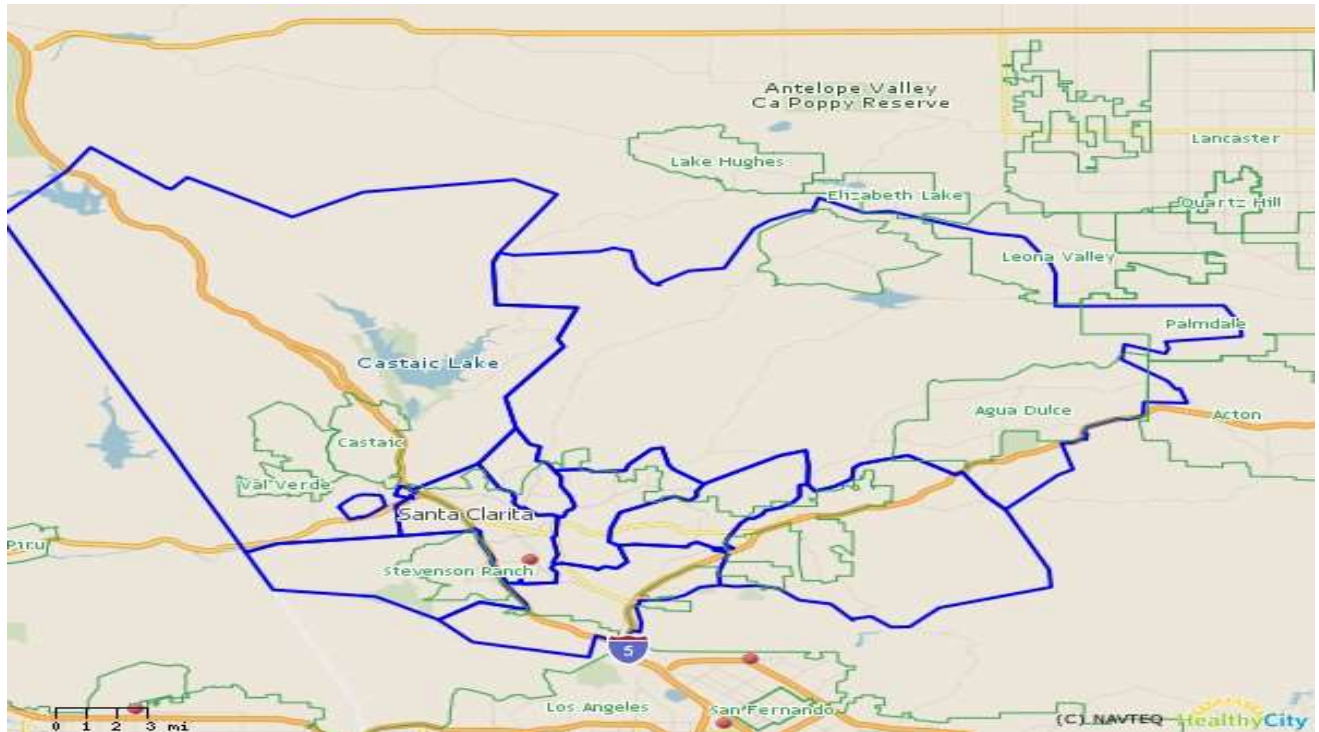
Service Area

Henry Mayo is located at 23845 McBean Parkway, Valencia, California 91355. The hospital's primary service area includes nine ZIP Codes in nine cities or communities, including Agua Dulce, Saugus, Canyon Country, Castaic, Val Verde, Newhall, Santa Clarita, Stevenson Ranch and Valencia. The service area is located in Los Angeles County Service Planning Area (SPA) 2 (San Fernando).

Henry Mayo Newhall Hospital Service Area

Geographic Areas	ZIP Codes
Agua Dulce/Saugus	91350, 91390
Canyon Country	91351, 91387
Castaic/Val Verde	91384
Newhall	91321
Santa Clarita	91354
Stevenson Ranch	91381
Valencia	91355

Map of the Henry Mayo Newhall Hospital Service Area



Source: HealthyCity.org

Community Snapshot

Population Characteristics	Henry Mayo Newhall Hospital
Total Population of the service area	275,772
Gender	Percent
Female	49%
Male	51%
Race and Ethnicity	Percent
White	46.4%
Hispanic or Latino	33.3%
Asian	10.9%
Multiracial or some other race	4.6%
Black or African American	4.3%
Native Hawaiian or Pacific Islander	0.3%
American Indian or Alaskan Native	0.2%
Age	Percent
0-17	25.3%

Population Characteristics	Henry Mayo Newhall Hospital
18 - 64	63.5%
65 and older	11.2%
Socioeconomic Status	Percent
Residents living below 100% of the federal poverty level (FPL)	9.7%
Adults who primarily speak English at home	63.3%
Household that are foreign-born	20.8%

Community Health Needs Assessment

Henry Mayo completed a Community Health Needs Assessment (CHNA) in FY22, as required by state and federal law. The CHNA is a primary tool used by Henry Mayo 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 compile community demographics, social determinants of health, health care access, birth indicators, leading causes of death, COVID-19, acute and chronic disease, health behaviors, mental health, substance use, and preventive care.

Henry Mayo conducted targeted interviews to gather information and opinions from persons who represent the broad interests of the community served by the hospital. There were twenty-one (21) interviews completed in March 2022. Leaders and/or representatives of medically underserved, low-income, and minority populations, local health or other departments or agencies that have current data or other information relevant to the health needs of the community were represented in the sample. Input was obtained from the Los Angeles County Department of Public Health.

Priority Health Needs

The list of significant health needs informed primary data collection. The secondary data collection process was designed to validate primary data findings, identify additional community issues, and to solicit information on disparities among subpopulations, ascertain community assets to address needs and discover gaps in resources. Community stakeholders prioritized the significant health needs using the following criteria:

- The perceived severity of a health issue or health factor/driver as it affects the health and lives of those in the community.
- Improving or worsening of an issue in the community.
- Availability of resources to address the need.

The stakeholders were asked to prioritize the health needs according to the level of importance

the hospital should place on addressing the issue. Access to care, mental health, substance use, housing and homelessness, and chronic diseases were ranked as the top five priority needs in the service area. The calculations of the community input resulted in the following priority ordering of the significant health needs:

1. Access to health care
2. Mental health
3. Substance use
4. Housing and homelessness
5. Chronic diseases
6. Preventive care (screenings and vaccines)
7. COVID-19
8. Overweight and obesity (health eating and physical activity)

The complete CHNA report and the prioritized health needs can be accessed at <https://www.henrymayo.com/about-us/community-involvement/>. We welcome feedback on the CHNA and Implementation Strategy. Please send your feedback to thompsona@henrymayo.com.

Addressing Priority Health Needs

In FY23, Henry Mayo engaged in activities and programs that addressed the priority health needs identified in the FY23-FY25 Implementation Strategy. Henry Mayo has committed to community benefit efforts that addressed access to health care (including specialty care), chronic diseases (including overweight and obesity), mental health, substance use, and preventive care. Selected activities and programs that highlight Henry Mayo's commitment to the community are detailed below.

Access to Care and Preventive Care (Including Specialty Care)

Access to care is a key determinant of health that provides preventive measures and disease management, which reduces the likelihood of hospitalizations and emergency room admissions. Routine 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

Consistent with Henry Mayo's financial assistance policy, Henry Mayo provided financial assistance through free and discounted care for health care services, facilitated access to health care services, and offered information and enrollment assistance in low-cost insurance programs. Transportation assistance was provided to community residents who lacked the resources to obtain transportation to or from needed health care services.

Participated in free community health fairs and provided flu shots and blood pressure screenings.

Athletic trainers from Henry Mayo assisted Hart School District student athletes. Our highly skilled trainers provided sports physicals, education, and training to prevent sports injuries to our athletes in Santa Clarita.

Henry Mayo hosted twelve American Red Cross blood drives. We collected 774 units of life saving blood, which will directly affect the lives of up to 1,989 people as they battle cancer, receive a transfusion for a blood disorder or undergo surgery. In FY23 there were 119 first time donors and 73 units of Power Red (two units of red blood cells) donations. We also published a podcast titled *Donating Blood - Why It's So Important*.

The Henry Mayo online health information library was made available to patients, families and the public. Preventive health care messages and wellness resources were provided.

Henry Mayo physical therapists provided lectures and training to senior centers, schools and local organizations.

To confirm our commitment to provide a larger network of doctors, we recruited two primary care physicians.

Chronic Diseases (including Overweight and Obesity)

Chronic diseases are long-term medical conditions that tend to progressively worsen. Chronic diseases, such as cancer, heart disease, and diabetes are major causes of disability and death. Chronic diseases are also the major causes of premature adult deaths. In Henry Mayo's service area (SPA2), cancer is the leading cause of death and heart disease is the second leading cause of death.

Response to Need

Henry Mayo partnered with Keck Medicine of USC to bring advanced health care services directly to the Santa Clarita Valley and surrounding areas. The collaboration launched with the opening of a USC Norris Comprehensive Cancer Center Radiation Oncology clinic on the Henry Mayo campus.

Henry Mayo and Keck Medicine of USC provided a cancer awareness expo (Empowering You With Knowledge) to the community, where an expert panel of physicians spoke on prevention, screening, care and recovery. The expo also provided multiple community resources.

Cancer Prevention – Henry Mayo offered screening services, nutrition, health education classes and community events to increase awareness in the Santa Clarita Valley.

- Sheila R. Veloz Breast Center
- Lung Cancer Screening Program
- Tobacco Cessation

- Community Education Classes
- Let's Get Back to Screening

Henry Mayo participated in community cancer events:

- CARESCV (Cancer Awareness Resource Expo)
- The American Cancer Society Relay for Life
- During Breast Cancer Awareness Month, Henry Mayo provided free educational information.
- Provided Girl Talk classes that focused on cancer.
- Our cancer physicians participated in talks throughout the community to local women's organizations and nonprofits.
- Reached over 1,000 people at the American Cancer Society Relay for Life 2023.
- Celebrated and supported breast Cancer Awareness Month with multiple events in the community.
- Supported Circle of Hope, an organization that provides financial assistance for cancer patients in need.

In celebration of National Nutrition Month, Henry Mayo offered activities that focused on the importance of nutrition and healthy eating. This year's theme of Fuel for the Future included a discussion on healthy food choices. Events included outreach at the local Farmers Market, where visitors could test their nutrition knowledge and learn easy steps to help improve their health and the health of their families.

In partnership with the City of Santa Clarita Library, Henry Mayo offered family nutrition classes in English and Spanish.

A Diabetes Self-Management class was offered as a two-part class for people who have Type 1 or Type 2 diabetes. Topics included Managing your Diabetes, Monitoring your Blood Glucose, Nutrition, and Continuing Your Journey with Diabetes. There were 19 classes. The Diabetes Prevention Program engaged 196 participants and 124 participants attended the Diabetes Self-Management Education sessions. A Spanish-speaking educator provided classes and information in Spanish. The diabetes prevention program provided 59 classes and reached 500 participants.

It's Your Health radio is a free, bimonthly health podcast produced by Henry Mayo. Physician and health care experts spoke on a variety of topics, including prostate and colon health, cancer, healthy eating, diabetes management, pain management, wound care, urological disorders, postpartum depression and heart health. The podcast reached over 3,500 listeners. In addition, Henry Mayo distributed the *It's Your Health* magazine twice during the year to residents in the Santa Clarita Valley. The magazine included information for living a healthy lifestyle and health resources.

Over 535 community residents learned life-saving CPR through the hospital's Certified CPR Community Class in FY23. Additionally, 325 support groups served 4,000 community members. The support groups included: Al-Anon, Grief Support, Breast Feeding, Women for Sobriety and Alzheimer's and Care Givers Support.

Mental Health and Substance Use

Positive mental health is associated with improved health outcomes. Indicators and contributors to poor mental health may include chronic stress due to financial worry, work pressures, family demands, poverty and low-levels of education. The need to expand access to mental health services was noted as a high priority among community members. Community members also noted an increase in vaping among teens and an increase in marijuana use.

Response to Need

Henry Mayo's Behavioral Health Unit is an LPS-designated acute psychiatric care facility, for adult male or female patients in psychological crisis. The Unit treated persons with a wide range of acute psychiatric illnesses, including major depression, bipolar disorder, schizoaffective disorder and schizophrenia. Patient services included assessment of emotional and psychological issues, initial health screening, case management, medication management, treatment planning, community integration planning and referrals. Henry Mayo also collaborated with ROWI, an on-site mental health treatment facility for teens. Increasingly, operating this Unit has become financially challenging due to the significant shortfall in funding for these services.

Provided mental health awareness, events and education to the community. These included Maintaining Your Wellbeing, S.P.I.R.T (Suicide Prevention, Intervention and Response Training) Body Image in adulthood, and Digital Detox. Hosted Stop the Stigma community event, which reached over 150 participants.

Hosted Practice Mindful and Strong and Coming to Know Yourself, relaxation classes that focused on reducing stress, anxiety, and depression. The class helped to reduce sleep disturbances and chronic pain, and improved self-esteem and develop positive relationships. Two hundred and ninety-two (292) community members participated in these classes in FY23.

Henry Mayo offered 742 free classes and events in FY23, which reached 8,441 community members. Topics included Mindful and Strong, Coming to Know Yourself, Nutrition to Boost Your Brain, Maintaining Your Wellbeing, and Recovery. Additionally, 325 support group sessions provided 4,009 encounters. Support groups that focused on mental health and substance abuse included:

- ASCA (Adult Survivors of Child Abuse)
- Alzheimer's Caregiver Support Group
- OCD Parent Support Group

- Women for Sobriety

Henry Mayo's drug takeback program offered a convenient and safe environment for the community to deposit unused prescription medicines. Nearly 1,855 pounds of medications were turned into the hospital in FY23.

Other Community Benefit Services

Henry Mayo provided a number of community benefit services in addition to those programs focused on addressing priority health needs.

Health Professions Education

Definition: education programs for physicians, nurses, nursing students, and other health professionals.

Henry Mayo served as a health education-training site for precepting students in the health professions. The hospital worked with nursing, respiratory therapy, pharmacy and laboratory students.

Cash and In-Kind Donations

Definition: funds and in-kind services donated to community groups and nonprofit organizations.

The hospital provided in-kind donations of meeting space to nonprofit organizations and community groups. Additionally, monetary contributions were made to nonprofit organizations that supported community benefit efforts and addressed significant health needs in the community. In FY23 Henry Mayo supported (partial listing):

- Bridge to Home
- City of Santa Clarita
- College of the Canyons Foundation
- Hart School District
- JCI Santa Clarita

Community Benefit Operations

Definition: direct and indirect costs associated with assigned staff, community health needs assessments, community benefit planning, tracking, reporting, evaluating and operations.

In FY23, funding supported:

- Community benefit staff salaries, benefits and expenses
- Administrative support for community benefit
- Community benefit consultants

Community Building Activities

Definition: *activities that support community assets by offering the expertise and resources of the hospital organization. These activities may address the root causes of health problems or the determinants of health, such as education, homelessness, poverty and the environment.*

Economic Development and Community Health Improvement Advocacy

Hospital representatives participated in a number of organizations that addressed community health improvement and safety. Henry Mayo also engaged in local, regional and state advocacy efforts to improve health care. Partner organizations included:

- California Healthcare Association
- City of Santa Clarita
- Hospital Association of Southern California
- Santa Clarita Valley Chamber of Commerce
- Santa Clarita Valley Economic Development Corporation
- Valley Industry Association
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Financial Summary of Community Benefit

Henry Mayo Newhall Hospital's financial summary of community benefit for FY23 (October 1, 2022 to September 30, 2023) appears in the table below. The Hospital's community benefit costs comply with Internal Revenue Service instructions for Form 990 Schedule H. Costs are estimated using the hospital's cost accounting system.

Community Benefit Categories	Net Benefit
Charity Care/Financial Assistance ¹	\$1,069,025
Unpaid Costs of Medi-Cal ²	\$10,088,164
Education and Research ³	\$4,235,111
Other for the Broader Community ⁴	\$1,607,748
Total Community Benefit Provided Excluding Unpaid Costs of Medicare	\$17,000,047
Unpaid Costs of Medicare ²	\$28,137,048
Total Quantifiable Community Benefit	\$45,137,095

¹ Financial Assistance includes traditional charity care write-offs to eligible patients at reduced or no cost based on the individual patient's financial situation. Financial Assistance or Charity Care does not include costs for patients who had commercial insurance but could not afford their out-of-pocket costs.

² Unpaid costs of Medi-Cal and Medicare include the difference between costs to provide a service and the rate at which the hospital is reimbursed.

³ Costs related to health profession's education programs and medical research that the hospital sponsors.

⁴ Includes non-billed programs such as community health education, screenings, support groups, clinics, support services and community benefit operations.

Community Benefit Plan FY24

Henry Mayo continues to implement activities and programs to address the priority needs in our service area.

Significant Needs the Hospital Intends to Address

Henry Mayo intends to take actions to address the following health needs, which were identified in the FY22 CHNA and detailed in the FY23-FY25 Implementation Strategy:

- Access to care (including specialty care)
- Chronic disease (including overweight and obesity)
- Mental health and substance use
- Preventive care

Health Need: Access to Health Care and Preventive Care (Including Access to Specialty Care)

Goals

Increase access to health care and preventive care. Reduce barriers to health care, including specialty care, for the medically underserved, and increase compliance with preventive care recommendations.

Strategies

1. Provide financial assistance through free and discounted care for health care services, consistent with the hospital's financial assistance policy.
2. Provide transportation support to increase access to health care services.
3. A registered nurse will answer health questions for residents of Bella Vida senior center. A pharmacist will provide medication review for senior center residents.
4. Offer free flu shots in the community.
5. In partnership with Keck Medicine of USC, provide access to cancer care and other specialty services.
6. Provide donations and in-kind support to nonprofit community organizations that address access to health and preventive services.

Health Need: Chronic Diseases (Including Overweight and Obesity)

Goals

Reduce the impact of chronic diseases and overweight and obesity on health. Improve screening, prevention, and treatment of chronic diseases.

Strategies

1. Provide community health sessions focused on chronic disease prevention, management, and treatment, nutrition and healthy eating. Participate in community health awareness

and outreach events. Provide free educational information at health fairs.

2. Provide diabetes self-management classes for persons with Type 1 or Type 2 diabetes. Offer PreventT2, a lifestyle change program that focuses on those who are at risk of developing diabetes. The 12- month program has received full recognition from the CDC.
3. Provide free bimonthly health podcasts and twice-yearly print magazine that focus on disease management and healthy lifestyle topics.
4. Provide support groups for persons with chronic diseases and their families or caregivers.
5. Provide cancer-screening services, smoking cessation, nutrition and health education classes and community events to increase cancer prevention awareness in the Santa Clarita Valley.
6. Host community health education and wellness fairs, including, blood pressure, carotid artery, and derma scan screenings along with smoking cessation and CPR classes.
7. Provide donations and in-kind support to nonprofit community organizations dedicated to addressing chronic diseases, healthy eating and physical activity.

Health Need: Mental Health and Substance Use

Goals

Increase access to mental health and substance use services in the community and improve screening, prevention, and treatment of mental health and substance use conditions.

Strategies

1. Henry Mayo's Behavioral Health Unit is an LPS-designated acute psychiatric care facility, for adult male or female patients in psychological crisis. The Unit will treat persons with a wide range of acute psychiatric illnesses, including major depression, bipolar disorder, schizoaffective disorder and schizophrenia. Henry Mayo will also collaborate with ROWI, an on-site mental health treatment facility for teens.
2. In 2023, Henry Mayo Hospital was awarded a grant from the State of California to support opening an outpatient Empath Unit. These are unique outpatient models that are designed to support patients in need with the necessary resources and avoiding admitting them to an inpatient unit. We have been working with the County of Los Angeles Department of Mental Health to finalize a contract for these services.
3. Provide relaxation classes that focus on reducing stress, anxiety and depression.
4. Offer support groups for community members who are dealing with substance use and mental health issues.
5. Provide education classes to increase knowledge of mental health and substance use issues and to increase awareness of prevention and treatment services available in the community.
6. Provide a safe environment for community members to deposit unused prescription medicines, which can be a source of substance abuse.

7. Provide donations and in-kind support to nonprofit community organizations that address mental health and substance use services.

Evaluation of Impact

Henry Mayo will monitor and evaluate the programs and activities outlined above. The reporting process includes collection and documentation of tracking measures, such as the number of people reached or served and collaborative efforts to address health needs. Henry Mayo's actions to address these significant health needs will be reported in the next scheduled CHNA.

Needs the Hospital Will Not Address

Taking existing hospital and community resources into consideration, Henry Mayo will not directly address the remaining health need identified in the CHNA, which was housing and homelessness. Additionally, Henry Mayo does not intend to specifically emphasize COVID-19 interventions but will continue to deliver acute medical care and be a community resource for COVID-19. Henry Mayo will concentrate on those health needs that can most effectively be addressed, given the organization's capabilities and resources. The hospital has insufficient resources to effectively address all the identified needs and, in some cases, others currently address the needs in the community. Henry Mayo Newhall Hospital will continue to look for opportunities to address community needs and provide assistance where we can make a meaningful contribution.

Contact Information

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