



Implementation Strategy

FY2023-FY2025

Approved by the Board of Directors on February 6, 2023.

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Introduction

Henry Mayo Newhall Hospital is a 357-bed, nonprofit acute care hospital, which provides a full range of inpatient and outpatient services. Under the governance of a community-based Board of Directors, and in partnership with dedicated physicians, staff and volunteers, Henry Mayo's purpose is to be the trusted regional leader to inspire and deliver optimal health and wellness.

The hospital provides a wide range of care through a number of services, including a maternity department, lactation support, and childbirth education program, a community hospital cancer program, advanced primary stroke center, spine and joint program, an acute rehab unit, cardiovascular services, outpatient wound care services, physical and occupational therapies, and a wide range of inpatient and outpatient surgical services.

Henry Mayo conducted a Community Health Needs Assessment (CHNA) in 2022, which was adopted in September 2022. The CHNA complied with state and federal regulations guiding tax-exempt hospitals, assessing the significant health needs for the hospital's service area. The CHNA and Implementation Strategy help guide the hospital's community health improvement programs and community benefit activities, as well as its collaborative efforts with organizations that share a mission to improve health.

Purpose

California Senate Bill 697 and the Patient Protection and Affordable Care Act through IRS section 501(r)(3) regulations direct nonprofit hospitals to conduct a CHNA every three years and develop a three-year Implementation Strategy that responds to identified community needs. This Implementation Strategy details how Henry Mayo plans to address the significant health needs identified in the 2022 CHNA. The hospital will build on previous CHNA efforts and existing initiatives, while also considering new strategies and efforts to improve health.

Report Adoption, Availability and Comments

This Implementation Strategy was adopted by the Board of Directors on February 6, 2023. The CHNA and Implementation Strategy are available on the hospital's website at <https://www.henrymayo.com/about-us/community-involvement>. Public comment on the CHNA and Implementation Strategy is encouraged as community input is used to inform and influence this work. Feedback can be sent to thompsona@henrymayo.com.

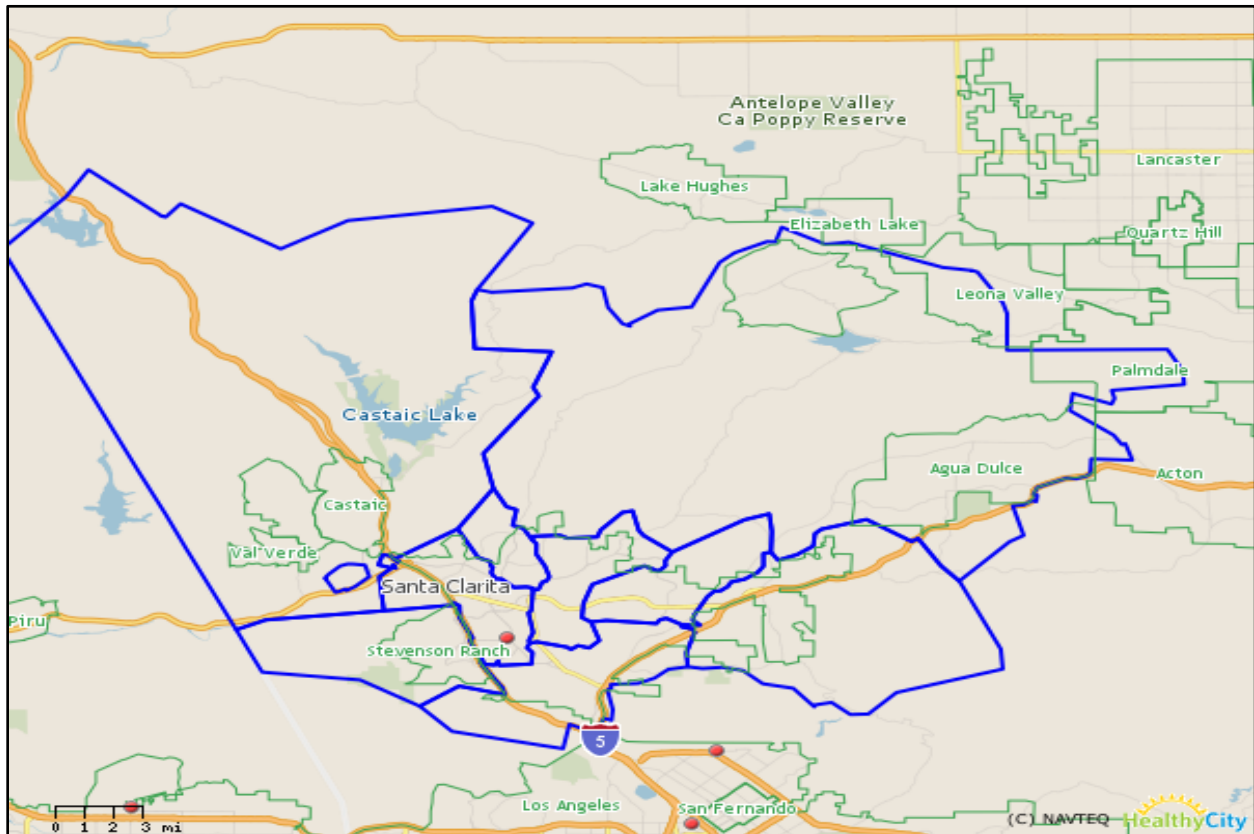
Definition of the Community Served

Henry Mayo is located at 23845 McBean Parkway, Valencia, CA 91355. The hospital's primary service area includes nine ZIP Codes in nine cities or communities. The service area is located in Los Angeles County Service Planning Area (SPA) 2. Henry Mayo tracks ZIP Codes of origin for patient admissions. The service area was determined from the ZIP Codes that reflect a majority of patient admissions from the local geographic area.

Henry Mayo Newhall Hospital Service Area

	ZIP Code
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 Service Area



Community Health Needs Assessment

The 2022 CHNA process included collection and analysis of data sources for the hospital service area. Secondary data were collected from local, county, and state sources to present community demographics, social determinants of health, access to health care, birth indicators, leading causes of death, COVID-19, acute and chronic disease, health behaviors, mental health, substance use and preventive practices. Where available, these data are presented in the context of Los Angeles County and California, framing the scope of an issue as it relates to the broader community. Secondary data for the service area were collected and documented in data tables with narrative explanation. In addition, primary data were collected directly from stakeholders in the community. Henry Mayo conducted interviews with community stakeholders to obtain input on health needs, barriers to care and resources available to address the identified health needs. The collected data were used to identify significant community needs.

Significant Community Health Needs

The significant health needs identified in the 2022 CHNA are listed below in priority order. These identified significant health needs were analyzed by the hospital, and then prioritized with community input through interviews with representatives from community-based organizations.

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

Prioritized Health Needs the Hospital Will Address

Once the CHNA was completed, hospital leaders met to discuss the significant health needs. The following criteria were used to determine the significant health needs the hospital will address in the Implementation Strategy:

Existing Infrastructure: There are programs, systems, staff and support resources in place to address the issue.

Established Relationships: There are established relationships with community partners to address the issue.

Ongoing Investment: Existing resources are committed to the issue. Staff time and financial resources for this issue are counted as part of the community benefit effort.

Focus Area: The hospital has acknowledged competencies and expertise to address the issue and the issue fits with the organizational mission.

The CHNA served as the resource document for the review of health needs as it provided data on the scope and severity of issues and included community input on the health needs. The community prioritization of needs was also taken into consideration. As a result of the review of needs and application of the above criteria, Henry Mayo will address the following needs:

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

Strategies to Address Prioritized Health Needs

For each health need the hospital plans to address, the Implementation Strategy describes the following: actions the hospital intends to take, including programs and resources it plans to commit, anticipated impacts of these actions, and planned collaboration between the hospital and other organizations.

Health Need: Access to Health Care/Preventive Practices (Including Access to Specialty Care)	
Goal	<ul style="list-style-type: none"> Improve the health of medically underserved individuals in the community.
Anticipated Impact	<ul style="list-style-type: none"> Increase access to health care and reduce barriers to care. Increase compliance with preventive care recommendations (screenings, vaccines, lifestyle, and behavior changes).
Strategy or Program	Summary Description
Financial assistance for the uninsured or underinsured	Provide financial assistance through free and discounted care and government health programs for low-income patients for health care services, consistent with the hospital’s financial assistance policy.
Transportation	Provide transportation support to increase access to health care services.
Ask the Nurse Ask the Pharmacist	A registered nurse answers health questions for residents of Bella Vida senior center. A pharmacist provides medication review for senior center residents.
Vaccines	Offer free flu shots in the community.
Access to specialty care	In partnership with Keck Medicine of USC, provide access to cancer care and other specialty services.
Community support	Provide donations and in-kind support to nonprofit community organizations that address access to health and preventive services.
Planned Partnerships and Collaborators	Community health centers/community clinics Community-based organizations Keck Medicine of USC Los Angeles County Department of Public Health Schools and school districts Senior centers

Health Need: Chronic Disease (Including Overweight and Obesity)	
Goal	<ul style="list-style-type: none"> Reduce the impact of chronic diseases and overweight and obesity on health.
Anticipated Impact	<ul style="list-style-type: none"> Improve screening, prevention, and treatment of chronic diseases. Improve healthy eating behaviors and increase physical activity.
Strategy or Program	Summary Description
Health education and outreach	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.
Diabetes education	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.
<i>It's Your Health</i>	Provide free bimonthly health podcasts and twice-yearly print magazine that focus on disease management and healthy lifestyle topics.
Support groups	Provide support groups for persons with chronic diseases and their families or caregivers.
Cancer services	Provide cancer screening services, smoking cessation, nutrition and health education classes and community events to increase cancer prevention awareness in the Santa Clarita Valley.
CPR training	Offer community CPR classes.
Community support	Provide donations and in-kind support to nonprofit community organizations dedicated to addressing chronic diseases, healthy eating and physical activity.
Planned Partnerships and Collaborators	American Cancer Society Community health centers/community clinics Community-based organizations Los Angeles County Department of Public Health Schools and school districts Senior centers

Health Need: Mental Health and Substance Use	
Goal	<ul style="list-style-type: none"> • Increase access to mental health and substance use services in the community.
Anticipated Impact	<ul style="list-style-type: none"> • Improve screening, prevention, and treatment of mental health and substance use conditions.
Strategy or Program	Summary Description
Mental health services	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 treats persons with a wide range of acute psychiatric illnesses, including major depression, bipolar disorder, schizoaffective disorder and schizophrenia. Henry Mayo also partners with ROWI, an on-site mental health treatment facility for teens.
Practice Mindfulness	Provide a relaxation class that focuses on reducing stress, anxiety and depression.
Support groups	Offer support groups for community members who are dealing with substance use and mental health issues.
Health education	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.
Drug takeback program	Provide a safe environment for community members to deposit unused prescription medicines, which can be a source of substance abuse.
Community support	Provide donations and in-kind support to nonprofit community organizations that address mental health and substance use services.
Planned Partnerships and Collaborators	Community health centers/community clinics Community-based organizations Law enforcement agencies NAMI ROWI Schools and school districts Senior centers Youth-serving organizations

Evaluation of Impact

Henry Mayo 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/served, and collaborative efforts to address health needs. An evaluation of the impact of the hospital's actions to address these significant health needs will be reported in the next scheduled CHNA.

Health Needs the Hospital Will Not Address

Henry Mayo cannot directly address all the health needs present in the community, as a result, we will concentrate on those health needs that we can most effectively address given our areas of focus and expertise. Taking existing hospital and community resources into consideration, the hospital will not directly address the remaining health needs identified in the CHNA, which were housing and homelessness. Additionally, the hospital does not intend to directly emphasize COVID-19 interventions in the Implementation Strategy but will continue to deliver acute medical care as needed to address COVID-19.