



SB697
Community Benefit Plan

2022-2023

Prepared by

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Section 1

Executive Summary



Children's HealthCare of California (CHC) is the not-for-profit, tax-exempt parent corporation of Children's Hospital of Orange County (CHOC Hospital or CHOC Orange) and CHOC at Mission Hospital (CHOC Mission), hereafter collectively referred to as "CHOC," or the "Organization." The Hospitals are the principal tertiary and quaternary pediatric hospitals serving Orange County and are the only hospitals exclusively serving infants, children and adolescents. CHOC Mission files a separate Community Benefit Report.

CHOC has evolved from a community hospital to a world-class, integrated pediatric health care system affiliated with the University of California, Irvine (UC Irvine). The organization is steadfastly committed to the tens of thousands of children and families who depend on CHOC for care, as well as leading the charge in advancing pediatric medicine on a national level. CHOC's brand identity - CHOC - asserts the institution's position in the community and nationally. CHOC's legal name (Children's Hospital of Orange County) remains unchanged.

The organization is comprised of two pediatric hospitals, a California medical foundation, multiple primary and specialty clinics, programs and services, affiliated locations, a health plan, CHOC Health Alliance (which is a physician-hospital consortium in the CalOptima program) and four centers of excellence, the CHOC Heart, Neuroscience, Orthopedic and Hyundai Cancer Institutes. The organization also has a Research Institute performing basic science and clinical research. Through its pediatric residency programs, including a combined physician residency program with UC Irvine, CHOC trains tomorrow's pediatric physicians, RNs, pharmacists and therapists.

This community benefit plan for the fiscal year ended June 30, 2023, describes the benefit planning process, the benefits provided and the economic value of the benefits. Community benefits are free or subsidized programs and services provided to meet identified community needs and to serve the public interest. Certain benefits reported in fiscal years 2022 and 2021 include services to the community in connection with the COVID-19 pandemic. CHOC has served as an important community resource by providing information on pediatric healthcare throughout the pandemic, advising school districts, legislators and public health officials in addition to parents and children. The benefits reported in this report exclude revenue lost due to the pandemic and direct COVID-19 expenses, the value of which has been partially recovered through CARES Act funding distributions.

Most of the benefit the organization continues to provide is that of a safety-net hospital, caring for any and all children in our community regardless of the ability to pay. Like many other California children's hospitals over the years, CHOC has been paid for such services by state Medi-Cal programs at rates less than the cost of providing care.

Beginning in 2010, California implemented a series of Hospital Provider Fee Programs to supplement Medi-Cal reimbursement, bringing total reimbursement closer to actual costs. The amount of net provider fee revenue recognized in fiscal years 2023 and 2022 do not necessarily correspond to services in those fiscal years due to program approval timing as well as accounting recognition rules. In June 2023, management changed its estimate regarding the probability of future program approvals. This change in estimate resulted in material amounts of provider fee revenue and expense to be recognized in fiscal year 2023, which if used in this report, could cause readers to draw incorrect conclusions. To avoid confusion, the net provider fee used in this report to calculate the unreimbursed cost of providing services to Medi-Cal members uses the net supplemental revenue applicable only to that specific fiscal year, and not the amounts recognized in the financial statements for those years. Fiscal year 2022's economic value has been revised in this report to allow for

comparability. The table on page 4 demonstrates the impact of these programs.

Report Organization

The community benefit plan satisfies the requirements of California's community benefit legislation and reflects the spirit of SB697. The community benefit plan addresses all the information suggested in the state's "Checklist for Hospital Community Benefit Plans" dated April 2000.

Section 1 provides an executive summary of key report findings and data.

Section 2 documents organizational commitment and participation, including the Hospitals' board of directors and staff (also referred to as associates) participation and community involvement. It describes non-quantifiable benefits and a patient financial assistance policy. Appendix A contains a copy of the Hospitals' Patient Financial Assistance Program policy.

Section 3 describes the communities served, community demographic and target groups served by community benefit programs and services.

Section 4 describes the Community Health Needs Assessment (CHNA) conducted by CHOC. This section describes both current needs and progress made in improving health status in recent years.

Section 5 briefly describes the role of the Hospitals' community benefit plan process that was used to develop the community-benefit goals and strategies, listing the goals with the strategies.

Section 6 describes data collection on benefits, tabulates benefits provided by SB697 categories, benefit plan goals and collaborative benefit activities. The annual organization-wide survey of community benefits for fiscal year 2023 identified 78 benefit services provided by the Hospitals.

Section 7 summarizes the dollar value of benefits provided by legislative category, linking the dollars to identified community needs. The section shows financial assistance and unpaid costs of public programs (government payor shortfalls) separately. The principal measure for monitoring community benefit services is the dollar value of benefits returned to the community per dollar of tax exemption value received.

The economic value of the 78 benefit services provided by CHOC Orange in fiscal year 2023 was \$167.4 million. Of these dollars, 75.3% (\$126 million) served economically disadvantaged individuals. The economic value of savings from not-for-profit status is \$74.7 million. Thus, in fiscal year 2023, the Hospital returned \$2.24 in community benefits for each \$1.00 saved from tax- exempt status.

The following table provides economic value information compared to the previous year's report and illustrates the impact of the estimated provider fee program in these calculations. Fiscal year 2022 provider fee values have been restated for comparability reasons.

| Economic Value of Benefit Services Provided: | Fiscal Year 2022 | Fiscal Year 2023 |
|-----------------------------------------------------|-------------------------|-------------------------|
| As Reported | \$151.1 million | \$167.4 million |
| Provider Fee Net Revenue | \$91.9 million | \$114.6 million |
| Economic Value Excluding Provider Fee | \$243.0 million | \$282.0 million |

In addition to the \$167.4 million in benefits provided by the Hospital referenced above, board members, physicians, associates and volunteers contributed approximately 53,418 hours of volunteer service to the community. A summary of benefit services and volunteer hours by community focus area is summarized on the following page. This summary shows percentages of total benefit dollars and dollars for economically disadvantaged, and the percentage of services that are collaborative.

CHOC Community Benefit Goals

1. **Healthcare Access:** increase access to quality pediatric healthcare resources and information to families, especially low-income and medically underserved, throughout Orange County.
2. **Behavioral Health Access:** enhance the community's access to behavioral health information and social and emotional services, targeting the underserved.
3. **Disease Prevention:** increase awareness of disease prevention and promote early intervention of major diseases that affect the community.
4. **Information Resource:** provide the community with resources for information and education on health risk behaviors.
5. **Injury Prevention:** actively contribute to reducing the number of unintentional injuries to young children, especially targeting low-income, diverse and medically underserved populations.
6. **Community Action:** actively recruit, recognize and advocate for the importance of volunteer leadership and community assistance in providing care for children.

**Summary of Community
Benefits by Community Benefit
Goal**

| Community Benefit Goals | Benefit Dollars | | Benefit Services | | Volunteer Hours (b) |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|---------------------------------------------------------------|---------------------------|----------------------------------|------------------------------------|
| | CHOC Orange Dollars | Percent for Economically Disadvantaged (a) | Total Services | Percent Collaborative | |
| 1.Healthcare Access | \$ 149,746,187 | 83.2% | 22 | 59.1% | 44,345 |
| 2.Behavioral Health Access | 1,664,846 | 0.6% | 11 | 27.3% | 8,840 |
| 3.Disease Prevention | 14,348,905 | 7.7% | 3 | 33.3% | - |
| 4.Information Resource | 549,301 | 35.3% | 10 | 60.0% | 6 |
| 5.Injury Prevention | 81,018 | 21.6% | 5 | 20.0% | 168 |
| 6.Community Action | 999,682 | 3.3% | 27 | 88.9% | 59 |
| All Benefit Services | \$ 167,389,939 | 75.3% | 78 | 61.5% | 53,418 |
| <p>(a) Broader Community Services are also available to the Economically Disadvantaged (b) Volunteer hours include 44,101 volunteer physician hours from the CHOC Graduate Medical Education Program</p> | | | | | |

Medicare Disclosure

Office of Statewide Health Planning and Development (OSHPD) regulations require that the Medicare payment shortfalls be included in the community benefit totals. However, the Catholic Health Association of the United States, the Voluntary Hospitals of America and the American Hospital Association have agreed that the unreimbursed costs (payment shortfalls) associated with Medicare patients should not be reported as a community benefit as serving Medicare patients is not a true, differentiating feature of not-for-profit health care. Also, Medicare is one of the best adult payers in many communities and Medicare payments can be higher than for managed care payers. Therefore, OSHPD has requested that hospitals report community benefits both with and without the Medicare payment shortfall.

This report does not include unreimbursed costs for Medicare. Medicare is not a significant payer for CHOC Orange.

Section 2

Mission and Commitment



This section describes CHOC's organizational structure, and the mission, vision and values, which guide its commitment to the communities served. This section also summarizes key elements of organizational commitment and participation in the community benefits programs. It concludes with an overview of organizational responsibility for benefit planning.

Organizational Structure

CHC, established in July 1986, is the not-for-profit, tax-exempt parent corporation of an integrated pediatric healthcare system, which includes the following corporations:

- Children's Hospital of Orange County (CHOC Orange)
- Children's Hospital at Mission (CHOC Mission)
- CHOC Foundation
- CRC Real Estate Corporation

CHOC Orange and CHOC Mission operate the two principal tertiary and quaternary pediatric hospitals serving Orange County.

CHOC Hospital in Orange

CHOC Orange is a California nonprofit public benefit corporation formed in 1964 and operates a 334-bed, acute-care hospital located in Orange, CA. CHOC Orange serves the residents of Orange County as well as surrounding counties. Celebrating nearly 60 years of caring for children, the organization is an active member of the community, providing compassionate, quality health care services in a patient- and family-centered care environment.

CHOC Orange operates outreach programs to serve the community outside the hospital. These outreach programs include the CHOC Orange Clinic, Clínica CHOC Para Niños, CHOC Clinic at the Boys & Girls Club of Santa Ana and CHOC Garden Grove. The CHOC Breathmobile program brings asthma education, prevention and diagnosis to community centers and schools throughout Orange County.

The hospital's commitment to the highest standards of patient care and safety, as well as performance excellence, earned the organization several accolades – ranked as one of the nation's best children's hospitals by *U.S. News & World Report*; Magnet designation, the highest honor bestowed to hospitals for nursing excellence; and CHOC Orange's pediatric intensive care unit (PICU) has earned the Pediatric Beacon Award for Critical Excellence.

CHOC at Mission Hospital

CHOC Mission is a California nonprofit public benefit corporation formed in 1991 and operates a 54-bed acute pediatric hospital located in Mission Viejo, CA. CHOC Mission is located on the fifth floor of Mission Hospital, a member of the Providence/St. Joseph Health System. CHOC Mission files a separate Community Benefit Report.

CHOC Foundation

The CHOC Foundation is a California nonprofit public benefit corporation formed in 1964 to help support clinical and non-clinical medical education, research and allied fields of pediatric care exclusively at CHOC Orange and CHOC Mission.

CRC Real Estate Corporation

CRC Real Estate Corporation is a nonprofit public benefit corporation that provides property and real estate services in support of CHOC.

Mission, Vision and Values

In June 2013, the health system's boards of directors affirmed the mission established in April 1999 and approved a new vision statement and updated values statement. The statements emphasize the Hospital's historical community focus and guide ongoing planning and development efforts.

| |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Exhibit 2.1 |
| CHOC Mission, Vision and Values |
| Mission: To nurture, advance and protect the health and well-being of children. |
| Vision: To be the leading destination for children's health by providing exceptional and innovative care. |
| Values: <u>Excellence:</u> Setting and achieving the highest standards in all we do <u>Innovation:</u> Advancing children's healthcare by leading with new ideas and technology <u>Service:</u> Delivering unmatched personal experience <u>Collaboration:</u> Working together with our colleagues and partners to achieve our Mission <u>Compassion:</u> Caring with sensitivity and respect <u>Accountability:</u> Serving as dedicated stewards of the lives and resources entrusted to us |

Link to Strategic Planning

Listed below are the five strategic goals developed as part CHOC's strategic plan:

1. Invest in the high-quality care and services that our patients need.
2. Make it easy to get timely access CHOC services.
3. Demonstrate that people are our most treasured asset.
4. Create healthy people in healthy communities.
5. Demonstrate national leadership in research, academics, and innovation to drive better

outcomes for patients.

Organizational Commitment

Community Benefits

The Organization operates the only two tertiary, pediatric safety-net hospitals in the county that are vital members of the Orange County community. Both Hospitals continue their steadfast organizational commitment to excellence in children's healthcare and community benefits. Specific commitments to community benefits include:

- The large economic value, depth, and breadth of community benefit services
- A history of collaboration with other community organizations
- Continued leadership and participation in community needs assessments
- Negative margin services provided to the community, including:
 - CMG Centrum Clinic
 - Child Life (Recreational Therapy) Services
 - Community Education
 - Breathmobile
 - Speech and Hearing Therapies

In addition to the above services, the Hospitals also provide financial assistance for families that qualify for services at reduced or no cost.

Patient Financial Assistance Program Policy

The Hospitals do not deny necessary medical services to patients due to inability to pay (*see Appendix A for the Patient Financial Assistance Program Policy*). Both Hospitals provide financial assistance, which is budgeted and distributed annually, to assist identified patients in need. The granting of financial assistance is based solely on the ability to pay, regardless of age, gender, sexual orientation, ethnicity, national origin, disability or religion. This funding covers a portion, or all required hospital services as determined by a financial screening process. The Patient Financial Assistance Program Policy provides for up to 400% of poverty guidelines, increasing the number of patients that qualify for financial assistance.

Financial Assistance Implementation: The Hospitals continually update all department managers on changes in hospital policies and procedures, and they are responsible for ensuring that staff is familiar with the same. Changes in policies and procedures are communicated in monthly department head meetings, through bi-monthly internal newsletters; and through specific memos, intranet postings and administrative releases. Staff who interact specifically with assisting in the determination of financial assistance eligibility on a patient-by-patient basis are given additional in-service training.

Financial Assistance Communication: As part of the Hospitals’ ongoing public awareness campaigns, the mission statements are included wherever possible on program brochures, facility brochures, medical education information, community education materials, conference invitations and admission materials. Additionally, the Hospitals’ financial assistance policy is emphasized in public relations and media relations efforts, foundation campaigns, and selected marketing campaigns. These policies are posted in key areas such as the emergency department and admitting.

Pediatric Health for the Community

Being a community information resource is a high priority at CHOC. The community education department is entirely devoted to this purpose. Other departments also contributing to community education include the following: psychology, child life, marketing, pharmacy, social services, rehabilitation services, population health and the Hyundai Cancer Institutes.

The following table shows that community education services served 5,063,979 persons in fiscal year 2023. Additionally, newsletters and websites providing health information about children reached an additional 1,900,000 people. These efforts allowed the health education program to reach over 6,963,979 individuals and families.

| | Number of Services | Volunteer Hours | Staff Hours | Persons Served |
|----------------------------|---------------------------|------------------------|--------------------|-----------------------|
| Community Education | 36 | 53,359 | 350,045 | 5,063,979 |
| Television and Newsletters | 1 | - | 1,560 | 1,900,000 |
| Total | 37 | 53,359 | 351,605 | 6,963,979 |

Organizational Participation

Organizational participation in community benefits occurs at all levels and takes many forms, both formal and informal. Ultimate responsibility and oversight for the implementation of the community benefit plan resides with the Hospitals’ board of directors and executive management team.

Board Participation

The Hospitals’ board of directors reaffirmed their commitment with the adoption of the strategic plan and mission, vision, and values statements emphasizing community outreach and community benefits. Members of the board of directors annually review the community benefit plan, act as ambassadors for the Hospitals, and serve on a variety of board committees.

Staff Participation

The Hospitals' staff is involved in the community benefit planning process through the annual survey of community benefits. In addition, the Hospitals' staff serves on many community boards, committees and task forces. They also volunteer at many community events and health fairs. Staff participation helps the Hospitals identify emerging community needs, develop new benefits to meet these needs and make improvements to existing benefit services.

Physician Participation

Physicians actively participate in benefit programs and collaborate with other providers through community-based organizations and advisory groups. As participants in outreach programming and implementation, physicians provide numerous hours of volunteer work within the hospitals, clinics, and the community. CHOC's Community Physician Advisory Panel conducts quarterly physician forum meetings. In these meetings, community-based physicians provide input and feedback on hospital programs and community needs.

Collaboration with Community Organizations

A guiding principle of SB697 is to strengthen non-profit hospital community-benefit collaborations with other community organizations. Community benefit activities at the hospitals strongly embrace this principle in several ways.

Community Programs

The Hospitals' staff members, as well as physicians, and administrators are actively involved in ongoing community-based organizations, coalitions and programs.

The team provides expertise, information, support and the hard work needed to make programs, such as the following, successful.

- Boys & Girls Club of Santa Ana
- CalOPTIMA
- Child Abuse Prevention Council of Orange County
- Drowning Prevention Network
- Local Law Enforcement Agencies
- Orange County Child Care and Development Planning Council
- Orange County Children and Families Commission (Prop 10)
- Orange County Coalition of Community Clinics
- Orange County Healthcare Agency
- Orange County Healthy Tomorrows Committee
- Orange County Ronald McDonald House and Charities
- Orange County Child Passenger Safety Task Force
- Latino Health Access
- Garden Grove Boys & Girls Club
- South Orange County Family Resource Center
- Various Orange County school district programs

Community Communication

The Hospitals publish the complete community benefit plan on its website, as submitted to the state. A variety of other resources are used to communicate both internally and externally.

➤ Internal Communication Resources:

- Monthly department head meetings
- Staff and committee meetings
- Weekly informational emails to all associates
- Email, memos, as needed
- Bi-monthly new associate and quarterly management orientation meetings
- PAWS (intranet)
- Senior leader rounding
- Physician town hall meetings
- Virtual associate and provider Town Hall meetings
- Digital message boards
- The Den (smart internal communications platform)

➤ External Communication Resources:

- CHOC Foundation annual report
- CHOC.org website
- CHOC social networking sites (Facebook, Twitter, YouTube, Instagram, LinkedIn)
- CHOC Health Hub, health education and patient stories
- CHOC *Pediatrica* blog, resources and news for clinicians
- CHOC Inside Blog, news and stories about CHOC
- *Kids Health*, e-newsletter
- *Pediatrica*, e-newsletter

Section 3

Communities Served



This section describes the criteria used to define the communities served, summarizes community demographics and specifies target populations within the communities.

Community Definition

The Hospitals serve all of Orange County and a limited, although significant, number of patients from the western rim of Riverside County and southeast areas of Los Angeles County.

Factors considered in defining the community for benefit planning include:

- Community reliance on the Hospitals for benefit services and care, as measured by market share.
- The Hospitals' reliance on the community served, as measured by patient origin.
- Ongoing community benefit services in conjunction with our long-standing relationships and collaborations with community organizations.
- Desires and perspectives of community groups and hospitals involved in the community needs assessment.

CHOC Service Area

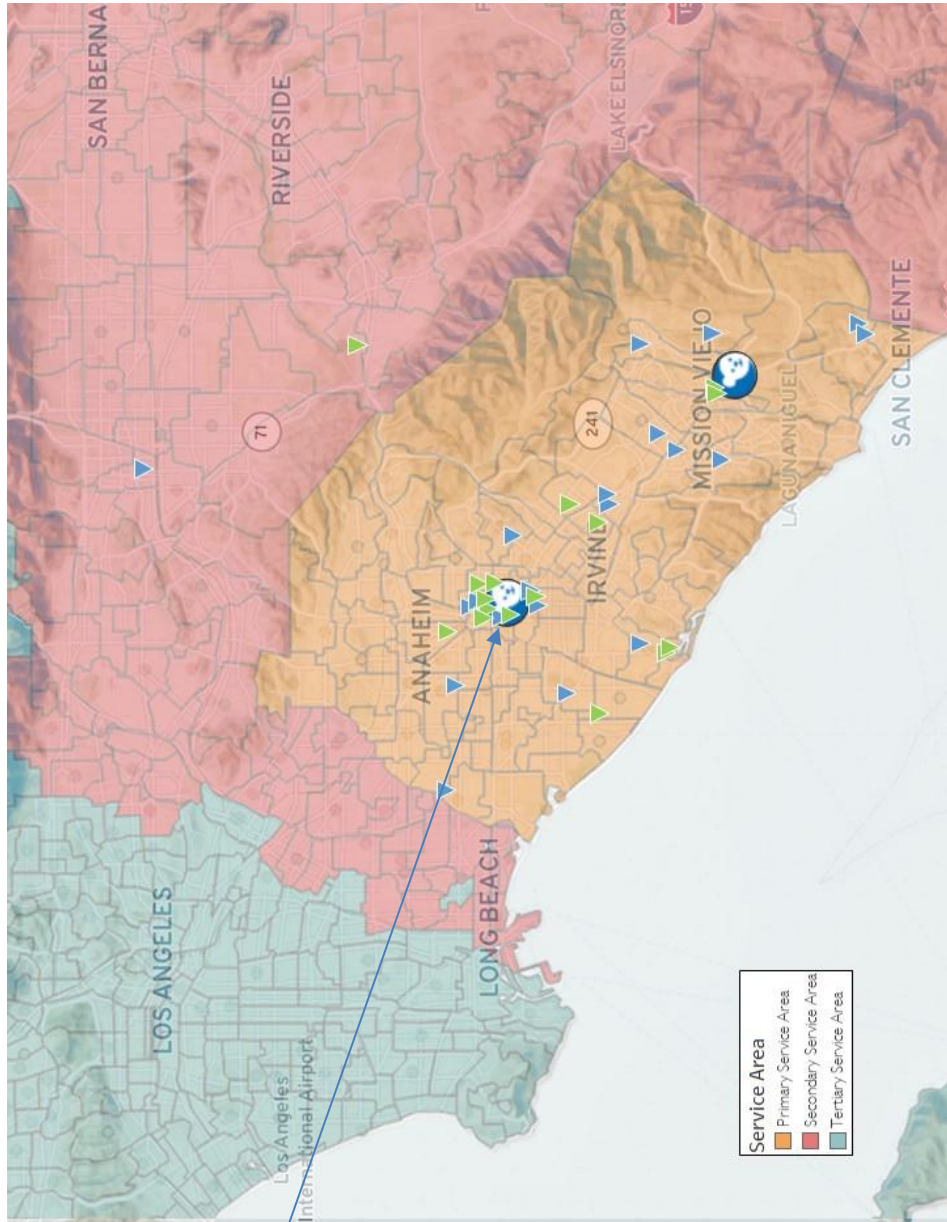
Based on the factors listed above, the CHOC service areas are divided into three regions (*see Exhibit 3.1 for Service Area Map.*)

The Primary Service Area encompasses Orange County. Significant cities in this area include Orange, Santa Ana, Anaheim, Fullerton and Garden Grove in the north, as well as Mission Viejo, Laguna Niguel, Rancho Santa Margarita, Laguna Hills, Lake Forest, San Clemente and San Juan Capistrano in the south.

The Secondary Service Area includes portions of southern Los Angeles County, Riverside County and San Bernardino County, as shown on the service area map.

The Tertiary Service Area includes portions of Los Angeles County, as shown on the service area map.

Exhibit 3.1: Service Area Map



Key

CHOC Hospital in Orange and CHOC at Mission Hospital



CHOC Children's Primary Care



CHOC Children's Specialty Care



Community Characteristics

The demographic characteristics of populations are important in understanding the health challenges, strengths, and opportunities of Orange County. Aspects such as age, race, and ethnicity, income, language, and education are closely linked to health risk and outcomes.

Population Change: The five-year average number of births in Orange County dropped 6.4% between 2011-2015 and 2016-2020, from 37,955 births to 35,539. In 2020 alone, there were just 30,862 births in Orange County. Between 2022 and 2027, the pediatric population is projected to decrease 4.8%. This is higher than the projected 2.9% decrease in California.

Age: The median age in Orange County was 38.1 years in 2015-2019, which is significantly higher than in 2010-2014 at 36.7 years. In 2022, youth ages birth to 19 years made up 24% of the Orange County population.

Race & Ethnicity: Among California's 58 counties, Orange County ranked 9th in racial and ethnic diversity, based on the United States Census Bureau's Diversity Index. Population projections indicate that the overall pediatric population in Orange County is becoming more racially and ethnically diverse.

Children & Youth with Special Healthcare Needs: The percentage of Orange County youth with a disability, defined as one or more sensory disabilities or difficulties with everyday tasks, was 5.2%, similar to California at 5.0%.

Household: Orange County's population has decreased since 2019 and is projected to decrease another 0.03%, from 3,203,504 in 2022 to 3,198,933 in 2027. Average household size is also decreasing; however, the total number of Orange County households is projected to increase 0.2% during this same period. In 2015-2019, about one in four Orange County households (24.4% or 177,665) with children birth to 17 years were single-parent households. Of these, 17.4% were single-mother/female-caregiver households.

Language Spoken: Two thirds of Orange County households (447,323) with children ages birth to 17 years speak at least one language other than English. Among these households, 10.8% or 48,174 households speak English less than "very well". This rate is slightly higher compared to California at 9.3%.

Poverty: In Orange County, approximately 17.1% of children (ages 0-17) live in poverty, and 5.6% (37,448) of children live in deep poverty. In April 2021, 245 Orange County children and youth (0-24 years) were considered homeless. In Orange County, BIPOC (Black, Indigenous, People of Color) children represent 44% of the population under age 18, but 50% of the children living in poverty.

Educational Attainment: In 2015-2019, nearly three in 10 (28.7% or 91,226) Orange County households with children (0-17 years) had a householder with a high school diploma or less.

Health and Lifestyle Needs reported in the CHOC Community Health Needs Assessment (CHNA¹) include the following:

Depression: In 2020, almost 51% of parents indicated their child was potentially experiencing significant issues related to anxiety and depression. Specifically, approximately 20% of children were exhibiting elevated levels of disruptive behavior, and nearly 50% were experiencing elevated sadness or worry. In 2017-2019, BIPOC students were more likely to report depression-related feelings than their White/Caucasian classmates. Students who identified as gay, lesbian, or bisexual were more than twice as likely to report depression-related feelings than their heterosexual classmates (63.5% to 27.0%).

Suicide: In 2018-2020, in Orange County, suicide was the second leading cause of death among youth ages 1-19 years, with 47 deaths. In Orange County, the percentage of students who seriously considered suicide during the past 12 months ranged from 14.7% among 9th grade students to 19.2% among non-traditional school students in 2017-2019.

Hospitalization: The hospitalization rate for serious mental illness increased 22.6%, from a low of 19.9 in 2016 to 24.4 per 10,000 children in 2020. In 2020, Major Depression and Mood Disorders accounted for the majority (65%) of all such hospitalizations, followed by Bipolar Disorder (9.5%), Schizophrenia/ Psychoses (3%), and Schizoaffective Disorders (1.7%). The 2,155 Orange County-based hospitalizations for mental health or substance use disorders in 2020 accounted for 5.0% of all hospitalizations to youth, including births.

Substance Abuse: Hospitalizations among Orange County youth (0-17 years) for substance-related diagnoses accounted for 2.4% of all youth admissions in 2020. This was a decrease of 3% over the past decade to 0.7 per 10,000 population.

- **Alcohol:** In Orange County, 9th grade (14-15 years), and 11th grade (16-17 years) students were less likely to binge drink when compared to students in non-traditional programs. Orange County 9th and 11th grade students were less likely to report ever having driven a car when they had been using alcohol or drugs or ridden in a car driven by someone who had been using alcohol or drugs, compared to California. However, this rate was higher for Orange County youth in non-traditional education programs (26%) compared to California (15%).
- **Vaping & Cigarette Use:** Vaping is more prevalent than cigarette smoking in both Orange County and California. Since 2013-2015, vaping rates in both Orange County and California have decreased. In 2015-2019, 3% of 9th and 11th grade high school students in Orange County and California reported smoking cigarettes at least one day in the past 30 days.
- **Drug Overdose:** Drug and alcohol-related deaths increased notably across the county during the COVID-19 pandemic years of 2020 and 2021. Between 2019 and 2020, there was an 80% increase, from one death to nine, annually, for youth ages 10-17 years. Although Orange County has experienced one of the lowest all-drug death rates per 100,000 residents in California, the rate increased from 12.2 in 2016 to a high of 19.5 in 2020, a 71.4% increase. Relative to other California counties, Orange County had higher rates of heroin and opioid related deaths.

Insurance: In Orange County, in 2016-2020, 3.3% (24,253) of children were uninsured, representing a drop in uninsured rates by 56.0% since 2010-2014 (7.4% or 53,894). Orange County had the same rate of uninsured children (3.3%) compared to California and a lower rate than the United States (5.2%). Hispanic or Latino/a children continued to have higher uninsured rates than other

¹ The full Community Health Needs Assessment report and references can be found at <https://www.choc.org/files/CHOC-community-health-needs-assessment.pdf>

racial/ethnic groups (5.2% uninsured in 2019).

Children with Special Healthcare Needs and Children Enrolled in Special Education: In 2016-2019, 13.5% of children (ages 0-17 years) had special healthcare needs in Orange County. This was lower than in California at 14.1%. In 2020, 124.2 per 1,000 Orange County students were enrolled in special education, primarily due to a learning disability, speech or language impairment, or autism.

Community Target Populations

CHOC's primary service area (PSA) is Orange County, California, based on the place of residence of most of its patients served. CHOC's target population is prenatal and neonatal infants, children, and youth through 21 years of age, and up to 25 years of age for patients diagnosed with certain rare conditions. Orange County has a total pediatric population of 782,110 children and youth (0-19 years).

Priority populations included in the CHNA are:

- BIPOC
- Hispanic or Latino/a
- Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, Asexual (LGBTQIA+)
- Families of Children with Special Health Care Needs (CSHCN)

Section 4

Community Health Needs Assessment



Community Health Needs Assessment (CHNA)

The purpose of the CHNA is to identify community health assets and issues, gauge and monitor the health of children and the factors that influence their health in Orange County and assist CHOC's Board of Directors and leadership team in setting priorities and allocating resources. CHOC retained a qualified healthcare consulting firm to collect and analyze quantitative and qualitative data from primary and secondary sources. The team also ensured this assessment met requirements for California's revised hospital CHNA and benefit plan, for 501(c)(3) hospitals under Affordable Care Act (ACA) Section 501(r), and for the Department of Health Care Access and Information's (HCAI) annual equity report and health equity plan.

Prioritized Health Needs

Based on results of the primary and secondary data analysis, CHOC's 2022 CHNA identified two health priorities for Orange County:

- Mental health
 - Increase in depressive symptoms among students
 - Increase in hospitalizations for mental illness in 2020, despite the overall decrease in hospitalizations due to the COVID-19 Public Health Emergency
 - Need for prevention, early intervention, and treatment for substance use among youth
- Access to pediatric healthcare services
 - Need for improved access to pediatric services (including pediatric specialists) from diverse providers who understand the county's racial, cultural, and linguistic needs of children and families
 - Geographic disparity in access to pediatric health care

The team also identified four key drivers of health to consider when developing strategies to respond to the two health priorities. The four key drivers of health are:

- Healthy and affordable foods
 - Low participation in food assistance programs
 - Proximity and affordability of food for low-income children and families
- Early learning opportunities and success in school
 - Low participation in childcare subsidies by eligible families
 - Increased rates of chronic absenteeism
- Safe neighborhoods
 - Decreased sense of being safe at school among students
 - Increased community violence
- Connectedness
 - Low levels of connectedness at school among vulnerable students, including Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, Asexual (LGBTQIA+) and Black, Indigenous, and People of Color (BIPOC) students
 - Increased self-reported use of social media and screen time among youth as an important risk factor for youth mental health

Key Highlights – CHNA

- More than half (52%) of the community health survey respondents selected poor mental health as the problem with the most significant impact on the overall health of children and families in Orange County. This was identified as a problem less frequently among families (45%) compared to healthcare professionals (67%) and service providers (80%). Within priority populations, 42% of BIPOC, 46% of Hispanic or Latino/a, 23% of LGBTQIA+, and 41% of families of children with special healthcare needs identified mental health as a top problem.
- Eighty-six percent of the survey respondents indicated they have experienced barriers to care. Among respondents who did experience barriers, the number-one barrier in getting services to support their child's(ren's) healthcare and wellness was long appointment wait times (43%), followed by needed evening or weekend appointments (28%), and overly complicated application forms to get health insurance (27%). Furthermore, 9.2% of Orange County children did not have a usual source of care to go to when they were sick or needed health advice. Approximately 5.8% of the group experienced a delay or lack of medical care, and 3.3% experienced a delay or lack of needed prescription medications.

Section 5

Goals and Strategies



This section describes the community benefit plan process that was used to develop the Hospitals' community benefit goals and strategies, the goals and strategies themselves and progress summaries for each goal for fiscal year 2023.

Community Benefit Planning Goals

Executive management utilized the Orange County Health Needs Assessment findings to develop the hospitals' goals for meeting the needs identified in six broad areas.

- 1. Healthcare Access:** increase access to quality pediatric healthcare resources and information to families, especially low-income and medically underserved, throughout Orange County.
- 2. Behavioral Health Access:** enhance the community's access to behavioral health information and services, targeting the underserved.
- 3. Disease Prevention:** increase awareness of disease prevention and promote early intervention of major diseases that affect the community.
- 4. Information Resource:** provide the community with resources for information and education of health risk behaviors.
- 5. Injury Prevention:** actively contribute to reducing the number of unintentional injuries to young children, especially targeting low-income, diverse and medically underserved populations.
- 6. Community Action:** actively recruit, recognize and advocate for the importance of volunteer leadership and community assistance in providing care for children.

Strategies

Specific strategies for each community benefit planning goal were established, which are summarized in the following table.

| Summary of Benefit Planning Goals and Strategies | |
|---------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Goal | Strategies |
| 1. Healthcare Access | <ul style="list-style-type: none"> • Community clinics and Mobile Health Program • Financial assistance for patients • Enrollment in public insurance programs • Physician recruitment and training • Specialty clinics |
| 2. Behavioral Health Access | <ul style="list-style-type: none"> • Utilize CHOC Psychology Department • Utilize CHOC Social Services • Collaborate with other community services and providers |
| 3. Disease Prevention | <ul style="list-style-type: none"> • CHOC Breathmobile • Community education on wellness |
| 4. Information Resource | <ul style="list-style-type: none"> • <i>KidsHealth</i> e-newsletter • Physician Education: Cancer, Neuroscience and Heart Institutes • <i>Provider Connection</i> e-newsletter • CHOC Annual Report • CHOC.org website |

| | |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none"> • CHOC social networking sites • CHOC blogs |
| 5. Injury Prevention | <ul style="list-style-type: none"> • Lead Orange County SAFE KIDS Coalition • Offer neighborhood-based injury prevention programs • Collaborate with community coalitions to enhance injury prevention efforts • Offer hands-on training to reduce home-related injuries • Provide injury prevention information to general community and professionals • Drowning prevention and education program |
| 6. Community Action | <ul style="list-style-type: none"> • Board members' dedication and activities • Associate volunteering • Assist community organizations |

Section 6

Benefit Services



This section summarizes benefit activities by SB697 category, organization, benefit plan goals and target group. A complete alphabetical master list of benefit services and descriptions is in Appendix B.

Benefits Data Collection

Benefits data collection begins with an annual, organization-wide update of the Hospitals' inventory of community benefit activities. The person responsible for each identified benefit service receives and completes a benefit data form for that service. Information requested includes the following:

- Service title, description and objectives
- Target groups and community needs served
- Collaborative partners
- Occurrences and number of persons served
- Staff and volunteer hours and costs

Lyon Software's computer program, CBISA Online, serves as the basic data management tool of the completed annual community benefit survey forms returned by the department managers.

Benefit Service by Tabulations

Each benefit service's SB697 category and the Hospitals' focus area are identified using standard Lyon Software. These reports are exported and summarized to produce tables and cross-tabulations for the following categories.

- SB697 category
- Organization (CHOC Orange and CHOC Mission)
- Hospitals' community benefit plan goals (community need)

The Hospitals' community benefit plan goals encompass community needs identified in the community assessment, while reflecting its own community benefit program vision.

Services by Organization

The community benefit survey for 2023 identified 81 community benefit services. The following table shows the distribution of service by organization, each of which file separate reports.

| Organization | Number of services 2022 | Number of Services 2023 |
|-----------------------|--------------------------------|--------------------------------|
| CHOC Orange Services | 70 | 78 |
| CHOC Mission Services | 3 | 3 |
| Total Services | 73 | 81 |

Services SB697 Category

The table below summarizes the number of CHOC Orange 2023 benefit services for each SB697.

| SB697 Category | Number of Services 2022 | Number of Services 2023 |
|---------------------------------------------|--------------------------------|--------------------------------|
| A. Medical care services | 11 | 10 |
| B. Other benefits: broader community | 31 | 35 |
| C. Other benefits: vulnerable populations | 2 | 4 |
| D. Health research, education, and training | 26 | 29 |
| Total Services | 70 | 78 |

Services by Benefit Planning Goals (Community Need)

The distribution of community benefit services by focus area is reflected below. Appendix C contains a complete listing of services by goal.

| Goals | Number of Services 2022 | Number of Services 2023 |
|-----------------------------|--------------------------------|--------------------------------|
| 1. Healthcare Access | 21 | 22 |
| 2. Behavioral Health Access | 12 | 11 |
| 3. Disease Prevention | 3 | 3 |
| 4. Information Resource | 10 | 10 |
| 5. Injury Prevention | 4 | 5 |
| 6. Community Action | 20 | 27 |
| Total Services | 70 | 78 |

Collaboration with Other Organizations

As part of the organizational mission, the Hospital is firmly committed to collaborative efforts that improve the health and well-being of children. Of the 78 benefit services, 61.5% or 48 have one or more collaborators. Appendix C lists these collaborative partners.

Section 7

Economic Value of Benefits



This section presents the dollar value of community benefits and the total number of volunteer hours. The dollars are shown in total and by organization, SB697 category, and focus area. In addition, for each focus area, the section includes the value of benefits for economic group and target audience.

Value by Organization

The following table presents cost of benefit services and paid hours at the Hospitals, each of which file a separate report. The dollars shown are net hospital cost, excluding volunteer hours.

| Organization | Dollar Value¹ |
|-----------------------|---------------------------------|
| CHOC Orange services | \$167,389,939 |
| CHOC Mission services | 14,739,157 |
| Total Services | \$182,129,096 |

The value of community benefits shown below includes only free, discounted, subsidized, or negative margin services, and the unpaid cost of public programs. These dollars are hospital costs only, excluding funds received from any other source. Unpaid cost of public programs is calculated using the cost-to-charge ratio for the hospital. Costs for all services, except unpaid costs, include indirect costs. Employee benefits are included for paid staff-hour costs.

Value by SB697 Category

The dollars for each SB697 category are shown below.

| SB697 Category | Dollar Value¹ |
|------------------------------------------|---------------------------------|
| Medical care services | \$ 123,801,127 |
| Other benefits: broader community | 10,126,963 |
| Other benefits: vulnerable populations | 643,047 |
| Health research, education, and training | 32,818,802 |
| Total Services | \$ 167,389,939 |

¹The economic value of benefits in 2023 was reduced by \$114.6 million due to the California Hospital Provider Fee Program, further described on pages 3 and 4 of this report.

Services by Benefit Planning Goals (Community Need)

The distribution of community benefit services by focus area is as follows:

| Benefit Planning Goal | Dollar Value ¹ |
|-----------------------------|---------------------------|
| 1. Healthcare Access | \$ 149,746,187 |
| 2. Behavioral Health Access | 1,664,846 |
| 3. Disease Prevention | 14,348,905 |
| 4. Information Resource | 549,301 |
| 5. Injury Prevention | 81,018 |
| 6. Community Action | 999,682 |
| Total Services | \$ 167,389,939 |

Value by Community Goal and Economic Group

The summary of dollars by goal and economic group confirms the prominence of providing a continuum of care to the economically disadvantaged (75.3%).

| Goals | Broader Community | Economically Disadvantaged (a) | Total Value ¹ |
|-----------------------------|----------------------|--------------------------------|--------------------------|
| 1. Healthcare Access | \$ 25,108,471 | \$ 124,637,716 | \$ 149,746,187 |
| 2. Behavioral Health Access | 1,654,104 | 10,742 | 1,664,846 |
| 3. Disease Prevention | 13,243,440 | 1,105,465 | 14,348,905 |
| 4. Information Resource | 355,155 | 194,146 | 549,301 |
| 5. Injury Prevention | 63,551 | 17,467 | 81,018 |
| 6. Community Action | 967,149 | 32,533 | 999,682 |
| Totals | \$ 41,391,870 | \$ 125,998,069 | \$ 167,389,939 |

(a) Broader community services are also available to the economically disadvantaged

¹The economic value of benefits in 2023 was reduced by \$114.6 million due to the California Hospital Provider Fee Program, further described on pages 3 and 4 of this report.

Volunteer Hours

In addition to the 642,208 paid staff hours, board members, physicians, associates and auxiliary volunteers contributed another 53,418 volunteer hours. These individuals donate their personal time and effort with no reimbursement or payment. Their personal contributions to community benefit activities are an indispensable component to the Hospital's contribution and dedication to the community. A large portion of volunteer hours is time donated by staff and community physicians to the education of pediatric residents and fellows.

Evaluating the Economic Value

A benchmark for evaluating the cost of community benefits is the dollar value of the Hospitals' tax-exempt status. A desirable community benefit dollar-value exceeds the value of tax-exemption. Elements included in calculating the value of tax-exempt status include:

- Interest rate differential on tax-exempt financing for long-term debt
- Property tax on assessed value
- State income tax obligation without tax exemption
- Federal income tax obligation without tax exemption

The following table shows that CHOC returned \$2.24 in community benefits for each \$1.00 of tax exemption.

| | |
|---------------------------------------------------|---------------|
| Hospital cost of community benefits ¹ | \$167,389,939 |
| Value of tax exemption | \$74,729,486 |
| Benefits per dollar of tax-exemption value | \$2.24 |

¹The economic value of benefits in 2023 was reduced by \$114.6 million due to the California Hospital Provider Fee Program, further described on pages 3 and 4 of this report.

Benefit Value versus Marketing Value

Community benefit activities are those with uncompensated cost and which address community needs. Health promotion and wellness are the primary goals of community benefits. While some positive marketing value may occur, this benefit plan does not attempt to separate benefit value and marketing value. Estimates of marketing value would be highly subjective and non-informative, since there is no objective way to separate benefit and marketing values.

Non-quantifiable Community Benefits

In addition to quantified benefits described in this plan, many intangible and non-quantified benefits arise from both hospitals' presence. The Hospitals indirectly support local businesses in the areas of construction, linen services, parking, medical supply and pharmaceutical distributors, among others. The Hospitals' board, executives, management, staff and physicians are active community leaders, and the Hospitals are major employers in their communities, employing approximately 6,113 associates. Additionally, the Hospitals are significant purchasers of goods and not exempt from sales and use taxes, which support city, county and state activities.



Appendices

Appendix A: Patient Financial Assistance Program Policy Statements

Appendix B: Alphabetical Master List of Benefit Services

Appendix C: Collaborators by Type

Appendix D: Services by Community Benefit Goal



Appendix A

Patient Financial Assistance Program Policy Statements

Manual: Administrative

Section: Finance

Number: L3003v6

Policy **Procedure**

Title: Patient Financial Assistance and Discount Payment Program

| | | | | | | | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-----------------------|---------------------------------------------|-----|------------------------------------|-----|------------------------|----------|
| <p>Current Content Expert: Rosamaria Cobery</p> <p>Department Head: Terry Closson, Director Revenue Cycle</p> <p>Executive Management Team Member: Ken Baxter, Vice President Revenue Cycle</p> <p><input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Reviewed (no changes)</p> <p>Track: <input type="checkbox"/> A <input checked="" type="checkbox"/> C</p> <p>Replaces: 12/07, 12/10, 01/12, 09/12, 01/15, 11/17, 09/19, 06/21</p> | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: none;"><u>Committee Approval(s)</u></td> <td style="border-bottom: none;"><u>Date(s)</u></td> </tr> <tr> <td style="border-top: none;">Medical Executive Committee Approval</td> <td style="border-top: none;">N/A</td> </tr> <tr> <td style="border-top: none;">Board of Directors Approval</td> <td style="border-top: none;">N/A</td> </tr> <tr> <td style="border-top: none;">Effective Date:</td> <td style="border-top: none;">10/17/22</td> </tr> </table> | <u>Committee Approval(s)</u> | <u>Date(s)</u> | Medical Executive Committee Approval | N/A | Board of Directors Approval | N/A | Effective Date: | 10/17/22 |
| <u>Committee Approval(s)</u> | <u>Date(s)</u> | | | | | | | | |
| Medical Executive Committee Approval | N/A | | | | | | | | |
| Board of Directors Approval | N/A | | | | | | | | |
| Effective Date: | 10/17/22 | | | | | | | | |

I. PURPOSE:

- A. CHOC is committed to providing quality healthcare to all patients regardless of the patient’s financial status. Patients who meet the established Financial Assistance Program criteria may be eligible to receive Financial Assistance to cover all or portions of the patient’s healthcare costs. To apply for Financial Assistance please go to our website (www.CHOC.org/patients-family/pay-bill). CHOC also provides benefits for the broader community in terms of medical education and medical research.
- B. Under this policy, Financial Assistance may be provided to patients who are uninsured or underinsured and cannot afford to pay for their own medical care of out of pocket expenses. Eligibility for the Financial Assistance Program shall not be based in any way on age, gender, sexual orientation, ethnicity, national origin, disability or religion.
- C. In some cases, Financial Assistance may be extended to patients whose financial status makes it impractical or impossible to pay for necessary medical services. The evaluation of the necessity for medical treatment at CHOC will be based upon clinical judgment. The clinical judgment of the patient’s physician or the Emergency Department staff physician will be the sole determining criteria for patient’s receiving services at CHOC.
- D. This policy is applicable to all CHOC Inpatients and Outpatients, including CHOC Medical Foundation. CHOC bases the eligibility for our Financial Assistance off of current Financial Applications. CHOC does not look to outside sources for FAP eligibility or determination.

II. DEFINITIONS:

- A. **Patient Data:** Medical record number, patient name, birth date, insurance status, eligibility for other support.

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B. Patient's family: For purposes of this policy is as follows:

1. For persons 18 years of age and older, spouse, domestic partner as defined in Section 297 of the California Family Code; and dependent children under 21 years of age, whether living at home or not;
2. For persons under 18 years of age, parent, caretaker relatives and other children under 21 years of age of the parent or caretaker relative.

III. POLICY:

- A.** It is the policy of CHOC to determine eligibility for Financial Assistance at the time of registration, through a financial screening process for all patients not able to meet the deposit requirements of CHOC.
- B.** This policy distinguishes a bad debt patient from an eligible Financial Assistance patient by the patient's or patient's family unwillingness to pay versus a demonstrated inability to pay. Failure of the patient and/or patient's family to comply with requests for information to substantiate an inability to pay may result in forfeiture of the right to be considered for the Financial Assistance Program.
- C.** It is the goal of CHOC to identify an eligible Financial Assistance patient at the time of registration; however, if complete information regarding the patient's insurance or financial situation is unavailable due to emergency treatment, or if the patient's/guarantor's or patient family's financial condition changes, the designation as a Financial Assistance patient may be established after the rendering of services, and in some instances even after the production of a patient bill.
- D.** Should a staff physician or clinician wish to prospectively pursue Financial Assistance for a known patient, the protocol for requesting Financial Assistance can be found on Paws located under the on-line form bank.
- E.** CHOC will refer a patient or patient's family to alternative programs, (i.e., Medi-Cal, California Children's Services, the California Health Benefit Exchange or any other government sponsored health program for health benefits in which Hospital participates). Failure of the patient and/or patient's family to comply with the referral process may result in forfeiture of the right to be considered for the Financial Assistance Program for the visit or admission in question. Confidentiality of information and the dignity of the patient will be maintained for all that seek or are provided Financial Assistance services.
- F.** Patients receiving services in the Hospital Emergency Room may also be eligible for Financial Assistance in paying for the Emergency Room physician fees.
- G.** Below is a list of providers, other than the hospital itself, that provide medically necessary care in the hospital. For convenience they are listed

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by category of care. The list indicates whether the providers are covered by the hospital's FAP.

| Medical Specialty/Department | Covered Under Hospital FAP | Not Covered Under Hospital FAP |
|------------------------------|----------------------------|--------------------------------|
| Allergy and Immunology | x | |
| Anesthesiology | | x |
| Cardiovascular Diseases | x | |
| Dental | | x |
| Diagnostic Radiology | x | |
| Emergency Department | | x |
| Gastroenterology | x | |
| General/Family Practice | x | |
| General Surgery | | x |
| Internal Medicine | x | |
| Neurological Surgery | | x |
| Neurology | x | |
| Obstetrics & Gynecology | x | |
| Occupational Medicine | x | |
| Oncology | x | |
| Ophthalmology | X | |
| Surgeons All | | x |
| Otolaryngology | x | |
| Pathology | | x |
| Pediatrics | x | |
| Physical Medicine/Rehab | x | |
| Plastic Surgery | x | |
| Podiatry | | x |
| Pulmonary Diseases | x | |
| Therapeutic Radiology | x | |
| Thoracic Surgery | | x |
| Urology | x | |
| Other: Psychiatry | x | |
| Other: Clinical Genetics | x | |
| Other: Dermatology | x | |
| Other: Endocrinology | x | |
| Other: Hematology | x | |
| Other: Hospitalists | x | |
| Other: Infectious Disease | x | |
| Other: Neonatology | x | |
| Other: Nephrology | x | |
| Other: Rheumatology | x | |
| Other Sleep Medicine | x | |

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IV. PROCEDURE:

A. Eligibility

1. The identification of Financial Assistance is achieved through determination of the financial status of a patient or patient's family. Such determination should be made at or before the time of registration, or as soon thereafter as is possible. In some cases, such as emergency admissions, it may not be possible to establish eligibility for the Financial Assistance Program until after the patient is discharged. In these instances' or instances where events occur during or after a patient's stay' which change the patient's or patient family's financial status, the patient's eligibility for the Financial Assistance Program shall in no way be affected by the timing of the determination that the patient meets the eligibility criteria.
2. The responsibility for identifying a patient's eligibility for the Financial Assistance Program at, or before, the time of the patient visit to CHOC shall be the responsibility of the department registering the patient. This will require the patient or patient's family to complete a "Financial Disclosure" statement. This may also include copies of pertinent documentation (recent pay stubs, income tax returns or other documents to verify monetary assets) to determine the annual family income and personal assets of the patient or patient's family. In those instances, described above, where eligibility cannot be established at the time of service, the Patient Financial Services Department shall work with the patient or family to determine eligibility.
3. Patient or patient's family having insurance may also be eligible for the Financial Assistance Program for that portion of the bill not covered by insurance. This may include deductibles, coinsurance, and non-covered services. The determination of a patient's eligibility shall be subject to the same guidelines as an uninsured patient.
4. **Calculating the amount of Financial Assistance.**
 - a. CHOC will obtain information on the patient's family income, including wages and salary, welfare payments, social security payments, strike benefits, unemployment benefits, child support, alimony, dividends and interest. The total family income will be compared with the table (see Schedule A) to determine a patient's eligibility for Financial Assistance under the Federal Poverty Guidelines. Any uninsured patients or patients with high medical costs whose annual household income is at or below 400% of the Poverty Guidelines shall be eligible to apply for Financial Assistance. Financial Assistance may be considered on a partial basis for patients with incomes more than 200% of Poverty

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Guidelines and less than 400%. Those families with an annual income of 200% or less of the Federal Poverty Guidelines would be eligible for a 100% Financial Assistance adjustment. Uninsured or underinsured patients whose household income, as determined in accordance with the Assistance Application, is less than or equal to 200% of the poverty guidelines, will receive care, free of charge. In providing charity care, CHOC is required by law to consider the amounts generally billed to individuals who have insurance covering emergency or other medically necessary care (“Amounts Generally Billed” or “AGB”) and to guarantee that patients accepted for charity care will not be charged more than AGB for other medically necessary services.

- b. CHOC Community Clinic patients are eligible for Financial Assistance as outlined in this policy utilizing Schedule B to calculate the sliding scale per visit co-pay for patients falling below 200% of the Federal Poverty Guidelines.
- c. Patients applying for Financial Assistance and who are receiving full or partial approval will have their approval for assistance forwarded to the Emergency Room physician billing company for consideration.

5. Discount Payment Policy

- a. For patients with household incomes between 201% and 300% of the Federal Poverty Level, the Hospital may provide a discounted Private Pay Fee Schedule, whereby the allowable medical expense would be equivalent to a 75% discount off billed charges. At this level, the reimbursement CHOC would receive shall not exceed the payment that CHOC would receive for the same service or set of services from the greater of Medicare or Medi-Cal.
- b. For patients with household incomes between 301% and 400% of the Federal Poverty Level, CHOC may provide a discounted Private Pay Fee Schedule, whereby the allowable medical expense would be equivalent to a 50% discount off billed charges. At this level, the reimbursement that CHOC would receive shall not exceed the payment that CHOC would receive for the same service or set of services from the greater of Medicare or Medi-Cal.

- 6. CHOC Financial Assistance Program Eligibility Guidelines are based on the most recently published Federal Poverty Guidelines. Schedule A delineates the household income thresholds according to the Federal Poverty Guidelines, published January 12, 2022 and amended from time to time.

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7. Personal Assets

- a. If a patient meets the “Household Income” in Schedule A and is found to be eligible for the Financial Assistance Program, a CHOC representative will further review the patient’s or patient family’s Financial Disclosure Statement to determine if he/she has significant personal assets. It would not be consistent with the intent of this policy to grant Financial Assistance to patients with a significant portfolio of either liquid assets, or other assets against which the patient or patient’s family could borrow the amount required to pay his/her indebtedness. For this reason, the CHOC representative should consider and evaluate such assets as bank accounts, the patient’s or patient’s family entitlement to tax refunds, stocks, bonds and other investments.
- b. This policy will not include in determining eligibility a patient or patient’s family retirement or deferred compensation plans qualified under the Internal Revenue Code, or nonqualified deferred compensation plans. Furthermore, the first ten thousand dollars (\$10,000) of a patient’s or patient family’s monetary assets shall not be counted in determining eligibility nor shall 50% of a patient’s monetary asset in excess of ten thousand (\$10,000) be counted in determining eligibility.
- c. Any patient or patient’s family that qualifies and is approved under the Financial Assistance Program for a partial discount of charges will also be eligible to make monthly payments. CHOC and the patient’s family may negotiate the terms of the payment plan. If an agreement between the patient’s family and CHOC cannot be reached, the patient’s family will be required to complete a CHOC FAP extended payment plan form (Schedule C). Upon receipt of this completed form, CHOC will evaluate the total monthly income of the family minus family essential living expenses. A monthly payment plan will then be offered to the family at a rate not to exceed 10% of income minus essential living expenses. During the approved repayment period, CHOC will apply no interest to the discounted account balance.
- d. An extended discount payment plan could be declared inoperative after the patient or patient’s family fails to make consecutive payments due during a 90 day period. Prior to declaring an extended payment plan inoperative, CHOC, or its collection agency, or assignee must make a reasonable attempt to notify the patient or patient’s family by phone or at last known phone number and in writing at the last known

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address, that the extended payment plan may become inoperative and there might be an opportunity to renegotiate if requested by the patient or patient’s family.

B. Exceptions:

1. It is understood that extenuating circumstances will arise that might require special consideration in approving Financial Assistance for patients who do not meet the established criteria. CHOC representatives should be aware of this when evaluating individual patient cases for the Financial Assistance Program. While it is not possible to provide a definitive or complete listing of all extenuating circumstances that may arise, some important factors to consider would include:
 - a. The amount owed by the patient or patient’s family in relation to his/her total income. If the total patient out of pocket expenses at CHOC exceed 10% of the patient’s or patient family’s annual income for the prior 12 months.
 - b. The medical status of the patient or of his/her family’s provider.
 - c. The patient’s or patient family’s willingness to work with CHOC in exhausting all other payment sources.
2. Any circumstances that are considered to fall into the “extenuating circumstances” category should be brought to the attention of the Director of Patient Financial Services. Cases falling into this category may require the approval of the Vice President of Finance or Chief Financial Officer.
3. **International Patients:**
The Financial Assistance Program does not apply to international patients seeking elective, non-emergent or emergent care. CHOC will follow routing operating procedures in providing care at our standard published prices.

C. Financial Assistance Program Approval/Denial/Appeal Process

1. Any patient account recommended for partial or total Financial Assistance adjustment, after meeting the guidelines set forth in this policy require the following signature approval process to be followed:
 - a. **CHOC (Hospital and Clinics)**

| | |
|----------------------------|------------------------------------------------------|
| \$.01 - \$5,000 | Manager |
| \$5,001 - \$50,000 | Director PFS |
| \$50,001 - \$100,000 | VP of Revenue Cycle |
| \$100,001 – to all appeals | Executive Vice President and Chief Financial Officer |

b. CHOC Medical Foundation

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| | |
|--------------------|--------------------------------------|
| \$0 - \$500 | Business Office Supervisor |
| \$501 - \$2,500 | Business Office Manager |
| \$2,501 - \$10,000 | Director Physician Business Services |
| >\$10,001 | VP of Revenue Cycle |

2. At the time a decision is made to approve or deny a patient account for the Financial Assistance Program, a letter will be sent to the patient as a notification of the decision made. If an application for the Financial Assistance Program is denied, a CHOC representative will contact the patient or patient's family to make payment arrangements on the account.
3. **Appeal Process:**
If at any point in the Financial Assistance approval process the application is in dispute, the patient or patient's family has the right to request reconsideration of the application at the next level of the approval process. The final determination for denial of Financial Assistance will reside solely with the Executive Vice President and Chief Financial Officer, and their determination will be considered final.
4. Patient or patient family's appeal must be submitted in writing to the Patient Accounting Director within thirty (30) days of notification of original denial.
5. Provision of the Financial Assistance Program does not eliminate the right to bill, either retrospectively or at the time of service, for all services, when fraudulent, inaccurate or incomplete information has been given in the application process. In addition, CHOC reserves the right to seek all remedies, including but not limited to civil and criminal damages from those who have provided false, inaccurate or incomplete information in order to qualify for the Financial Assistance Program.

D. Financial Assistance Program: Notification to Patient or Patient's Family

1. CHOC patient statements will provide notification in English and Spanish advising the patient of CHOC Financial Assistance Program policy, and the contact information to obtain additional information about assistance. In addition, all patient statements will include information on how the patient's family can obtain information about the California Health Benefit Exchange, as well as county and state funded health plans. Hospital will have applications for state and county plans available for distribution.
2. A summary of the Financial Assistance Program along with contact information shall be posted in both English and Spanish in high

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traffic areas of CHOC, such as Admitting, Emergency Room, Clinics, Outpatient Registration and Patient Accounting Offices.

3. CHOC will provide to all self-pay patients at point of service, notice of the Financial Assistance Program and contact information, as well as information about government sponsored programs and contact information about the California Health Benefits Exchange.

E. Collection Process:

1. If a patient qualifies for assistance under the Financial Assistance Program and is making every effort to settle an outstanding bill within a reasonable time period, CHOC or its agent shall not send, nor intimate that it will send, the unpaid account to an outside agency if doing so may negatively impact a patient's credit. If CHOC is forced to send the account to an outside collection agency, the amount referred to the agency shall reflect the reduced payment level for which the patient was eligible under the Financial Assistance Program. CHOC will not engage in any extraordinary collection efforts. In the event the patient makes payments on their CHOC account in excess of total amount of patient responsibility, CHOC will refund any over payment to the patient with interest accrued at the rate set forth in existing law beginning on the date the hospital receives patient payment and it is identified as a patient credit. CHOC, however, is not required to reimburse the patient or pay interest if the amount owing is under \$5.00. The hospital will recognize the \$5.00 credit for a minimum of 60 days against any patient balance incurred during that period of time.
2. CHOC shall not, in dealing with identified uninsured patients at or below 400% of the Federal Poverty Level, use wage garnishments or liens on patient's or patient family's primary residence as a means of collecting unpaid CHOC bills. This requirement does not preclude CHOC from pursuing reimbursement from third party liability settlements.

F. Documentation for Financial Assistance Program Discounts

In cases where it has been determined that a patient qualifies for the Financial Assistance Program, it is important that the patient's file be properly documented in order to facilitate easy identification of the patient, as well as to maintain a proper record of the facts that resulted in the determination of the eligibility for Financial Assistance. The minimum documentation that may be required for each Financial Assistance case may be limited to one of the following:

1. Copy of the patient's or patient family's completed Financial Disclosure Worksheet, including any supporting documentation to same (i.e., prior year tax returns (preferred documentation), W-2 Forms, or current pay stubs).

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2. Copies of additional documentation, notes, etc. that outline extenuating circumstances that were considered in the determination of eligibility for the Financial Assistance Program (if available or needed).
3. A copy of the “Approval for Financial Assistance” signed by the appropriate Hospital representative(s) (if available).
4. Bankruptcy within the last year (automatic qualification for the Financial Assistance Program).

G. Reports

Financial Assistance shall be logged with the following information:

1. Patient data consisting of Protected Health Information (PHI) will be maintained in a manner that protects the privacy and confidentiality of such information and will only be logged as necessary for implementation of the Financial Assistance Program.
 - a. Inpatient or outpatient status
 - b. Total patient charges
 - c. Financial Assistance expenditures, approved and denied
 - d. Date of approval/rejection
 - e. Rationale for any rejection
2. All application files are confidential and will be maintained in a secure location for a minimum of three years after the date of the application and the completion of CHOC fiscal yearend audit. All Financial Assistance Program logs will be maintained for a period of seven (7) years. At the end of the respective period, all information will be destroyed or maintained in a manner to protect the privacy and confidentiality of the patient.

V. EVIDENCE BASED REFERENCES/BIBLIOGRAPHY:

- A.** Revenue Cycle Management, Zimmerman and Associates: December 2002.
- B.** California Hospital Association, Voluntary Principles and Guidelines for Assisting Low-Income Uninsured Patient February 06, 2004.
- C.** American Hospital Association, Statement of Principles and Guidelines on Hospital Billing and Collection Practices, April 27, 2004.
- D.** Assembly Bill 774 Chan-Hospitals: fair pricing policies.
- E.** California Hospital Association, Charity Care Requirements Implementation AB 774 November 3, 2006.
- F.** Barclays California Code of Regulations, Title 22, Chapter 7, Section 75049.
- G.** Department of Health and Human Services, Federal Poverty Income Guidelines, [http://coverageforall.org/pdf/FHCE FedPovertyLevel.pdf](http://coverageforall.org/pdf/FHCE_FedPovertyLevel.pdf). March 1, 2010.
- H.** Health Center Program Statute: Section 330 of the Public Health Services Act (42 U.S.C. 254b).

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| Manual: Administrative | Number: L3003v6 |
| Section: Finance | Title: Patient Financial Assistance and Discount Payment Program |

- I. Program Regulations 42 code of Federal Regulations (CFR) Part 51c and 42 CFR Parts 56.201-56.604 for Community and Migrant Health Centers CDPH Issue AFL Related to California Hospital Fair Pricing Policies, November 5, 2014.

| REVISION HISTORY | | | |
|------------------|------------|-----------|--------------------|
| Number | Date | Author | Revision / Updates |
| L3003v6 | 10/17/2022 | M. Cobery | |
| | | | |
| | | | |

Schedule A

| Published Federal Poverty Guidelines for 2022 | | | | |
|------------------------------------------------------|-------------------------------------|-------------------|-------------------|-------------------|
| Number in Household | Up to 100% | Up to 200% | Up to 300% | Up to 400% |
| 1 | \$13,590 | \$27,180 | \$40,770 | \$44,360 |
| 2 | \$18,310 | \$36,620 | \$54,930 | \$73,240 |
| 3 | \$23,030 | \$46,060 | \$69,090 | \$92,120 |
| 4 | \$27,750 | \$55,500 | \$83,250 | \$111,000 |
| 5 | \$32,470 | \$64,940 | \$97,410 | \$129,880 |
| 6 | \$37,190 | \$74,380 | \$111,570 | \$148,760 |
| 7 | \$41,910 | \$83,820 | \$125,730 | \$167,640 |
| 8 | \$46,630 | \$93,260 | \$139,890 | \$186,520 |
| Discount | 100% - except for copayments | | 75% | 50% |

Schedule B

| Sliding Fee Schedule | | | |
|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| Gross Monthly Federal Poverty Level (FPL) Income Guidelines | | | |
| By Family Size - Effective 2022 | | | |
| Health Plan Code | Primary Care Charity | Self-Pay - Special arrangements | Self-Pay |
| FPL Guideline | 100% or Under | 101% - 200% | Above 200% |
| # persons / family | | | |
| 1 | \$0-\$1,133 | \$1,134 -\$2,265 | Above \$2,265 |
| 2 | \$1,526 | \$1,536 - \$3,052 | Above \$3,052 |
| 3 | \$1,919 | \$1,920 - \$3,838 | Above \$3,838 |
| 4 | \$2,313 | \$2,314 - \$4,625 | Above \$4,625 |
| 5 | \$2,706 | \$2,707 - \$5,412 | Above \$5,412 |
| 6 | \$3,099 | \$3,100 - \$6,198 | Above \$6,198 |
| 7 | \$3,493 | \$3,494 - \$6,985 | Above \$6,985 |
| 8 | \$3,886 | \$3,887 - \$7,772 | Above \$7,772 |
| CMG | \$10 Sick Visit | \$60 New Sick Visit | \$85 Partials and Non-Well Visit |
| Fee for Service | \$0 Flu Vaccine Only Administration WCC services apply for Gateway | \$40 Established Sick Visit \$25 Flu Vaccine Only Administration WCC services apply for Gateway | \$25 Flu Vaccine Only Administration \$100 Full Well visit |
| Breathmobile Fee for Service | \$25 Office Visit \$0 Flu Vaccine Only Administration | \$25 Office Visit \$25 Flu Vaccine Only Administration | \$25 Office Visit \$25 Flu Vaccine Only Administration |
| Labs | "Bill to Patient" Unless pays at time of visit @ reduced clinic rates, then "Bill to Clinic" | "Bill to Patient" Unless pays at time of visit @ reduced clinic rates, then "Bill to Clinic" | "Bill to Patient" (receives bill from lab/radiology @ regular rates) |
| Radiology | "Bill to Patient" | "Bill to Patient" | "Bill to Patient" (Receives bill from Radiology @ regular rates) |
| Prescription Meds | Prescription given Patient pays | Prescription given Patient pays | Prescription given Patient pays |
| Supplies (i.e. spacers, crutches) | From clinic stock depending on need | From clinic stock depending on need | |

Appendix B

Alphabetical Master List of Benefit Services

| SERVICE TITLE | DESCRIPTION |
|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| AFTER HOURS CLINIC | Community-based clinic and outreach services that respond to the health care needs of high-risk and disadvantaged populations. |
| ASTHMA BREATHMOBILE | The BreathMobile mobile van program is a collaborative effort between CHOC and Orange County schools to provide comprehensive asthma care and management services to underprivileged children of the community. |
| BEREAVEMENT SUPPORT GROUPS & DAY OF REMEMBRANCE | Support groups for parents and siblings who have lost a child. Annual memorial service to honor children who have died. |
| BEWELL OC | Participate in BeWell OC, a community of caregivers coming together in common purpose to positively impact the mental health and wellbeing of all of Orange County. |
| BIKE AND BIKE HELMET SAFETY | Interactive bicycle safety program for students K-6, including a low-income helmet distribution program for clinic patients. |
| BLACK CHAMBER OF COMMERCE OF ORANGE COUNTY | Cash donations for sponsored events hosted by the Black Chamber of Commerce of Orange County to build relationships with the Black/African community. |
| CALIFORNIA CHILDREN'S HOSPITAL ASSOCIATION | California Children's Hospital Assoc. participation by the CEO, the CFO and government relations leadership including participation in Board meetings, CCS Access issues, public policy and governance best practices meetings. |
| CALOPTIMA BOARD AND BOARD COMMITTEES | CFO and chief governmental relations officer participation with CalOptima board and related committees. CalOptima is a county organized health system for low-income families. |
| CARE COORDINATIONS ACTIVITIES | Care Coordination RN Case Managers participate in several community benefit activities as a function of their role supporting a particular division, clinic, or diagnosis. |
| CAREER EXPLORATION EXPERIENCE MENTOR | Mentorship in the Career Experience Program working with high school students interested in careers in healthcare. |
| CEO LEADERSHIP ALLIANCE OF ORANGE COUNTY | A working group of CEOs representing the most prominent public and private companies in the community to build a thriving Orange County for all. |
| CHARITY CARE | Charity care provided to families with children who are uninsured or underinsured and cannot afford to pay for their medical care. |

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| CHILD LIFE GRIEF SUPPORT GROUP | Provides ongoing grief support for children, ages 3-18 years, who have experienced the loss of a sibling. |
| CHILD LIFE INTERNSHIP PROGRAM | A comprehensive structured internship (15-week duration) that, upon completion, will fulfill eligibility requirements for child life certification. |
| CHILD LIFE PRACTICUM PROGRAM | A comprehensive structured practicum program for students interested in pursuing a degree related to (or in) child life. |
| CHILD PASSENGER SAFETY | Four-part program designed to reduce automobile-related childhood deaths and injuries; provides car seat giveaways, low-cost purchases, loans, and rentals; program works with local police department to provide ongoing car seat check off points. |
| CHILDREN'S HOSPITAL ASSOCIATION | Participate in government relations and advocacy projects and programs of the Children's Hospital Association. |
| CHILDREN'S MIRACLE NETWORK | Participate in Children's Miracle Network, a North American non-profit organization that raises funds for Children's hospitals, medical research, and community awareness of children's health issues. |
| CHOC CLINIC – GARDEN GROVE | Community-based clinic and outreach services that respond to the health care needs of high-risk and disadvantaged populations. |
| CHOC EDUCATION CENTER | Donation of CHOC Education Center for community organization meetings, classes and support groups. |
| CHOC NURSE ADVISE | 24-hour bilingual information phone line providing health information, advice, triage, community services referrals and physician referrals. |
| CHOC RESIDENCY PROGRAM ADVOCACY ROTATION | Provide advocacy training and experience to pediatricians-in-training to prepare them to help influence public policy to support the health care needs of children in the community. |
| CLINICA CHOC PARA LOS NINOS | Community-based clinic and outreach services that respond to the health care needs of high-risk and disadvantaged populations. |
| CLINICAL RESEARCH – PHARMACY PUBLICATION | Research paper prepared by staff for professional journal. |
| CLINICAL RESEARCH - PSYCHOLOGY | To conduct clinical research and share with the larger community to benefit the community by providing better care to children and their families. |
| CMG CENTRUM CLINIC | Community-based clinic and outreach services that respond to the health care needs of high-risk and disadvantaged populations. |

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| COMMITTEE, COMMUNITY, AND CAMP ACTIVITIES | Participation in summer camp planning and implementation for patients from low-income families & cancer patients/siblings. |
| COMMUNITY BENEFIT PLAN - PREPARATION | Delineate and quantify community benefits outreach provided in response to SB697. |
| COMMUNITY BUILDING - RECRUITMENT OF UNDERREPRESENTED MINORITY | Recruit staff from diverse backgrounds for position to work with children with autistic spectrum disorders & to work with children with hematologic disorders and participate in a mental health strategic plan. |
| COMMUNITY OUTREACH HEALTH FAIRS | Participation in health fairs; community events. |
| CPR EDUCATION | CPR training for patients, families, teachers and community members. |
| DOWN SYNDROME ASSOCIATION OF ORANGE COUNTY | Participate in activities provided by the Down Syndrome Association of Orange County to support those with down syndrome and their families. |
| EDUCATION EVENTS SPONSORED BY THE CHOC INSTITUTES | Provide primary care physicians and clinicians with education regarding the evaluation, management and treatment of pediatric illnesses and disorders. Lecture program topics included adolescent sports injuries, scoliosis, emergency medicine, respiratory obstruction in pediatric patients, disease specific presentations, and updates on pediatric vaccines. |
| EPILEPSY AWARENESS/SUPPORT ACTIVITIES | Coordinated by the Epilepsy Awareness Day Foundation, raises awareness of epilepsy, provides psychosocial support for patients with epilepsy and their families, and builds connections between families and healthcare providers and agencies to promote well-being. |
| HEALTH PROFESSIONS EDUCATION – ADVOCACY & PUBLIC POLICY | Provide education/training for Harbor UCLA, Minnesota Children’s Grand Rounds, CHOC Grand Rounds, @acesaware Trauma Informed Network of Care, Meals on Wheels Board of Directors and Servicon. |
| HEALTH PROFESSIONS EDUCATION - DIETARY | Affiliations with CSULB and Cal Poly, Pomona plus 1-2 other Dietetic internship to offer undergraduate training for clinical dietitian students. |
| HEALTH PROFESSIONS EDUCATION - PHARMACY | Provide pediatric pharmacy practice and pharmacology education to physicians and pharmacy students. |
| HEALTH PROFESSIONS EDUCATION - PSYCHOLOGY | Orientation, conferences and supervision costs of psychology practicum students, interns and post docs. |
| HOSPITAL ASSOCIATION OF SOUTHERN CALIFORNIA | Participation in Hospital Association of Southern California Executive and Planning Committee meetings which advocates for legislation to improve access to health services and to mental health services. It also works on preparations for natural disasters. |

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| HYDROCEPHALUS ASSOCIATION CONFERENCE KIDS CAMP | Provide paid staff to work at kid's camp to allow parents/families to attend full conference activities. |
| INSTITUTE FOR HEALTHCARE IMPROVEMENT | Participation in Institute for Healthcare Improvement, an international collaborative that strives to improve healthcare quality and safety globally. |
| KIDSHEALTH NEWSLETTER | Monthly e-newsletter distributed throughout the community that provides information on parenting, wellness, healthcare and injury prevention, support groups, a community education calendar, special events and programs. |
| KIDSHEALTH - CLINICAL ON- LINE REFERENCE SYSTEM | Web based tool offering more than 1100 pediatric health and wellness topics for the community. |
| LEADERSHIP DEVELOPMENT | Provide pediatric mental health presentations in the community. |
| LEGACY PROGRAM | Provide experiences and materials to families so they can create memories and keepsakes that they can have and cherish after the loss of their loved one. |
| MAKE-A-WISH FOUNDATION | Collaboration with Make-A-Wish Foundation to raise awareness and financial support for children living with disabilities and serious illnesses. |
| MENTAL HEALTH SERVICES ACT STEERING COMMITTEE | CHOC's objective is to bring greater attention to pediatric mental health needs that are currently unfunded or underfunded in the MSA process. This is accomplished through regular public testimony and other engagement of committee members. |
| ONCOLOGY PATIENT / FAMILY SUPPORT GROUP | Support group facilitated by Oncology social workers and child life specialists for parents and siblings of Oncology patients. The support group is held every other month and dinner is provided. |
| ORANGE CHAMBER OF COMMERCE PARTICIPATION | Participate on Legislative Action and Government Affairs committees of the Orange Chamber of Commerce. |
| ORANGE COUNTY BUSINESS COUNCIL (OCBC) | Participate at meetings and events of the Orange County Business Council to promote well-being of OC residents. |
| ORANGE COUNTY FORUM BOARD MEETINGS | Mission is to exchange ideas and to provide members an opportunity to interact directly with international and national decision makers, helping shape the political, cultural, social and economic trends of the future. Also provides opportunity to better understand critical issues from the people who are making critical choices. |
| ORANGE COUNTY HUMAN RELATIONS | Sponsorship of Orange County Human Relations (OCHR) & Serving as community partner advisory member for OCHR. |

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| ORANGE COUNTY SAFE KIDS AND PROMOTION | Coalition focusing on grass roots efforts and collaboration of injury prevention efforts in Orange County following the National SAFE KIDS guidelines. |
| PADRE FOUNDATION | Participation in the Padre Foundation to empower, educate, and inspire individuals and families affected by Type 1 diabetes. |
| PATIENT SAFETY ORGANIZATION PARTICIPATION | Participation in the Child Health Patient Safety Organization, an entity that affords all member children's hospitals federal protections to pursue their safety work and share their learnings |
| PHARMACEUTICAL INDIGENT PROGRAM | To provide medications to patients who cannot afford them. |
| PHARMACY EDUCATION TO PATIENTS AND FAMILIES | Pharmacy education to patients & families in the community. |
| PROVIDENCE SPEECH AND HEARING CENTER | Community-based clinic and outreach services that respond to the health care needs of high-risk and disadvantaged populations. |
| RESIDENT EDUCATION PROGRAM | Residency education program providing pediatric medical specialty education across the continuum of care. |
| SAFE SITTER | A medically accurate instruction series teaching boys and girls ages 11-13 how to handle emergencies when caring for young children, including basic lifestyle techniques, safety precautions to prevent accidents, and tips on basic childcare. |
| SANTA ANA BOYS AND GIRLS CLUB CLINIC | Community-based clinic and outreach services that respond to the health care needs of high- risk and disadvantaged populations. |
| SANTA ANA CHAMBER BOARD AND COMMITTEE PARTICIPATION | Participate as a member of the Santa Ana Chamber of Commerce Board of Directors and Government Affairs Committee with the goal of building coalition of community leaders and elected officials to support improvements in access to preventive, primary and specialty care for children in Santa Ana. |
| SANTA ANA COLLEGE FOUNDATION BOARD OF DIRECTORS | Chief Gov't Relations Officer serves on the Santa Ana College Foundation Board of Directors to promote collaboration and partnership with Santa Ana College to connect CHOC leaders with students, promoting mentoring and workforce development, and helping to advance the education mission of the College. |
| SCAN COMMITTEE | Review and evaluate suspected child abuse cases, share information about prevention and available community resources. |
| SOCIAL SERVICES | Counseling, screening and advocacy to obtain medical care and other support resources for patients/families; psychosocial assessments for patient/family functioning; patient/parent support groups; crisis intervention; coordination. |

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| SOLUTION FOR PATIENT SAFETY | Participation in Solutions for Patient Safety, an international collaborative of over 160 pediatric facilities across North America. This collaborative works to reduce pediatric harm. |
| STAYWELL HEALTH INFORMATION ONLINE LIBRARY | Web-based tool offering health care topics to patients, families and the community. |
| STUDENT RELATIONS PROGRAM | Program designed to meet our community's and CHOC's need for future healthcare providers by promoting student clinical placements in the following disciplines: registered nurses, licensed vocational nurses, physical therapists, respiratory care practitioners, radiology technology, dietary, occupational therapy, speech therapy, nursing assistants and medical/clerical. |
| TSC ALLIANCE STEP FORWARD TO CURE | Participation in the TSC Alliance Step Forward to Cure to raise awareness and financial support for children living with tuberous sclerosis complex in Southern California. |
| UNFUNDED BASIC AND CLINICAL RESEARCH | Various basic science and pediatric clinical research projects not funded by outside grants or donations. Research areas include oncology, neurology, hematology, stem cell and biomedical optics as performed by CHOC research faculty. |
| UNREIMBURSED CLINICAL RESEARCH | The department develops dispensing protocols and procedures, dispense investigational agents, maintain inventory of investigational agents and assist in other aspects of investigational drug protocols. |
| UNREIMBURSED COSTS OF MEDICAL/CCS/CALOPTIMA | Unreimbursed cost of care for Medi-Cal, CCS and Cal OPTIMA recipients. |
| VIRGINIA HEALTHCARE AND HOSPITAL ASSOCIATION | Participation in the Virginia Hospital & Healthcare Association to provide education to hospital leaders across Virginia, Maryland, and Delaware. |
| VIRTUAL PEDIATRIC LECTURE | Provide education to community providers in assessing and treating patients for specific conditions related to the topic given, per presentation. |
| WATER SAFETY | Multi-segmented program for preschoolers, children, parents, care givers, grandparents, health care professionals, and the community to increase awareness of the risks of drowning and the action steps to be taken to prevent drowning. |

Appendix C

Collaborators by Type

Community Organizations

American Heart Association
Boys & Girls Club of Garden Grove
Boys & Girls Club of Santa Ana
California Children Services
California Children's Hospital Association
Camp4kids
Camp Oakes
Child Abuse Prevention Council of Orange County
Child Abuse Services Team
Child Guidance Clinic
Child Passenger Safety Task Force
Children and Families Commission of Orange County
Down Syndrome Association of Orange County
Epilepsy Awareness Day Foundation
Epilepsy Support Network of Orange County
Family Violence Project
Health Options
Hospital Association of Southern California
Hydrocephalus Association
Latino Health Access
Make-A-Wish Foundation
Maternal Outreach Management Services (MOMS)
National Drowning Prevention Network
Orange County Business Council
Orange County Human Relations
Orange County Safe Kids
Padre Foundation
Ronald McDonald Camp
Safe from the Start
Safe Kids Orange County
Suspected Child Abuse & Neglect Committee (SCAN)
TSC Alliance
Violence Prevention Coalition of Orange County
We Can Foundation
Western Youth

Educational Institutions

Alliant University
Anaheim City School District
Azusa Pacific University
Biola University

California State Polytechnic University, Pomona
California State University, Dominguez Hills
California State University, Fullerton
California State University, Long Beach
Centralia School District
Cypress College
Garden Grove Unified School District
Gates School
Golden West College
Irvine Unified School District
La Verne University, Volunteer Services Dept.
Los Angeles City College
Magnolia School District
Mount Saint Mary's College
Mt. San Antonio Community College
Orange Coast College
Pepperdine University
Rea School
Saddleback College
San Joaquin Valley College School of Respiratory Therapy
San Juan School
Santa Ana College
Santa Ana Unified School District
University of California, Irvine School of Biological Sciences
University of California, Irvine School of Medicine
University of California, Irvine Center for Autism and Neurodevelopmental Disorders
University of California, Irvine
University of California, Los Angeles
University of Iowa
Veeh School

Other Healthcare Providers

American Academy of Pediatrics
CalOPTIMA
Children's Center at Sutter Medical Center, Sacramento
Children's Hospital & Research Center at Oakland
Children's Hospital Central California
Children's Hospital Los Angeles
Cincinnati Children's Hospital
College Hospital PET Team
Health Dimension, Inc.
Healthy Smiles for Kids of Orange County
Hoag Memorial Hospital Presbyterian
Loma Linda University Children's Hospital
Loma Linda University Medical Center
Lucile Salter Packard Children's Hospital at Stanford
Mattel Children's Hospital at UCLA
Miller's Children's Hospital
Presbyterian Intercommunity Hospital
Providence St. Joseph Health
Rady Children's Hospital San Diego
San Antonio Community Hospital

University of California, Irvine Medical Center
University of California, Davis Children's Hospital
University of California, San Diego Children's Hospital
University of California, San Francisco Children's Hospital

Public Sector Agencies

Black Chamber of Commerce of Orange County
Children and Youth Services (CYS) Clinics
Children's Hospital Association
Consumer Product Safety Commission
Department of Social Services
First 5 Orange County
Health Resources and Services Administration (HRSA)
Irvine Police Department
National Institute of Allergy & Infectious Diseases (NIAID)
National Institute of Child Health & Human Development ((NICHD)
National Institutes of Health/Collaborative Antiviral Study Group (NIH/CASG)
Orange Chamber of Commerce
Orange County AAP Chapter
Orange County Child Passenger Safety Task Force
Orange County Department Education Bell Campaign
Orange County Department of Education
Orange County District Attorney's Office
Orange County Fire Association
Orange County Health Care Agency
Orange County Mental Health Agencies
Orange County Sheriff's Department
Orange County Social Services Agency
Orange Police Department
Regional Center of Orange County
Santa Ana Chamber of Commerce
Santa Ana Police Department
Tustin Police Department

APPENDIX D

Services by Benefit Goal

Goal 1: Healthcare Access

After Hours Clinic
CalOptima Board and Board Committees
Charity Care: CHOC
Children's Miracle Network
CHOC – Clinic Garden Grove
CHOC Nurse Advise
Clinica CHOC Para Los Ninos
CMG Centrum Clinic
Education Events sponsored by the CHOC Institutes
Health Professions Education – Advocacy & Public Policy
Health Professions Education - Dietary
Health Professions Education - Pharmacy
Hydrocephalus Association Conference Kids Camp
Orange Primary Care Clinic
Pharmaceutical Indigent Program
Pharmacy Education to patients and families
Providence Speech and Hearing Center
Resident Education Program
Santa Ana Boys and Girls Club Clinic
Student Relations Program
Unreimbursed Clinical Research
Unreimbursed costs of MediCal: CHOC

Goal 2: Behavioral Health Access

Bereavement Support Groups & Day of Remembrance
BeWell OC
Child Life Grief Support Group
Child Life Internship Program
Child Life Practicum Program
Community Building - Recruitment of Underrepresented
Health Professions Education - Psychology
Legacy Program
MHSA Steering Committee
Oncology Patient / Family Support Group
Social Services

Goal 3: Disease Prevention

Asthma BreathMobile
Germ Busters/Nutrition/Media Programs
Unfunded Basic and Clinical Research

Goal 4: Information Resource

Clinical Research - Pharmacy Publication
Clinical Research - Psychology
CPR Education
Down Syndrome Association of Orange County
Epilepsy Awareness/Support Activities
KidsHealth Newsletter
KidsHealth-Clinical On-line Reference System
Staywell Health Information Online Library
Virginia Healthcare and Hospital Association
Virtual Pediatric Lecture

Goal 5: Injury Prevention

Bike and Bike Helmet Safety
Child Passenger Safety
Orange County Safe Kids and promotion
Safe Sitter
Water Safety

Goal 6: Community Action

Black Chamber of Commerce of Orange County
Calif Children's Hospital Assoc-CFO Participation
California Children's Hospital Assoc Public Policy/BOD
California Children's Hospital Assoc-Govt Relations participation
Care Coordination Activities
Career Exploration Experience (CEE) Mentor
CEO Leadership Alliance of Orange County
Children's Hospital Association
CHOC Education Center
CHOC Residency Program Advocacy Rotation
Committee, Community, and Camp Activities
Community Health Improvement Advocacy
Hospital Association of Southern California
Hospital Association of Southern California Govt Relations
Institute for Healthcare Improvement
Make-A-Wish Foundation
Orange Chamber of Commerce Participation
Orange County Business Council (OCBC)

Orange County Forum Board Meetings
Orange County Human Relations
Padre Foundation
Patient Safety Organization
Santa Ana Chamber Board and Committee Participation
Santa Ana College Foundation Board of Directors
SCAN Committee
Solutions for Patient Safety
TSC Alliance Step Forward to Cure