

2025

# Community Benefit Report



Keck Hospital of **USC**  
Keck Medicine of **USC**



# Welcome

Dear Colleagues,

2025 was another momentous year for Keck Medicine of USC and the Keck School of Medicine of USC. In addition to progressing forward in our cutting-edge research and infrastructure projects, our organizations continued to be recognized nationally, obtaining honors in a wide array of categories for clinical innovations and our adherence to the highest quality and safety standards.

This 2025 Community Benefits Report provides a snapshot of the remarkable and far-reaching impacts of our health care services on the community we serve.

As one of only two university-based medical systems in the Los Angeles area, Keck Medicine of USC combines academic excellence, world-class research, and state-of-the-art facilities to provide care for some of the most acute patients in the country. To that end, Keck Hospital is a site not only for patient care, but for clinical research and education. As a teaching hospital, training residents and fellows in graduate medical education is one of the many salient community benefits we provide.

In 2025, Keck Hospital engaged in numerous initiatives to further address our population’s significant health needs. From food access and affordability to community health education and inclusive care, the providers and staff at Keck Hospital helped tackle a wide swath of areas currently burdening the Los Angeles County community.

Across all initiatives, our one constant was our commitment to patient care — a commitment that we believe is essential to ensuring the long-term health and prosperity of our communities. Cultivating a community where physical and emotional wellness is at the heart of our mission.

Throughout the year, Keck Hospital was also recognized for its excellence in care, earning an “A” Hospital Safety Grade from The Leapfrog Group and two awards from the American Heart Association: A Get With The Guidelines Gold Plus award for Heart Failure and Type 2 Diabetes and the Gold award for Resuscitation.

Moving forward, our goal is to strengthen and build upon our community connections so that we may promote and sustain innovation, compassion, and camaraderie.

In the following pages, you will learn about the clinical care, research, and education performed by Keck Medicine and the Keck School that benefitted our communities in 2025.

We thank you for your attention and support, and we look forward to continuing our limitless approach to care together.



**Rod Hanners**  
Chief Executive Officer  
Keck Medicine of USC



**Marty Sargeant**  
Chief Executive Officer  
Keck Medical Center of USC

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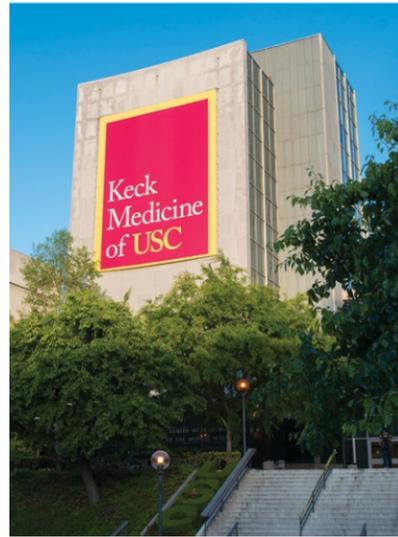
# About Keck Hospital of USC

Keck Hospital of USC is a private, nonprofit, 401-bed acute care hospital. The hospital offers some of the most sophisticated technology available. Keck Hospital of USC provides innovative care for complex medical and surgical issues. Among the hospital’s advanced services are neuro-interventional radiology, minimally invasive cardiothoracic surgery, robotic surgery, and interventional cardiology. Surgical specialties include organ transplantation and neurosurgery, as well as cardiothoracic, bariatric, esophageal, orthopedic, and plastic and reconstructive surgeries.

In addition to patient care, Keck Hospital of USC is a site for clinical research. Keck Hospital of USC is also strongly committed to education. As a member of the USC family, it is a teaching hospital, training residents and fellows in graduate medical education. Keck Hospital of USC is also a highly regarded clinical rotation site for nursing and other allied health professions programs.

The hospital is part of Keck Medicine of USC (the University of Southern California’s clinical enterprise) and is one of two university-based medical systems in the Los Angeles area. Keck Medicine combines academic excellence, world-class research, and state-of-the-art facilities to provide highly specialized care for some of the most acute patients in the country. USC’s internationally renowned physicians and scientists provide world-class patient care at Keck Hospital of USC, USC Norris Cancer Hospital, USC Verdugo Hills Hospital, USC Arcadia Hospital, and more than 100 clinics located in Los Angeles, Orange, Kern, Tulare, and Ventura counties.

Keck Hospital of USC and USC Norris Cancer Hospital together operate as Keck Medical Center (KMC) and have defined their communities to be the same. However, because the hospitals offer different services, they each have developed their own Community Health Needs Assessment (CHNA) report, Implementation Strategy, and Community Benefits Plan.



## Awards and Recognition

Keck Medical Center (KMC) of USC, which includes Keck Hospital and USC Norris Cancer Hospital, is nationally ranked by U.S. New’s Best Hospitals in seven adult specialties and rated high performing in two adult specialties and ten procedures and conditions and is regionally ranked number 10 in California and number 5 in Los Angeles. In addition, Keck Hospital earned a 4-star quality rating (out of 5 stars) from the Centers for Medicare and Medicaid Services quality star rating report for 2025.

### Other highlights include:

- In Spring 2025, Keck Hospital of USC earned an “A” Hospital Safety Grade from The Leapfrog Group, an independent national nonprofit watchdog focused on patient safety, placing the hospital among the safest in the nation.
- KMC continues to be recognized as an LGBTQ+ Healthcare Equity Leader by The Human Rights Campaign (HRC) Foundation, the educational arm of the nation’s largest LGBTQ+ civil rights organization. In 2024, KMC received a perfect score on assessments for inclusive policies and practices in providing LGBTQ+ patient care.
- In 2025, the American Heart Association recognized Keck Hospital of USC with Get With The Guidelines Gold Plus award for Heart Failure and Type 2 Diabetes and the Gold award for Resuscitation.



## Governance

The USC Health System Board provides strategic oversight and governance over Keck Medicine of USC and all clinical care activities at USC, allowing for agility in what is often a rapidly changing health care environment. Leonard D. Schaeffer serves as chairman, and Amy A. Ross, PhD, serves as vice chair of the USC Health System Board. Both Schaeffer and Ross also serve as USC Board of Trustee members. Below is a complete list of USC Health System Board members.

### USC Health System Board

Beong-Soo Kim, JD	Paul B. Rothman, MD
Rod Hanners	Leonard D. Schaeffer
Gerald Hickson, MD	Steven D. Shapiro, MD
John Kusmiersky, JD	William E.B. Siart
Carolyn Meltzer, MD	Michael Tsia
Amy A. Ross, PhD	

The Keck Hospital of USC and USC Norris Cancer Hospital Governing Board provide organizational leadership for community benefit. The Board functions as an oversight and policy-making body for the hospital’s community benefit commitments, efforts, and strategic attention to community needs. The Board has accountability for the hospital’s community benefit performance. Below is a complete list of Governing Board members.

### Keck Hospital of USC and USC Norris Cancer Hospital Governing Board

Tammy Capretta, MDP, RN	Steven D. Shapiro, MD
Michael Gallagher	Steven Siegel, MD, PhD
Stephanie Hall, MD	Vaughn Starnes, MD
Rod Hanners	James Staten
Caryn Lerman, PhD	Annette Sy, DNP, MSN, RN
Holly Muir, MD	Mark Todd, PhD
David Peng, MD, MPH	Alison Wilcox, MD
Marty Sargeant	

## Mission

- We strive to be the trusted leader in quality health care that is personalized, compassionate and innovative.
- We stand for empowerment, integrity, respect, collegiality, and vitality.
- We commit to authenticity.
- We commit to excellence in clinical care, teaching, and research.
- You can count on us to be fully present in the delivery of uncompromising health care.

## Values

- We deliver quality health care through uncompromised service excellence.
- We show compassion while building positive relationships with our colleagues, our patients and their families.
- We contribute to innovation through collegial collaboration.
- We are empowered to improve the performance of the organization.
- We have integrity and are accountable to the highest professional standards.
- We demonstrate respect for our environment by our demeanor, actions, and personal appearance.
- We demonstrate vitality by being fully present and engaging others.
- We are responsible for authentic communication with our colleagues, our patients and their families.
- We provide a private, safe and secure environment.
- We commit to personalizing the “KNOWN” Service Standards™

Kind greeting  
 Notice needs  
 Own it  
 Wow them  
 Next steps

# A Commitment to the Health of Our Community

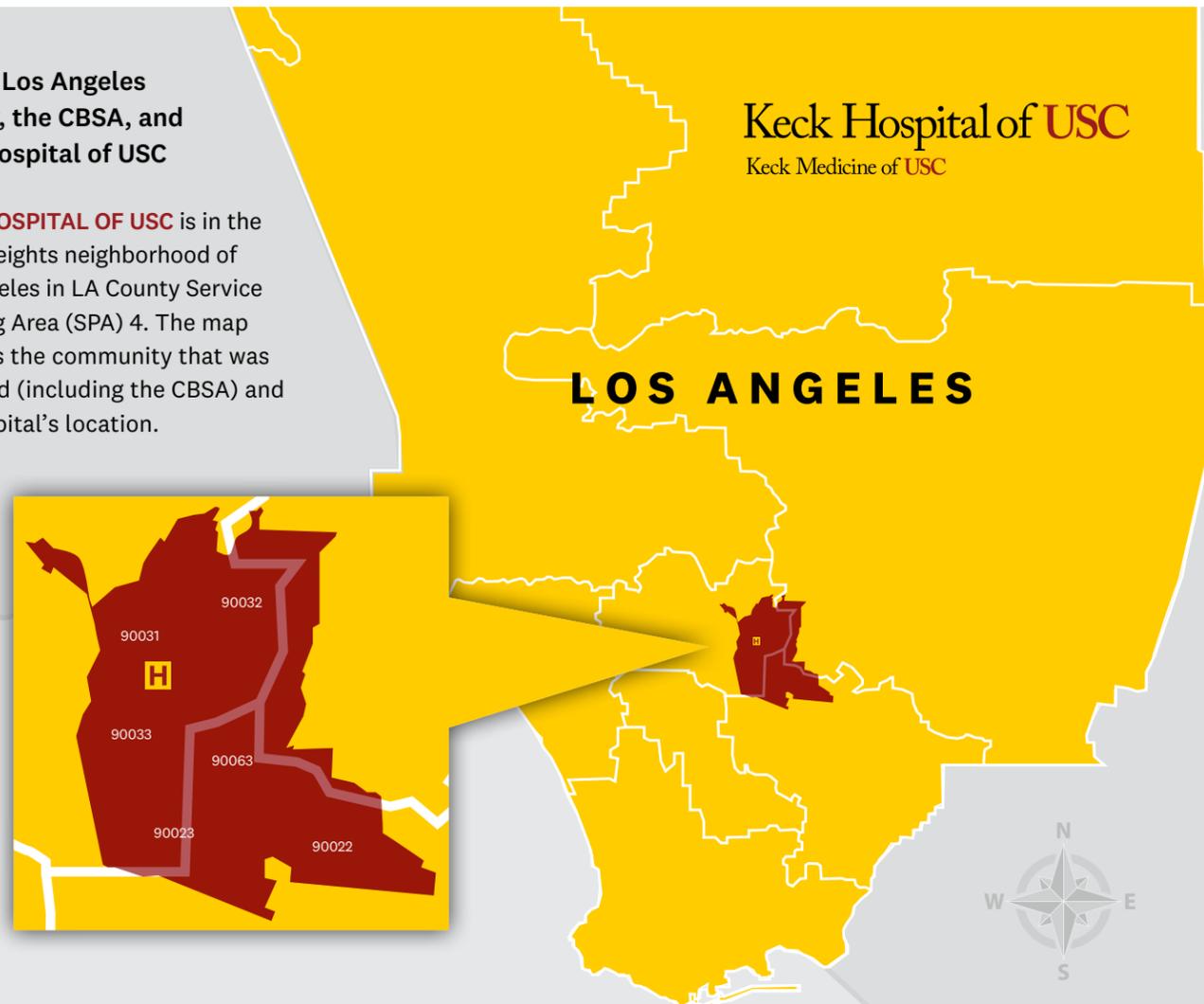
Beyond its role as a hospital facility and clinical provider, Keck Hospital of USC engages in many community health and outreach initiatives. This report demonstrates tangible ways in which Keck Hospital of USC fulfills its mission to improve the health and wellbeing of our community and provide personalized, compassionate, and innovative health care. Keck Hospital of USC provides financial assistance to those in the community who cannot afford services or whose health insurance does not cover all services rendered. Keck Hospital of USC also invests in the community to increase access to health care services and improve health.

## Service Area Description

For purposes of the 2025 Community Health Needs Assessment (CHNA), the community is defined as Los Angeles County, California. The 2025 CHNA also assesses a Community Benefit Service Area (CBSA) comprised of local neighborhoods proximate to Keck Medical Center. The community was defined by considering the geographic origins of the inpatient discharges and outpatient visits during fiscal year 2024. The CBSA was defined based on certain unique demographic and socioeconomic characteristics of the hospital's local neighborhoods. Assessing a CBSA allows Keck Medical Center to understand and potentially address unique community health needs in local neighborhoods and to build on KMC's role and impacts as an anchor institution.

### Map of Los Angeles County, the CBSA, and Keck Hospital of USC

KECK HOSPITAL OF USC is in the Boyle Heights neighborhood of Los Angeles in LA County Service Planning Area (SPA) 4. The map portrays the community that was assessed (including the CBSA) and the hospital's location.



## Community Snapshot

This section presents demographic and socioeconomic characteristics of the people living in the CBSA, Los Angeles County, and California.

In 2019-2023, the CBSA had a higher share of the population living in poverty compared to Los Angeles County and California. Over 86.0 percent of residents in the CBSA identified as Hispanic (or Latino) compared to 48.3 percent in Los Angeles County and approximately 39.8 percent in California. CBSA residents were more likely to be uninsured and have limited English proficiency and were less likely to have a high school diploma and own homes compared to Los Angeles County and California. The median household income in the CBSA is approximately 25.0 percent below the county median and lower than the U.S. median household income.

### DEMOGRAPHIC AND SOCIOECONOMIC CHARACTERISTICS, 2019-2023

DEMOGRAPHICS	CBSA	LA COUNTY	CALIFORNIA
<b>Total Population</b>	<b>283,927</b>	<b>9,848,406</b>	<b>39,242,785</b>
<b>GENDER</b>			
	PERCENT		
Female	49.9%	50.1%	50.5%
Male	50.1%	49.9%	49.5%
<b>AGE</b>			
	PERCENT		
Children (<18 years)	26.5%	20.9%	22.3%
Older adults (>65 years)	12.7%	14.7%	15.3%
<b>RACE</b>			
	PERCENT		
White alone	18.6%	35.4%	44.0%
Black alone	1.3%	7.8%	5.5%
American Indian and Alaska Native alone	2.2%	1.3%	1.1%
Asian alone	7.2%	15.0%	15.3%
Native Hawaiian and Other Pacific Islander alone	0.1%	0.2%	0.4%
Some Other Race	54.9%	23.6%	17.4%
Two or More Races	15.6%	16.7%	16.3%
<b>ETHNICITY</b>			
	PERCENT		
Hispanic or Latino	86.3%	48.3%	39.8%
<b>POPULATION CHARACTERISTICS AND SOCIOECONOMIC INDICATORS</b>			
<b>EDUCATION AND INCOME</b>			
	PERCENT		
Adults without a high school diploma	40.9%	19.3%	15.4%
Percentage of people living in poverty (Below 100% FPL)	19.0%	13.6%	12.0%
Household income	\$62,642	\$82,516	\$91,551
<b>OTHER SOCIAL AND ECONOMIC FACTORS</b>			
	PERCENT		
Population with a disability	11.9%	10.9%	11.3%
Population with Limited English Proficiency (LEP)	36.3%	23.2%	17.3%
Population without health insurance (under age 65)	14.2%	8.7%	6.9%
Home ownership	33.3%	46.1%	55.8%

Source: U.S. Census Bureau, American Community Survey 5-year Estimates, 2019-2023.

# Community Health Needs Assessment

Keck Hospital of USC completed a Community Health Needs Assessment (CHNA) in 2022, as required by state and federal law. The CHNA is used by the hospital to inform its Community Benefits Plan, which outlines how it will address significant community health needs. The CHNA incorporated community input and analysis of secondary data focused on the health and social needs of the service area.

The CHNA examined up-to-date data sources for the service area to assess community demographics, social determinants of health, access to health care, maternal and infant health, leading causes of death, disease and disability, COVID-19, health behaviors, mental health, substance use and misuse, and preventive practices. When possible, community health indicators were compared to Healthy People 2030 objectives.

Interviews gathered information and opinions from people who represent the broad intereews were completed during January and February 2022. Interviewees included individuals who are leaders and/or representatives of medically underserved, low-income, and minority populations. Staff from the Los Angeles County Department of Public Health and from other local organizations with information about community health needs participated in the process.

Keck Hospital of USC completed its most recent CHNA in 2025 and developed an Implementation Strategy and Community Benefits Plan to address selected significant health needs during fiscal years 2026-2028. Implementation Strategy and health needs reports can be accessed at <https://www.keckmedicine.org/community-benefit/>. The FY26 Community Benefits Plan is outlined on pages 17-18 of this report.

## Significant Health Needs

In 2022, significant health needs were identified based on secondary data that helped establish the size of the problem (relative portion of population experiencing the problem) and the seriousness of the problem (impacts at individual, family, and community levels). That analysis yielded a preliminary list of significant health needs, which then informed the analysis of learnings from community input. That primary data collection

process was designed to validate secondary data findings, identify additional community issues, solicit information regarding health disparities experienced by subpopulations, inventory community assets to address needs, and discover resource gaps. The identified significant needs (in 2022) were (in alphabetical order):

- ACCESS TO CARE
- CANCER (SCREENING, EARLY DETECTION, AND TREATMENT)
- CHRONIC DISEASES
- COVID-19
- ECONOMIC INSECURITY
- FOOD INSECURITY
- HOUSING AND HOMELESSNESS
- MENTAL HEALTH
- OVERWEIGHT AND OBESITY
- PREVENTIVE PRACTICES
- SEXUALLY TRANSMITTED INFECTIONS AND HIV/AIDS
- SUBSTANCE USE
- VIOLENCE AND INJURY

These needs then were prioritized with input from the community. Community stakeholders were asked to rank order the health needs according to highest level of importance in the community. On that basis, access to care, mental health, cancer, overweight and obesity, and COVID-19 were ranked as the top five priority needs in the service area.

The complete CHNA report can be accessed at [Community Benefit and Outreach – Keck Medicine of USC](#). Keck Medicine welcomes feedback on the Community Health Needs Assessment and Implementation Strategy. Feedback can be sent to: [BenefitandOutreach@med.usc.edu](mailto:BenefitandOutreach@med.usc.edu).



Nor Serout "New Life" Health Fair in partnership with the Armenia Employee Resource Group, Verdugo Park, Glendale - 2025



# Addressing Priority Health Needs

In FY25, Keck Hospital of USC’s Community Benefits Plan was focused on addressing the priority health needs identified in the 2022 CHNA and the FY23-FY25 Implementation Strategy. In FY25, Keck Hospital of USC committed to community benefit efforts that address **chronic diseases, food insecurity, mental health, and preventive practices**. Selected activities and programs designed to help address these priority health needs are summarized below.

Keck Hospital of USC completed its most recent CHNA in 2025 and developed an Implementation Strategy and Community Benefits Plan to address selected significant health needs during fiscal years 2026-2028. The FY26 Community Benefits Plan is outlined on pages 17-18 of this report.

HEALTH NEED: CHRONIC DISEASES			
Goal: Reduce the impact of chronic diseases and increase the focus on chronic disease prevention and treatment education.			
STRATEGY	DESCRIPTION OF ACTIVITIES TO ADDRESS THE NEED	COLLABORATORS	MEASURABLE OUTCOMES AND IMPACT
Offer community health education	Provided lectures, presentations, and workshops, including the Annual Proyecto Pastoral Women’s Conference (focused on health, wellness, and women’s empowerment). Topics included fighting mental health stigma and shame, spirituality, building financial assistance.  Aided with Medi-Cal coverage renewal.	Proyecto Pastoral	300 people attended workshops, received information and referrals in 2024 (2025 event was postponed)
	Actively supported the Los Angeles Heart & Stroke Walk by providing blood pressure screenings, education, walking with the community, and raising funds for research.	American Heart Association	6,000 total participants; 433 walkers and 51 teams from Keck Medicine of USC  Keck Medicine of USC’s mission impact raised over \$28,900
Provide education to community members and primary care providers on cardiac disease and stroke prevention	Provided community health education classes on heart disease and stroke prevention and chronic disease management.	American Heart Association  Community FQHCs	250,000 people in greater LA were trained in CPR  37 FQHCs provided blood pressure monitors
Address the circumstances that undermine the physical health of the community’s homeless population	Keck Hospital supports the highly regarded USC Street Medicine program.  USC Street Medicine advances care and justice for the unhoused through an interdisciplinary team combining medical care, social service outreach, and research to meet the unique needs of the unhoused community in Los Angeles. Medical and health care professionals meet patients in their lived reality to provide care.	Keck School of Medicine of USC  California Street Medicine Collaborative	Reduced hospital admissions by 75%  Decreased length of hospital stay from 12 to 7.9 days  Housed 42% within a year of first “office visit” on the street!

<sup>1</sup> About - Street Medicine (usc.edu)

## HEALTH NEED: CHRONIC DISEASES (continued)

STRATEGY	DESCRIPTION OF ACTIVITIES TO ADDRESS THE NEED	COLLABORATORS	MEASURABLE OUTCOMES AND IMPACT
Provide chronic disease support groups	Hosted the following support groups for the public, free of charge: <ul style="list-style-type: none"> <li>• Lung Transplant Support Group</li> <li>• Transplant Caregiver Support Group</li> <li>• Stroke Support Group</li> <li>• Deep Brain Stimulation Support Group</li> <li>• USC Brain Tumor Caregiver Support Group</li> <li>• Bariatric Support Group</li> <li>• Mindfulness Support Group</li> <li>• Multiple Sclerosis Support Group</li> <li>• Parkinson’s Disease Support Group</li> <li>• Ventricular Assist Device (VAD) Support Group</li> </ul>	Keck School of Medicine of USC	Ten monthly support groups (120 sessions) provided
Foster a welcoming environment for LGBTQ community members facing chronic diseases	Actively participated in the Calavera LGBTQ Festival at Mi Centro, LGBTQ Community Center. Keck Medicine provided health education on topics such as tobacco cessation, substance use, harm reduction, and gender-affirming care.	Latino Equality Alliance  Los Angeles LGBT Center	500 community members participated
	Hosted a health education table at the LifeCycle SoCal Expo providing gender affirming care services.	Los Angeles LGBT Center	250 community members participated
	SoCal LGBTQIA+ Health Conference featured speakers, workshops, and panels aimed at promoting inclusivity and understanding within the health care environment.	Kaiser Permanente Bernard J. Tyson School of Medicine	300 community members participated



2025 Los Angeles Heart and Stroke Walk

HEALTH NEED: FOOD INSECURITY			
Goal: Reduce the impact of food insecurity in the local community in collaboration with nonprofits.			
STRATEGY	DESCRIPTION OF ACTIVITIES TO ADDRESS THE NEED	COLLABORATORS	MEASURABLE OUTCOMES AND IMPACT
Address food access and affordability	Eligible community members, USC students, and employees received \$10 tokens to redeem fruits and vegetables at the weekly A Tu Salud produce stand.	American Heart Association  Hazard Park Recreation Center	Approximately 300 people used the self-monitoring blood pressure station and scale for weight tracking throughout FY25  1,919 tokens redeemed  5,730 pounds of fruits and vegetables distributed
Support food security measures in East LA neighborhoods	Provided nutrition, in the form of fresh produce and hot meals to hungry individuals and families at the weekly Weingart YMCA food distribution.  Community members received linguistically appropriate health education on hypertension and storing fresh produce at home. Older adults were provided with grocery carts to assist with transporting groceries home as many residents walk to the distribution.	Weingart East Los Angeles YMCA	Over 1.1 million pounds of produce infused into the community <sup>2</sup>

HEALTH NEED: MENTAL HEALTH			
Goal: Increase access to mental health care resources, services, and education. Decrease the stigma associated with seeking mental health care.			
STRATEGY	DESCRIPTION OF ACTIVITIES TO ADDRESS THE NEED	COLLABORATORS	MEASURABLE OUTCOMES AND IMPACT
Address the circumstances that undermine mental and emotional wellbeing of the community's homeless population	Keck Hospital supports the highly regarded USC Street Medicine program.  USC Street Medicine advances care and justice for the unhoused through an interdisciplinary team combining medical care, social service outreach, and research to meet the unique needs of the unhoused community in Los Angeles. Medical and health care professionals meet patients in their lived reality to provide care.	Keck School of Medicine of USC  California Street Medicine Collaborative	Reduced hospital admissions by 75%  Decreased length of hospital stay from 12 to 7.9 days  Housed 42% of those experiencing homelessness within a year of first "office visit" on the street <sup>3</sup>
Offer community health education, community lectures, presentations, and workshops	Provided lectures, presentations, and workshops, including the Annual Proyecto Pastoral Women's Conference (focused on health, wellness, and women's empowerment). Topics included fighting mental health stigma and shame, spirituality, building financial assistance.  Provided Medi-Cal coverage renewal assistance.	Proyecto Pastoral	300 people attended workshops, received information and referrals in 2024 (2025 event was postponed)
Ensure equitable and inclusive care of lesbian, bisexual, transgender, and queer (LGBTQ) community members facing mental health issues and concerns	TTLC and KUMSC partnered to develop a state-of-the-art Gender Affirming Care Program for transgender, transsexual, gender-diverse, and intersex (TGI) people to improve access to culturally competent, sensitive care, daily food distribution, transitional housing, and case management.	The TransLatin@ Coalition (TTLC)	~5,000 LA community members served annually



2025 Keck Pride Employee Resource Group Walking in AIDS Walk LA

HEALTH NEED: PREVENTIVE PRACTICE			
Goal: Improve community health through preventive practices.			
STRATEGY	DESCRIPTION OF ACTIVITIES TO ADDRESS THE NEED	COLLABORATORS	MEASURABLE OUTCOMES AND IMPACT
Promote a healthier community	Keck Medicine of USC hosted and participated in many community health events to provide information and resources, health education, and health screenings. 2025 highlights include:  • Annual Community Health Fair with La Voz		~400 community members received health education, resources, and health screenings
Host health/wellness fairs and screening events	Actively supported and participated in the AIDS Walk Los Angeles, benefiting APLA Health, improving access to care for LGBTQ community members.	AIDS Walk LA and APLA Health	10,000 participants (including the Keck Pride Team)

<sup>3</sup>About - Street Medicine (usc.edu)

# Collaboration and Community Engagement

Keck Hospital of USC collaborates with community non-profit organizations and affiliated USC organizations whose programs align with the strategic priorities identified in the hospital's Community Health Needs Assessment and Implementation Strategy.

In FY25, Keck Hospital of USC collaborated with the following organizations to offer programming and services and/or provide financial and in-kind support:

- AIDS/Lifecycle (ALC)
- American Heart Association
- APLA Health
- Clinica Romero
- Crenshaw Family YMCA
- LA Urban League
- La Voz Community Health Fair
- Latino Equality Alliance
- Partners in Care Foundation
- Proyecto Pastoral
- TransLatin@Coalition
- Weingart East LA YMCA
- National Association of Hispanic Nurses

Keck Hospital of USC also hosts, sponsors, and participates in a variety of initiatives to promote health and wellbeing and community engagement. Several of these initiatives are described below.

## Annual Adopt a Family Program

Keck Medicine of USC departments adopted 5 families from Santa Teresita Elementary School and Hazard Park Recreation Center, both in the Boyle Heights neighborhood, to provide material support and to foster a sense of community, unity, and shared responsibility during the holiday season.

## USC Good Neighbors Campaign

USC Good Neighbors grants provide financial support to university-community partnerships involving collaboration between USC faculty and staff and local nonprofit organizations that have an impact on the surrounding neighborhoods. USC faculty and

staff donated over \$76,000 to support 54 community organizations aiding over 52,000 families (2024-2025).<sup>4</sup> Some of the funded partner programs include:

- 24th Street Theatre
- Neighborhood Music School
- 32nd Street/LAUSD USC Visual & Performing Arts
- F.B. Alliance
- Vermont Avenue Elementary School
- LA Commons
- Redeemer Community Partnership
- Building Skills Partnership
- PUENTE Learning Center
- The Jester & Pharley Phund
- Boys & Girls Club of West San Gabriel Valley and Eastside

## Keck Medicine of USC's Toy Drive

Keck Medicine of USC demonstrated its commitment to community well-being by hosting a health system-wide toy drive. The initiative garnered overwhelming support from employees, resulting in the collection of approximately 700 toys. These generous donations aimed to bring joy and comfort to various recipients, including those affiliated with the Hazard Park Recreation Center, Oscar Clinica Romero Marengo and Alvarado Clinics, and the Evergreen Early Education Center.

## Sustainability Program

Keck Medical Center of USC is committed to sustainability efforts and has been recognized in recent years for water, food, and energy conservation and waste reduction. These efforts include a variety of projects across the system including retrofitting all lighting to utilize LEDs, installing electronic vehicle (EV) chargers in parking lots and structures, utilizing sustainable food products (organic, locally grown produce), eliminating single-use plastic bottles and utensils, and collecting and reprocessing single-use medical devices used in patient care.

<sup>4</sup> <https://sites.usc.edu/goodneighbors/>



**KECK MEDICAL CENTER OF USC IS COMMITTED TO SUSTAINABILITY EFFORTS AND HAS BEEN RECOGNIZED IN RECENT YEARS FOR WATER, FOOD, AND ENERGY CONSERVATION AND WASTE REDUCTION.**



(top and bottom photos) Community members receiving fresh fruits and vegetables at the weekly Weingart YMCA food distribution.

# Other Community Benefits

As described below, Keck Hospital of USC provides a variety of other community benefits. See “Economic Value of Community Benefits” for net community benefit expenses incurred by Keck Hospital in FY25.

## Financial Assistance

Keck Medicine of USC provides compassionate, quality care to everyone regardless of their ability to pay. The Financial Assistance Program makes medically necessary services available to community members, including people who don’t have health insurance and can’t pay their hospital bill and patients who have insurance but are unable to pay the portion of costs not covered by insurance.

## Unpaid Cost of Medi-Cal and other Government-Sponsored Means-Tested Health Care

Keck Medicine of USC incurs losses in providing access to health care for Medi-Cal patients and low-income individuals participating in other government sponsored programs. These shortfalls are counted as community benefit because they improve access to care for individuals who are underinsured and cannot afford to pay for services.

## Patient Assistance Drug Program

Keck Medicine of USC assists patients in finding financial assistance for hospital administered drugs that are not covered by their insurer or otherwise provided free of charge. Manufacturers offer free drugs to patients whose insurer does not offer coverage to certain high-cost treatments if the patient meets manufacturer specific strict criteria related to a patient’s clinicals and financials. Efforts in FY25 allowed the hospital to obtain over \$4,000,000 in free drug assistance for patients who meet these criteria.

## 340B Drug Pricing Program

Keck Hospital of USC and USC Norris Cancer Hospital are eligible to participate in the 340B program because the hospitals provide care to a disproportionate share of low-income Medicare and Medi-Cal (Medicaid)

patients. The savings gained through our participation in the 340B program help fund vital medical services and care for low-income, underinsured, or uninsured patients in the community; health education; community benefit operations; and other programs. The cost of prescription medications — in particular oncology medications for patients diagnosed with cancer — can be a source of financial strain for many patients, especially for those from low-income households. The savings also help Keck Medicine of USC extend access to specialized oncology services throughout Southern California.

## Cash and In-Kind Donations

Keck Hospital of USC supports non-profit community groups and local organizations with funds and in-kind donations that enable them to provide community benefits. Some of the community partners that received donations included:

- AIDS/LifeCycle
- APLA Health
- Proyecto Pastoral
- TransLatin@Coalition
- Weingart East LA YMCA

## Community Building Activities

Community Building Activities improve health and wellbeing by enhancing social and economic conditions. These activities help address root causes of health problems or the determinants of health, such as education, homelessness, poverty, neighborhood conditions, and the environment.

Workforce development is an important community building objective. Keck Hospital of USC participated in and supported community programs that encouraged careers in the health professions, including:

## NATIONAL ASSOCIATION OF HISPANIC NURSES -

ensures high quality health care delivery to Hispanic communities and promotes professional excellence among bilingual and bicultural nurses.

**LA URBAN LEAGUE’S ANNUAL GALA** - promotes economic empowerment through education, job training, housing and community development, workforce development, entrepreneurship, health, and quality of life.

**LGBTQ YOUTH SCHOLARSHIP** - provides opportunities to LGBTQ students who are pursuing health care careers. This scholarship is provided in partnership with the Latino Equality Alliance and Keck Medicine of USC.

**HEALTH CARE HORIZONS DAY** - provides health care career exposure and workforce development for students in medically underserved areas. Students received a first-hand account of what Human Resources professionals look for when recruiting for health care positions with specific tips for how to show up for interviews. Students also participated in a blood pressure check clinical case encounter and practiced bandaging and splinting different types of injuries. Over 1,000 students were served with opportunities for college readiness, workforce preparation, clinic visits and mentoring.

## Health Professions Education

These are educational and training programs for physicians, nurses, nursing students, and other health professionals needed to obtain or maintain licensure or certification to practice in California.

## Graduate Medical Education (GME)

Keck Medicine of USC Hospitals provide clinical settings for interns, residents, and fellows from the USC Keck School of Medicine. Clinical faculty at the Keck School of Medicine supervise and direct a broad range of accredited residency and fellowship training programs.

## Nursing Education

In FY 2025, 735 undergraduate and graduate level nursing students participated in precepted clinical rotations at Keck Medical Center of USC. Students participated from American University of Health Sciences, Azusa Pacific University, California State University - Los Angeles, Glendale Community College, Mount St. Mary’s University, Pasadena City College, The Marsha Fuerst School of Nursing – Glendale, University of California – Los Angeles, and West Coast University.

## Other Health Professions Education

In addition to educating physicians and nurses, Keck Hospital serves as a clinical training site for a wide array of students in other health professions. For example, 50 occupational therapy students were educated and performed their clinical hours and/or internship rotations at the hospital. In addition, the Occupational Therapy (OT) Department hosts fifty students each year for a summer OT Immersion Program, fifty students twice a year for OT Labs, thirty-five master’s students annually, and five students from Taiwan annually. Physical Therapy (PT), Respiratory Therapy, Pharmacy, Physician Assistant, Radiology Technology, Operating Room Scrub Technician, and other health professions students also train at the hospital.



2025 Health Care Horizons Day

# Economic Value of Community Benefits

The Keck Hospital of USC economic value of community benefits for FY25 (July 1, 2024 to June 30, 2025) is summarized in the table below. The Hospital's community benefit costs were determined based on instructions for IRS Form 990 Schedule H and include certain data from the hospital's Medicare Cost Report.

FINANCIAL ASSISTANCE AND MEANS-TESTED GOVERNMENT PROGRAMS	VULNERABLE POPULATION	BROADER COMMUNITY	TOTAL
Traditional Charity Care	\$1,944,122	—	\$1,944,122
Medi-Cal	\$33,096,703	—	\$33,096,703
Other Means-Tested Government Program (Indigent Care)	—	—	—
Sum Financial Assistance and Means-Tested Government Program	\$35,040,825	—	\$35,040,825
OTHER BENEFITS			
Community Health Improvement Services	\$194,500	\$34,946	\$229,446
Community Benefit Operations	\$61,610	\$61,610	\$123,220
Health Professions Education	—	\$44,978,549	\$44,978,549
Subsidized Health Services	\$2,946,392	—	\$2,946,392
Research	—	\$750,713	\$750,713
Cash and In-Kind Contributions for Community Benefits	—	—	—
Other Community Benefits (Community Building)	\$248,729	\$180,000	\$428,729
Total Other Benefits (Community Benefits and Community Building)	\$3,451,230	\$46,005,818	\$49,457,049
COMMUNITY BENEFITS SPENDING			
<b>Total Community Benefits</b>	<b>\$38,492,055</b>	<b>\$46,005,818</b>	<b>\$84,497,873</b>
Medicare	\$207,206,490	—	\$207,206,490
<b>Total Community Benefits with Medicare</b>	<b>\$245,698,545</b>	<b>\$46,005,818</b>	<b>\$291,704,363</b>

# Community Benefit Plan FY26

## Significant Needs the Hospital Intends to Address:

Keck Hospital of USC intends to take action to address the following health needs that were identified in the 2025 CHNA and detailed in the FY 2026-2028 Implementation Strategy:

### Access to Health and Preventive Services

1. **Increase access to comprehensive, high-quality health and preventive services for vulnerable populations**
  - 1.1. Support community members accessing healthcare services regardless of their ability to pay
    - 1.1.1. Educate community members on how to qualify for financial assistance (charity care) based on the Keck Medicine of USC financial assistance policy
    - 1.1.2. Assist community members to enroll in financial assistance, health insurance, and prescription drug programs
  - 1.2. Strengthen coordination, navigation, and connection of CBSA residents to health and preventive services
    - 1.2.1. Develop and maintain a list/map of CBSA- based partners and an annual outreach plan
    - 1.2.2. Collaborate with healthcare partners to strengthen referral networks and enhance access to primary care and follow-up services after community screening events
    - 1.2.3. Enhance the capacity of social work and discharge teams to deliver patient education and conduct post-discharge follow-up, with the goal of improving health literacy

### Mental Health

2. **Promote positive mental health by focusing on the drivers of wellbeing and mental distress.**
  - 2.1. Improve access to mental health services within the CBSA
    - 2.1.1. Collaborate to expand community-based, accessible mental health support, healing, and resiliency programming (art, mindfulness, walking groups, and support groups)
    - 2.1.2. Participate in mental health coalitions and consortiums focused on the CBSA
  - 2.2. Ensure equitable and inclusive mental health care and support
    - 2.2.1. Continue to provide support and funding for vulnerable community members including gender affirming care and improved access to culturally intelligent care and local access to social driver of health support needs
    - 2.2.2. Provide grant funding to improve access to care for those with coexisting mental health and substance use disorder
    - 2.2.3. Provide mental health support and improve access to care through mission support funding and skills-based volunteering in partnership with community partners

### Social Determinants of Health

3. **Apply anchor mission strategies through an intentional commitment of Keck Medicine of USC's place-based economic power to create social, physical, and economic environments that promote attaining full potential for health and wellbeing**
  - 3.1. Enhance commitment to ensuring institutional and operational resources are aligned with clinical mission
    - 3.1.1. Continue Healthcare Anchor Network membership and explore and implement anchor mission strategies in the FY2026-2028 KMC Implementation Strategies
    - 3.1.2. Explore opportunities to formalize dedication of mission support funding for community health improvement initiatives that improve access to care, including Street Medicine Program, KSOM initiatives to build primary care capacity, USC Student-Run Clinic, oral and mobile health clinics, Telebehavioral Health Clinic, and SC CTSI Community Health Workers/Promotors

- 3.2. Increase access to high quality education and learning experiences for CBSA residents
  - 3.2.1. Collaborate with and support KSOM and other university partners to increase academic and healthcare career exploration for CBSA youth through programs such as Day of Discovery, Educacion Primero, Med-COR, Healthcare Horizons, LABEST, and Young Adult and Workforce Academy
  - 3.2.2. Collaborate with community partners that are local or in medically underserved areas to expand access to job placement opportunities for industry recognized credentials, such as CPR, phlebotomy, medical assistance, nursing assistant, and sterile processing
- 3.3. Collaborate to address workforce development and create career pathways
  - 3.3.1. Work with partners to expand job access and opportunities for applicants from local and medically underserved communities
  - 3.3.2. Develop career advancement pathways and bridge programs for high need positions such as nursing, radiology technicians, phlebotomy, and surgical technicians)
  - 3.3.3. Identify, understand, and reduce barriers to hiring and onboarding
  - 3.3.4. Implement a pilot mentoring program with wrap-around support to enhance retention
- 3.4. Invest in local communities to improve health, wellness, and quality of life
  - 3.4.1. Advance place-based investments in healthy food access, including continuation of the A Tu Salud program, Teaching Gardens Farmers Market, and YMCA food distribution sites
  - 3.4.2. Support and promote nutrition, cooking, and exercise classes locally
  - 3.4.3. Partner with local community partners to explore options for providing health education, screenings, and other support
  - 3.4.4. Serve as a leader and convener to foster dialogue relevant to health
- 3.5. Continue to identify social needs and connect residents to resources
  - 3.5.1. Continue SDOH screening and connect those in need with resources and navigation assistance
  - 3.5.2. Partner with other clinical providers and community-based organizations to improve SDOH screening rates and build referral networks

## Evaluation of Impact

Keck Hospital of USC is committed to monitoring and evaluating key initiatives to assess the impact of programs and activities outlined in the Implementation Strategy and Community Benefits Plan. The hospital has implemented a system for the collection and documentation of tracking measures, such as the number of people reached/served, and collaborative efforts to address health needs. An evaluation of the impact of Keck Hospital of USC's actions to address these significant health needs can be found in the most recent CHNA - [Community Benefit and Outreach - Keck Medicine of USC](#).

## Needs the Hospital Will Not Address

Keck Hospital of USC cannot directly address all the significant health needs present in the community. Accordingly, the hospital is concentrating on addressing those health needs that can most effectively be addressed given our areas of focus and expertise.

Taking existing hospital and community resources into consideration, Keck Hospital of USC will not directly address the remaining health needs identified in the CHNA, including health literacy, nutrition, physical activity, and chronic conditions, and substance use. Keck Hospital of USC engages in many other community benefit, preventive, and wellness activities with the goal of improving the health and wellbeing of the diverse communities served and although some significant needs were not included in this strategy with direct initiatives, there is overlap and work being done to address these health concerns.





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# Keck Hospital of **USC**

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