



PIH Health Whittier Hospital
Annual Report and Plan for Community Benefit
Fiscal Year 2025 (October 1, 2024 - September 30, 2025)
HCAI Hospital ID: 106190631

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California Department of Health Care Access and Information
Sacramento, California



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About PIH Health Whittier Hospital

PIH Health

PIH Health is a nonprofit, regional healthcare network that serves approximately three million residents in Los Angeles and Orange Counties. The fully integrated network is comprised of PIH Health Downey Hospital, PIH Health Good Samaritan Hospital, PIH Health Whittier Hospital, over 30 outpatient medical office buildings, a multispecialty medical (physician) group, home healthcare services and hospice care, as well as heart, cancer, digestive health, orthopedics, women’s health, urgent care, and emergency services. The organization is nationally recognized for excellence in patient care and patient experience, and the College of Healthcare Information Management Executives has identified PIH Health as one of the nation’s top hospital systems for best practices, cutting-edge advancements, quality of care, and healthcare technology.

PIH Health Whittier Hospital

PIH Health Whittier Hospital was founded in 1959 by community members who needed quality healthcare services close to home. In addition to the 523-bed hospital, the Whittier campus is home to the Washington and Wells Medical Office Buildings, a community pharmacy, an outpatient surgery center, and the Patricia L. Scheifly Breast Health Center.

Awards and Recognitions

PIH Health Whittier Hospital was the recipient of awards and accolades in fiscal year (FY) 2025:

- *US News and World Report* Best Hospitals (2024-2025)
 - #28 in California; #14 in Los Angeles
 - High Performing in 16 procedures and conditions:
 - Colon cancer surgery
 - COPD
 - Diabetes
 - Gynecological cancer surgery
 - Heart arrhythmia
 - Heart attack
 - Heart bypass surgery
 - Heart failure
 - Hip fracture
 - Kidney failure
 - Knee replacement
 - Leukemia, lymphoma, and myeloma
 - Lung cancer surgery
 - Maternity care (uncomplicated pregnancy)
 - Pneumonia
 - Stroke
- 2025 American Heart Association/American Stroke Association’s Get With The Guidelines - Stroke Gold Plus Quality Achievement Award; Target: StrokeSM Honor Roll; Target: Type 2 Diabetes Honor Roll
- 2025 CMQCC Quality & Sustainability Award: Maternal Safety Standards Implementation
- 2025 CMQCC Maternal Data Center Super Star Award
- 2024 National Accreditation Program for Breast Centers (NAPBC)

Mission, Vision, and Values

Mission

To improve the health and wellness of our communities

Vision

The first choice for care

Values

- Patients first
- Quality and service excellence
- Teamwork
- Integrity
- Compassion
- Accessible

Governance

PIH Health Board of Directors guides the direction of community benefit, with assistance from the Community Benefit Oversight Committee (CBOC).

Board of Directors

Alex Alvarez	Deborah Medrano
J. Richard Atwood	Patrick Monroe
Thurso Barendse	William Roth
Melanie Batiste	Tracea Saraliev
Marissa Goldberg	Scott Southron
Peter Greaney MD	Paul Treinen
Jeffrey Hamar	Charlotte Weaver PhD RN, <i>Chair</i>
Scott Krog	Kenton Woods
Regine Lawton	

Community Benefit Oversight Committee

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

The members of the CBOC include:

- Esther Aguilera MPA, Los Angeles County Department of Public Health
- Verónica Castro, Interfaith Food Center
- Amy Catt, Interfaith Food Center
- Anthony Cespedes MPA, Los Angeles County Board of Supervisors, Hilda Solis, First District
- Jonathan Cordova, Office of Congresswoman Linda T. Sánchez, California District 38
- Darren Dunaway, Human Services Association
- Richard Espinosa, Community Member
- Donna Gallup EdD MSW, Whittier First Day
- Jazmine Garcia Delgadillo DrPH MPH, Los Angeles County Board of Supervisors, Hilda Solis, First District
- Cortney Kaller MDA RDN CNSC, Sodexo
- Nayon Kang, Koreatown Youth and Community Center
- Hillary Mennella DNP FNP-BC, Cerritos College
- Juan Navarro, Los Angeles Centers for Alcohol and Drug Abuse
- Nicole Noggle MSW, Cerritos College
- Maria Ochoa CLPHNS, Los Angeles County Department of Public Health
- Jim Ortiz, My Friend's House Assembly of God Church
- Luz Perez, TLC Family Resource Center, Downey Unified School District
- Irene Redondo-Churchward, Community Member
- Melanie Renteria, Office of Congresswoman Linda T. Sánchez, California District 38
- Ramiro Rubalcaba EdD, Los Nietos School District
- Jose Miguel Ruiz MSW, CultivaLA
- Drew Sones, Community Member
- Melanie To, Koreatown Youth and Community Center
- Elvia Torres MS LMFT MBA, SPIRITT Family Services
- Norma Yoguez LMFT MBA, SPIRITT Family Services

Caring for Our Community

PIH Health Whittier Hospital recognizes its obligation to provide service above and beyond its role as a healing facility. This report demonstrates tangible ways in which PIH Health Whittier Hospital is fulfilling its mission. The hospital provides financial assistance to those in the community who cannot afford services, or whose health insurance does not cover all services. In addition, PIH Health Whittier Hospital invests in the community to increase access to healthcare services and improve health outcomes.

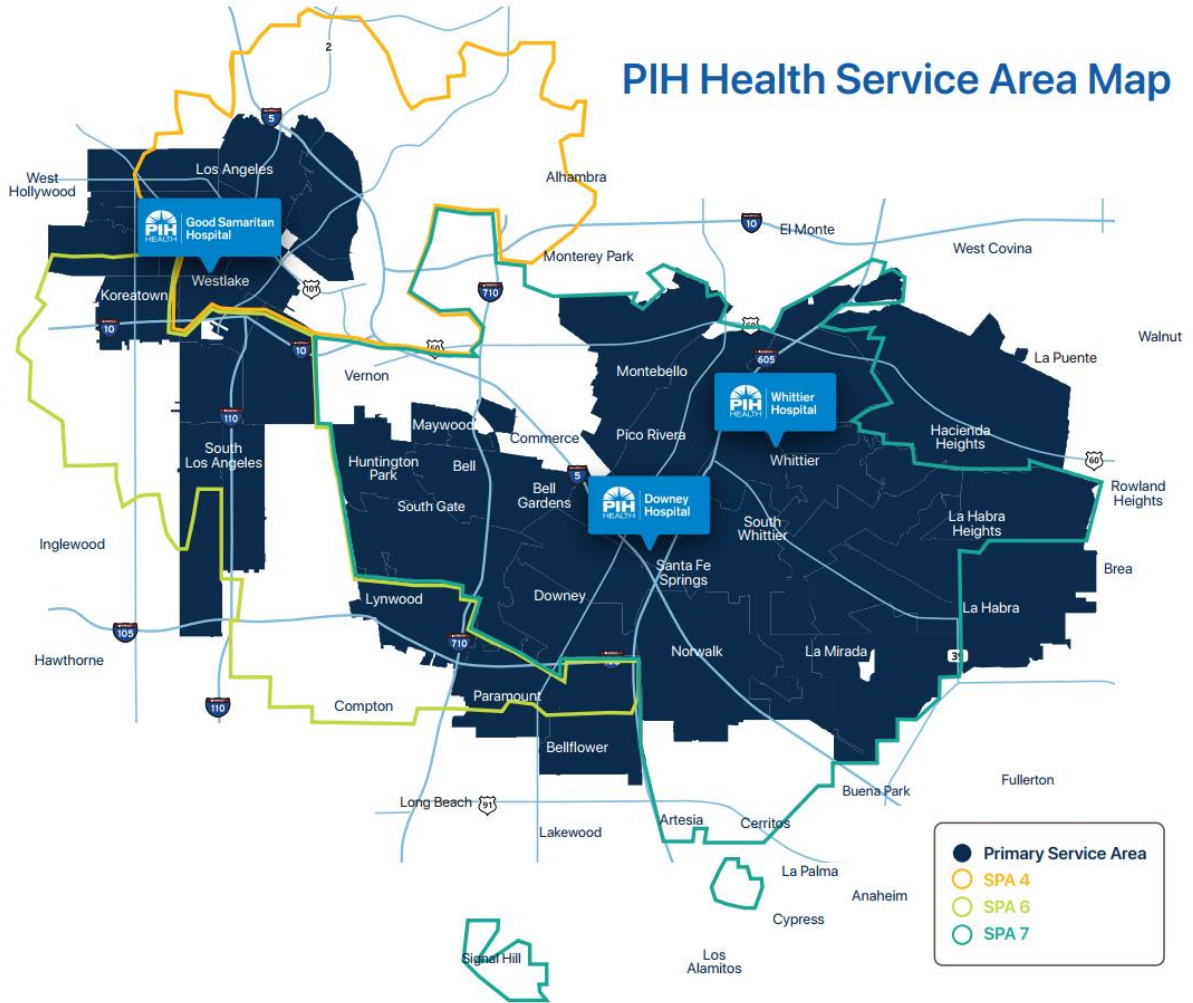
Service Area

PIH Health Whittier Hospital is located at 12401 Washington Blvd., Whittier, CA 90602. The hospital's service area encompasses 14 ZIP Codes in 11 cities or communities. The service area is served by the Los Angeles County 1st and 4th Supervisorial Districts and falls within Los Angeles County Service Planning Areas (SPAs) 3 and 7. La Habra 90631 is in Orange County.

PIH Health Whittier Hospital Service Area

Geographic Areas	ZIP Codes	Service Planning Area
Bell/Bell Gardens	90201	7
Hacienda Heights	91745	3
La Habra/La Habra Heights	90631	Orange County / 7
La Mirada	90638	7
Montebello	90640	7
Norwalk	90650	7
Pico Rivera	90660	7
Santa Fe Springs	90670	7
Whittier	90601, 90602, 90603, 90604, 90605, 90606	7

PIH Health Service Area Map



Community Snapshot

Community Indicators	PIH Health Whittier Hospital Service Area
Population	691,746
Children and youth, ages 0-17	22.2%
Adults, ages 18-64	62.6%
Seniors, ages 65 and older	15.1%
Latino or Hispanic residents	71.6%
White residents	13.3%
Asian residents	11.2%
Black or African American residents	1.7%
Native American, Hawaiian or Pacific Islander, and other races	2.3%
Does not have a high school diploma, ages 25 and older	21.3%
Has health insurance, total population	90.9%

Vulnerable Populations

Community Indicators	PIH Health Whittier Hospital Service Area
Linguistically isolated, ages 5 and older ¹	22.9%
Poverty, at or below 100% FPL	11.4%
Low Income, at or below 200% FPL	29.5%
Children living in poverty	15.1%
Female head of households, with children, living in poverty	25.8%
Gay, lesbian, or homosexual population	3.1%
Population with a disability	10.1%
Individuals experiencing homelessness	5,899
People experiencing homelessness who are unsheltered	73.6%
Population who are uninsured	9.1%
Population with Medi-Cal coverage	29.8%
California Healthy Places Index, state rank for clean environment	25.4%

¹ Individuals who speak English “less than very well” are considered linguistically isolated.

Community Health Needs Assessment

PIH Health Whittier Hospital completed a Community Health Needs Assessment (CHNA) in FY 2025 as required by state and federal law. The CHNA is a primary tool used by the hospital to determine its community benefit plan, which outlines how it will give back to the community in the form of healthcare and other community services to address unmet community health needs. The CHNA adheres to California Senate Bill 697 and the Patient Protection and Affordable Care Act through IRS section 501(r)(3) and is conducted every three years by the hospital. PIH Health Whittier Hospital participated in a collaborative process for the CHNA with PIH Health Downey Hospital and PIH Health Good Samaritan Hospital. Given that these hospitals share an overlapping service area and/or collaborative partners who serve the region, the collaborative effort reduced redundancies and increased data collection efficiency.

The CHNA incorporated components of primary data collection and secondary data analysis that focused on the health and social needs of the service area. The CHNA examined up-to-date data sources for the service area to present community demographics, social drivers of health, healthcare access, birth indicators, leading causes of death, acute and chronic disease, health behaviors, mental health, substance use, and preventive practices. When applicable, these data sets were presented in the context of Los Angeles County and California and were compared to Healthy People 2030 objectives. Healthy People 2030 is a national initiative to improve the public's health by providing measurable objectives that are applicable at national, state, and local levels.

PIH Health Whittier Hospital conducted targeted interviews to gather information and opinions from people who represent the broad interests of the community served by the hospital. Nineteen (19) interviews were completed from February through April 2025. Leaders and/or representatives of medically underserved, low-income, minority populations, as well as local health or other departments or agencies that have current data or other information relevant to the health needs of the community, were represented in the sample. Input was obtained from the Los Angeles County Department of Public Health.

Significant Community Health Needs

Significant health needs were identified through a review of the secondary health data and validated through community stakeholder surveys. The identified significant health needs included:

- Access to care
- Chronic diseases
- Dental care

- Housing and homelessness
- Mental health
- Overweight and obesity
- Preventive practices (screenings, vaccines)
- Substance use

Prioritization of Health Needs

The identified significant health needs were then prioritized with input from the community. The community stakeholders were asked to rank order the health needs according to highest level of importance in the community. The respondents ranked mental health, housing and homelessness, chronic disease, and overweight and obesity as the top four priority needs in the service area.

The complete CHNA report and the Implementation Strategy can be accessed at:

[PIH Health Whittier Hospital 2025 Community Health Needs Assessment](#)

[PIH Health Whittier Hospital FY 2026-FY 2028 Implementation Strategy](#)

We welcome feedback on the CHNA and Implementation Strategy. Please send your feedback to Community.Benefits@PIHHealth.org.

Addressing Priority Health Needs

In FY 2025, PIH Health Whittier Hospital engaged in activities and programs that addressed the priority health needs identified in the FY 2023-FY 2025 Implementation Strategy. PIH Health Whittier Hospital committed to community benefit efforts that addressed: access to healthcare, chronic diseases, preventive practices, social drivers of health, and substance use. Selected activities and programs that highlight the hospital's commitment to the community are detailed below.

Access to Care

Response to Need

Financial Assistance and Insurance Enrollment Assistance

PIH Health Whittier Hospital provided financial assistance through free and discounted care for healthcare services, consistent with PIH Health's financial assistance policy. To address healthcare access issues, the hospital also offered information and enrollment assistance in low-cost insurance programs. Medi-Cal eligibility workers screened 1,773 community members for enrollment eligibility in low-cost insurance programs. A dedicated Cancer Program Financial Navigator assisted 679 cancer patients with identifying resources and applying for coverage of co-pays and medications to reduce financial barriers to care.

Health Insurance Education

PIH Health has produced "Navigating the Healthcare Maze," a video series with resources available free to the public. The video series, which can be accessed [here](#), aims to eliminate confusion around how to access and move through the healthcare system. Topics include considerations for insurance coverage, understanding bills, and useful tips for taking control and managing your health.

Mental Health Services

The hospital offered two grief support groups open to anyone in the community who has experienced the loss of a loved one. The support groups provided a safe and caring environment to learn about grief and loss and healthy ways of coping. In FY 2025, 93 community members participated in the support groups.

A variety of other support groups were offered to support those living with chronic disease.

Funding was provided to six organizations to address access to care, specifically mental health care access.

Resources and Health Information

Care Management staff offered a free telephonic community resource, assisting 10,890 community members with resources and health information. Additionally, the hospital provided case management for people experiencing homelessness in our Emergency Department.

Support Services

The hospital provided case management and community resources for 4,922 people who could not afford the support services due to homelessness or limited health insurance. Services included durable medical equipment, skilled nursing care, medications at no cost, home health care, recuperative care, and clothing.

Transportation

PIH Health Whittier Hospital provided shuttle transportation to patients with no alternative means of transportation. In FY 2025, 5,577 rides were provided.

Chronic Diseases

Response to Need

Health Education, Outreach, and Support

PIH Health Whittier Hospital provided health education classes and special events that focused on chronic disease prevention, management, and treatment. Over 1,130 people were reached with programs that addressed significant community health needs.

The Breast Health Center reached 360 people with outreach efforts, including breast cancer awareness education, support groups, and community events to increase awareness of breast cancer, early diagnosis, treatment, and prevention.

The Cancer Program reached 633 people with community education sessions, yoga, strength training, nutrition, support groups, and skin cancer awareness. A cancer support group and education session were available in Spanish. A community wig bank offers free wigs for cancer patients undergoing treatment; treatment at PIH Health is not required.

Childbirth-related education reached over 1,300 people.

A smoking cessation program reached 48 people.

Funding was provided to four community organizations to support programs and services

promoting healthy lifestyles and disease management.

Hospice Homes

PIH Health provided community members with the option for compassionate end-of-life care and family support at two PIH Health Hospice Homes. In FY 2025, 227 community members were provided with compassionate care.

Support Groups

Provided support groups for individuals and their families. In FY 2025, 594 encounters for needed support were provided. Support group topics included:

- Bariatric surgery
- Breast and women's cancer
- Breastfeeding
- Cancer support group in Spanish
- Journey through cancer
- Mended Hearts
- Metastatic cancer connect
- Stroke

Preventive Practices

Response to Need

Health Education, Outreach, and Support

PIH Health offered an online Health Library, available free to the public.

Healthy Living, a publication of PIH Health, was distributed to approximately 500,000 community members. The magazine offered health information, tips for preventive care, and community education classes. The information was also posted on the website and was available at all PIH Health locations. In addition, PIH Health distributed a monthly e-newsletter to 313,000 community members with health information including tips for preventive care and healthy eating.

Maternal and infant health education assisted parents on childbirth, breastfeeding, preparing for a baby, and infant/toddler safety. Open to the public, these sessions reached 1,305 people. Planned delivery at PIH Health Whittier Hospital was not required to participate in these classes.

PIH Health promoted public health messages that educated community residents of the importance of health screenings and preventive care with a primary care provider.

Funding was provided to two community organization to support provision of vaccines and oral health.

Safety

Sports physicals were provided at no charge to 550 high school students at La Serna High School in Whittier, Rowland Heights High School in Rowland Heights, and Sunny Hills High School in Fullerton.

Infant and toddler safety sessions reached 136 parents and caregivers.

Social Drivers of Health

Response to Need

Food Security

PIH Health promoted the free USDA Summer Lunch program across SPAs 4, 6, and 7. In addition, distributed area food bank flyers in physician offices.

Funding was provided to seven organizations to support programs addressing food insecurity.

Health & Wellness Center at Whittier First Day

PIH Health, in collaboration with Whittier First Day, an emergency transitional shelter, attended to the healthcare needs of First Day residents and those who are chronically homeless or at-risk. In FY 2025, 80 community members were provided needed services.

Funding was provided to four organizations to address housing insecurity and homelessness.

Support Services

Upon hospital discharge, at-risk patients were connected to vital services and resources to help them manage their health. Provided 4,922 people with therapy services, skilled nursing, mental healthcare services, transportation, medications, durable medical equipment, and clothing. Some 5,577 people received transportation services.

Substance Use

Response to Need

Outreach, Support, and Treatment

PIH Health provided Medication Assisted Treatment (MAT) for opioid addiction. When people came to the Emergency Department (ED) in withdrawal, they were offered participation in the

MAT ED Bridge program, which included buprenorphine to alleviate withdrawal symptoms. Over 990 individuals received substance use support services and resources.

Case management for people experiencing substance misuse was provided in the ED.

Social workers provided substance use resources and health information through a community helpline.

Funding was provided to two organizations to address substance use.

Other Community Benefit Services

PIH Health Whittier Hospital provided community benefit services in addition to those programs focused on addressing priority health needs.

Health Professions Education

Graduate Medical Education

PIH Health Whittier Hospital's Family Medicine Residency program trained resident Doctor of Medicine (MD) and Doctor of Osteopathic Medicine (DO) physicians in primary care and offered rotations in various specialties. In FY 2025, the program trained 18 physicians.

Continuing Medical Education

PIH Health offered accredited Continuing Medical Education (CME) and symposia open to healthcare providers in the community. Topics included "History, Present & Future of Robotic Surgery for Prostate Cancer" and "Advancements in Hypertension Management: Exploring Renal Artery Denervation." CME sessions reached 118 health professionals.

Nursing Education

Through partnerships with universities and colleges, PIH Health provided staff-precepted clinical education for 79 RN students.

Other Health Professions Education

Other health professional students were educated and performed their clinical hours and/or internship rotations. At PIH Health Whittier Hospital, 94 students were directly supervised by hospital staff in areas that included:

- Clinical pastoral education
- Health information management
- Nutrition
- Occupational therapy
- Orthopedic
- Pathology
- Pharmacy
- Physical therapy
- Radiology
- Respiratory therapy
- Social work
- Speech therapy

- Surgical technician
- Surgery
- Ultrasound

Subsidized Health Services

Clinical programs provided despite a financial loss because it meets an identified community need.

Emergency & Acute Program

Provided specialty physician back-up coverage to ensure physician services in the hospital and ED provided access to care for patients who meet the organization's financial assistance policy. In FY 2025, 280 community members benefited.

Hospice Homes

PIH Health's hospice homes provide community members with the option for compassionate end-of-life care and support. Hospice care was also provided in-home, and at assisted living facilities, skilled nursing facilities and board-and-care homes. During FY 2025, 227 people received inpatient hospice care.

Palliative Care

PIH Health's Palliative Care program provides support and guidance to improve quality of life for those with a serious illness or chronic condition. In FY 2025, 2,097 community members received palliative care services.

Paramedic Base Station

PIH Health Whittier Hospital's Emergency Department (ED) is designated as an Emergency Department Approved for Pediatrics, is a STEMI (Heart Attack) receiving center, and a Comprehensive Stroke Center, and features the area's paramedic base station, ensuring local residents receive medical oversight for 9-1-1 emergency services. In FY 2025, 6,604 community members received needed services.

Research

At PIH Health, our Research Institute Clinical Trials program is at the forefront of medical innovation. Through groundbreaking research, we offer patients access to some of the most advanced treatments, medications, devices, and therapies—often long before they become widely available. This commitment positions PIH Health as a recognized leader in delivering exceptional care to our communities. Currently, we are conducting 84 clinical trials across our enterprise, covering a wide range of therapeutic areas including oncology, stroke, cardiovascular, podiatry,

endovascular treatments, and more. In FY 2025, 631 community members participated in clinical trials and research studies.

Cash and In-Kind Donations

Cash Donations

A total of \$133,500 in community support funding was provided to 25 nonprofit community groups and local organizations. The support of these organizations furthered the hospital's mission and addressed community health needs identified through the CHNA.

In-Kind Donations

Employees represented the hospital on community boards and collaboratives that focused on increased access to health and social services, improved safety, and wellness issues. In addition, dedicated space and equipment was provided to community organizations and services, including:

- A wig bank for cancer patients
- Mended Hearts Whittier for heart patients and their families offering peer-to-peer, educational, and social programs
- An exam room for the Sexual Assault Response Team (SART) Program, as well as supplies and medications
- Over 34,000 N95 masks were donated to the YMCA of Greater Whittier, which led collection efforts for essential items and supplies for those impacted by Southern California wildfires

Community Benefit Operations

PIH Health's community benefit operations continue to include administrative support, CBISA software subscription, and community benefit consultant support for the completion of the FY 2024 Community Benefit Report and Plan, FY 2025 CHNA, and FY 2026-FY 2028 Implementation Strategy. Additionally, community benefit operational support was provided for management of community support funding to address significant community health needs.

Community-Building Activities

Healthcare Advocacy

Hospital representatives worked with community stakeholders to enhance collective capacity to address identified health needs, with an emphasis on social drivers of health.

Disaster Readiness

PIH Health Whittier Hospital is one of 13 Los Angeles County designated Disaster Resource Centers (DRC) that ensures the community has access to resources and the highly skilled staff needed to respond to a large-scale disaster or other public health emergencies.

Economic Development

Hospital representatives participated in area economic councils and chambers of commerce, addressing issues that impacted community health improvement and safety.

Environmental Improvements

PIH Health continues to implement “green” initiatives, including increased usage of LED lighting to decrease consumption of electricity, expansion of a project with the City of Whittier to convert methane gas into electricity, and purchase of reprocessed instruments through a vendor agreement that results in national forest restoration.

Workforce Development

PIH Health staff supported programs that encourage youth to enter healthcare professions, including the Medical Careers program, which gives student volunteers a head start in discovering meaningful careers in healthcare through shadowing medical career professionals. Workforce development programs reached 748 students interested in exploring a healthcare career.

Financial Summary of Community Benefit

PIH Health Whittier Hospital’s financial summary of community benefit for FY 2025 (October 1, 2024 - September 30, 2025) is summarized in the table below. PIH Health Whittier Hospital’s community benefit investment complies with Internal Revenue Service Instructions for Form 990 Schedule H. Costs are based on PIH Health Whittier Hospital’s overall cost-to-charge ratio. Appendix 1 lists the community benefit programs by category.

Financial Assistance and Means-Tested Government Programs	Vulnerable Populations	Broader Community	Total
Traditional Charity Care	\$2,946,300		\$2,946,300
Medi-Cal Shortfall	\$51,240,429		\$51,240,429
Other Means-Tested Government Programs (Indigent Care)	\$1,576,879		\$1,576,879
Sum Financial Assistance and Means-Tested Government Programs	\$55,763,608		\$55,763,608
Other Benefits			
Community Health Improvement Services	\$4,205,036	\$133	\$4,205,169
Community Benefit Operations	\$106,353	\$231,065	\$337,418
Health Professions Education	\$0	\$4,838,654	\$4,838,654
Subsidized Health Services	\$5,286,118	\$128,089	\$5,414,207
Research	\$618,835	\$88,694	\$707,529
Cash and In-Kind Contributions	\$238,081	\$58,269	\$296,350
Other Community Benefit	\$0	\$584,757	\$584,757
Total Other Benefits	\$10,454,423	\$5,929,661	\$16,384,084
Community Benefit Spending			
Total Community Benefit*	\$66,218,031	\$5,929,661	\$72,147,692
Medicare (non-IRS)	\$1,846,062		\$1,846,062
Total Community Benefit with Medicare	\$68,064,093	\$5,929,661	\$73,993,754

*Sum of Financial assistance, Means-Tested Government Programs and Other Benefits.

Community Benefit Plan FY 2026

The Community Benefit Plan describes the actions the hospital intends to take, including programs and resources it plans to commit, to address the priority significant health needs identified in the FY 2026-FY 2028 Implementation Strategy.

Significant Health Needs the Hospital Intends to Address

PIH Health Whittier Hospital will address the following priority health needs:

- Access to healthcare
- Chronic disease
- Preventive practices
- Social drivers of health
- Substance use

Access to Healthcare (Includes primary care and mental health care)

Goals: Increase access to healthcare and mental healthcare to improve the health of medically underserved individuals in the community and increase the capacity of healthcare provider partners to meet the needs of the medically underserved.

Strategies

1. Provide financial assistance through free and discounted care and governmental health programs for low-income patients for healthcare services, consistent with the hospital's financial assistance policy.
2. Offer health insurance information and enrollment assistance.
3. Provide transportation support for patients who cannot access health services because of lack of transportation.
4. Provide case management, resources, and health information, and provide funding assistance for outpatient psychiatric care, recuperative care, and skilled nursing facilities for the medically indigent.
5. Provide cash and in-kind donations to nonprofit community organizations dedicated to increasing access to healthcare, including primary healthcare and mental health care.

Chronic Diseases (Includes overweight and obesity, healthy eating, and physical activity)

Goals: Reduce the impact of chronic diseases on health, increase the focus on chronic disease prevention and treatment education, and reduce overweight and obesity by increasing healthy eating and physical activity.

Strategies

1. Present community health education focused on cancer survivorship.
2. Conduct community outreach programs to provide information, education, and resources, and raise awareness about chronic disease prevention and management.
3. Provide support groups for people with chronic diseases, as well as their families and caregivers.
4. Collaborate with Healthy Los Nietos and the Los Angeles Department of Public Health's Whittier Wellness Community to address local community health needs.
5. Provide cash and in-kind donations to nonprofit community organizations dedicated to addressing chronic diseases and increasing access to healthy eating and active living.

Preventive Practices

Goal: Increase access to preventive care to improve the health of medically underserved individuals in the community.

Strategies

1. Conduct community outreach programs to provide information, education and resources, and raise awareness about preventive care practices.
2. Provide flu vaccines, pneumonia vaccines, and other preventive vaccines.
3. Perform preventive screenings, at low or no cost.
4. Provide cash and in-kind donations to nonprofit community organizations dedicated to providing preventive care services, including vaccines and screenings.

Social Drivers of Health (Includes food insecurity, and housing and homelessness)

Goals: Increase community resources to address the social drivers of health and build strategies to improve the health and housing stability of people experiencing homelessness.

Strategies

1. Screen patients for food insecurity to address the social drivers of health.
2. Provide and promote community resources that address food insecurity.
3. Utilize emergency department community navigators to assist vulnerable populations, including people who are experiencing homelessness.
4. Provide cash and in-kind donations to nonprofit community organizations dedicated to addressing the social drivers of health.

Substance Use

Goal: Increase access to interventions and practices that offer a continuum of services and support, including substance use prevention, harm reduction, treatment, and recovery.

Strategies

1. Support the emergency department as a primary access point for the treatment of substance use disorders and co-occurring mental health conditions. Utilize trained navigators to identify patients who would benefit from initiating medication assisted treatment (MAT).
2. Provide cash and in-kind donations to nonprofit community organizations dedicated to providing substance use services.

Evaluation of Impact

Through the CHNA process, community stakeholders provided input on the community health needs impacting the community, prioritization of the needs, and resources to address the needs. Appendix 2 identifies the community groups and local officials that were consulted.

PIH Health Whittier Hospital will monitor and evaluate the programs and activities outlined above. The hospital has implemented a system for the collection and documentation of tracking measures, such as the number of people reached or served, and collaborative efforts to address the health needs. An evaluation of the impact of PIH Health Whittier Hospital actions to address these significant health needs will be reported in the next scheduled CHNA.

Health Needs the Hospital Will Not Address

PIH Health Whittier Hospital cannot address all the health needs present in the community, but it will concentrate on those priority health needs that it can most effectively address given its areas of focus and expertise. Taking existing hospital and community resources into consideration, PIH Health Whittier Hospital will not address the remaining health need identified in the CHNA, which was dental care.

Contact Information

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Appendix 1: Categorization of Community Benefit Programs

Medical Care Services
Charity care/financial assistance
Medi-Cal shortfall
Medicare shortfall (non-IRS)
Other means-tested government programs
Other Benefits for Vulnerable Populations
Behavioral health outreach, education, and resources
Breast health center
Cancer program financial navigator
Cancer screening, support group, yoga, and strength training
Cardiovascular health information and resources
Cash and in-kind donations to organizations serving vulnerable populations and improving community health
Childbirth and breastfeeding education
Community outreach on access to care, health insurance, and financial assistance
Community resource line
Durable medical equipment, infusion services, home health, prescriptions, and recuperative care
Financial navigator services, Medi-Cal eligibility
Food security support
Health clinic services for homeless individuals
Hospice homes
Medication Assisted Treatment (MAT) services
Mental health services and support groups
Preventive care education
Safety education and screening
Social media postings, blogs, podcasts, informational articles, and monthly e-newsletters with health education messages
Support groups
Support services and case management
Transportation support
Other Benefits for the Broader Community
Community benefit operations
Health Research, Education and Training Programs
Clinical precepting for nursing students
Clinical precepting for other health professionals
Continuing medical education
Family medicine residency program
Research
Subsidized Health Services
Emergency & Acute (EA) program: physician back-up coverage
Hospice care services
Palliative care
Paramedic base station

Nonquantifiable Benefits
Disaster readiness
Economic development
Environmental improvements
Healthcare advocacy
Workforce development

Appendix 2: Community Stakeholders

Community Stakeholder Interviews

Name	Title	Organization
Russell Castaneda Calleros EdD	Director, Government and Community Relations	Rio Hondo College
Josh Canada PhD	Assistant Vice President, Development-Partnerships and Major Gifts	Whittier College
Veronica G. Castro	Executive Director	Interfaith Food Center
Amy L. Catt	Finance and Development Director	Interfaith Food Center
Alicia Chang MD MS	Area Health Officer, SPA 7 and SPA 8	Los Angeles County Department of Public Health
Brian Corletto	Lieutenant	Whittier Police Department
Jeff Farber MSW	Executive Director	Helpline Youth Counseling, Inc.
David Gonzalez DPA	President; Associate Professor of Organizations Leadership and Public Administration	Hispanic Outreach Taskforce; University of Massachusetts Global School of Business and Professional Studies
Melissa Lomenzo	Administrator	Heart of Compassion
Gina-Marie Lopez MA	Executive Director	YMCA of Greater Whittier
Juan Navarro	Chief Executive Officer	L.A. CADA
David Renteria LCSW PPSC	Program Specialist	East Whittier City School District
Ramiro Rubalcaba EdD	Superintendent	Los Nietos School District
Maryam Shayegh MPA RDN	Nutrition and Wellness Coordinator	Los Angeles County Office of Education
Ryan Shepard MBA	Executive Associate	Boys & Girls Club of Whittier/Pico Rivera
Lucy Spencer	Board Member	Hispanic Outreach Taskforce
Bill Tarkanian JD CATC-V CSS	Chief Strategy Officer	L.A. CADA
Josh Trujillo MPH	Program Manager, Community Health	VCC: The Gary Center
Norma Yoguez LMFT MBA	Director of Programs, Child and Family Well-Being	SPIRITT Family Services