



Kaiser Permanente Panorama City Medical Center

2025 Community Benefits Plan

HCAI License Number: 106190432

Table of Contents

1. Introduction	3
a. Kaiser Permanente’s Mission Statement	3
b. Definition of the Community	3
2. Community Health Needs Assessment (CHNA)	4
a. Approach to CHNA	4
b. Community Engagement in Development of the Plan	4
c. List of Prioritized Needs	5
d. Health Needs Identified but Not Addressed	6
e. Activities Taken to Address the Needs of the Community	7
3. 2026 Community Benefits Plan	17
a. 2026-2028 Implementation Strategies	17
b. Evaluation of the Community Benefit Plan’s Effectiveness	22
4. Financial Summary	23
a. Explanation of Methodology Used to Determine Cost	23
b. Community Benefits Provided in 2025	23
5. Certification Statement	25

2. Community Health Needs Assessment (CHNA)

a. Approach to CHNA

Every three years Kaiser Permanente Panorama City Medical Center conducts a community health needs assessment (CHNA). The CHNA process is driven by Kaiser Permanente's commitment to improve health equity and is intended to be transparent, rigorous, and collaborative. Our Community Health team has identified and prioritized needs unique to our service area, based on community-level quantitative data and input from those who represent the broad interests of the community. We prioritize health equity in our CHNA process — including the data collection and analysis stages — and we are committed to gathering community perspectives on the impact of social health factors and health disparities. To meet this commitment, we engage with other hospitals, public health, and community organizations committed to advancing health for vulnerable populations.

To view or download the Kaiser Permanente Panorama City Medical Center CHNA report and three-year Implementation Strategy (IS), please refer to Kaiser Permanente Community Health Needs Assessments (<https://www.kp.org/chna>). The IS also will be filed with the Internal Revenue Service using Form 990, Schedule H.3.

b. Community Engagement in Development of the Plan

Kaiser Permanente's approach to CHNA prioritizes collecting qualitative data primarily through key informant interviews with individuals representing the broad interests of the community, including expertise in public health and knowledge about challenges affecting those disadvantaged by their social or economic status, geographic location, and environment. The key informant selection process aims to represent a range of community voices across all populations in that community, especially vulnerable populations. In the most recent CHNA process key informants included leaders from organizations representing local, state, and/or tribal public health, key sectors engaged in solutions (e.g., housing, economic opportunity), and those serving specific communities (e.g., people with disabilities, people who are unhoused).

As part of the CHNA process, Kaiser Permanente considers both quantitative and qualitative data to inform the prioritization of health needs for a community. Community voice through qualitative data is weighed highly in the prioritization process, above quantitative measures. In addition, Kaiser Permanente is committed to partnering with hospitals, local and tribal public health agencies, and community organizations to understand needs and advance health and health equity in the communities we serve.

Kaiser Permanente also developed a free, web-based data platform that provides access to a core set of 85 publicly available indicators using the County Health Rankings population health framework, which emphasizes social and environmental determinants

of health. The public is able to view and download information from the [Community Health data platform \(https://public.tableau.com/app/profile/kp.chna.data.platform/viz/2025CommunityHealthNeedsDashboard/1a_StartHere\)](https://public.tableau.com/app/profile/kp.chna.data.platform/viz/2025CommunityHealthNeedsDashboard/1a_StartHere).

Kaiser Permanente Panorama City Medical Center collaborates with other local partners. Hospitals that collaborated on the CHNA: Kaiser Permanente Woodland Hills Medical Center

For a full list of consulted community stakeholders, refer to Appendix B. Community Input of the 2025 CHNA.

c. List of Prioritized Needs

In the 2022 Implementation Strategies, Kaiser Permanente Panorama City Medical Center prioritized the following significant health needs, in priority order:

1. Access to care: Panorama City service area residents are more likely to be uninsured than the state and national averages. In addition, geographic disparities in the percentage of insured residents within both Antelope Valley and Panorama City service areas are associated with race: ZIP codes that have a higher percent of vulnerable populations tend to have a greater proportion of the population uninsured. In addition, infant mortality rates near Lancaster and Lake Los Angeles are relatively high, and infant mortality rates among vulnerable populations are very high. Additional barriers to care included lack of transportation, inability to take time off work, and unfamiliarity with technology.

2. Income & employment: The poverty rate and unemployment rate within the Antelope Valley service area are much higher than the national average. In addition, the median household income is lower. The poverty rate for children in the Antelope Valley service area is even higher than for adults. Additionally, across both Antelope Valley and Panorama City service areas, higher poverty rates and lower household incomes tend to be more severe in ZIP codes with a higher percentage of vulnerable populations. Expanding employment opportunities that provide a livable wage, through activities such as job development programs, was identified as an important opportunity for intervention.

3. Mental & behavioral health: A higher percentage of individuals across Acton, Palmdale, Lancaster, Rosamond, and California City reported experiencing serious psychological distress within the past year, compared to the state average. In addition, Antelope Valley is designated as a Mental Health Provider shortage area. Mental health needs across both Panorama City and Antelope

Valley service areas were identified as being closely related to other needs, and to have escalated since the start of the COVID-19 pandemic.

4. Housing: The median rental cost within the Panorama City service area is roughly \$1,700, which is much higher than the national average. Residents in this area also spend a higher percentage of their income on mortgages and have a lower homeownership rate compared to the national average. Within both the Antelope Valley and Panorama City service areas, overcrowded housing tends to be more prevalent in areas with a higher percentage of vulnerable populations. Concerns about homelessness and stress related to losing housing were identified as among the most important health needs, and a barrier to improved health outcomes.

5. Education: Antelope Valley service area residents are less likely to have a high school diploma compared to the national average. In addition, on-time high school graduation rates are lower, performance of 4th grade students on state exams is much lower, and pre-school enrollment is much lower than the national average. Additional geographic disparities across both Antelope Valley and Panorama City service areas are associated with race: areas with a higher percentage of diverse communities tend to have lower high school graduation rates. Additional investments in minority education and minority representation in the health care industry were identified as a key strategy to reduce disparities. In addition, improved community education on health issues and strategies was recommended.

6. Family & social support: Within Panorama City, regions that have a higher percentage of vulnerable populations tend to have a greater proportion of single parent households, more people aged 75+ with a disability, and more adults 65+ living alone. Stakeholders in Panorama City also identified geriatric care as among the most important needs in this area. Within Antelope Valley, prenatal health and infant mortality were identified as areas of concern, and a need for additional childcare and home visitation services was highlighted.

d. Health Needs Identified but Not Addressed

The significant health need identified in the 2022 CHNA that Kaiser Permanente Panorama City Medical Center does not plan to address is shown below, along with the reasons for not addressing that need.

Kaiser Permanente Panorama City Medical Center addressed all of the significant needs identified in the 2022 CHNA.

For information about the process and criteria used to select these health needs and the health needs that were not selected (and the rationale), please review the [2022 CHNA Report and the 2023-2025 Implementation Strategy Report](http://www.kp.org/chna) (<http://www.kp.org/chna>).

e. Activities Taken to Address the Needs of the Community

The following are the health needs Kaiser Permanente Panorama City Medical Center addressed during the 2023-2025 Implementation Strategy period.

All Kaiser Foundation Hospitals planned for and drew on a broad array of resources and strategies to improve the health of our communities. Resources and strategies deployed to address the identified health needs of communities include grantmaking, in-kind resources, and collaborations with community-based organizations such as local health departments and other hospital systems. Kaiser Permanente also leverages internal programs such as Medicaid, charitable health coverage, medical financial assistance, health professional education, and research to address needs prioritized in communities. Grants to community-based organizations are a key part of the contributions Kaiser Permanente makes each year to address identified health needs, and we prioritize work intended to reduce health disparities and improve health equity. In addition to contributing financial resources, we leveraged assets from across Kaiser Permanente to help us achieve our mission to improve the health of communities. The table below highlights a partial list of key grantmaking, collaborations, and partnership activities undertaken in 2025 to address community needs identified in the 2023–2025 Implementation Strategy period. Refer to the table in the Financial Summary section for financial investments made towards addressing the prioritized community needs. Additionally, Kaiser Permanente SCAL provided significant contributions to the California Community Foundation (CCF) in the interest of funding effective long-term, strategic community benefit initiatives. These CCF managed funds are not included in the financial totals for 2025.

Access to Care			
Name of Community Partner	Title of Grant/Partnership	Service Areas Impacted	Description
County of Los Angeles Department of Public Health	Southern California Community Health Outreach	Baldwin Park; Downey; Los Angeles; Panorama City; South Bay; West Los Angeles; Woodland Hills	Los Angeles County Department of Public Health improved healthcare access for vulnerable and low-income families across Los Angeles County by delivering culturally responsive outreach, one-on-one enrollment assistance, healthcare navigation support, and recertification services, addressing the systemic and individual barriers that prevent underserved

			communities from accessing, understanding, and retaining the healthcare coverage they need.
The California Health Care Safety-Net Institute	Safety Net Organizational Capacity Building	All Licensed Hospitals	The California Health Care Safety Net Institute supported efforts to strengthen public health care systems by providing peer learning, technical assistance, expert access, and collaboration with the Department of Health Care Services, while also building its internal capacity to collect and analyze system data through the development of a data warehouse.
California School-Based Health Alliance	Expanding Capacity of School-Based Health & Wellness Centers Through California, NCAL - Grants splits with SCAL	All Licensed Hospitals	California School-Based Health Alliance strengthened the capacity of Local Education Agencies and community-based health organizations to deliver health and mental health services in California schools by providing training, technical assistance, and regional coalition support, expanding school-based health and wellness centers in areas of greatest need while centering youth voice through peer-led health advocacy convenings.
Tides Center	Advancing Health Access and Coverage	All Licensed Hospitals	Latino Coalition for a Healthy California's Pasa La Voz program activated trusted community networks across California to connect Latine communities with safety net resources through monthly bilingual Charlas covering Medi-Cal, CalFresh, mental health, and other essential programs, building health literacy and systems navigation skills among community members who face significant barriers to accessing social services.
<p>Medi-Cal Kaiser Permanente provides coverage to Medi-Cal members in 22 counties in California through both direct contracts with the Department of Health Care Services (DHCS), and through delegated arrangements with other Medi-Cal managed care plans (MCPs). Kaiser Permanente also provides subsidized health care on a fee-for-service basis for Medi-Cal beneficiaries not enrolled</p>			

as KFHP members. Reimbursement for some services is usually significantly below the cost of care and is considered subsidized care to non-member Medi-Cal fee-for-service patients.

Community Health Coverage Program (CHCP)

Kaiser Permanente’s CHCP provides health care coverage to people who have low-income and don’t have access to other public or private health coverage. CHCP enrolls qualifying individuals in a Kaiser Permanente Individual and Family Health Plan. Through CHCP, members’ monthly premiums are subsidized, and members do not have to pay copay or out-of-pocket costs for most care at Kaiser Permanente facilities. Through CHCP, members have a medical home that includes comprehensive coverage, preventive services and consistent access through the “front door” of the health delivery system.

Medical Financial Assistance (MFA)

Kaiser Permanente’s Medical Financial Assistance program (MFA) improves health care access for people with limited incomes and resources and is fundamental to Kaiser Permanente’s mission. Our MFA program helps patients who are low-income, uninsured, or underinsured cover the costs of care. The program provides temporary financial assistance or free care to patients who receive health care services from our providers, regardless of whether they have health coverage or can’t afford to pay.

Income & Employment			
Name of Community Partner	Title of Grant/Partnership	Service Areas Impacted	Description
California WIC Association	Improving Access: Streamlining Referrals and WIC Enrollment	All Licensed Hospitals	California WIC Association expanded access to the WIC program for eligible but unenrolled families across California by streamlining electronic referral systems, supporting Memoranda of Understanding between WIC local agencies and Medi-Cal managed care plans, and advancing policy and systems improvements that reduce enrollment barriers for pregnant individuals and young children, addressing a coverage gap of hundreds of thousands of eligible Californians who are missing out on a program proven to improve birth outcomes and reduce healthcare costs.
Communities Lifting Communities	Impact Purchasing in Health Care Initiative	Anaheim_Irvine; Baldwin Park; Downey; Fontana_Ontario; Los Angeles; Moreno Valley; Panorama City; Riverside;	Communities Lifting Communities advanced health equity and economic resilience across Southern California by building hospital capacity for inclusive procurement, expanding regional data collection on supplier diversity, and

		South Bay; West Los Angeles; Woodland Hills	strengthening cross-sector collaboration through the Regional Impact Purchasing Collaborative, creating pathways for local and diverse-owned businesses to access hospital supply chains and driving economic investment in vulnerable populations.
The Chrysalis Center	Chrysalis Employment Program: San Fernando Valley	Panorama City	Chrysalis supported underserved residents of the San Fernando Valley in obtaining employment by providing case management, job training, linkages to community resources, and basic needs assistance, creating pathways to economic self-sufficiency for community members including those in recovery, formerly incarcerated individuals, older adults, and people with mental health challenges.
MEND - Meet Each Need With Dignity	Gateways Employment Services	Panorama City	MEND's Gateways Employment Services advanced economic stability for low-income, food-insecure residents of the northeast San Fernando Valley by providing job readiness training, transitional work experience, and employer outreach, directly addressing the social determinants of health that link unemployment and underemployment to food insecurity, housing instability, and poor health outcomes in one of Los Angeles's most underserved communities.
Tierra del Sol Foundation	Employment training program for underserved youth, leading to long-term income.	Panorama City	Tierra del Sol Foundation advanced workforce development and economic opportunity for low-income youth with disabilities in the San Fernando Valley by providing work experience and skill development through healthcare industry positions, addressing the compounding barriers of disability, poverty, and employer bias that contribute to unemployment rates among people with disabilities far exceeding national averages.

Mental & Behavioral Health			
Name of Community Partner	Title of Grant/Partnership	Service Areas Impacted	Description
Playworks Education Energized	Play to Thrive: Deepening School Connection in Southern California	Downey; Los Angeles; Moreno Valley; Panorama City; Riverside	Playworks Southern California improved school connectedness and student well-being across Watts and greater Southern California by delivering play-based direct services, professional development workshops, and consultative support to schools and youth-serving partners, ensuring that students in under-resourced communities continued to experience structured, safe play that builds belonging, social skills, and resilience as a protective factor against anxiety, depression, and chronic absenteeism.
New Directions for Youth, Inc.	New Directions for Youth Mental Health Resilience and Family Empowerment	Panorama City	New Directions for Youth expanded access to therapeutic services, parent education, mentoring, and healing circles for high-risk youth ages 13 to 18 and their families in low-income Los Angeles communities, addressing the intersecting challenges of trauma, housing instability, exposure to violence, and limited access to culturally responsive mental health services that place vulnerable young people at elevated risk of school dropout and long-term harm.
Public Health Institute	Cypress Resilience Project: Learning Community and Support for CA Youth Mental Health Initiative Grantees, NCAL Grant split with SCAL	All Licensed Hospitals	Cypress Resilience Project strengthened the organizational capacity and staff well-being of Kaiser's California Youth Mental Health Initiative grantees by facilitating monthly learning communities, delivering professional development workshops on trauma, grief, and mental health, and providing management coaching to leaders navigating vicarious trauma

			and burnout, ensuring that frontline organizations serving young people had the resilience, skills, and peer support needed to sustain and deepen their impact.
The Children's Center of the Antelope Valley	Aces on ACEs	Panorama City	Children's Center of the Antelope Valley educated families on Adverse Childhood Experiences through engaging prevention and intervention workshops, raising awareness and building protective capacity for vulnerable and underserved families in a community where thousands of children are referred to child protective services annually and exposure to trauma, neglect, and abuse remains a significant and growing public health concern.
CASA of Los Angeles	Mental and Medical Advocacy Programming for Children in Foster Care	Panorama City	CASA of Los Angeles supported medically complex and mentally vulnerable children in foster care through its Mental and Medical Advocacy Program, providing child welfare professionals who help trained volunteers navigate the complexities of each child's situation and deliver individualized advocacy and systems navigation, addressing the disproportionately high rates of developmental delays, PTSD, and mental health challenges facing foster youth.
Center for Individual and Family Counseling	School Based Mental Health Services	Panorama City	Center for Individual and Family Counseling expanded mental health access for students in low-income communities by partnering with seven schools in the Panorama City area to deliver individual and family counseling sessions, addressing the significant increase in youth mental health needs identified as a top community priority in the wake of the pandemic and ongoing community stressors.

Housing			
Name of Community Partner	Title of Grant/Partnership	Service Areas Impacted	Description
National Health Care for the Homeless Council	Strengthening Recuperative Care services in Southern CA through knowledge sharing, policy changes, and care transitions	All Licensed Hospitals	National Institute for Medical Respite Care strengthened the recuperative care system across Southern California by expanding the L.A. Recuperative Care Learning Network to four surrounding counties, developing standardized protocols for integrating ADL assistance into recuperative care programs, advocating for state policy alignment, and building referral networks with skilled nursing facilities and short-term post-hospitalization housing, creating a more cohesive and equitable continuum of care for unhoused patients transitioning out of hospitals.
Harbor Care Foundation, Inc.	Expanding Lancaster Medical Respite to Full Capacity	Panorama City	Harbor Care Foundation expanded medical respite services for homeless patients in the Antelope Valley by opening a women's dorm at its Lancaster facility, increasing recuperative care bed capacity, hiring additional staff, and strengthening hospital partnerships, addressing the critical shortage of safe recovery environments for homeless patients discharged from hospitals in one of Los Angeles County's highest-need regions.
Catholic Charities of Los Angeles, Inc.	Core Support - Catholic Charities of Los Angeles. Inc.	Baldwin Park; Downey; Los Angeles; Panorama City; South Bay; West Los Angeles; Woodland Hills	Catholic Charities supported poverty programs, offered at St. Margaret's Center in Our Lady of the Angels Region, Loaves & Fishes II in Van Nuys, a program of the San Fernando Region, and the San Juan Diego Community Center in the San Gabriel Region to serve individuals and families in need.

Education			
Name of Community Partner	Title of Grant/Partnership	Service Areas Impacted	Description
Young Men's Christian Association of Metropolitan Los Angeles	Educational Support for Low Income Antelope Valley Youth	Panorama City	Antelope Valley Family YMCA expanded educational programming for low-income and underserved youth in Palmdale, Lancaster, and Leona Valley by providing high-quality early learning, after-school homework support, and STEM-focused day camp enrichment, addressing the systemic barriers to academic success in a region where nearly 20% of residents live below the poverty line and access to affordable enrichment opportunities is severely limited.
Boys and Girls Club San Fernando Valley	Mission to Thrive	Panorama City	Boys and Girls Club of the San Fernando Valley provided year-round daily programming for youth and families in the community through its core impact areas of education, careers, and youth development, offering tutoring, STEM education, mentoring, college preparation, and job readiness activities that help young people learn, succeed in school, and build pathways to lifelong health and economic stability.
Saugus Union School District	Beyond Wellness-Embracing Joy	Panorama City	Saugus Union School District invested in the wellness and mental health of its 1,300 staff members by providing weekly yoga, gratitude journaling practices, and staff care centers, building a culture of well-being and self-care among the educators and support professionals who serve over 9,000 students, many of whom experience trauma and complex needs that contribute to significant staff stress and burnout.
Santa Clarita Valley Boys & Girls Club	Project Learn	Panorama City	Santa Clarita Valley Boys and Girls Club expanded access to high-impact academic and enrichment programming for youth from low-income and working-class families in the Santa

			Clarita Valley by funding educational coordinators and technology support, providing tutoring, digital tools, and positive mentorship to students who face barriers to academic success in an area where over 30% of students are socioeconomically disadvantaged.
--	--	--	--

Family & Social Support			
Name of Community Partner	Title of Grant/Partnership	Service Areas Impacted	Description
North Valley Caring Services	Increasing access to healthy food for all	Panorama City	North Valley Caring Services reduced food insecurity for low-income and homeless families in the San Fernando Valley by providing fresh and nutritious food through its Food Pantry and Outreach Meals programs, addressing the growing food access crisis in areas like North Hills and Panorama City where more than one in three households experience food insecurity and community need consistently outpaces available resources.

Food Insecurity			
Name of Community Partner	Title of Grant/Partnership	Service Areas Impacted	Description
Feeding America	Healthy Food, Healthy Futures: Increasing Access to Fresh Produce, Protein, and Dairy, PO - Grants splits with	Anaheim_Irvine; Baldwin Park; Downey; Kern; Los Angeles; Moreno Valley; Panorama City; Riverside; San Diego; San Marcos; South Bay; West Los Angeles; Woodland Hills	Feeding America expanded equitable access to nutrient-rich foods for families facing hunger across its national network of partner food banks by deepening agricultural partnerships, strengthening sustainable fresh food procurement models, maximizing federal program coordination, and leveraging 11 regional cooperatives to ensure that fresh produce, dairy, and protein reach the communities with the greatest nutrition gaps

			and health disparities at a time when food insecurity has reached its highest level in nearly a decade.
The Food Basket Inc.	Healthy Food Access for Hawai'i Island Kupuna	All Licensed Hospitals	The Food Basket expanded healthy food access for low-income seniors ages 60 and older on Hawai'i Island by distributing culturally relevant Kupuna Fresh bags filled with locally sourced fruits, vegetables, and proteins alongside shelf-stable Kupuna Pantry boxes, addressing critical gaps left by federal food program cuts and ensuring that kupuna in affordable housing and community locations maintained consistent access to nutritious food.
Community Partners	Food is Medicine on Campus: Advancing CalFresh Access	Baldwin Park; Downey; Panorama City; West Los Angeles; Woodland Hills	The Los Angeles Food Policy Council supported institutional policy and systems changes by implementing recommendations from the Fresh Ideas for CalFresh: College Edition report and advancing targeted support at a Los Angeles campus identified as needing additional assistance. In addition, the organization conducted food distribution for communities negatively impacted by recent federal changes through its Canastas de Campo Program. Activities included providing institutional technical assistance and piloting student-led advocacy tools to increase participation and embed sustainable campus practices.
Project Angel Food	Medically tailored meals, nutrition services, and emergency food assistance for clients with diet-related diseases	Baldwin Park; Downey; Fontana_Ontario; Los Angeles; Panorama City; South Bay; West Los Angeles; Woodland Hills	Project Angel Food delivered home-delivered grocery gift cards to critically ill clients facing CalFresh benefit disruptions and provided medically tailored meals with registered dietitian counseling to clients with diabetes and heart disease in Los Angeles County, advancing health equity for individuals living at the intersection of poverty, food insecurity, and

			chronic illness where evidence shows these interventions reduce hospitalizations, improve blood sugar control, and restore dignity for some of the region's most vulnerable residents.
Hunger Action Los Angeles	Connecting Community to Healthy Food	Baldwin Park; Downey; Los Angeles; Panorama City; West Los Angeles; Woodland Hills	Hunger Action Los Angeles addressed the immediate and growing food insecurity crisis in Los Angeles County by delivering weekly distributions of produce, eggs, and prepared meals to vulnerable households, conducting CalFresh outreach and enrollment assistance, providing Market Match incentives at farmers markets, and publishing the People's Guide to Benefits to help community members navigate public benefit programs amid SNAP disruptions and cuts threatening thousands of low-income residents.

3. 2026 Community Benefits Plan

a. 2026-2028 Implementation Strategies

Kaiser Permanente Panorama City Medical Center has developed an implementation strategy (IS) for the priority needs it will address over the next three years 2026-2028, considering both Kaiser Permanente's and the community's assets and resources.

Kaiser Permanente Panorama City Medical Center Community Health has identified the strategic focus, strategies, and expected impact for each priority health need, described in the tables below. While we recognize that IS strategies can address multiple health needs, each strategy is associated with the needs where we expect to see the greatest impact. Included with each strategy are expected outcomes and examples of available Kaiser Permanente resources and planned collaborations.

1. Access to care
2. Housing
3. Mental and behavioral health
4. Income and employment
5. Education

Access to care

Strategy	Expected outcomes	Available resources and planned collaboration
<p>Increase equitable access to care and affordability of care for low-income community residents.</p>	<ul style="list-style-type: none"> • Increase access to care and coverage • Increase utilization of clinical and social care • Improve health outcomes 	<ul style="list-style-type: none"> • Resources: Charitable contributions, and subsidized care and coverage programs such as Medical Financial Assistance, Charitable Health Coverage, and Medicaid/Medi-Cal • Planned collaboration: Government agencies, including local and state public health departments, community organizations, and safety net clinics
<p>Grow a culturally competent health care workforce in order to improve equitable access to health care services.</p>	<ul style="list-style-type: none"> • Decrease health care workforce shortages • Improve cultural competency • Improve health outcomes 	<ul style="list-style-type: none"> • Resources: Charitable contributions, health professions education and training programs, and health care career exposure programs • Planned collaboration: National organizations, community organizations, and safety net providers
<p>Improve food and nutrition security and address diet-related health conditions by increasing equitable access to and affordability of nutritious and culturally relevant food options.</p>	<ul style="list-style-type: none"> • Improve access to and quality of resources provided by community organizations providing social care • Improve health outcomes 	<ul style="list-style-type: none"> • Resources: Charitable contributions • Planned collaboration: Food banks and pantries, community organizations, and government agencies
<p>Increase access to and quality of resources that improve social and environmental factors by investing in community organizations, schools, districts, or other public entities and by enhancing coordination between community and health care.</p>	<ul style="list-style-type: none"> • Improve access to and quality of resources provided by community organizations providing social care • Improve health outcomes 	<ul style="list-style-type: none"> • Resources: Charitable contributions, and technical assistance • Planned collaboration: Government agencies, including local and state public health departments, community organizations, schools and school districts, and other hospitals

Housing

Strategy	Expected outcomes	Available resources and planned collaboration
<p>Improve food and nutrition security and address diet-related health conditions by increasing equitable access to and affordability of nutritious and culturally relevant food options.</p>	<ul style="list-style-type: none"> • Improve access to and quality of resources provided by community organizations providing social care • Improve health outcomes 	<ul style="list-style-type: none"> • Resources: Charitable contributions • Planned collaboration: Food banks and pantries, community organizations, and government agencies
<p>Implement strategies to improve the health of homeless populations and reduce housing insecurity by strengthening the availability and coordination of community and health care resources.</p>	<ul style="list-style-type: none"> • Improve access to and quality of resources provided by community organizations providing social care • Improve health outcomes 	<ul style="list-style-type: none"> • Resources: Charitable contributions, and technical assistance • Planned collaboration: Government agencies, including local and state public health departments, community organizations, schools and school districts, and other hospitals
<p>Increase access to and quality of resources that improve social and environmental factors by investing in community organizations, schools, districts, or other public entities and by enhancing coordination between community and health care.</p>	<ul style="list-style-type: none"> • Improve access to and quality of resources provided by community organizations providing social care • Improve health outcomes 	<ul style="list-style-type: none"> • Resources: Charitable contributions, and technical assistance • Planned collaboration: Government agencies, including local and state public health departments, community organizations, schools and school districts, and other hospitals

Mental and behavioral health

Strategy	Expected outcomes	Available resources and planned collaboration
<p>Increase equitable access to care and affordability of care for low-income community residents.</p>	<ul style="list-style-type: none"> • Increase access to care and coverage • Increase utilization of clinical and social care • Improve health outcomes 	<ul style="list-style-type: none"> • Resources: Charitable contributions, and subsidized care and coverage programs such as Medical Financial Assistance, Charitable Health Coverage, and Medicaid/Medi-Cal

		<ul style="list-style-type: none"> • Planned collaboration: Government agencies, including local and state public health departments, community organizations, and safety net clinics
Grow a culturally competent health care workforce in order to improve equitable access to health care services.	<ul style="list-style-type: none"> • Decrease health care workforce shortages • Improve cultural competency • Improve health outcomes 	<ul style="list-style-type: none"> • Resources: Charitable contributions, health professions education and training programs, and health care career exposure programs • Planned collaboration: National organizations, community organizations, and safety net providers
Implement strategies to improve the health of homeless populations and reduce housing insecurity by strengthening the availability and coordination of community and health care resources.	<ul style="list-style-type: none"> • Improve access to and quality of resources provided by community organizations providing social care • Improve health outcomes 	<ul style="list-style-type: none"> • Resources: Charitable contributions, and technical assistance • Planned collaboration: Government agencies, including local and state public health departments, community organizations, schools and school districts, and other hospitals
Increase access to and quality of resources that improve social and environmental factors by investing in community organizations, schools, districts, or other public entities and by enhancing coordination between community and health care.	<ul style="list-style-type: none"> • Improve access to and quality of resources provided by community organizations providing social care • Improve health outcomes 	<ul style="list-style-type: none"> • Resources: Charitable contributions, and technical assistance • Planned collaboration: Government agencies, including local and state public health departments, community organizations, schools and school districts, and other hospitals

Income and employment

Strategy	Expected outcomes	Available resources and planned collaboration
Grow a culturally competent health care workforce in order to improve equitable access to health care services.	<ul style="list-style-type: none"> • Decrease health care workforce shortages • Improve cultural competency 	<ul style="list-style-type: none"> • Resources: Charitable contributions, health professions education and

	<ul style="list-style-type: none"> • Improve health outcomes 	<p>training programs, and health care career exposure programs</p> <ul style="list-style-type: none"> • Planned collaboration: National organizations, community organizations, and safety net providers
Increase access to and quality of resources that improve social and environmental factors by investing in community organizations, schools, districts, or other public entities and by enhancing coordination between community and health care.	<ul style="list-style-type: none"> • Improve access to and quality of resources provided by community organizations providing social care • Improve health outcomes 	<ul style="list-style-type: none"> • Resources: Charitable contributions, and technical assistance • Planned collaboration: Government agencies, including local and state public health departments, community organizations, schools and school districts, and other hospitals

Education

Strategy	Expected outcomes	Available resources and planned collaboration
Grow a culturally competent health care workforce in order to improve equitable access to health care services.	<ul style="list-style-type: none"> • Decrease health care workforce shortages • Improve cultural competency • Improve health outcomes 	<ul style="list-style-type: none"> • Resources: Charitable contributions, health professions education and training programs, and health care career exposure programs • Planned collaboration: National organizations, community organizations, and safety net providers
Increase access to and quality of resources that improve social and environmental factors by investing in community organizations, schools, districts, or other public entities and by enhancing coordination between community and health care.	<ul style="list-style-type: none"> • Improve access to and quality of resources provided by community organizations providing social care • Improve health outcomes 	<ul style="list-style-type: none"> • Resources: Charitable contributions, and technical assistance • Planned collaboration: Government agencies, including local and state public health departments, community organizations, schools and school districts, and other hospitals

b. Evaluation of the Community Benefit Plan's Effectiveness

Kaiser Permanente Panorama City Medical Center will monitor and evaluate the strategies listed above to assess progress and document the impact of those strategies on expected outcomes. Evaluation of the impact includes monitoring grantee progress (how many people were reached) and measuring short and intermediate term outcomes (e.g., what was the impact on the individuals served). Additionally, for each prioritized health need, the number of grants made, the number of dollars invested, and the number of community-based organizations supported are tracked.

In addition to the strategies developed as part of the CHNA and three-year IS process, many health needs are addressed by Kaiser Permanente business practices that contribute to community well-being, including environmentally responsible purchasing, waste reduction, and purchase of clean energy for facilities. We also conduct high-quality health research and disseminate findings intended to contribute to the literature by enhancing understanding of the impact of interventions designed to improve health outcomes.

4. Financial Summary

a. Explanation of Methodology Used to Determine Cost

Total Community Benefit expenditures are reported as follows:

- Medical care services for vulnerable populations include unreimbursed inpatient costs for participation in Kaiser Permanente-subsidized and government-sponsored health care insurance programs.
- Since 2006, figures for subsidized products have been reported on a cost-basis (e.g., the difference of total revenues collected for services less direct and indirect expenses).
- Grant and donations are recorded in the general ledger in the appropriate amount and accounting period on an accrual, not cash basis. The amount reported reflects hospital-specific, unreimbursed expenditures. When hospital-specific expenditures are not available, dollars are allocated to each hospital based on the percentage of KFHP members.
- The unreimbursed portion of medical, nursing, and other health care professional education and training costs are included.

Resource allocations are reported as follows:

- Financial expenditures are reported in exact amounts, if available, by hospital service area.
- If exact financial expenditure amounts are not available by hospital service area, then regional expenses are allocated proportionally based on KFHP membership or other quantifiable data.

b. Kaiser Permanente Panorama City Medical Center Community Benefits Provided in 2025

This report outlines the hospital's net community benefit expenditures categorized into the following framework: medical care services, other services for vulnerable populations, other services for the broader community, and health research, education and training programs. Kaiser Permanente generates a range of nonquantifiable benefits, including community engagement through volunteerism, environmental stewardship, supplier diversity, and partnerships with community organizations, municipal leaders, and public health champions that address community needs.

Financial Assistance and Means-Tested Government Programs	Vulnerable Population	Broader Community	Total
Traditional Charity Care	\$ 16,510,324		\$ 16,510,324
Medi-Cal	\$ 43,969,677		\$ 43,969,677
Other Means-Tested Government (Indigent Care)	\$ 0		\$ 0
Sum Financial Assistance and Means-Tested Government Program	\$ 60,480,001		\$ 60,480,001
Other Benefits			
Community Health Improvement Services	\$ 115,308	\$ 128,051	\$ 243,359
Community Benefit Operations	\$ 0	\$ 533,613	\$ 533,613
Health Professions Education	\$ 867,738	\$ 216,935	\$ 1,084,673
Subsidized Health Services	\$ 0	\$ 0	\$ 0
Research	\$ 463,721	\$ 238,886	\$ 702,607
Cash and in-kind Contributions for Community Benefits	\$ 1,642,568	\$ 59,265	\$ 1,701,833
Other Community Benefits	\$ 0	\$ 27,125	\$ 27,125

Total Other Benefits	\$ 3,089,335	\$ 1,203,875	\$ 4,293,210
Community Benefits Spending			
Total Community Benefits*	\$ 63,569,336	\$ 1,203,875	\$ 64,773,211
Medicare (non-IRS)	\$ 69,336,200		\$ 69,336,200
Total Community Benefits with Medicare	\$ 132,905,536	\$ 1,203,875	\$ 134,109,411

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

5. Certification Statement

Kaiser Permanente leadership reviewed and attested to the validity of the hospital Community Benefit Plan. The data and information reported is true, correct, and completed as required by Health and Safety Code sections 127340-127360 and Article 2 of Chapter 8.2 of Division 7 of Title 22 of the California Code of Regulations requiring all non-profit hospitals report on the community benefits they provide.

- John Yamamoto, VP, Community Health & Benefit, Government Relations, & Community Engagement
- Michelle Gaskill-Hames, Regional President